

GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
Authorized Federal Supply Schedule Pricelist
TEMPORARY SUPPORT SERVICES

SPECIAL ITEM NUMBERS	
736-1	Administrative Support and Clerical Occupations
736-2	Automatic Data Processing Occupations
736-3	General Services and Support
736-4	Information and Arts Occupations, including Miscellaneous
736-5	Technical and Professional Occupations

Contract number: **GS-07F-5937R**

Contract period: **8/01/2015 – 7/31/2020**



TDB Communications, Inc.
10901 West 84th Terrace
Suite #105
Lenexa, KS 66214

913.327.7400
913.287.8794 (Fax)

www.tdbcommunications.com

Service Disabled Veteran Owned Small Business

Modification Number: **PO - 0031** Dated: **01 August 2015**

Contractor Administrator:

Laird Simons, President
lsimons@tdbcommunications.com
P: 913-327-7400
Fax 913-287-8794



GSA Schedule
Information for Ordering Offices



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.

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SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1a. Table of Awarded Special Item Numbers

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1b. Lowest Unit Price

Not applicable.

1c. Commercial Job Titles and Descriptions

SIN 736-1 – Administrative Support and Clerical

01010 ACCOUNTING CLERK (Occupational Base)

The Accounting Clerk performs one or more accounting tasks such as; posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents. In addition, tasks include; assigning



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prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, and postings.

This position is responsible for preparing journal vouchers; making entries of adjustments to accounts; and working with spreadsheets. Level I requires a basic knowledge of routine clerical methods, office practices, and procedures as they relate to the clerical processing and recording of transactions. Levels II and III require a knowledge and understanding of the established and standardized bookkeeping and accounting procedures and techniques used in an accounting system, or a segment of an accounting system where there are few variations in the types of transactions handled. In addition, most jobs at each level will require a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

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



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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.

01030 COLLECTION SPECIALIST

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

01040 COURT REPORTER

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

01050 DATA ENTRY OPERATOR (Occupational Base)

This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. Job task requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. Positions are classified into levels based on the following definitions:

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.



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

01060 DISPATCHER, MOTOR VEHICLE (Motor Vehicle Utilization Assistant)

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

01070 DOCUMENT PREPARATION CLERK (Document Preparer)

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

01090 DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction Worker)

This position operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles, and bulletins. Additional responsibilities include: operating small binding machines, performing clerical duties associated with the request for printing and photographic services, preparing assembly sheets, printing requisitions with specifications for printing and binding, recording, delivering and collecting work. The Duplicating Machine Operator performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machine.

01110 GENERAL CLERK (Occupational Base)

The General Clerk follows clearly detailed procedures in performing simple repetitive tasks in the same sequence. Responsibilities would include filing pre-coded documents in a chronological file, or operating office equipment, (e.g., mimeograph, photocopy, addressograph, or mailing machine).

01111 GENERAL CLERK I



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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 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. 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



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agents solicited or listed), 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 business concerns or governmental agencies. An employee in this role may perform the following: miscellaneous errands, such as carrying mail within the base and sorting or opening incoming and outgoing mail, obtain receipts for articles delivered and keep a log of items received and delivered, or deliver items to offices and departments within an establishment. The Messenger Courier may use a bicycle, golf cart, or motorcycle to perform these duties. **Note: Employees who regularly perform driving duties should be classified as a Driver Courier, which is listed under Transportation.**

01190 ORDER CLERK (Occupational Base)

The Order Clerk receives written or verbal purchase orders. Work typically involves some combination of the following duties: quoting prices, determining availability of ordered items and suggesting substitutes when necessary, advising expected delivery date and method of delivery, recording order, and customer information on order sheets. The Order Clerk is responsible for checking order sheets for accuracy and adequacy of information; ascertaining credit rating of customer; furnishing customer with confirmation of receipt of order; order follow up, or informing customer of a delay in delivery. The Order Clerk maintains order files and verifies shipping invoices against original orders.

This position excludes workers paid on a commission basis or whose duties include any of the following: Receiving orders for services rather than for material or merchandise; providing customers with consultative advice using knowledge gained from engineering or extensive technical training; emphasizing selling skills; handling material or merchandise as an integral part of the job.

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.

01260 PERSONNEL ASSISTANT (Occupational Base)

This position performs a variety of general personnel clerical tasks in such areas as employee records, benefits, education, training, employment/staffing, compensation, employee labor relations, and equal employment opportunity/affirmative action. The Personnel Assistant may



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conduct surveys and update manual and automated personnel records. At the higher levels, assistants perform limited aspects of personnel professionals' work such as interviewing candidates, recommending placements, performing compensation or benefit support activities involving contacts throughout the company, and preparing communications to various third party benefit vendors. Excluded are workers who primarily compute and process payrolls.

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 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.

01262 PERSONNEL ASSISTANT II

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

01263 PERSONNEL ASSISTANT III

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

01270 PRODUCTION CONTROL CLERK

This position compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production. May perform any combination of the following duties: compile and record



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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.

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.

01290 RENTAL CLERK

This position performs clerical duties concerned with rental and management of public housing projects answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. The Rental Clerk receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government accounting system. This Clerk receives security deposits and prepares tenant receipts, prepares bank deposits, maintains tenant files, and follows up on income re-certifications.

01300 SCHEDULER, MAINTENANCE

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

01310 SECRETARY* (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



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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



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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;



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- 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.



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CRITERIA FOR MATCHING SECRETARIES BY LEVEL

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

Intentionally blank	LR-1	LR-2	LR-3
LS-1	I 01311	II 01312	III 01313
LS-2	I 01311	III 01313	See Note
LS-3	I 01311	See Note	See Note

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

01320 SERVICE ORDER DISPATCHER

This position receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company, records information, such as name, address, 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.

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)

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



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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.

01530 TRAVEL CLERK (Occupational Base)

This position plans itinerary and schedules travel accommodations for military and civilian personnel with dependents according to travel orders using knowledge of routes, types of carriers, and travel regulations. This Clerk verifies travel orders to insure costs, availability, and convenience of different types of carriers to select most advantageous route and carrier; notifies personnel of travel dates, baggage, limits and medical and visa requirements, and determines that all clearances have been obtained. The Travel Clerk assists personnel in completing travel forms and other business transactions pertaining to travel, may deliver personnel files and travel orders to persons prior to departure, meet and inform arriving personnel of available facilities and housing and furnish other information, and may arrange for motor transportation for arriving or departing personnel.

01531 TRAVEL CLERK I

Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

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 using readily obtainable timetables or guides.

Travel is frequently recurrent. A substantial number of problems arise because of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line, or established connecting points and normal modes of transportation. Travel is not always planned well in advance so there may be major problems of scheduling or accommodations.

Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination.

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



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01533 TRAVEL CLERK III

At this level, all major modes of transportation are used, as most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, re-planning, or rearranging, with many side trips requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections.

A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information.

The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities.

01610 WORD PROCESSOR (Occupational Base)

This position uses automated systems, such as word processing equipment, personal computers, or work stations linked to a larger computer or local area network, to produce a variety of documents, such as correspondence, memos, publications, forms, reports, tables and graphs. The Word Processor uses one or more word processing software packages; may also perform routine clerical tasks, such as operating copiers, filing, answering telephones, and sorting and distributing mail.

Excluded are:

- a. Typists using automatic or manual typewriters with limited or no text-editing capabilities; workers in these positions are not typically required to use word processing software packages;
- b. Key Entry Operators, Accounting Clerks, Sales Clerks, and other clerks who may use automated word processing equipment for purposes other than typing composition;
- c. Positions requiring subject-matter knowledge to prepare and edit text using automated word processing equipment.

01611 WORD PROCESSOR I

This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.



01612 WORD PROCESSOR II

This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as:

- a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations.
- b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

Work requires familiarity with office terminology and practices. Incumbent corrects copy, and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work and provides specific instructions for new or unique projects.

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.

12011 BREATH ALCOHOL TECHNICIAN (BAT)

The Breath Alcohol Technician instructs and assists individuals in the alcohol testing process and operates the Evidential Breath Testing (EBT) devices. He or she must complete a course of instruction which includes: the principles of EBT methodology, operation, and calibration checks; the fundamentals of breath analysis for alcohol content; the agency testing procedures; and, interpretation and recording of EBT results. The BAT is trained to proficiently use approved EBT devices, and is familiar with the alcohol testing procedures. The BAT may independently perform external calibration checks by preparing the breath alcohol simulator or alcohol standard and may perform other maintenance and calibration functions. Specific Duties can include: Maintenance and safekeeping of the EBT, assuring there are sufficient testing supplies/materials available, explaining the breath testing process to subjects, operating an EBT and documenting test results.

12030 EKG TECHNICIAN

The EKG Technician performs electrocardiographs according to established policies and procedures. Usually, this position requires graduation from an accredited EKG program, two years of community college and two years of clinical experience. Prospects must be familiar with standard concepts, practices and procedures within the electrocardiography particular field, rely on limited experience and judgment to plan and accomplish goals, and perform a variety of tasks. This position reports to physician or registered nurse.



12040 EMERGENCY MEDICAL TECHNICIAN (EMT)

The Emergency Medical Technician provides emergency medical treatment to sick or injured persons at site of emergency and while in transit to medical facility, working as a member of an emergency medical team, responds to instructions from emergency medical dispatcher, and drives specially equipped emergency vehicle to specified location., monitors communication equipment to maintain contact with dispatcher, determines nature and extent of illness or injury, or magnitude of catastrophe, and establishes procedures to be followed or need for additional assistance, basing decisions on statements of persons involved, examination of victim or victims, and knowledge of emergency medical practice, administers prescribed medical treatment at site of emergency or in vehicle in route to medical facility, performing such activities as applying splints, administering oxygen, maintaining an adequate airway, treating minor wounds or abrasions, or performing cardiopulmonary resuscitation (CPR). Job tasks requires that one; communicates with professional medical personnel at emergency treatment facility to obtain instructions regarding further treatment and to arrange for reception of victims at treatment facility, assists in removal of victims from vehicle and in their transfer to treatment center, assists center admitting personnel to obtain and record information related to victims' vital statistics and circumstances of emergency, maintains vehicles and medical communication equipment, and replenishes first-aid equipment and supplies.

The Emergency Medical Technician may assist in controlling crowds, protecting valuables, or performing other duties at scene of catastrophe, and assist professional medical personnel in emergency treatment administered at medical facility. The typical EMT is trained according to an U. S. Department of Transportation National Standard Curriculum (114 hours). The EMT may also acquire additional skills, such as use of the automatic or manual external defibrillator, and become certified as an EMT-Defibrillator (EMT-D). On average, 18 hours of training are needed to acquire defibrillation skills.

12100 MEDICAL ASSISTANT

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

12130 MEDICAL LABORATORY TECHNICIAN (Clinical Laboratory Assistant; Registered Medical Technician)

The Medical Laboratory Technician (Clinical Laboratory Assistant, Registered Medical Technician) performs a variety of routine tests and laboratory procedures in a medical laboratory for use in diagnosis and treatment of disease. This technician conducts urinalyses, clinical chemistry tests and blood counts, prepares tissue samples for study by medical technologist or pathologist, prepares chemical reagent stains and solutions tends automatic equipment to prepare specimens and perform analytic tests, makes preliminary identification of



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bacterial cultures subject to confirmation of supervisor, maintains laboratory stock of chemicals and glassware, and may collect specimens from patients.

12160 MEDICAL RECORD CLERK

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

12190 MEDICAL RECORD TECHNICIAN (Medical Record Administrator)

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

12195 MEDICAL TRANSCRIPTIONIST

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.

12235 OPTICAL DISPENSER

The Dispensing Optician (Optician) examines written prescriptions to determine the specifications of lenses. The Optician recommends eyeglass frames, lenses, and lens coatings after considering the prescription and the customer's occupation, habits, and facial features. Measures clients' eyes, including the distance between the center of the pupils and the distance between the surface and the lens. May obtain a customer's previous record or verify a prescription with the examining optometrist or ophthalmologist. Opticians may reshape or bend the frame by hand or using pliers so that the eyeglasses fit the customer properly and comfortably. May also fix, adjust, and refit broken frames. Some Opticians specialize in fitting contacts, artificial eyes, or cosmetic shells to cover blemished eyes.

12236 OPTICAL TECHNICIAN



The Optical Technician operates machinery to construct eyeglasses based on specific prescription information. This person must be familiar with standard concepts, practices and procedures within the optical field. The Optical Technician performs a variety of tasks and utilizes limited experience and independent judgment to accomplish goals. The Optical Technician reports to supervisor or manager.

12250 PHARMACY TECHNICIAN

Duties for Pharmacy Technician include the following: prepare and dispense medications, maintain related records for patients in hospital or clinic under supervision of pharmacist; prepare, package, label and distribute medication doses prescribed by physician. This technician maintains patient medication profile records, utilizing compute, and maintains inventories of drugs and supplies; performing such duties as placing drug and supply orders with vendors, stocking shelves, rotating stock and checking expiration date of pharmaceuticals.

12317 SCHEDULER (Drug and Alcohol Testing)

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.

SIN 736-2 Information Technology Occupations

14040 COMPUTER OPERATOR (Occupational Base)

The Computer Operator monitors and operates the control console of either a mainframe digital computer or a group of minicomputers, in accordance with operating instructions, to process data. Work is characterized by the following:

- Studies operating instructions to determine equipment setup needed.
- Loads equipment with required items (tapes, cards, paper, etc.).
- Switches necessary auxiliary equipment into system;



- Diagnoses and corrects equipment malfunctions;
- Reviews error messages and makes corrections during operation or refers problems;
- Maintains operating record.

This operator may test run new or modified programs and assists in modifying systems or programs. Included within the scope of this definition are fully qualified Computer Operators, and trainees working to become fully qualified operators.

14041 COMPUTER OPERATOR I

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

14042 COMPUTER OPERATOR II

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

14043 COMPUTER OPERATOR III

The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.

14044 COMPUTER OPERATOR IV

The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.

14045 COMPUTER OPERATOR V

The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run



requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.

14070 COMPUTER PROGRAMMER (Occupational Base)

The Computer Programmer performs programming services for establishments or for outside organizations that may contract for services, converts specifications (precise descriptions) about business or scientific problems into a sequence of detailed instructions to solve problems by electronic data processing (EDP) equipment, i.e. digital computers; draws program flow charts to describe the processing of data, and develops the precise steps and processing logic which, when entered into the computer in coded language (COBOL, FORTRAN, or other programming language) to cause the manipulation of data to achieve desired results. The Computer Programmer tests and corrects programs, prepares instructions for operators who control the computer during runs, modifies programs to increase operating efficiency or to respond to changes in work processes, and maintains records to document program development and revisions.

At levels I, II and III, Computer Programmers may also perform programming analysis such as: gathering facts from users to define their business or scientific problems, and to investigate the feasibility of solving problems through new or modified computer programs; developing specifications for data inputs, flow, actions, decisions, and outputs; and participating on a continuing basis in the overall program planning along with other EDP personnel and users. In contrast, at level IV, some programming analysis must be performed as part of the programming assignment. The analysis duties are identified in a separate paragraph at levels I, II, III, and IV. However, the systems requirements are defined by systems analysts or scientists.

Positions are classified into levels based on the following definitions:

14071 COMPUTER PROGRAMMER I

The Computer Programmer I assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. This worker may perform routine programming assignments (as described in Level II) under close supervision.

In addition to assisting higher level staff, the Computer Programmer I may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to higher level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion.

14072 COMPUTER PROGRAMMER II



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At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. This Computer Programmer performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The data are refined, and the format of the final product is very similar to that of the input, or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs.

The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc.

In addition, the Computer Programmer II may evaluate simple interrelationships in the immediate programming area confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change, and implements the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats. This Worker reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress, and all work is reviewed upon completion for accuracy and compliance with standards.

14073 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



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in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) This Programmer tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data.

In addition, this Programmer may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Job tasks may require the incumbent to analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher-level staff. This Programmer may assist in the review and analysis of detailed program specifications, and in program design to meet changes in work processes.

The Computer Programmer III works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures, resolves problems and deviations according to established practices, and obtains advice where precedents are unclear or not available. This Worker, may guide or instruct lower level programmers; supervise technicians and others who assist in specific assignments, works on complex programs under close direction of higher level staff or supervisor, and may assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision. Work at a level above this is deemed Supervisory or Individual Contributor. Completed work is reviewed for conformance to standards, timeliness, and efficiency.

14074 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



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programmed; and develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. This Worker tests, documents, and writes operating instructions for all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts.

In addition, this incumbent performs such programming analyses as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources. Duties include the following: assisting user personnel in defining problems or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects, the necessary files and records, and their interrelation with the program or working on large or more complicated projects, and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the project.

The Computer Programmer IV works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications and modifying and adapting precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements.

14100 COMPUTER SYSTEMS ANALYST (Occupational Base)

The Computer Systems Analyst analyzes business or scientific problems for resolution through electronic data processing, gathers information from users, defines work problems, and, if feasible, designs a system of computer programs and procedures to resolve the problems. This Worker develops complete specifications or enables other Computer Programmers to prepare required programs and analyzes subject-matter operations to be automated; specifies number and types of records, files, and documents to be used and outputs to be produced; prepares work diagrams and data flow charts; coordinates tests of the system and participates in trial runs of new and revised systems; and recommends computer equipment changes to obtain more effective operations. The Computer Systems Analyst may also write the computer programs.

Positions are classified into levels based on the following definitions:

14101 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



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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.

14102 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 proceeds, may conduct special projects such as data element and code standardization throughout a broad spectrum working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

In this position, the incumbent works independently under overall project objectives and requirements, and appraises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. This worker adapts design approaches successfully used in precedent systems, works on a segment of a complex data processing scheme or broad system, as described for Computer Systems Analyst, level III, works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This analyst may provide functional direction to lower level assistants on assigned work.

14103 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



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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.

14150 PERIPHERAL EQUIPMENT OPERATOR

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

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

- Loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- Labels tape reels, or disks;
- Checks labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- Sets controls which regulate operation of the equipment;
- Observes panel lights for warnings and error indications and taking appropriate action;
- Examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems.

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

14160 PERSONAL COMPUTER SUPPORT TECHNICIAN



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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 736-3 General Services and Support

11122 HOUSEKEEPING AIDE

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

11150 JANITOR

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

Excluded are:

- a. Workers who specialize in window washing.
- b. Housekeeping staff who make beds and change linens as a primary responsibility.
- c. Workers required to disassemble and assemble equipment in order to clean machinery.



- d. Workers who receive additional compensation to maintain sterile facilities or equipment.

11210 LABORER, GROUNDS MAINTENANCE

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

This category includes occupations concerned with preparing and arranging materials and products in bulk and non-bulk forms for distribution or storage; moving and loading or unloading equipment, materials, and products; operating or tending pipelines pumps and valves to transfer liquids; driving forklifts and related material-handling machinery and equipment; and using scoops, hand trucks, and wheelbarrows to load and move materials.

21020 FORKLIFT OPERATOR

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

21030 MATERIAL COORDINATOR

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

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



in order to locate material in process of production, using manual or computerized system, and maintain employee records.

21040 MATERIAL EXPEDITER

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

21050 MATERIAL HANDLING LABORER

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

Excluded from this definition are workers whose primary function involves:

- a. Participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process);
- b. Stocking merchandise for sale;
- c. Counting or routing merchandise;
- d. Operating a crane or heavy-duty motorized vehicle such as forklift or truck;
- e. Loading and unloading ships (alongshore workers);
- f. Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

21071 ORDER FILLER

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



21080 PRODUCTION LINE WORKER (FOOD PROCESSING)

This position refers to an employee employed in a food processing plant whose duties involve several of the following: loading and unloading commodities from rail cars, trucks, or other conveyances, placing merchandise in proper storage location and transporting the merchandise by hand truck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc. The Production Line Worker monitors blending operation to ensure that finished products meets customer's requirements, monitors flow of product into appropriate container; labels container with identifying information supplied by customer, and places containers into appropriate shipping container. Must have knowledge of various types and sizes of shipping containers and special requirements of customers.

21080 PRODUCTION LINE WORKER (Food Processing)

An employee employed in a food processing plant whose duties involve several of the following: Loading and unloading commodities from rail cars, trucks, or other conveyances; placing merchandise in proper storage location and transporting the merchandise by handtruck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc.; monitors blending operation to ensure that finished products meets customer's requirements; monitors flow of product into appropriate container; labels container with identifying information supplied by customer; places containers into appropriate shipping container (must have knowledge of various types and sizes of shipping containers and special requirements of customers.) HS diploma or GED equivalent. 0 years experience

21110 SHIPPING PACKER

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

21130 SHIPPING/RECEIVING CLERK

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



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insuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received.

21140 STORE WORKER I

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

21150 STOCK CLERK (Shelf Stocker; Store Worker II)

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

21210 TOOLS AND PARTS ATTENDANT (Tool Crib Attendant)

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

21410 WAREHOUSE SPECIALIST (Warehouse Worker)



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

23021 AIRCRAFT MECHANIC I

The Aircraft Mechanic I troubleshoots malfunctions in aircraft structure, landing gear, flight surfaces and controls, anti-icing, pneudraulic, engines, auxiliary power unit, and ventilation and heating systems. This mechanic repairs, replaces, and rebuilds aircraft structures, such as wings and fuselage, and functional components including rigging, surface controls, and plumbing and hydraulic units, using hand tools, power tools, machines, and equipment such as shears, sheet metal brake, welding equipment, rivet gun, and drills. This worker reads and interprets manufacturers' and airline's maintenance manuals, service bulletins, technical data, engineering data, and other specifications to determine feasibility and method of repairing or replacing malfunctioning or damaged components.

This mechanic performs 100-hour, progressive, isochronal, phase, periodic, and other hourly or calendar inspections, examines reciprocating engines for cracked cylinders and oil leaks, and listens to operating engine to detect and diagnose malfunctions, such as sticking or burnt valves, inspects jet engines and components for cracks, corrosion, foreign object damage, burned areas, distortions, security, warping, wear, and missing segments. Inspects jet engine turbine blades to detect cracks, distortion, corrosion, burn-out, security, or breaks, tests engine operation, using testing equipment, such as ignition analyzer, compression checker, distributor timer, ammeter, and jet calibration (Jetcal) tester, to locate source of malfunction.

Work involves: replacing or repairing worn or damaged components, such as carburetors, alternators, magnetos, fuel controls, fuel pumps, oil pumps, and engine mounted gearboxes, and compressor bleed valves using hand tools, gauges, and testing equipment; removing engine from aircraft, using hoist or forklift truck, disassembling and inspecting parts for wear, cracks, security, or other defects, and repairing or replacing defective engine parts and reassembles and installs engine in aircraft.

Job duties require that this mechanic: adjusts, repairs, or replaces electrical wiring system and aircraft accessories, performs preflight, thru-flight, and post-flight maintenance inspections, performs miscellaneous duties to service aircraft, including flushing crankcase, cleaning screens and filters, greasing moving parts, and checking brakes. This incumbent supervises the jacking and towing of aircraft, enters in the maintenance records description of the work performed and verifies the work was performed satisfactorily, may service engines and airframe components at line station making repairs, short of overhaul, required to keep aircraft in safe operating condition, may specialize in work, repair and modification of structural, precision, and functional spare parts and assemblies, and may specialize in engine repair. This worker may be required to be licensed by Federal Aviation Administration.

23022 AIRCRAFT MECHANIC II

TDB Communications, Inc.
Service Disabled Veteran Owned Small Business



This mechanic maintains repairs and modifies aircraft structures and structural components of moderate difficulty, maintains and repairs aircraft components including but not limited to flight controls, engines, hydraulics, pneumatics, fuel systems, and mechanical components, applies technical knowledge of airframe and power plant systems in determining equipment malfunctions and applies required expertise in restoring equipment condition and or operation, and applies comprehensive technical expertise to solve moderate to complex problems by interpreting technical documentation such as; blueprints or manufactures' manuals.

Job requirements: must have a thorough knowledge of aircraft mechanical component troubleshooting, repair procedures and replacement of parts, requires broad knowledge of aircraft sheet metal/structural modifications and repair, must have basic knowledge of electrical theory, must have thorough knowledge of aircraft unique tools such as test equipment, torque wrenches, dial indicators, micrometers, sheet metal brakes and sheers. This job requires working knowledge of technical publications. The incumbent receives technical guidance, as required, from supervisor or higher-level technician, and may be required to make entries in aircraft logs and records. Must be able to prioritize workload to maintain schedules on assigned projects.

23023 AIRCRAFT MECHANIC III

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

This worker also applies professional technical expertise and guidance to solve complex problems by interpreting technical data such as blueprints or manufactures' manuals. Work typically requires a thoroughly comprehensive knowledge of aircraft mechanical component troubleshooting/repair procedures and replacement of components, a thorough knowledge of aircraft sheet metal/structural modification and repair and the ability to determine functionality of non-complex electrical systems. A detailed knowledge of aircraft unique tools such as test equipment, torque wrenches, dial indicators, micrometers, cable tensiometers, sheet metal brakes and sheers, etc. is required.

The incumbent must possess the experience and ability to provide technical support to structural/mechanical engineers and customers alike, must possess excellent organizational skills in prioritizing workload to meet aircraft delivery schedule. This worker will be required to make entries in aircraft logs and records, and is responsible for providing guidance and technical expertise to lower level technicians throughout all aircraft modifications and/or maintenance efforts.

23040 AIRCRAFT MECHANIC HELPER (Airframe and Power plant Mechanic Helper)

The person assists Aircraft Mechanic in servicing, repairing and overhauling aircraft and aircraft engines, performing any combination of the following duties: adjusts and replaces parts such as control cables, fuel tanks, spark plugs, tires, batteries and filters, using mechanic's tools, removes inspection plates, cowling, engine covers, floor boards and related items to provide access for inspection and repair, and replaces items when work is completed, assists in towing and jacking aircraft, and disconnects instruments, ignition systems, and fuel and oil lines. This



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mechanic assists in dismantling, repairing, overhauling or replacing parts and assemblies such as engines, plumbing and hydraulic systems, and aircraft structural sections, performs routine duties such as furnishing materials, tools and supplies to mechanic; lifting and holding materials in place during operation; cleaning work areas and machines, tools and equipment, cleans aircraft, interior and exterior parts and assemblies with solvents or other cleaning solutions, assists in jacking and towing aircraft; Inflates tires, fills gasoline tanks and oil reservoirs, and greases aircraft, using grease gun, and may assist flight line mechanic, worker, or servicer in servicing and repairing aircraft prior to flight.

23050 AIRCRAFT, PAINTER

The Aircraft Painter coats surfaces of aircraft with paint, lacquer, epoxy, resin or other material, using brushes, rollers, spray guns and other devices, removes old paint from aircraft, using liquid paint remover and scraper. Smooths surface with sandpaper and steel wool, roughens aluminum surfaces with acid solution and steel wool to insure that paint adheres to surface, masks and covers portions of surfaces not to be painted, and paint insignia, letters or numerals on aircraft surface, using stencils.

23060 AIRCRAFT SERVICER (Airport Utility Worker)

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

The Aircraft Servicer (Airport Utility Worker) does the following tasks: operates service vehicles to replenish fuel, oil, water, waste system chemicals, oxygen, hydraulic fluid, and to remove waste, enters in the maintenance records description of the servicing performed, checks for fuel contamination by draining sumps and fuel drains; operates ground support equipment such as electrical power supply and engine starting units, examines tires for specified air pressure and condition, assists in jacking and towing aircraft, removes and replaces defective tires, positions and removes boarding platforms to unload or load aircraft passengers, unloads and loads luggage and cargo, using tow truck with luggage carts, and cleans exterior or interior of aircraft, using portable platform ladders, brushes, rags, water hose, and vacuum.

The Aircraft Servicer may de-ice aircraft wings and assemblies, load and unload containers of food, beverages, and dishes for in-flight meal services, trace lost luggage for customers and prepare lost baggage claims, and install drag chutes or retrieve them and send them to parachute shop for repacking.

23080 AIRCRAFT WORKER

The Aircraft Worker makes repairs to aircraft following orders of higher grade worker, assists in troubleshooting malfunctions in aircraft structure, landing gear, flight surfaces and controls, anti-icing, pneudraulic, engines, auxiliary power unit, and ventilation and heating systems, removes, cleans, reinstalls, or replaces defective parts, accessories, and components such as worn



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gaskets, couplings, and fittings, bad actuators, accumulators, gauges, sections of corroded fuel and oil lines, This worker may supervise the jacking and towing of aircraft, makes adjustments and settings such as cable tension and seat movement settings and adjustments; obtains standard parts such as fuel and oil line connections and fittings, cable linkage, and spark plug cables and harnesses by referring to parts manuals and by making comparisons with samples, may perform pre-flight, thru-flight, and post-flight maintenance inspections, enter in the maintenance records description of the work performed, and services engines and aircraft components at line station making repairs, short of overhaul required to keep aircraft in safe operating condition.

23125 CABLE SPLICER

A Cable Splicer installs, maintains, repairs, and modifies cable systems. This worker uses engineered drawings, statements of work, and technical manuals to determine requirements for underground, buried, and aerial cable systems, prepares and installs distribution equipment, terminates tip cables on main distribution frames, and installs, maintains, and repairs dry air compressors and continuous flow and static pressurization systems. This incumbent ensures techniques, materials, and accomplishments are according to technical standards and specifications and engineered directives; locates, repairs, and/or replaces splice cases, performs pneumatic troubleshooting to locate faulty splice cases and pressure component assemblies, using resistance measurements and pressure gradients, and determines course of signal deterioration in voice and data circuits over cable by using test equipment. This person also interprets compressor meter readings and adjusts controls, and troubleshoots pneumatic and electrical malfunctions in cable air-dryer compressors.

23130 CARPENTER, MAINTENANCE

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

23160 ELECTRICIAN, MAINTENANCE

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



23181 ELECTRONICS TECHNICIAN MAINTENANCE I

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

23182 ELECTRONICS TECHNICIAN MAINTENANCE II

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

23183 ELECTRONICS TECHNICIAN MAINTENANCE III

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

23370 GENERAL MAINTENANCE WORKER

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

Excluded are:

- a. Craft workers included in a formal apprenticeship or progression program based on training and experience;



- b. Skilled craft workers required to demonstrate proficiency in one or more trades;
- c. Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

23380 GROUND SUPPORT EQUIPMENT MECHANIC

The Ground Support Equipment Mechanic diagnoses malfunctions and repairs Ground Support Equipment (GSE), advises and trains lower grade workers on diagnosis and repair of less complex repair/maintenance problems, inspects and approves completed maintenance actions, solves repair problems by studying drawings, wiring diagrams and schematics, and technical publications; uses automated maintenance data systems to monitor maintenance trends, analyze equipment requirements, maintain equipment records, and document maintenance actions, and analyzes, diagnosis, and repairs GSE using conventional and digital multi-meters, voltmeters, ohmmeters, frequency counters, oscilloscopes, circuit card testers, transistor testers, and hand tools.

This mechanic maintains external fuel and grounding systems, performs scheduled and unscheduled maintenance on GSE, inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, diagnoses mechanical and electronic circuitry malfunctions using visual and auditory senses, test equipment, and technical publications. This work also does the following: disassembles and assembles malfunctioning GSE accessories and components, removes, disassembles repairs, cleans, treats for corrosion, assembles, and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations. This mechanic prepares GSE for storage and mobility deployment; and operates, cleans, inspects, and services GSE towing vehicles. In addition to maintaining vehicle records, this mechanic maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, practices good housekeeping, tool control, Foreign Object Damage prevention, and safety at all times.

23381 GROUND SUPPORT EQUIPMENT SERVICER

The Ground Support Equipment Servicer 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, prepares Ground Support Equipment (GSE) for storage and transportation, uses automated maintenance data systems to maintain equipment records, and document maintenance actions and maintains external fuel and grounding systems. In addition, this servicer stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations, operates, cleans, inspects, and services GSE towing vehicles. This worker maintains vehicle records, maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, and practices good housekeeping, tool control, Foreign Object Damage prevention and safety at all times.



23382 GROUND SUPPORT EQUIPMENT WORKER

The Ground Support Equipment Worker makes repairs to Ground Support Equipment (GSE) following orders of a higher-grade worker, troubleshooting malfunctions of GSE using conventional and digital multi-meters, voltmeters, ohmmeters, frequency counters, oscilloscopes, circuit card testers, transistor testers, and hand tools, prepares GSE for storage and transportation, uses automated maintenance data systems to maintain equipment records, and document maintenance actions, maintains external fuel and grounding systems. This worker 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, disassembles and assembles malfunctioning GSE accessories and components.

In addition, the Ground Support Equipment Worker removes, disassembles repairs, cleans, treats for corrosion, assembles, and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations, operates, cleans, inspects, and services GSE towing vehicles; maintains vehicle records, maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, and practices good housekeeping, tool control, Foreign Object Damage prevention and safety at all times.

23410 HEATING, VENTILATION, AND AIR-CONDITIONING MECHANIC

The Heating, Ventilation, and Air-Conditioning Mechanic installs, services and repairs environmental-control systems in residences, department stores, office buildings, and other commercial establishments, utilizing knowledge of refrigeration theory, pipefitting and structural layout, mounts compressor and condenser units on platform or floor, using hand tools, following blueprints or engineering specifications, fabricates, assembles and installs ductwork and chassis parts, using portable metalworking tools and welding equipment, and installs evaporator unit in chassis or in air-duct system, using hand tools. This mechanic also cuts and bends tubing to correct length and shape, using cutting and bending equipment and tools, cuts and threads pipe, using machine-threading or hand-threading equipment, joins tubing or pipes to various refrigerating units by means of sleeves, couplings or unions, and solders joints, using torch, forming complete circuit for refrigerant, installs expansion and discharge valves in circuit.

This worker connects motors, compressors, temperature controls, humidity controls, and circulating ventilation fans to control panels and connects control panels to power source; installs air and water filters in completed installation, injects small amount of refrigerant into compressor to test systems and adds Freon gas to build up prescribed operating pressure. This mechanic observes pressure and vacuum gauges and adjusts controls to insure proper operation, tests joints and connections for gas leaks, using gauges or soap-and-water solution, wraps pipes in insulation batting and secures them in place with cement or wire bands, replaces defective breaker controls, thermostats, switches, fuses and electrical wiring to repair installed units, may install, repair and service air conditioners, ranging from fifteen to twenty tons cooling capacity in warehouses and small factory buildings.

23411 HEATING, VENTILATION, AND AIR CONDITIONING MECHANIC (Research Facility)



The Heating, Ventilation, and Air Conditioning Mechanic (Research Facility) installs, modifies and repairs refrigeration – hermetic, semi-hermetic, mechanical, screw, scroll and centrifugal units to 1100 tons; air conditioning, ventilation; reverse osmosis systems, computer rooms; process coolers; ice machines; evaporative cooling; air compressing and related control systems, including pneumatic, DDC, and building control systems equipment. This person performs difficult installation tasks involving assembly, testing, calibrating, and adjusting of temperature control and environmental control systems such as air conditioning plants, air environmental control systems, air distribution systems and complex dual equipment cooling installations, specialized refrigerated warehouses and facilities, and evaporative mechanical ventilation, and dehumidification systems.

The Heating, Ventilation, and Air Conditioning Mechanic (Research Facility) installs new or repaired component and performs complex modifications of systems and components in accordance with applicable electrical publications and directives, and will maintain and repair specialized laboratory equipment such as fume hoods, de-ionized water systems, bio-clean systems, vacuum systems, cascade refrigeration systems, and laboratory sinks. This mechanic may perform complex repair of systems component such as compressors, condensers, heat pumps regulators, fluid and refrigerant gas lines valves, meters, gages, thermostats, pumps, mechanical linkage, and electrical sensing, switching and controlling devices including pneumatic controls, variable speed drives, digital controlled devices, electronic, hydraulic heating and cooling and economizer systems.

23430 HEAVY EQUIPMENT MECHANIC

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

23440 HEAVY EQUIPMENT OPERATOR

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

23460 INSTRUMENT MECHANIC

The Instrument Mechanic installs, repairs, maintains, and adjusts indicating, recording, telemetering, and controlling instruments used to measure and control variables, such as pressure, flow, temperature, motion, force, and chemical composition, using hand tools and precision instruments. This worker disassembles malfunctioning instruments, examines and tests mechanism and circuitry for defects; troubleshoots equipment in or out of control system



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and replaces or repairs defective parts, reassembles instrument and tests assembly for conformance with specifications, using instruments, such as potentiometer, resistance bridge, manometer, and pressure gauge; inspects instruments periodically, and makes minor calibration adjustments to insure functioning within specified standards. This mechanic may adjust and repair final control mechanisms, such as automatically controlled valves or positioners, and may calibrate instruments according to established standards.

23465 LABORATORY/SHELTER MECHANIC

The Laboratory/Shelter Mechanic performs and, on occasion, will work alone performing removal, repair and installation to a variety of items pertaining to rebuilding and the repair of air transport galley laboratories, communications shelters, trailers and vans; this worker removes, repairs or replaces broken screws, bolts riv-nuts, pop rivets, brackets, skids, floors, and luge, etc. This person fills holes, dents and grooves on the various shelters with filer materials such as Scotch Weld, silastic, and plastic filler, fits positions and attaches patches, removes old and worn gaskets and replaces insuring that gasket is fitted properly to assure water tightness. On occasion, this mechanic removes, makes minor repairs, installs minor appliances, installs the various marking and identifications plates, works with higher-grade employees in providing estimates as to man-hours required to accomplish repairs. On familiar projects, this mechanic works with technical manuals and repair specifications and procedures, properly laying out and installing equipment racks, brackets, tool boards, holding devices, benches, mounts tables, etc.

This mechanic removes, repairs and/or replaces filters, blowers and heaters, visually locates defective operating hardware making repairs as required to items such as doors, handles, locks, hinges, fastening devices, etc., and checks all exterior seams for tightness and fit, making repairs as necessary. The Laboratory/Shelter Mechanic works with higher graded employees in performing structural repair, assists higher graded employee in the water test area performing high and low pressure tests and fording tests, performs pull test on shelter lifting eyes according to specifications, and inspects the shelter during these tests watching for any deficiencies. When deficiencies are noted, he/she makes on the spot repair or returns shelter to the line for necessary repair.

23460 INSTRUMENT MECHANIC

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

23470 LABORER

The Laborer performs tasks that require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: The Laborer loads and unloads trucks, and other conveyances, moves supplies and materials to



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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.

23530 MACHINERY MAINTENANCE MECHANIC

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

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

23580 MAINTENANCE TRADES HELPER

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

235691 METROLOGY TECHNICIAN I

The Metrology Technician I will do most or all of the following: calibrate and certify electronic and physical/dimensional measuring and test equipment to technical data specifications, maintaining traceability to the NIST, US Department of Commerce or by reference to natural constants. This person will utilize calibration methods and techniques based on principles of measurement science, technical analysis of measurement problems, accuracy and precision requirements, troubleshoot, align, and repair malfunctioning measuring and test equipment using theories of operation, block diagrams, schematics, logic trees, and software diagnostics. This worker inspects measuring and test equipment for preventive maintenance, cleanliness, and safety requirements, and will document results of measurements and calibrations on calibration certificates.



235692 METROLOGY TECHNICIAN II

The Metrology Technician II independently determines and performs operations required to calibrate and certify electronic and physical/dimensional measuring and test equipment, maintaining traceability to the National Institute of Standards and Technology (NIST), US Department of Commerce, or by reference to natural constants. The incumbent will utilize calibration methods and techniques based on principles of measurement science, technical analysis of measurement problems, and accuracy and precision requirements.

The Metrology Technician II identifies magnitude of error sources contributing to uncertainty of results to determine reliability of measurement process in quantitative terms, diagnoses and repairs malfunction in complex measuring and test equipment using theories of operation, block diagrams, schematics, logic trees, and software diagnostics to the component level. This worker provides training to apprentice technicians on metrology principle, resolving technical problems, and complicated electronic theory. This worker will inspect measuring and test equipment for preventive maintenance, cleanliness, and safety requirements, analyze and interpret results of measurements and calibrations using mathematical formulas, and document results of measurements and calibrations on calibration certificates and calibration correction charts.

23593 METROLOGY TECHNICIAN III

The Metrology Technician III will independently determine and perform operations required to calibrate and certify electronic and physical/dimensional measuring and test equipment, maintaining traceability to the National Institute of Standards and Technology (NIST), US Department of Commerce, or by reference to natural constants.

This Worker assess and utilize calibration methods and techniques based on principles of measurement science, technical analysis of measurement problems, and accuracy and precision requirements, analyzes magnitude of error sources contributing to uncertainty of results and/or test accuracy ratios to determine reliability of measurement process in quantitative terms. The Incumbent will recommend substitution of standards or measuring equipment if required, diagnose and repair malfunctions in complex measuring and test equipment using theories of operation, block diagrams, schematics, logic trees, and software diagnostics to the component level.

The Metrology Technician III will provide training to apprentice and journeyman technicians on metrology principle, resolving technical problems, and complicated electronic theory, implement quality control plan, identify nonconformities, analyze and interpret trends; recommend corrective actions, investigate and identify root causes of problems.

The Metrology Technician III interprets engineering drawings, schematic diagrams, or formulas to determine quality and reliability standards, inspects measuring and test equipment for preventive maintenance, cleanliness, and safety requirements, analyzes and interprets results of measurements and calibrations using mathematical formulas and authenticate calibration certificates for measurements and calibrations and calibration correction charts.

23760 PAINTER, MAINTENANCE



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

23931 TELECOMMUNICATIONS MECHANIC I

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

23932 TELECOMMUNICATIONS MECHANIC II

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

23950 TELEPHONE LINEMAN

This occupation includes jobs that involve installing, and repairing aerial and underground communications lines and auxiliary equipment such as conduits, insulators, and poles. The work does not require completing line connections.

24620 FAMILY READINESS AND SUPPORT SERVICES COORDINATOR

This incumbent develops and implements a family support program. Provides support to families impacted by Aerospace Expeditionary Force (AEF) and other long and short-term mobilization assignments, communicates with families, involving them in activities that will assist during separation, and identifies family issues and demographic trends. This worker establishes and maintains formal agreements and relationships with federal state and local aid agencies, as well as an informal network with charitable, religious, and human service group to establish deliver and promote family support and readiness, and projects long-term family readiness and support plans and resource needs.

25010 BOILER TENDER



Tends one or more boilers to produce steam or high-temperature water for use in an establishment. Fires boiler. Observes and interprets readings on gauges, meters, and charts which register various aspects of boiler operation. Adjusts controls to insure safe and efficient boiler operation and to meet demands for steam or high-temperature water. May also do one or more of the following: Maintain a log in which various aspects of boiler operation are recorded; clean, oil, make minor repairs or assist in repair to boiler room equipment; and following prescribed methods, treat boiler water with chemicals and analyze boiler water for such things as acidity, causticity, and alkalinity.

25040 SEWAGE PLANT OPERATOR

Operates sewage treatment, sludge processing, and disposal equipment in wastewater (sewage) treatment plant to control flow and processing of sewage: Monitors control panels and adjusts valves and gates manually or by remote control to regulate flow of sewage. Observes variations in operating conditions and interprets meter and gauge readings, and tests results to determine load requirements. Starts and stops pumps, engines and generators to control flow of raw sewage through filtering, settling, aeration, and sludge digestion processes. Maintains log of operations and records meter and gas readings. Gives directions to wastewater treatment-plant attendants and sewage-disposal workers in performing routine operations and maintenance. May collect sewage sample, using dipper or bottle and conduct laboratory tests, using testing equipment, such as colorimeter. May operate and maintain power generating equipment to provide steam and electricity for plant.

25190 VENTILATION EQUIPMENT TENDER

Tends ventilating and heating equipment, such as fans, vacuum pumps, air compressors, vents and ducts, and lubrication-oil coolers used in buildings or industrial processes: Adjusts valves to regulate temperature of lubrication oil and flow of water through system. Moves controls to regulate speed of fans and to adjust vents and ducts. Records gauge readings, repairs completed, and time lost because of inoperative equipment. Writes repair work order tickets and out-of-order tags preparatory to equipment repair. Inspects equipment to detect excessive noise and heat. Replaces gauges and tightens and chalks leaky fittings, using wrenches, hammers, and chalking tool. Cleans carbon deposits, pitch, and grease from fans, vents and ducts, using scrapers, hammer, and compressed air or steam.

25210 WATER TREATMENT PLANT OPERATOR

Controls treatment plant machines and equipment to purify and clarify water for human consumption and for industrial use. Operates and controls electric motors, pumps, and valves to regulate flow of raw water into treating plant. Dumps specified amounts of chemicals, such as chlorine, ammonia, and lime into water or adjusts automatic devices that admit specified amounts of chemicals into tanks to disinfect, deodorize, and clarify water. Starts agitators to mix chemicals and allows impurities to settle to bottom of tank. Turns valves to regulate water through filter beds to remove impurities. Pumps purified water into water mains. Monitors panel board and adjusts controls to regulator flow rates, loss of head pressure and water elevation and distribution of water. Cleans tanks and filter beds, using backwashing (reverse flow of water). Repairs and lubricates machines and equipment, using hand- and power tools. Tests water samples to determine acidity, color, and impurities, using colorimeter, turbid meter, and conductivity meter. Dumps chemicals such as alum into tanks to coagulate impurities and



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reduce acidity. Records data, such as residual content of chemicals, water turbidity, and water pressure. May operate portable water-purification plant to supply drinking water. May purify waste water from plant preparatory to pumping water into rivers and streams or city mains.

27007 BAGGAGE INSPECTOR

The Baggage Inspector inspects/screens all passenger baggage and personnel prior to tenting passenger terminal, uses x-ray machine, metal detectors and explosive residue detection equipment, and inspects personnel and/or baggage manually, if required. This inspector is responsible for ensuring that passengers and personnel entering the terminal do not possess unauthorized material such as weapons, explosives, etc. This person communicates with law enforcement personnel if unauthorized material is discovered, or in case of emergency. This worker conducts facility observations to ensure the safety of personnel inside and outside the facility by walking through the building ensuring that there are no obvious treats, unusual situations or suspicious activities, and notifies the proper authorities if such situations occur. The Baggage Inspector may perform routine testing and maintenance of screening equipment

27008 CORRECTIONS OFFICER

The Corrections Officer maintains order among inmates in a prison or local jail, performs routine duties in accordance with established policies, regulations, and procedures to guard and supervise inmates in cells, at meals, during recreation, and on work assignments, and may employ weapons or force to maintain discipline and order. Typical duties include taking periodic inmate counts, searching inmates and cells for contraband articles, inspecting locks, windows bars, grills, doors, and grates for tampering, aiding in prevention of escapes and taking part in searches for escaped inmates, and escorting inmates to and from different areas for questioning, medical treatment, work and meals. The Corrections Officer may act as outside wall guard, usually on rotation.

Excluded are:

1. Workers receiving on-the-job training in basic correctional activities.
2. Positions responsible for providing counseling or rehabilitation services to Inmates

27010 COURT SECURITY OFFICER

This incumbent patrols courthouse to provide security, escorts defendants to and from courtroom, and stands guard during court proceedings, checks courtroom for security. Assignments include not only the monitoring of entrances to the court, but also attention to the special needs of the court system, particularly in the area of personal protection for the judges, jurors, witnesses, attorneys and other persons involved with the court, including the general public. Duties require specialized training in methods and techniques of protecting security areas. This incumbent is required to demonstrate continuing physical fitness and proficiency with firearms or other special weapons.

27040 DETENTION OFFICER

The Detention Officer performs various duties related to detention, safeguarding, security and escort of violators of immigration laws, exercises surveillance over detainees, and maintains order and discipline, attends to sheltering, feeding, and physical well being of detainees, and counseling of alien detainees on personal matters. This worker guards detainees at deportation or exclusion hearings, recognizes potentially hazardous health, safety, security, or discipline



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problems, supervises voluntary work details, and encourages participation in organized recreational activities.

27101 GUARD I

This guard carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to appropriate authority. The primary duty is to observe and report security and emergency situations. This guard intervenes directly only in situations which require minimal action to safeguard property or persons. Duties require minimal training and physical fitness standards.

27102 GUARD II

The Guard II enforces regulations and procedures designed to prevent breaches of security, exercises judgment and uses discretion in responding to incidents and emergencies, determining whether to intervene directly, ask for assistance as time permits, keep situation under control or surveillance, or to report incident or situation to the appropriate authority for handling. Duties require specialized training in methods and techniques of protecting controlled areas. Commonly, the Guard II is required to demonstrate proficiency with firearms and other special weapons, and to meet rigorous physical fitness standards.

28350 PARK ATTENDANT (AIDE)

This incumbent assists in operation of state or national parks, monument, historic site, or recreational areas, performing a combination of clerical and other duties. This attendant greets visitors at facility entrance, hands out informational pamphlets, maps, explains regulations, and other information concerning camping and visiting the facility. The Park Attendant assigns campground or recreational sites, collects fees, fills out camping and visitor permits, and maintains register of campers and visitors, maintains campgrounds and other areas, cautions visitors against infractions of rules, and reports all disturbances and problems to superior officer or as a last resort to local law enforcement officers. This attendant replenishes firewood, and assists in maintaining camping and recreational areas in clean and orderly condition, and conducts tours of premises and answers visitors' questions when stationed at historic park, site or monument.

The Park Attendant operates projection and sound equipment and assists in presentation of interpretive programs, provides simple first aid treatment to visitors injured on premises, and assists persons with more serious injuries to obtain appropriate medical care, and participates in carrying out fire-fighting or conservation activities. This worker assists other workers in activities concerned with restoration of buildings and other facilities, or excavation and presentation of artifacts when stationed at historic or archeological site, keeps a record of all complaints and criticisms of park facilities, and reports maintenance items to superior.

SIN 736-4 Information and Arts Occupations

07010 BAKER



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

07040 COOK (Occupational Base)

The Cook prepares food, using various cooking methods, i.e., boiling, roasting, baking, broiling, to make suitable for eating.

07041 COOK I

The Cook I independently performs moderately difficult tasks in preparing small quantities of quickly prepared food such as steaks, chops, cutlets, hamburgers, eggs, salads and other similar items. Excludes workers who exercise general supervision over kitchen activities.

07042 COOK II

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

07070 DISHWASHER

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

07130 FOOD SERVICE WORKER (Cafeteria Worker)

The Food Service Worker (Cafeteria Worker) serves as a cafeteria and/or delicatessen/bakery worker helping in the preparation, presentation and serving of specialty meats, delicacies, preserved foods, cheeses, salads, breads and sweets to patrons. The incumbent assists in weighing, pricing and wrapping selected foods on plates, trays and in bags, prepares food displays in counter cases and other display units, greets customers as they arrive at service counter, takes special orders, and answers basic customer questions about specialty foods.

Using prepared ingredients and following routine, repetitive steps, this Worker makes hot and/or cold sandwiches, fruit and vegetable trays, salads and rotisserie chicken, may slice and/or mix simple ingredients, as needed, cleans counters and trays, washes dishes and maintains cleanliness of preparation, work and display areas, inspects and cleans equipment. This Worker may assist in any or all of the following: measuring and mixing ingredients as directed, assists in preparing, cooking and decorating breads, rolls, pastries, cakes and other bakery items, receives, unloads trucks, and stores stock, takes special orders or unusual food requests from customers, takes payment and makes change for customers.

07210 MEAT CUTTER

Utilizing standardized meat cutting methods, the Meat Cutter breaks down meat carcasses and wholesale cuts; bones and cuts meat into roasts, steaks, chops, etc, cleans and cuts fish into



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fillets and steaks, draws dresses and cuts poultry. Must know methods for handling and storing meats (including fish and fowl).

07260 WAITER/WAITRESS

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

13010 EXHIBITS SPECIALIST (Occupational Base)

The Exhibits Specialist constructs and installs exhibit structures, electric wiring, and fixtures of materials, such as wood, plywood, and fiberglass, using hand tools and power tools. This Specialist studies sketches or scale drawings for temporary or permanent display or exhibit structures to determine type, amount, and cost of material needed. The Specialist confers with exhibit planning and art personnel to discuss structural feasibility of plans and to suggest alternate methods of displaying objects in exhibit; cuts, assembles, and fastens parts to construct framework, panels, shelves, and other exhibit components of specified materials, using hand tools and power tools. The Exhibits Specialist sprays or brushes paint, enamel, varnish, or other finish on structures, or creates special effects by applying finish with cloth, sponge, or fingers to prepare structure for addition of fittings.

This Specialist would mount fittings and fixtures, such as shelves, panel boards, and shadow boxes to framework, using hand tools or adhesives; install electrical wiring, fixtures, apparatus, audiovisual components, or control equipment in framework, according to design specifications, install or affix murals, photographs, graphs, mounted legend materials, and graphics in framework or on fixtures assemblies. Typically, the Exhibits Specialist duties also include the following: installing or arranging structures in exhibit galleries working with maintenance and installation personnel, tests electrical, electronic, and mechanical components of exhibit structure to verify operation, may maintain inventory of building materials, tools, and equipment, and order supplies as needed for construction of exhibit fixtures; assigning duties to, and supervising work of carpentry, electrical, and other craft workers engaged in constructing and installing exhibit components.

13011 EXHIBITS SPECIALIST I

At this level, the Exhibits Specialist brings to the job manual dexterity, mechanical skill, and/or artistic skill, plus aptitude for learning exhibits techniques. They perform 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, the Exhibits Specialist 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 that 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. The supervisor checks their work at the completion of each phase on work that involves several processes or stages of development.

13013 EXHIBITS SPECIALIST III

At this level, the Exhibits Specialist is 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.

13040 ILLUSTRATOR (Occupational Base)

The Illustrator prepares illustrations and drawings using common art media to depict medical and scientific subjects or technical equipment, renders preliminary or final products such as assembly and component drawings, exploded views, functional, perspective and isometric drawings, and schematic diagrams from rough sketches or notes provided by subject matter specialists, using art media such as oil, water color or pen-and-ink. This person lays out proposed illustrations in conformity with established style and format taking into account perspective, angle of view, and artistic effect, discusses illustration or drawing at various stages of completion with higher-grade illustrator or supervisor, and makes changes as necessary.

13041 ILLUSTRATOR I

Duties for this position require the ability to use common media such as tempera, oils, pen-and-ink, or pencil with average skill. The Illustrator I copies drawings, either by tracing or freehand; applies coloring or wash to line drawings; letters by hand or by use of templates, and does detail or background work on illustrations which have been prepared by an illustrator of higher grade. When working with scientific subjects and technical equipment this Illustrator acquires basic knowledge of subject matter field and develops information about the field of work that will be illustrated. When working in the general fields of illustrating, someone in this position acquires necessary information about subject of the illustrations or applies general knowledge to the subject.

13042 ILLUSTRATOR II

The Illustrator II usually is assigned to projects involving several of the common art media such as pen-and-ink, pencil, tempera, wash, oils, and airbrush over a period of time. These projects require the Illustrator to be proficient in the use of these media and in executing acceptable drawings in many styles. Generally, Illustrator II executes drawings that have been conceived



by others and presented in the form of rough sketches. This illustrator does not exercise an extensive knowledge of the subject matter involved when preparing medical, scientific or technical equipment illustrations, but does acquire information about the subject assigned to illustrate and develop a background of subject matter knowledge through carrying out these illustrating assignments. However, the kind of illustrating work assigned does not require an extensive prior knowledge about the subjects illustrated.

13043 ILLUSTRATOR III

The projects to which the Illustrator III are assigned, usually involve several of the common art media (as in the case of Illustrator II), but the illustrations themselves typically require a higher degree of skill in the use of many of the media. This degree of skill is required for the following reasons: (a) the speed with which the illustration must be completed requires the ability to work quickly and competently in order to produce an acceptable finished product within the available time limit. (b) The illustration calls for the use of fine detail, special artistic effects, or an unusual use of the chosen medium or; (c) The method of reproduction, how the illustration will be used, or the information or artistic results desired, calls for exceptional care and skill in the use of the medium.

The themes illustrated may be either concrete in nature or they may represent ideas and abstract concepts. The illustrations differ from those typical of Illustrator II in that they are expected to interpret the publications, chart, poster, or exhibit in which they appear, while Illustrator II presents factual, rather than interpretative material. Illustrator III is required to have knowledge of a specialized subject matter field such as medicine, science, or technical equipment, and will prepare illustrations that are designed to reproduce the appearance of specific medical or scientific specimens or of pieces of technical equipment.

13047 LIBRARIAN

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, maintains 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.

13050 LIBRARY AIDE/CLERK

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.



13054 LIBRARY INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

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.

13058 LIBRARY TECHNICIAN

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 refers 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.

13060 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.

13061 MEDIA SPECIALIST I

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.

13062 MEDIA SPECIALIST II

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.



13063 MEDIA SPECIALIST III

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.

13070 PHOTOGRAPHER (Occupational Base)

The Photographer takes pictures requiring knowledge of photographic techniques, equipment, and processes. Typically, some familiarity with the organization's activities (i.e., scientific, engineering, industrial, technical, retail, commercial, etc.) and some artistic ability are needed at higher levels. Depending on the objectives of the assignment, photographers use standard equipment (including simple still, graphic, and motion picture cameras, video and television hand cameras, and similar commonly used equipment) and/or use special-purpose equipment (including specialized still and graphic cameras, motion picture production, television studio, and high speed cameras and equipment). At the higher levels, a complex accessory system of equipment may be used, as needed, with sound or lighting systems, generators, timing or measurement control mechanisms, or improvised stages or environments, etc. Work of photographers at all levels is reviewed for quality and acceptability. The Photographer may also develop, process, and edit film or tape, or may perform work described at lower levels as needed.

Positions are matched to the appropriate level based on the difficulty of, and responsibility for the photography performed, including the subject-matter knowledge and artistry required to fulfill the assignment. While the equipment may be an indication of the level of difficulty, photographers at the higher level may use standard equipment, as needed.

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.

13073 PHOTOGRAPHER III

The Photographer III selects from a range of standard photographic equipment for assignments demanding exact renditions, normally without opportunity for later retakes, when there are specific problems or uncertainties concerning lighting, exposure time, color, artistry, etc. Job tasks require this worker to discuss technical requirements with operating officials or supervisor and customize treatment for each situation according to a detailed request, vary camera processes and techniques, and use the setting and background to produce esthetics, as well as accurate and informative pictures. Typically, standard equipment is used at this level, although "specialized" photography can be performed using some special-purpose equipment under closer supervision.

In typical assignments, the Photographer III photographs the following: (1) drawings, charts, maps, textiles, etc., requiring accurate computation of reduction ratios and exposure times and precise equipment adjustments; (2) tissue specimens in fine detail and exact color when color and condition of the tissue may deteriorate rapidly; (3) medical or surgical procedures or conditions which normally cannot be recaptured; (4) machine or motor parts to show wear or corrosion in minute wires or gears; (5) specialized real estate, goods and products for catalogs or listings when salability is enhanced by the photography; (6) work, construction sites, or patrons in prescribed detail to substantiate legal claims, contracts, etc.; (7) artistic or technical design layouts requiring precise equipment settings; and (8) fixed objects on the ground or air-to-air objects which must be captured quickly and require directing the pilot to get the correct angle of approach. This person works independently; solves most problems through consultations with more experienced photographers, if available, or through reference sources.

13074 PHOTOGRAPHER IV

The Photographer IV uses special-purpose cameras and related equipment for assignments in which the photographer usually makes all the technical decisions, although the objective of the pictures is determined by operating officials. This Worker conceives and plans the technical photographic effects desired by operating officials and discusses modifications and improvements to their original ideas in light of the potential and limits of the equipment, improvises photographic methods and techniques or selects and alters secondary photographic features (e.g., scenes, backgrounds, colors, lighting). Many assignments afford only one opportunity to photograph the subject. Typical examples of equipment used at this level include ultra-high speed, motion picture production, studio television, animation cameras, specialized still and graphic cameras, electronic timing and triggering devices, etc.

Some assignments are characterized by extremes in light values and the use of complicated equipment. This photographer sets up precise photographic measurement and control



equipment; uses high speed color photography, synchronized stroboscopic (interval) light sources, and/or timed electronic triggering; operates equipment from a remote point; or arranges and uses cameras operating at several thousand frames per second. In other assignments, selects and sets up motion picture or television cameras and accessories and shoots a part of a production or a sequence of scenes, or takes special scenes to be used for background or special effects in the production. This person works under guidelines and requirements of the subject-matter area to be photographed, and consults with supervisors only when dealing with highly unusual problems or altering existing equipment.

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.

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13075 PHOTOGRAPHER V

As a top technical expert, the Photographer V exercises imagination and creative ability in response to photography situations requiring novel and unprecedented treatment. This worker typically performs one or more of the following assignments: (1) develops and adapts photographic equipment or processes to meet new and unprecedented situations, e.g. works with engineers and physicists to develop and modify equipment for use in extreme conditions such as excessive heat or cold, radiation, high altitude, under water, wind and pressure tunnels, or explosions; (2) plans and organizes the overall technical photographic coverage for a variety of events and developments in phases of a scientific, industrial, medical, or research project; or (3) creates desired illusions or emotional effects by developing trick or special effects photography for novel situations requiring a high degree of ingenuity and imaginative camera work to heighten, simulate, or alter reality.

The Photographer V Independently develops, plans, and organizes the overall technical photographic aspects of assignments in collaboration with operating officials who are responsible for project substance. This worker uses imagination and creative ability to implement objectives within the capabilities and limitations of cameras and equipment, may exercise limited control over the substance of events to be photographed by staging actions, suggesting behavior of the principals, and rehearsing activities before photographs are taken.



15010 AIRCREW TRAINING DEVICES INSTRUCTOR (NON-RATED)

The Aircrew Training Devices Instructor (Non-Rated) is responsible for the accomplishment of ground-based, and/or aircrew training devices (ATD) training of aircraft crewmembers (non-rated for Air Force/Navy contracts). This Worker instructs and measures training progress of crewmember students who train in the established aircrew training curriculum/ATDs, provides inputs and courseware corrections and modifications to update training policies and procedures. The Aircrew Training Devices Instructor assists in projects and development work as assigned, performs administrative and collateral duties relative to training such as record keeping, monitoring student progress, counseling, training development and maintenance of training programs.

15020 AIRCREW TRAINING DEVICES INSTRUCTOR (RATED)

The Aircrew Training Devices Instructor (Rated) is responsible for the accomplishment of ground-based, and/or aircrew training devices (ATD) training of aircraft crew members (crew members for Air Force/Navy contracts) either individually, or in combination with pilot instructors. The incumbent instructs and measures training progress of crewmember students who train in the established aircrew training curriculum/ATDs, provides inputs and courseware corrections and modifications to update training policies and procedures, and assists in projects and development work as assigned.

This Rated Instructor conducts ATD and other ground training of crew members in their specialized aircraft operations, including diagnosis and remediation of student problems following course outline and programmed simulator exercises. This person performs administrative and collateral duties relative to training such as: record keeping, monitoring student progress, counseling, training development and maintenance of training programs.

15030 AIR CREW TRAINING DEVICES INSTRUCTOR (PILOT)

This Pilot Instructor is responsible for the accomplishment of ground-based, and/or aircrew training devices (ATD) training of pilots. As a qualified pilot, the incumbent conducts simulator and other ground training of pilots and other crewmembers in aircraft operating procedures, in-flight IFR/ VFR, operational and tactical procedures, measures training progress of pilot students and diagnosis and remediate problems, provides input on needed corrections, modifications and updates to courseware and to training policies and procedures.

Administrative and collateral duties include record keeping, counseling, training development, maintenance of training programs and serving as subject matter expert for students and other personnel as required. This instructor assists in projects and development work as assigned, and maintains a high level of current subject knowledge, capability, and expertise.

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.

15060 EDUCATIONAL TECHNOLOGIST



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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.

15070 FLIGHT INSTRUCTOR (PILOT)

The Flight Instructor provides individual flight, and ground instructions to military, civilian or international student pilots in a highly structured training environment. Flight instruction may be performed in a high performance aerobatic aircraft with students who have limited or no previous flight experience. Instruction is based on highly structured syllabus of instruction. Instructors must be able to tailor instruction to students' individual progress and previous qualifications. Instructors must be skilled in providing instructions limited by daily flight schedule. This person maintains training folders that accurately reflect student performance and progress, documents student deficiencies and suggests corrective actions, and motivates students having problems with performance or adaptation to the flight environment. Instructors may also be required to qualify as an observer, monitoring aircraft in the traffic pattern and providing aircraft clearance information to maintain safe and efficient traffic flow. Instructors may also be required to qualify as an area controller who assigns areas to and monitors aircraft in the local training areas, including providing for aircraft separation for arriving and departing aircraft.

15080 GRAPHIC ARTIST

The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

15090 TECHNICAL INSTRUCTOR

The Technical Instructor teaches one or more short courses in a technical trade or craft such as electricity, electronics, surveying, aircraft or ship fundamentals, prepares an instructional program in accordance with training or other course requirements, assembling materials to be presented. The incumbent teaches assigned topics in accordance with approved curriculum effectively utilizing all allotted time, maintains proficiency in instructional techniques, incorporates current examples in the teaching process (e.g. develops clarification or real world examples of application related to the subject matter); develops and maintains classroom techniques that reflect professionalism, good discipline and enhance teaching. The Technical Instructor alternates teaching techniques in order to maintain high motivation and interest in the subject areas, administers grades, records and critiques examinations; prepares and



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administers remedial assignments, submits written recommendations for curriculum updates to ensure consistency with changes and innovations in latest applicable publications or documents.

15095 TECHNICAL INSTRUCTOR/COURSE DEVELOPER

The Technical Instructor/Course Developer is primarily responsible for curriculum revision and maintenance. Technical curriculum may involve electronics, welding, or more highly technical areas such as radio and electronics repair or operation of weapons systems. This instructor uses a computer to organize and draft a curriculum that breaks a complex subject into blocks or units of instruction, creates graphics, and integrates them into curriculum. Courses may be instructor based, computer-based, simulator based, interactive, or non-interactive. This instructor also teaches short technical courses in accordance with approved curriculum to maintain proficiency and to evaluate and develop new instructional techniques/courses. Job duties also include the following: incorporation of new curriculum in the teaching process (e.g., develops clarification or examples of application related to the subject matter), development and maintenance of classroom techniques that reflect professionalism and good discipline and enhance teaching, development of alternative teaching techniques and scenarios to maintain high motivation and interest in the subject areas, and while acting as the testing officer, the conducting of test analysis and development or revision of test items.

15110 TEST PROCTOR

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

15120 TUTOR

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

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



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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.

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
- 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.



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- 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,



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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.

30080 ENGINEERING TECHNICIAN (Occupational Base)

To be covered by these definitions, employees must meet all of the following criteria: Be able to provide semi-professional technical support for engineers working in such areas as research, design, development, testing, or manufacturing process improvement. Work pertains to electrical, electronic, or mechanical components or equipment. These technicians are required to have some practical knowledge of science or engineering. Some positions may require a practical knowledge of mathematics or computer science. Included are workers who prepare design drawings and assist with the design, evaluation, and/or modification of machinery and equipment.



Excluded are:

- a. Production and maintenance workers, including workers engaged in calibrating, repairing, or maintaining electronic equipment (see Maintenance Electronics Technicians);
- b. Model Makers and other craft workers;
- c. Quality Control Technicians and Testers;
- d. Chemical and other non-engineering laboratory technicians;
- e. Civil Engineering Technicians and Drafters;
- f. Positions (below Level I) which are limited to simple tasks such as: measuring items or regular shapes with a caliper and computing cross-sectional areas; identifying, weighing, and marking easy-to-identify items; or recording simple instrument readings at specified intervals; and engineers required to apply a professional knowledge of engineering theory and principles.

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)



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

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

30240 MATHEMATICAL TECHNICIAN

The Mathematical Technician applies standardized mathematical formulas, principles, and methodology to technological problems in engineering and physical sciences in relation to specific industrial and research objectives, processes, equipment, and products. They confer with professional, scientific, and engineering personnel to plan project, analyzes raw data recorded on magnetic tape, punched cards, photographic film or other media, and select most practical and accurate combination and sequence of computational methods using algebra, trigonometry, geometry, vector analysis and calculus to reduce raw data to meaningful and manageable terms.

This technician selects most economical and reliable combination of manual, mechanical, or electronic data processing methods and equipment consistent with data reduction requirements, modifies standard formulas to conform to data processing method selected, translates data into numerical values, equations, flow charts, graphs or other media, analyzes processed data to detect errors. This worker may operate card punching or sorting machines, calculators, or data processing equipment.

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;



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- 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;



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- 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.

30390 PHOTO-OPTICS TECHNICIAN

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

30460 TECHNICAL WRITER (Occupational Base)

Under general supervision, the Technical Writer writes and edits technical reports, brochures, and/or manuals for internal documentation, customer reference, or publication. This person researches and analyzes available literature and verifies copy with appropriate departments, and may coordinate production and distribution of materials.

30461 TECHNICAL WRITER I



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The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer's catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.

This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

30462 TECHNICAL WRITER II

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

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

30463 TECHNICAL WRITER III

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



The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, 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.

99830 SURVEY PARTY CHIEF (Chief of Party)

The Survey Party Chief (Chief of Party) leads day-to-day work activities of survey party under direction of land surveyor performing surveying duties not requiring licensure; supervises crew engaged in gathering data about the earth's surface using a variety of surveying instruments and in clearing land and setting stakes to identify certain points; checks final field notes for clarity and accuracy and completes transmittal forms.

99831 SURVEYING AIDE

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

99832 SURVEYING TECHNICIAN (Instrument Person; Surveyor Assistant, Instruments)

The Surveying Technician obtains data pertaining to angles, elevations, points, and contours used for map making, mining, or other purposes, using alidade, level, transit, plane table, the odolite, electronic distance measuring equipment, and other surveying instruments, compiles notes, sketches, and records of data obtained and work performed, and directs work of subordinate members of survey team.

ACCOUNTANT (SEE BELOW - PROFESSIONAL)

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Requires an Associates or Bachelor's degree in area of specialty and experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established



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guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

ACCOUNTANT I: Associates Degree with 0 – 2 years experience

ACCOUNTANT II: Bachelors Degree with 2 – 4 years experience

ACCOUNTANT III: Bachelors Degree with 4 -6 years experience

ACCOUNTING SUPERVISOR (PROFESSIONAL)

Responsible for the supervision of accounting professionals. Oversees calculating, posting, verifying, and typing duties to obtain and record financial data for use in maintaining accounting and statistical records. Leads most day to day operations of group. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department

ACQUISITION SPECIALIST (PROFESSIONAL)

Responsible for the acquisition of services, supplies and support items, in accordance with the Federal Acquisition Regulations (FAR).

- Reviews user needs to become familiar with services or supplies to be acquired.
- Provides market research and documentation supporting the acquisition of services/supplies to be acquired and provides recommendation to the Government on the appropriate course of action.
- Prepares draft Request for Quotations (RFQ), or Request for Proposals (RFP) for the formal solicitation and evaluation of bids or offers. Issues RFQ or RFP after review and approval by the Government.
- Evaluates and analyzes bids and proposals and documents the summary of findings and prepares a recommendation to the Government as to the best value consistent with the terms of the applicable solicitation document and consistent with the FAR and other regulatory or guidance materials provided as reference.
- Participates in discussions with customers and prospective contractors in clarifying issues, terms and conditions or questionable matters in order to reach a satisfactory resolution. Documents discussions as part of the contract file.
- Responsible for preparation of documents (including but not limited to memoranda, spreadsheets, tables or exhibits) supporting recommended contract/procurement actions, contract changes or other terms and conditions to support the award, modification or close out of existing contracts and/or purchase orders.
- Verifies that terms and conditions of proposed offers and contracts are consistent with the FAR.
- All documents are prepared for the review and approval by the Government.
- Works independently on assigned tasks, seeks consultation from Government as required.
- Provides other acquisition support tasks as assigned.

Contractor tasks require specific skills, including but not limited to, knowledge and understanding of Federal Acquisition Regulation (FAR), and MS Word, Excel, Access and Procurement Desktop (Electronic Acquisition System).



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Requires a comprehensive knowledge of the Federal acquisition process is required. The individual must be able to assess and discuss procurement issues with a degree of expertise sufficient to form the basis of well-founded recommendations to the Government's Contracting Officer.

AUDITOR (PROFESSIONAL)

Responsible for auditing the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and researches issues and makes recommendations to improve policies or procedures accordingly. May work with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

AVIATION SAFETY MANAGER (PROFESSIONAL)

Introductory Statement: This position is in the Forest Service (FS) Fire, Aviation, and Air Staff, responsible for performing the full scope of major duties for the Forest Service. The incumbent serves as Aviation Safety Program Manager.

Monitoring and Evaluation of Aviation Programs 55%

Provides expert interpretations of highly complex data, requirements, procedures, regulations, etc, of agency aviation programs. Provides detailed technical advice and assistance such as program and policy guidance to individuals who are inside and outside of USDA FS. Provides technical advice and assistance to officials of state, local, and other Federal Government Agencies on a wide variety of complex aviation management issues within the program area. Develops and maintains professional networks for such purposes as to promote sharing of information, identification of the need for new programs or services, solicitation of input to USDA FS programs, etc.

Provides expert advice to the Regional Office aviation program in the administering of regulations and standards concerning aviation safety, including the airworthiness of aircraft and aircraft systems; the competence of pilots, mechanics, and other aviation managers; and safety aspects of aviation facilities, equipment, and procedures.

Reviews flight proficiency checks for all Regional pilots. Provides aviation safety technical advice to program managers in administration of Regional and National contracts for light, fixed-wing aircraft, helicopters, air tankers, large helicopters, and airplanes. This includes inspection, mutual aid agreements, and local operating plans.

Maintains liaison, cooperation, and coordination with the Federal Aviation Administration (FAA) and the National Transportation Safety Board (NTSB) relative to FS aerial operations and projects, including safety, operating procedures, and maintenance standards.



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Continuously monitors and reviews accident/incident reports to evaluate compliance with and effectiveness of prescribed procedures, directives, safety bulletins, and develops effective remedial action. Provides recommendations to management to prevent accidents. Provides consistent monitoring of all aviation activities to determine whether they are following their authorized operations plan, federal regulations, and good safety practices. This includes assisting FS units in the development and approval of unit aviation plans and special project aviation safety plans to ensure hazards are identified and mitigated.

Aviation Safety Program Management 45%

Provides expert technical advice in the development, implementation, coordination, and evaluation of aviation programs, policies, and procedures. Serves as the primary technical aviation safety advisor to the combined FS Director in the administration and development of aviation projects related to wild land fire suppression and special aviation operations. Develops policies, plans, procedures, and recommendations to ensure aviation support in the accomplishment of the agency's mission.

Reviews and analyzes aviation program planning for effectiveness and integration with agency plans. Collaborates in the formulation and development of aviation safety program objectives; and recommends changes in procedures, regulations, and instructions to improve effectiveness. Develops guidance to be used for implementing criteria and evaluating preparedness based on exercises, plans, and training.

Provides expert guidance and leadership in planning regional aviation safety programs for FS contract aircraft used in support of all types of resource management programs and projects. This involves determining size, type, performance characteristics, makes, models, and the number of aircraft necessary to safely and effectively perform the planned programs and projects

Provides safety oriented training and aeronautical advice in operation of aircraft engaged in aerial application, smoke jumping, cargo, personnel transporting, reconnaissance, photographic, rappelling, and helitack missions.

Investigates aviation accidents/incidents, including near misses which involve contract and/or Government owned aircraft. Coordinates investigations with other agencies, as appropriate.

OTHER SIGNIFICANT FACTS:

Bargaining Unit Status: Not eligible.

FIREFIGHTER RETIREMENT COVERAGE: This is a secondary firefighter position under 5 USC 8336(c) (CSRS) and 8412(d) (FERS). Prior wild land firefighting experience is required.

Factor 1 Knowledge Required by the Position

The employee serves as expert specialist who has mastered the application of a wide range of techniques and methods for assessment and improvement of program effectiveness, or improvement of complex processes and systems in the field of aviation safety program management. The work requires comprehensive knowledge of the range of administrative laws, policies, regulations, and precedents applicable to the administration of one or more important civilian or military aviation safety programs. This includes knowledge of Agency program goals and objectives, the sequence and timing of key events and milestones, and methods of



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evaluating the worth of program accomplishments. The work requires knowledge of inter-relationships with other programs and key administrative functions within the Agency, or in other Agencies. Knowledge may be applied to the design and implementation of complex projects or comprehensive studies where the boundaries of the studies are extremely broad and difficult to determine in advance, i.e., the actual limits of the project or study are developed as it proceeds. Objectives are to identify and propose solutions to aviation safety programmatic problems that are characterized by their breadth, importance, and severity, and for which previous studies and established techniques are frequently inadequate.

Knowledge may also be applied in preparing recommendations for agency policy to change the way aviation programs are carried out, in evaluating the content of new or modified legislation for projected impact upon Agency programs and resources, and/or in translating basic legislation into program goals, actions, and services. The employee must possess skill in planning, organizing, and directing team study work and in negotiating effectively with management to accept and implement recommendations, where the proposals involve substantial Agency resources, require extensive changes in established procedures, or may be in conflict with the desires of Agency management. Incumbent is required to hold, at a minimum, a private pilot certificate issued by the Federal Aviation Administration (FAA). Position/Incumbent is included in the Random Drug testing.

BUDGET ANALYST (PROFESSIONAL - SEE BELOW)

Helps organizations allocate financial resources. Develops, analyses, and executes budgets as well as estimates future financial needs. Examines budget and seeks new ways to improve efficiency and increase profits. Finds ways to efficiently distribute funds and other resources among various departments and programs. Conducts training sessions for an organization regarding new budget procedures. Often involved in program performance evaluations, policy analysis, and the drafting of budget-related legislation. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

BUDGET ANALYST I: Requires a bachelor's degree and minimum experience in the field or in a related area.

BUDGET ANALYST II: Requires a bachelor's degree and 2-4 years of experience in the field or in a related area.

BUSINESS MANAGEMENT SPECIALIST (PROFESSIONAL)

Interprets results using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining. Designs, develops, implements and maintains business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager

BUSINESS PROCESS IMPROVEMENT CONSULTANT (PROFESSIONAL)



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Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units. May require an advanced degree and at least 7 years of direct experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

CONTRACT SPECIALIST (PROFESSIONAL)

Aids in the preparation of contractual provisions and the administration of contract proposals. Responsible for preparing bids and negotiating specifications and contractual provisions. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager.

DATA MANAGER (PROFESSIONAL)

Responsible for management of data generated within the client's location. This position coordinates with personnel from other client locations to insure resulting educational and clinical outcomes databases are consistently defined.

Specific tasks include remote management of data used in the evaluation of the client, to include: maintaining the accuracy, integrity, and security of computerized record systems; applying knowledge of the client's data systems, regulations, policies, protocols, and/or procedures to control and maintain accurate records. Implementing and overseeing data management processes for data that may need to be screened, entered, coded, collated, grouped, transformed, transcribed, summarized, profiled, parsed, standardized, cleansed, documented, and/or validated.

This position assists in the standardizing and documenting data management procedures. This position consults as necessary with the client to establish data review guidelines and data flow procedures, solving operational/data problems, and ensuring accuracy and completeness of data.

The ideal candidate will have experience designing and managing databases. Must be proficient in using SQL and query software and securing databases containing confidential information.

FINANCIAL ANALYST (SEE BELOW)

Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires a bachelor's degree and 4-7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.



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FINANCIAL ANALYST I: Bachelor's Degree with 1-3 years experience

FINANCIAL ANALYST II: Bachelor's Degree with 4-7 years experience

FOIA SPECIALIST (PROFESSIONAL)

Responsible for ensuring that released materials do not contain personal identifiers or directly or indirectly reveal trade secrets and other information exempted under the applicable statutes. Serves as a subject matter expert in the areas of Freedom of Information Act and Privacy Act, performing all functions relating to reviewing and processing the responsive record, to include redacting all portions of record that cannot be released to the requestor, identifying the correct exemptions used, and identifying documents or other items in a file that require special processing.

FUNCTIONAL/SUBJECT MATTER EXPERT (PROFESSIONAL)

Expert with extensive, enterprise-wide knowledge and experience in one or more designated functional and/or domain areas. Provides insight and advice concerning strategic direction and applicability of up to date, industry standard solutions. Is responsible for providing high level vision to program/project manager or senior client leadership to influence objectives of complex efforts. The Functional/Subject Matter Expert is primarily utilized on projects for their specific expertise, not in a managerial capacity, in support of the creation of comprehensive methods for describing current and/or future structure and behavior of an organization's processes, systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction. The Functional/Subject Matter Expert is typically a former high ranking military or civilian official and recognized by industry as an expert in their specific field.

FUND-RAISING COORDINATOR (PROFESSIONAL)

Coordinates fundraising strategies and is responsible for most aspects of fundraising programs. Assists in the development of fundraising goals and solicits funds to meet these goals. Responsible for helping to identify new donors and organizes initiatives to solicit funding. May assist in developing major gift opportunities and writing grant proposals. May require bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

GEOLOGIST II (PROFESSIONAL)

Researches the formation, dissolution, and content of rock layers. Researches the effects of internal pressures, heat, water, pollution, and erosion. Studies variations in rock formations and densities to identify new mineral deposits. Estimates depth, quality and vastness of deposits. Tests mineral quality and purity to determine feasibility of mining. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

HEALTH SYSTEMS SPECIALIST (PROFESSIONAL)



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The Health System Specialist is responsible for program implementation, strategic planning and effective management of various client programs. This position will utilize evidence based guidelines at all stages of program development.

Specific Task include direct program management and implementation serving as the facility expert to launch program initiatives to support the client, to include: contributing significantly to the design and implementation of programs required for the client's educational process, learning outcome, and clinical outcome data; developing position descriptions, statement of work and evaluation criteria for client staff positions; applying knowledge of client systems, regulations, policies, protocols, and/or procedures for effective program management; implementing and overseeing management processes for systems that may need to be screened, entered, coded, collated, grouped, transformed, transcribed, summarized, profiled, parsed, standardized, cleansed, documented, and/or validated; assisting in the standardizing and documenting data management procedures;

This position will consult with the client to establish data review guidelines and data flow procedures, solving operational/data problems, and ensuring accuracy and completeness of data.

The ideal candidate must have excellent written and oral communication, system analysis and problem solving skills. The candidate must be proficient in using theories, principles, methods and instruments used in patient- centered care. The candidate must be experienced in applying training techniques for the instruction of multidisciplinary professional and staff support.

HELICOPTER OPERATIONS SPECIALIST (PROFESSIONAL)

INTRODUCTORY STATEMENT: This position is the Regional Helicopter Operations Specialist, in State and Private Forestry, Regional Aviation and Fire Management Staff. The incumbent serves as an expert in helicopter operations, responsible for regional direction and oversight of all helicopter operations, including direct and indirect fire suppression, aerial ignition, rappelling, transportation of personnel and cargo including hazardous materials into remote areas, helicopter crew training, facilities adequacy, and equipment suitability. The primary purpose for having helicopters is fire suppression and the majority of the work of the position is in support of wildland fire suppression (80%); however, the incumbent provides direction and oversight to helicopter operations supporting any Regional activity.

This is a secondary firefighter position under the provisions of 5 U.S.C. 8336(c) and under 5 U.S.C. 8412(d), and experience in fire fighting (wild land) is required in this position. Administration of Helicopter Operations 60%.

Administers the Regional helicopter operations program and serves as principal advisor on all helicopter administrative and technical matters. Analyzes and monitors broad program elements of flight activities in complex aviation organizations, and evaluates program change proposals. Provides operational leadership in helicopter operations for fire suppression. Identifies the need for Safety Technical Assistance Teams and coordinates their activities. Provides oversight to insure personnel and aircraft are in compliance and operating within established guidelines, standards, and procedures. Performs on-the-ground training. Reviews all helicopter-related incident reports to evaluate compliance with prescribed procedures and directives. Corrects deficiencies in conjunction with the Forest Aviation Officer. Plans, develops, and authorizes training in operational procedures. Serves as a primary instructor for Interagency, National and Regional training programs. Evaluates trainee helicopter managers. Provides interagency safety oriented training utilizing helicopters in a wide variety of support activities.



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Maintains close working relations with industry to maintain currency on helicopter operations. Conducts field tests and evaluates equipment. Assures that technical training and technology transfer are provided to regional and cooperating agency personnel. Develops and recommends contract specifications. Prepares, consolidates, and analyzes data. Attends meetings as technical representative. Schedules and directs annual workshops for helicopter operations personnel. Serves as Forest Service Qualified Technical Investigator on aviation or incident investigations, including those involving employee fatalities. Performs inspections and site visits to assure compliance with policies and procedures, and develops recommended actions to correct deficiencies. When requested, serves as Project Aviation Officer.

Advice and Technical Assistance for Helicopter Operations and Programs 40% Provides advice on transportation matters and programs to managers of a significant organizational segment of an agency, as follows: Develops and recommends helicopter operational policies and directives. Incumbent is required to spend 15% of time on National Interagency projects, developing and authoring such projects as the Interagency Helicopter Operations Guide (IHOG), National Airtanker Study, Foam versus Fire - Aerial Application, Interagency Aerial Ignition Guide, and Interagency Rappel Operations Guide. Develops and maintains a Regional Helicopter program. Provides technical guidance and serves as an advisor. Provides leadership to Forest Aviation Officers and cooperating agencies throughout the Region for planning, developing, and maintaining helicopter operations programs.

Provides comments and suggestions in the development of National Interagency standard helicopter technical specifications including inspections, mutual aid agreements and local operating plans. Serves as principal Regional contact for the Technological Development Centers for the purpose of testing new or improved helicopter accessories and works with personnel from these centers to establish testing, evaluation, and reporting procedures for this equipment. Provides Regional input for national policy and direction for specialized helicopter operations. Evaluates employee suggestions and forwards summary with recommendations to approve/disapprove.

OTHER SIGNIFICANT FACTS:

FIREFIGHTER RETIREMENT COVERAGE: This is a secondary firefighter position under 5 USC 8336(c) (CSRS) and 8412(d) (FERS). Prior wildland firefighting experience is required. Performs other duties as assigned.

Factor 1 Knowledge Required by the Position

Assignments require knowledge and skill in applying analytical and evaluative methods and techniques to issues concerning the types and capabilities of helicopters and the environmental and regulatory limitations on their use in natural resource operations. Assignments involve the application of new or modified techniques for providing program services, innovative guidelines and procedures, and/or automating of work processes in order to provide efficient and safe utilization of helicopter and personnel, provide technical advice, develop contract specifications, and develop or evaluate operational or management programs. Extensive actual fire experience is necessary to understand and accomplish fire suppression support assignments.

In-depth knowledge of the transportation of hazardous materials, the governing regulations, standard techniques of storage and handling, and dispensing of aviation fuels to insure safe handling including transportation and regulatory compliance.

Expert knowledge of duties, skills, and qualifications of helicopter crew members to develop standards, conduct training, and evaluate performance.



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Expert skills in all instructional techniques and training program development to plan and serve as an instructor. Thorough knowledge and understanding of the elements and techniques of aviation safety programs and helicopter accident investigation to conduct investigations and aid in developing accident prevention strategies.

Analytical ability to analyze helicopter operational programs, relating them to current procedures or policies to develop improvements or alternatives for new procedures.

Extensive skills and knowledge in working with a wide variety of people on a personal or group level utilizing tact and discretion to accomplish assignments.

Thorough knowledge of military and National Guard organizational structures, capabilities, equipment, and operational procedures to fully utilize what is available.

Extensive knowledge of wildfire behavior and suppression techniques to provide advice on the use of helicopters in the fire suppression activity.

Excellent communication skills needed to work with states and other Federal agencies. Practical background and experience in the Incident Command System to be capable of operating within the system and serving all participants.

Factor 2 Supervisory Controls

Within a framework of priorities, funding and overall project objectives, the employee and supervisor develop a mutually acceptable project plan which typically includes the identification of the work to be done, the scope of the project, and deadlines for its completion. Within the parameters of the approved project plan, the employee is responsible for planning and organizing the study or project, coordinating with all levels of management and staff, and conducting all phases of the project or study. This frequently involves the definitive interpretation of the law and regulations and Agency policy and procedures, and the initial application of new methods. The employee informs the supervisor of potentially controversial findings, issues, or problems with widespread impact. Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives. Completed work is also reviewed critically by management officials whose programs and employees would be affected by implementation of the recommendations.

Factor 3 Guidelines

Guidelines consist of the law, regulations, Agency policies and procedures, etc. that are related to the subject matter of the project under consideration, as well as general administrative policies and organizational theories which require considerable adaptation and/or interpretation for application to issues and problems studied. Administrative policies and precedent studies provide a basic outline of the results desired, but do not go into detail as to the methods used to accomplish the project. Administrative guidelines usually cover program goals and objectives of the employing organization. Within the context of broad regulatory guidelines, the employee may refine or develop more specific guidelines such as implementing regulations or methods for the measurement and improvement of effectiveness in the administration of operating programs.

Factor 4 Complexity

The work involves gathering information, identifying and analyzing issues, and developing recommendations or program plans to resolve substantive problems of effectiveness in existing programs or to design and implement new programs that will improve service to those served by the Agency. The work requires the application of analytical methods and techniques that frequently require modification to fit a wide range of variables.



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Subjects and projects usually consist of issues, problems, or concepts that are not always susceptible to direct observation and analysis. Information about the subject is often conflicting or incomplete, cannot readily be obtained by direct means, or is otherwise difficult to document. Assignments may involve gathering and analyzing data from a wide variety of sources, or the data must be carefully cross-checked, analyzed, and interpreted to obtain accurate and relevant information. Originality in refining existing work methods and techniques for application of the analysis of specific issues or resolution of problems is required.

Factor 5 Scope and Effect

The purpose of the work is to assess the effectiveness of program operations or to analyze and resolve problems in helicopter operations/safety program effectiveness, and to design new programs that will enhance the overall effectiveness of the Agency in meeting its mission requirements. Work may also include developing related administrative regulations or promulgating program guidance for application across organizational lines or in varied geographic locations. Work that involves the evaluation of program effectiveness usually focuses on the delivery of program benefits or services at the operating level. Work contributes to the improvement of program operations and services at different echelons and/or geographical locations within the organization. Work affects the plans, goals, and effectiveness of missions and programs at these various echelons and locations.

Factor 6 Personal Contacts

Personal contacts are with individuals or groups from outside the employing organization in a moderately unstructured setting. Contacts are not established on a routine basis; the purpose and extent of each contact is different, and the role and authority of each party is identified and developed during the course of the contact.

Factor 7 Purpose of Contacts

The purpose of contacts is to influence, motivate, or control people or groups. The people contacted may be fearful, skeptical, or uncooperative. Therefore, the employee must be skillful in approaching the individual or group in order to obtain the desired effect, such as gaining compliance with established policies and regulations by persuasion or negotiation, or gaining information by establishing rapport.

Factor 8 Physical Demands

The work requires some physical exertion, such as frequent and recurring site visits, which involve a good deal of walking, climbing, lifting, stooping, and bending in and around helicopters. Due to critical nature of the decisions made, stress from emergency situations, multiple incidents, political issues, and long hours are common and may result in mental and physical fatigue.

Factor 9 Work Environment

The work involves regular and recurring moderate risks or discomforts, which require special safety precautions. Considerable time is spent on sites and on wildfires where the incumbent is exposed to discomforts such as severe noise, adverse weather and risks resulting from aviation equipment being moved or operated under high load conditions and rough terrain. Incumbent is also exposed to the hazards associated with uncontrolled wildfires. Helicopter operations occasionally involve the exposure to noxious or mildly toxic fumes and fluids. The position requires the use of protective clothing or gear, or the requirement to follow procedures to minimize risk. The degree of hazard involved varies according to the nature of the assignments. program. Practical knowledge of fire gained from wild land fire line firefighting experience and/or participation in prescribed burn field operations.



JOINT COMMISSION AUDITOR (PROFESSIONAL)

Assists the Joint Commission in accrediting and certifying healthcare organizations by ensuring that safe and high quality patient care is given. Provides on-site consultation, education and technical assistance. Ensures compliance by conducting periodic mock audits and audits. Applies systems analysis skills and inductive reasoning skills to determine degree of compliance with applicable standards and functionality of care delivery systems. Prepares management reports that link individual standard deficiencies with potential system vulnerabilities and related risk points. Identifies opportunities and provides methods to improve compliance.

LEADERSHIP DEVELOPMENT CONSULTANT (PROFESSIONAL)

Designs cutting edge interventions to further the development of current leaders in line. Contributes to overall management and service development. Creates the conceptual underpinning for major leadership training and development programs and follows through to ensure successful management and delivery of large projects. Identifies best suppliers as appropriate and works jointly with them to deliver projects.

MANAGEMENT ANALYST (PROFESSIONAL)

Conducts analysis on work procedures and recommends changes to improve the effectiveness of the organization's management. Provides management with studies on ways to increase efficiency. May require a bachelor's degree and at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A high degree of creativity and latitude is expected. Typically reports to a manager or head of a unit.

PATIENT CARE COORDINATOR (PROFESSIONAL)

The Patient Care Coordinator shall report to the Deputy Medical Center Director (DMCD). The incumbent will meet with the DMCD on a routine basis scheduled at the convenience of the DMCD.

The Patient Care Coordinator will demonstrate leadership by involving others and initiating activities to improve outcomes for patients and assisting in the development of a new service line focused on all aspects of purchased care.

The Patient Care Coordinator shall have expertise in all manners related to purchases care.

The Patient Care Coordinator shall provide education to PVAMC staff and community provides to improve knowledge and enhance performance.

The Patient Care Coordinator shall use group facilitation process to identify, analyze and resolve problems and help develop the Purchased Care Service Line.

The Patient Care Coordinator shall identify needs and assess resource utilization, taking appropriate action.

Responsibilities:

1. Management improvement studies
2. Research & analysis of make/buy decisions
3. Development of initiatives & revenue opportunities
4. Demographic & market analysis
5. Facilitate groups for purchased care program development
6. Facilitate healthcare professionals and others through influence & cooperation



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7. Support relationships with clinical & administrative operations including liaison with PVAMC's affiliates
8. Prepare and deliver a variety of presentations to multiple, often disparate groups including Executive Levels staff from all levels of VA and external government and private organizations
9. Self motivation of performance, time management and accomplishment of project
10. Rely upon judgment & technical skill to accomplish objectives
11. Develop & interpret guidance on program planning & evaluation to determine intent & revising policy and regulatory guidance for use by others
12. Account for uncertainties in data and other variables in order to make effective conclusions and recommendations that could affect long range program performance
13. Point of contact for community providers & client staff throughout the clients catchment area in all manners related to purchased care including case management and fee authorization
14. Ability to work on projects often requiring a very short turnaround time
15. Understanding of high complexity & political sensitivity of the Purchased Care Program
16. Other duties as assigned.
17. Utilize the CPRS (Computerized Patient Recording System) to document veteran care activities and assist in overall case management.
18. Document actions in the patient's electronic medical record within 48 hours.

Quality Management:

The Patient Care Coordinator will be evaluated using the following data:

1. Customer satisfaction – feedback from internal & external stakeholders from all levels of the Purchased Care program.
2. Reporting of challenging events to stakeholders and Executive leadership.
3. Timeliness and adequacy of documentation provided to all stakeholders of the program and leadership.

The Patient Care Coordinator shall be monitored through a variety of mechanisms including:

4. Focused Professional Practice Evaluation (FPPE) during the first 90 days of performance.
5. Use of information system report to determine timeliness of documentation, signing of reports, and responsiveness to phone inquiries.
6. Feedback from patients, staff, peers or any source relative to level of service provided.
7. Outcomes will be compared to expected outcomes and VAMC level of quality for similar cases.

PATIENT SAFETY SPECIALIST (PROFESSIONAL)

Assists in the development and implementation of patient safety programs. Gathers data detailing patient-related errors and conducts analysis for management detailing the cause of the error; recommends changes, policies, or programs that could prevent future errors. Attends presentations and training programs meant to increase awareness of patient safety initiatives. Tests patient-safety knowledge of employees and recommends changes to training programs. Requires a bachelor's degree in a related area and at least 4 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

PROCUREMENT TECH (PROFESSIONAL - SEE BELOW)

Creates purchase orders for the acquisition of materials. Researches, interviews, and negotiates with suppliers to obtain prices and specifications. Provides routine administrative



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support. Requires a high school diploma or its equivalent and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

PROCUREMENT TECH I: High School Diploma or equivalent with 0 – 2 years experience in the field or related experience

PROCUREMENT TECH II: High School Diploma or equivalent with 4 – 4 years experience in the field or related experience

PROGRAM ANALYST (PROFESSIONAL)

Possesses demonstrated knowledge and experience applying analytic methodologies and principles to address client needs. Applies analytic techniques in the evaluation of project objectives and contributes to the implementation of strategic direction. Performs analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Conducts activities in support of project team’s objectives. Works closely with Analyst 2, Task Leads, or Project Manager. Directs the activities of junior staff as necessary.

PROGRAM MANAGER (PROFESSIONAL)

Provides oversight and executive level management to overall contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. The Program Manager maintains and manages relationships with senior level management within the client organization. Responsible for ensuring senior level management within the client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision. This may include subject matter and unique technical knowledge. The Program Manager is responsible for managing multiple contract operations, ensure quality standards and work performance on all task orders and projects, plans, organizes and oversees work efforts, assigns resources, manages personnel, provides risk management, ensures quality management, monitors overall project and contract performance, etc.

PROJECT MANAGER (PROFESSIONAL - SEE BELOW)

Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Requires a bachelor's degree and experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

PROJECT MANAGER I: Bachelors Degree with minimum experience

PROJECT MANAGER II: Bachelors Degree with 1-2 years of experience

PROJECT MANAGER III: Bachelors Degree with 2-3 years of experience

PROJECT MANAGER IV: Bachelors Degree with 3-4 years of experience

PROJECT MANAGER V: Bachelors Degree with 4-5 years of experience



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PROJECT MANAGER VI: Bachelors Degree with 5+ years of experience

PUBLIC AFFAIRS CONSULTANT (PROFESSIONAL)

Monitors information sources from various sources. Advises on potential responses that may be required. Responds to requests for information. Researches forecasts and evaluates the effects of policy on an organization, using public and private sources, political intelligence and personal contacts. Writes newsletters, briefings, organization literature and press releases. Attends select committee hearings, party conferences and other events. Establishes and maintains communication with relevant bodies and stakeholders. Responds to public policy threats and opportunities. Develops new business opportunities.

REAL ESTATE SPECIALIST (PROFESSIONAL)

Maintains all real estate files and handles administrative duties for office. Requires a high school diploma or its equivalent with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

REAL PROPERTY CLERK (PROFESSIONAL)

Maintains records regarding rental, sale and management of real property. Implements and manages a variety of real property transactions. Maintains compliance with corporate policies related to real property. Assures that up-to-date information is in corporate databases and property management gas properly recorded transactions. Coordinates transaction terms with department controller to achieve maximum financial benefit for the corporation.

RE-ORGANIZATION LIAISON (PROFESSIONAL)

This position serves as a Reorganization Liaison between Wyoming Management Team and the State Director on the Work Force Planning and managing for Excellence projects, the President's energy initiatives, as well as other high priority Bureau of Land Management programs. This will be in the form of statistical information that provides who has been contacted at other Federal, state, County and local City government Offices, what information was disseminated and a list of concerns from these Offices. Feedback will be measured by the specific statistical reports provided to the State Director on a weekly basis.

Deliverables:

Monthly progress Reports containing the status on all assigned tasks accomplished during each referenced month: due by 5th workday following the end of each preceding month; confirmed semiannually.

Certifications, License, Physical Requirements or other Expertise Required:

Knowledge of general office equipment and computer software including Microsoft Word, and Excel.

Knowledge of Federal policies and practices particularly regarding the reorganization of General offices, employees and boundaries. Ability to develop, organize and coordinate a plan to change



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organizational structures The skill to calmly present detailed information and material to groups of constituents

Requires a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals.

2. Maximum Order

\$100,000

3. Minimum Order

\$100

4. Geographic Coverage

Nationwide

5. Point of Production

Not Applicable

6. Discount from List Prices

"Prices shown herein are inclusive of all accepted discounts and/or markups. Prices shown as total GSA price are inclusive of the Industrial Funding Fee (IFF). The Industrial Funding Fee (IFF) is a separate collection mechanism and is currently set at 0.75%. The IFF is not considered part of the contractor's discount or markup since it is set by GSA and can change throughout the life of the contract."

7. Quantity Discounts

None

8. Prompt Payment Terms

Net 30

9a. Notification that Government Purchase Cards are Accepted at or Below the Micro-Purchase Threshold

TDB Communications, Inc. accepts Government Purchase Cards at or below the micro-purchase level.

9b. Notification whether Government Purchase Cards are Accepted or Not Accepted Above the Micro-Purchase Threshold

TDB Communications, Inc. accepts Government Purchase Cards above the micro-purchase level.

10. Foreign Items

Not Applicable

11a. Time of delivery

To be negotiated between TBD Communications Inc. and the client agency.

11b. Expedited Delivery

Not Applicable

11c. Overnight and 2-Day Delivery

Not Applicable

11d. Urgent Requirements



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Agencies can contact the Contractor's representative to affect faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB

Destination

13a. Ordering Address

TDB Communications, Inc.
10901 West 84th Terrace Suite 105
Lenexa, KS 66214

13b. Ordering Procedures

For supplies and services, the ordering procedures, information on blanket purchase agreements (BPA's), and a sample BPA can be found at the GSA Schedules homepage (www.gsa.gov/schedules)

14. Payment Address

TDB Communications, Inc.
10901 West 84th Terrace Suite 105
Lenexa, KS 66214

15. Warranty Provision

Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.

16. Export Packing Charges

Not Applicable

17. Terms and Conditions of Government Purchase Card Acceptance

Not Applicable

18. Terms and Conditions of Rental, Maintenance, and Repair

Not Applicable

19. Terms and Conditions of Installation

Not Applicable

20. Terms and Conditions of Repair Parts

Not Applicable

20a. Terms and Conditions for Other Services

Not Applicable

21. Service and Distribution Points

Not Applicable

22. List of Participating Dealers

Not Applicable

23. Preventive Maintenance

Not Applicable

24. Special Attributes

Not Applicable



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25. Data Universal Number System (DUNS) Number

848758400

26. SAM Registration Database

TDB Communications, inc. is registered in the SAM Registration.

27. Ordering Procedures for Services

Ordering procedures for services were developed to assist customer agencies in the purchase of services that require a statement of work. They are included in this solicitation for the information of prospective offerors. Reference Clause G-FSS-920, Ordering Procedures for Services (Requiring a Statement of Work), found in the basic solicitation.

A. A performance-based statement of work that individually tailored to consider the labor category(s) requested (Special Item Number or SIN), special skills needed, period of performance, quantity of hours, work site location, deliverables, if any, and/or any other special requirements (i.e., security clearances, special knowledge, etc.) required for effective program performance. Job descriptions (for applicable labor categories) listed in the Service Contract Act Directory of Occupations published by the Department of Labor, incorporated by reference, serve as the basis for most of Performance Work Statements utilized in orders issued hereunder this schedule program. Requirements or functions should be within the scope of general descriptions provided in the Service Contract Act Directory of Occupations (if applicable).

B. A request for quotes (either oral or written) should be prepared which includes the performance-based statement of work and requests the contractors to submit a firm-fixed price to provide the services outlined in the statement of work. Transportation of workers is the responsibility of the Contractor. No travel costs shall be charged on any order placed under this contract. If parking for the Contractor personnel is not available, employees must make their own arrangements for parking.

C. Agencies shall use appropriate methods to ensure selection of services offer the best value to the Government, cost and other factors considered.

Note: Positions can be filled for an initial 120 workday basis on this schedule program with the ability to extend for an additional 120 days, not to exceed 240. No single line item contained in a BPA issued under this program should exceed a maximum of 240 workdays. (See 5 CFR part 300, and the May 2, 1996 Federal Register for complete compliance requirements.)

Conditions for Use: This program is established to provide “temporary” Professional and Administrative services. The contracts under this program are non-personal in nature. Positions can be filled on a temporary basis for a maximum of 240 workdays. (See OPM regulations and 5 CFR Part 300.503 for further guidance on use of private-sector temporaries).

Certification/License: Certain professional labor categories provided under this program are not necessarily licensed or certified. The services to be provided under this program are “temporary” in nature and certain customs or practices within a particular professional field may not be provided under some contracts.

Security: It is not anticipated that Security clearances will be necessary for any order issued under this program; however, in the event a Security Clearance is required, the contractor is responsible for providing such clearances.

Hours of Work: Required work hours will be provided in each order. However, this program is intended to offer “temporary” personnel, therefore, a typical work day would consist of 8 hours, plus 30 non-paid minutes for lunch. Government holidays are excluded.



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28. GSA Net Pricing

Wage Determination No. and Location: 05-2375 NY, New York, Revision 12, 06/13/2012

SIN #	Service Proposed	Total GSA Price	Unit of Issue
736-1	Accounting Clerk I	\$27.77	Per Hour
736-1	Accounting Clerk II	\$34.41	Per Hour
736-1	Accounting Clerk III	\$37.77	Per Hour
736-1	Administrative Assistant	\$51.11	Per Hour
736-1	Breath Alcohol Technician	\$42.17	Per Hour
736-1	Court Reporter	\$37.40	Per Hour
736-1	Data Entry Operator I	\$27.18	Per Hour
736-1	Data Entry Operator II	\$29.16	Per Hour
736-1	Dispatcher Motor Vehicle	\$43.53	Per Hour
736-1	Document Preparation Clerk	\$28.48	Per Hour
736-1	Duplicating Machine Operator	\$28.43	Per Hour
736-1	EKG Technician	\$47.75	Per Hour
736-1	Emergency Medical Technician	\$42.35	Per Hour
736-1	General Clerk I	\$27.34	Per Hour
736-1	General Clerk II	\$31.28	Per Hour
736-1	General Clerk III	\$33.24	Per Hour
736-1	Housing Referral Assistant	\$45.19	Per Hour
736-1	Medical Assistant	\$30.06	Per Hour
736-1	Medical Laboratory Technician	\$35.91	Per Hour
736-1	Medical Record Clerk	\$32.03	Per Hour
736-1	Medical Record Technician	\$35.80	Per Hour
736-1	Medical Transcriptionist	\$33.52	Per Hour
736-1	Messenger Courier	\$24.54	Per Hour
736-1	Optical Dispenser	\$41.83	Per Hour
736-1	Optical Technician	\$30.03	Per Hour
736-1	Order Clerk I	\$32.11	Per Hour
736-1	Order Clerk II	\$37.45	Per Hour
736-1	Personnel Assistant (Employment) I	\$33.45	Per Hour
736-1	Personnel Assistant (Employment) II	\$36.78	Per Hour
736-1	Personnel Assistant (Employment) III	\$40.38	Per Hour
736-1	Pharmacy Technician	\$26.99	Per Hour
736-1	Production Control Clerk	\$40.16	Per Hour
736-1	Receptionist	\$28.59	Per Hour
736-1	Rental Clerk	\$32.09	Per Hour
736-1	Scheduler (Drug and Alcohol Testing)	\$44.09	Per Hour
736-1	Scheduler, Maintenance	\$37.30	Per Hour



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SIN #	Service Proposed	Total GSA Price	Unit of Issue
736-1	Secretary I	\$37.30	Per Hour
736-1	Secretary II	\$42.10	Per Hour
736-1	Secretary III	\$45.19	Per Hour
736-1	Service Order Dispatcher	\$35.72	Per Hour
736-1	Supply Technician	\$51.11	Per Hour
736-1	Survey Worker	\$37.40	Per Hour
736-1	Travel Clerk I	\$29.05	Per Hour
736-1	Travel Clerk II	\$31.01	Per Hour
736-1	Travel Clerk III	\$33.20	Per Hour
736-1	Word Processor I	\$31.47	Per Hour
736-1	Word Processor II	\$34.67	Per Hour
736-1	Word Processor III	\$38.13	Per Hour
736-2	Computer Operator I	\$33.51	Per Hour
736-2	Computer Operator II	\$36.84	Per Hour
736-2	Computer Operator III	\$40.46	Per Hour
736-2	Computer Operator IV	\$45.22	Per Hour
736-2	Computer Operator V	\$48.51	Per Hour
736-2	Computer Programmer I	\$69.32	Per Hour
736-2	Computer Programmer II	\$75.71	Per Hour
736-2	Computer Programmer III	\$82.72	Per Hour
736-2	Computer Programmer IV	\$90.45	Per Hour
736-2	Computer System Analyst I	\$52.34	Per Hour
736-2	Computer System Analyst II	\$61.28	Per Hour
736-2	Computer System Analyst III	\$75.56	Per Hour
736-2	Peripheral Equipment Operator	\$33.51	Per Hour
736-2	Personal Computer Support Technician	\$45.22	Per Hour
736-3	Aircraft Mechanic Helper	\$37.77	Per Hour
736-3	Aircraft Mechanic I	\$45.47	Per Hour
736-3	Aircraft Mechanic II	\$49.12	Per Hour
736-3	Aircraft Mechanic III	\$50.71	Per Hour
736-3	Aircraft Painter	\$41.15	Per Hour
736-3	Aircraft Servicer	\$40.84	Per Hour
736-3	Aircraft Worker	\$42.38	Per Hour
736-3	Baggage Inspector	\$32.00	Per Hour
736-3	Boiler Tender	\$48.31	Per Hour
736-3	Cable Splicer	\$59.37	Per Hour
736-3	Carpenter, Maintenance	\$49.58	Per Hour
736-3	Corrections Officer	\$51.17	Per Hour
736-3	Court Security Officer	\$50.71	Per Hour
736-3	Detention Officer	\$51.17	Per Hour
736-3	Electrician, Maintenance	\$60.33	Per Hour
736-3	Electronics Technician Maintenance I	\$41.17	Per Hour



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SIN #	Service Proposed	Total GSA Price	Unit of Issue
736-3	Electronics Technician Maintenance II	\$48.51	Per Hour
736-3	Electronics Technician Maintenance III	\$51.42	Per Hour
736-3	Family Readiness and Support Services	\$27.44	Per Hour
736-3	Forklift Operator	\$30.50	Per Hour
736-3	General Maintenance Worker	\$41.87	Per Hour
736-3	Ground Support Equipment Mechanic	\$45.47	Per Hour
736-3	Ground Support Equipment Servicer	\$40.84	Per Hour
736-3	Ground Support Equipment Worker	\$42.38	Per Hour
736-3	Guard I	\$32.00	Per Hour
736-3	Guard II	\$35.51	Per Hour
736-3	Heating, Ventilation And Air-Conditioning Mechanic	\$45.27	Per Hour
736-3	Heating, Ventilation And Air-Conditioning Mechanic (Research Facility)	\$48.16	Per Hour
736-3	Heavy Equipment Mechanic	\$43.98	Per Hour
736-3	Heavy Equipment Operator	\$56.20	Per Hour
736-3	Housekeeping Aide	\$28.64	Per Hour
736-3	Instrument Mechanic	\$51.01	Per Hour
736-3	Janitor	\$28.64	Per Hour
736-3	Laboratory/Shelter Mechanic	\$44.15	Per Hour
736-3	Laborer	\$29.01	Per Hour
736-3	Laborer, Ground Maintenance	\$28.92	Per Hour
736-3	Machinery Maintenance Mechanic	\$40.81	Per Hour
736-3	Maintenance Trade Helper	\$30.41	Per Hour
736-3	Material Coordinator	\$40.16	Per Hour
736-3	Material Expediter	\$40.16	Per Hour
736-3	Material Handling Laborer	\$29.69	Per Hour
736-3	Metrology Technician I	\$51.01	Per Hour
736-3	Metrology Technician II	\$54.67	Per Hour
736-3	Metrology Technician III	\$56.47	Per Hour
736-3	Order Filler	\$28.46	Per Hour
736-3	Painter, Maintenance	\$43.05	Per Hour
736-3	Park Attendant (Aide)	\$32.71	Per Hour
736-3	Production Line Worker (Food Processing)	\$30.50	Per Hour
736-3	Sewage Plant Operator	\$45.33	Per Hour
736-3	Shipper Packer	\$28.02	Per Hour
736-3	Shipping/Receiving Clerk	\$28.02	Per Hour
736-3	Stock Clerk	\$33.33	Per Hour
736-3	Store Worker I	\$27.69	Per Hour
736-3	Telecommunications Mechanic I	\$51.08	Per Hour
736-3	Telecommunications Mechanic II	\$52.98	Per Hour
736-3	Telephone Lineman	\$54.02	Per Hour



GSA Schedule
Information for Ordering Offices



SIN #	Service Proposed	Total GSA Price	Unit of Issue
736-3	Tools and Parts Attendant	\$30.50	Per Hour
736-3	Ventilation Equipment Tender	\$40.46	Per Hour
736-3	Warehouse Specialist	\$30.50	Per Hour
736-3	Water Treatment Plant Operator	\$45.33	Per Hour
736-4	Baker	\$34.32	Per Hour
736-4	Cook I	\$31.99	Per Hour
736-4	Cook II	\$34.32	Per Hour
736-4	Dishwasher	\$27.12	Per Hour
736-4	Exhibits Specialist I	\$45.36	Per Hour
736-4	Exhibits Specialist II	\$54.89	Per Hour
736-4	Exhibits Specialist III	\$65.90	Per Hour
736-4	Food Service Worker	\$27.12	Per Hour
736-4	Illustrator I	\$44.74	Per Hour
736-4	Illustrator II	\$53.15	Per Hour
736-4	Illustrator III	\$63.34	Per Hour
736-4	Librarian	\$60.44	Per Hour
736-4	Library Aid/Clerk	\$28.77	Per Hour
736-4	Library Information Technology Systems Administrator	\$53.65	Per Hour
736-4	Library Technician	\$43.28	Per Hour
736-4	Meat Cutter	\$34.32	Per Hour
736-4	Media Specialist I	\$40.25	Per Hour
736-4	Media Specialist II	\$44.35	Per Hour
736-4	Media Specialist III	\$48.84	Per Hour
736-4	Photographer I	\$36.89	Per Hour
736-4	Photographer II	\$41.03	Per Hour
736-4	Photographer III	\$53.99	Per Hour
736-4	Photographer IV	\$62.27	Per Hour
736-4	Video Teleconference Technician	\$41.37	Per Hour
736-4	Waiter/Waitress	\$28.34	Per Hour
736-5	Accountant I	\$47.35	Per Hour
736-5	Accountant II	\$51.92	Per Hour
736-5	Accountant III	\$63.42	Per Hour
736-5	Accounting Supervisor	\$69.01	Per Hour
736-5	Acquisition Specialist	\$53.28	Per Hour
736-5	Air Crew Training Devices Instructor (Pilot)	\$82.88	Per Hour
736-5	Aircrew Training Device Instructor (Not-Rated)	\$63.81	Per Hour
736-5	Aircrew Training Devices Instructor (Rated)	\$70.03	Per Hour
736-5	Auditor	\$55.41	Per Hour
736-5	Aviation Safety Manager	\$168.75	Per Hour
736-5	Budget Analyst I	\$34.12	Per Hour
736-5	Budget Analyst II	\$35.69	Per Hour

TDB Communications, Inc.

Service Disabled Veteran Owned Small Business



GSA Schedule
Information for Ordering Offices



SIN #	Service Proposed	Total GSA Price	Unit of Issue
736-5	Business Management Specialist	\$30.36	Per Hour
736-5	Business Process Improvement Consultant	\$89.67	Per Hour
736-5	Civil Engineering Technician	\$42.67	Per Hour
736-5	Computer Based Training Specialist /Instructor	\$63.81	Per Hour
736-5	Contract Specialist	\$53.28	Per Hour
736-5	Data Manager	\$44.64	Per Hour
736-5	Drafter/CAD Operator I	\$34.53	Per Hour
736-5	Drafter/CAD Operator II	\$37.96	Per Hour
736-5	Drafter/CAD Operator III	\$41.70	Per Hour
736-5	Drafter/CAD Operator VI	\$50.03	Per Hour
736-5	Educational Technologist	\$54.19	Per Hour
736-5	Engineering Technician III	\$42.77	Per Hour
736-5	Engineering Technician I	\$34.95	Per Hour
736-5	Engineering Technician II	\$38.63	Per Hour
736-5	Engineering Technician IV	\$51.54	Per Hour
736-5	Engineering Technician V	\$61.66	Per Hour
736-5	Engineering Technician VI	\$73.45	Per Hour
736-5	Environmental Technician	\$39.26	Per Hour
736-5	Financial Analyst I	\$30.36	Per Hour
736-5	Financial Analyst II	\$40.60	Per Hour
736-5	Flight Instructor (Pilot)	\$82.88	Per Hour
736-5	FOIA Analyst	\$49.37	Per Hour
736-5	Functional/Subject Matter Expert	\$105.79	Per Hour
736-5	Fund-Raising Coordinator	\$25.09	Per Hour
736-5	Geologist II	\$31.10	Per Hour
736-5	Graphic Artist	\$57.51	Per Hour
736-5	Health System Specialist	\$61.60	Per Hour
736-5	Helicopter Operations Specialist	\$111.15	Per Hour
736-5	Joint Commission Auditor	\$55.42	Per Hour
736-5	Laboratory Technician	\$37.45	Per Hour
736-5	Leadership Development Consultant	\$39.67	Per Hour
736-5	Management Analyst	\$80.40	Per Hour
736-5	Mathematical Technician	\$44.99	Per Hour
736-5	Paralegal/Legal Assistant I	\$39.94	Per Hour
736-5	Paralegal/Legal Assistant II	\$48.17	Per Hour
736-5	Paralegal/Legal Assistant III	\$57.69	Per Hour
736-5	Paralegal/Legal Assistant IV	\$68.68	Per Hour
736-5	Patient Care Coordinator	\$56.39	Per Hour
736-5	Patient Safety Specialist	\$56.95	Per Hour
736-5	Photographer V	\$74.16	Per Hour
736-5	Photo-Optics Technician	\$45.71	Per Hour
736-5	Procurement Tech I	\$23.49	Per Hour



GSA Schedule
Information for Ordering Offices



SIN #	Service Proposed	Total GSA Price	Unit of Issue
736-5	Procurement Tech II	\$32.67	Per Hour
736-5	Program Analyst	\$27.12	Per Hour
736-5	Program Manager	\$155.58	Per Hour
736-5	Project Manager I	\$29.32	Per Hour
736-5	Project Manager II	\$33.65	Per Hour
736-5	Project Manager III	\$37.73	Per Hour
736-5	Project Manager IV	\$38.79	Per Hour
736-5	Project Manager V	\$41.95	Per Hour
736-5	Project Manager VI	\$44.42	Per Hour
736-5	Public Affairs Consultant	\$34.70	Per Hour
736-5	Real Estate Specialist	\$31.93	Per Hour
736-5	Real Property Clerk	\$30.47	Per Hour
736-5	Re-Organization Liaison	\$40.19	Per Hour
736-5	Survey Party Chief	\$40.41	Per Hour
736-5	Surveying Aide	\$28.31	Per Hour
736-5	Surveying Technician	\$35.60	Per Hour
736-5	Technical Instructor	\$51.86	Per Hour
736-5	Technical Instructor / Course Developer	\$62.78	Per Hour
736-5	Technical Writer I	\$46.51	Per Hour
736-5	Technical Writer II	\$55.51	Per Hour
736-5	Technical Writer III	\$66.03	Per Hour
736-5	Test Proctor	\$42.80	Per Hour
736-5	Tutor	\$42.80	Per Hour



GSA Schedule
Information for Ordering Offices



29. USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION

Preamble

TDB Communications, Inc. provides temporary staffing services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. **To accelerate potential opportunities please contact Donna K Divine, 913.327.7400, ddivine@tdbcommunications.com, Fax: 913.287.8794**



GSA Schedule
Information for Ordering Offices



BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER *SPECIAL BPA DISCOUNT/PRICE

(2) Delivery:

DESTINATION DELIVERY SCHEDULES / DATES

(3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract.



GSA Schedule **Information for Ordering Offices**



Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

31. BASIC GUIDELINES

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.