



Administrative and Professional Staffing Services

(i) GENERAL SERVICES ADMINISTRATION

Federal Supply Schedule

Authorized Federal Supply Schedule Price List

Schedule Title Administrative and Professional Staffing Services

Federal Supply Group: 736

Contract No. GS-07F-9358S

Contract Period: February 15, 2011 through February 15, 2016

Contract Administration: Stacy Loman

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Business Size: Small

(ii) CUSTOMER INFORMATION

ACCEL Corporation (ACCEL) is a 8(a), SDB, woman owned small business located in Silver Spring, Maryland, a suburb of metropolitan Washington, DC. We strive to continually provide the highest quality solutions and staff backed by extraordinary customer service. *ACCEL* has a consistent reputation for responsiveness, creativity and cost-effective services. We are able to meet critical delivery deadlines while maintaining cost effective pricing.

1a. Table of Awarded Special Item Numbers:

SIN 736-1 Administrative Support and Clerical Occupations

SIN 736-2 Automatic Data Processing Occupations

SIN 736-3 General Services and Support

SIN 736-4 Information and Arts Occupations, including Miscellaneous Occupations

SIN 736-5 Technical and Professional Occupations

Ib. Government Bill Rate:

**736-1 ADMINISTRATIVE SUPPORT AND CLERICAL
OCCUPATIONS**

<u>SKILL DESCRIPTION</u>	<u>GOVERNMENT BILL RATE</u>
Accounting Clerk I	\$27.42
Accounting Clerk II	\$30.14
Accounting Clerk III	\$38.08
Administrative Assistant	\$51.52
Dispatcher Motor Vehicle	\$31.54
Document Preparation Clerk	\$26.14
Messenger (Courier)	\$25.27
Duplicating Machine Operator	\$26.14
General Clerk I	\$27.13
General Clerk II	\$29.13
General Clerk III	\$32.82
Production Control Clerk	\$37.68
Housing Referral Assistant	\$42.49
Data Entry Operator I	\$26.39
Data Entry Operator II	\$28.32
Order Clerk I	\$27.48
Order Clerk II	\$29.52
Scheduler Maintenance	\$31.83
Secretary I	\$31.83
Secretary II	\$34.95
Secretary III	\$42.49
Supply Technician	\$47.30
Receptionist	\$26.46
Word Processor I	\$28.23
Word Processor II	\$31.24
Word Processor III	\$34.61
Personnel Assistant I	\$31.95
Personnel Assistant II	\$35.15
Personnel Assistant III	\$38.59
Travel Clerk I	\$24.78
Travel Clerk II	\$26.36
Travel Clerk III	\$28.03
Survey Worker	\$34.73

736-2 AUTOMATIC DATA PROCESSING OCCUPATIONS

GOVERNMENT

SKILL DESCRIPTION

BILL RATE

Computer Operator I	\$33.09
Computer Operator II	\$36.42
Computer Operator III	\$40.00
Computer Operator IV	\$43.86
Computer Operator V	\$48.04
Computer Programmer I	\$44.07
Peripheral Equipment Operator	\$33.09
Personal Computer Support Tech.	\$43.86

736-3 GENERAL SERVICES AND SUPPORT

GOVERNMENT

SKILL DESCRIPTION

BILL RATE

Material Handler	\$25.58
Forklift Operator	\$31.76
Shipping/Receiving Clerk	\$27.44
General Maintenance Worker	\$36.79
Laborer	\$27.27
Painter, Maintenance	\$37.27
Laborer, Grounds Maintenance	\$24.45
Stock Clerk	\$30.05
Store Worker	\$22.46

736-4 INFORMATION AND ARTS OCCUPATIONS, INCLUDING MISCELLANEOUS OCCUPATIONS

GOVERNMENT

SKILL DESCRIPTION

BILL RATE

Library Aide/Clerk	\$26.14
Illustrator I	\$35.39
Illustrator II	\$42.62
Illustrator III	\$50.96
Librarian	\$55.17
Library Technician	\$34.52
Media Specialist I	\$32.81
Media Specialist II	\$36.08
Media Specialist III	\$39.64
Photographer I	\$29.74
Photographer II	\$33.06
Photographer III	\$40.10
Photographer IV	\$47.45
Photographer V	\$54.99

736-5 TECHNICAL AND PROFESSIONAL OCCUPATIONS

<u>SKILL DESCRIPTION</u>	<u>GOVERNMENT BILL RATE</u>
Laboratory Technician	\$39.67
Paralegal/Legal Assistant I	\$36.69
Paralegal/Legal Assistant II	\$44.23
Paralegal/Legal Assistant III	\$52.92
Paralegal/Legal Assistant IV	\$62.96
Technical Writer I	\$37.53
Technical Writer II	\$44.78
Technical Writer III	\$53.09
Human Resources Specialist	\$63.59
Human Resources Advisor	\$103.22
Human Resources Generalist	\$58.71
Specialist Instructor	\$62.84
Training Analyst	\$72.88
Training Specialist	\$67.82
Project Manager I	\$86.44

2. *Maximum order:* \$100,000.00

3. *Minimum order:* \$100.00

4. *Geographic coverage:*

ACCEL provides services under the WAIS Wage Determination Act, covering District of Columbia, Maryland, Virginia Area: District of Columbia statewide; Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince George's, St. Mary's; Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier, King George, Loudon, Prince William, Stafford.

5. *Discounts terms:* 0.5% 10 days, net 30

6. *Government Credit Cards:* We accept government purchase cards.

7. *Ordering Address:* 8720 Georgia Avenue, Suite 1002, Silver Spring, MD 20910

8. *Payment Address:* 8720 Georgia Avenue, Suite 1002, Silver Spring, MD 20910

9. *DUNS number:* 147980440

10. *CAGE number:* 3XWL7

SIN 736-1, ADMINISTRATIVE

ACCOUNTING CLERK I

Performs very simple and routine accounting clerical operations, for example, recognizing and comparing easily identified numbers and codes on similar and repetitive accounting documents, verifying mathematical accuracy, and identifying discrepancies and bringing them to the supervisor's attention.

ACCOUNTING CLERK II

Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

ACCOUNTING CLERK III

Uses a knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by and automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

ADMINISTRATIVE ASSISTANT

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

DISPATCHER, MOTOR VEHICLE

Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, records sheets, and credential to drivers. Records time of departure, destination, cargo, and expected time of return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed, or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as hand trucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies.

DOCUMENT PREPARATION CLERK

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

MESSENGER (COURIER)

Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. May transport office personnel and visitors, and perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment.

DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction worker)

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. Operates small binding machines. Performs clerical duties associated with the request for printing and photographic services. Prepares assembly sheets and printing requisitions with specifications for printing and binding. Keeps record of work, and delivers and picks up work. Performs minor repairs and preventive maintenance. Important variables may be indicated by trade name of machine operated.

GENERAL CLERK I

Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing precoded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

GENERAL CLERK II

Follows a number of 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, simple posting to individual account, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

GENERAL CLERK III

Work requires a familiarity with the terminology of the office unit. 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.

HOUSING REFERRAL ASSISTANT

Provides housing information to an organization's employees moving to a new location. Contacts individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone and correspondence to obtain listings of rental or sale properties, possible future prospects of housing, and to develop a working relationship with the housing referral service. Compiles listings of houses, apartments and mobile homes, which may be rented, and properties, which may be purchased. Periodically, communicates with contacts to update listings. Ensures that property owners are in compliance with nondiscrimination policy. Counsels applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs. Provides information regarding community services, i.e., schools, churches, transportation, hospitals, motels, and job information centers. Searches files, places telephone calls and makes referrals. Furnishes information to inquirer interested in home purchases regarding location, owners, agents, price ranges, loans and other related information. Maintains daily records of office activities, including number of applicants, number placed, and agencies solicited or listed. Schedules appointments for housing inspectors. Prepares reports, as required, and replies to complaints, investigations and letters of inquiry.

DATA ENTRY OPERATOR I

Work is routine and repetitive. Under close supervision or following specific procedures or detailed instructions, works from various standardized source documents which have been coded and require little or no selecting, coding, or interpreting of data to be entered. Refers to supervisor problems arising from erroneous items, codes, or missing information.

DATA ENTRY OPERATOR II

Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. On occasion may also perform routine work as described for Level I.

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

ORDER CLERK I

Handles orders involving items, which have readily identified uses and applications. May refer to a catalog, manufacturer's manual or similar document to insure that proper item is supplied or to verify price of ordered item.

ORDER CLERK II

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.

SCHEDULER, MAINTENANCE

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

SECRETARY I thru III (Occupational Base)

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 organization, programs, and procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs.

Classification by Level

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

Level of Secretary's Supervisor (LS)

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

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

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

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

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

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

Level of Secretary's Responsibility (LR)

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

- LR-1 Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. The LR-1 performs varied duties including or comparable to the following:
 - a. Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters;
 - b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms;
 - c. Review materials prepared for supervisor's approval for typographical accuracy and proper format;
 - d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
 - e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

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

- a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name;
- b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings;

- c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed;
- d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff;
- e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

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

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

Excludes secretaries performing any of the following duties:

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

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

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

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.

SUPPLY TECHNICIAN

Performs limited aspects of technical supply management work (e.g., inventory management, store management, cataloging, 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 to take or recommend action based upon application or interpretation of established guidelines.

Illustrative Assignments:

1. **Inventory management:** Responsible for inventory management of decentralized and decontrolled items, including supplies, and equipment. Items managed typically are of low unit or annual demand value, involve short procurement lead time (less than 9 months), are obtained from standard or other readily available sources of supply, and reflect relatively stable patterns of demand. Items usually are of a general, common-use type, non-repairable and seldom require intensive investigation of atypical variations in their supply and demand patterns. Positions are located in local, regional, or headquarters offices for which the military supply management organization has overall inventory management responsibility. The work includes requirements determination and forecasting, distribution or redistribution of material, procurement authorization, limited funds management, or other work.
2. **Material coordination:** Performs coordination duties for special programs, maintenance, or production shops. Duties are performed on the basis of practical experience in processing and expediting supply transactions related to the particular organizations serviced.
3. **Cataloging:** Writes item descriptions for a range of new items entering the supply channels of a particular agency or field establishment. Applies requirements selecting the appropriate description pattern and answering the requirements contained in the pattern. Reviews existing stock catalogs, manufacturers' catalogs, drawings, or other resource materials, for the purpose of matching characteristics or part numbers to identify duplicate items already catalogued or otherwise recorded in the supply system.

Level of Responsibility

Works within a framework of established supply regulations, policies, and procedures, or other governing supply management guidelines.

Deals with a variety of operating officials regarding limited aspects of program needs of the organization serviced. Contacts may relate to inventory requirements in a stable or standardized organization and to the adequate description or identification of less complex items, which are new to the system. May contact representatives of commercial firms to obtain information regarding new items of supply, items characteristics, or procurement lead-time; or representatives of governing agencies (Federal, State or local) regarding the utilization of property.

RECEPTIONIST

Operates a single-position telephone switchboard or console, used with a private branch exchange (PBX) system to relay incoming, outgoing, and intra-system calls and acts as a receptionist greets visitors, determining nature of visits and directing visitors to appropriate persons. Work may also involve 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. May also type and perform other routine clerical work, usually while at the switchboard console, which may occupy the major portion of the worker's time.

WORD PROCESSOR I

Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; punctuation and spelling; and ability to use reference guides and equipment manuals. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures.

WORD PROCESSOR II

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:

Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spaces and formatting; and standardized headings, margins, and indentations. Transcribing scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts.

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

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.

This category includes occupations concerned with the utilization of the computer in the analysis and solution of business, scientific, engineering and other technical problems; operating electronic, optical, and electromechanical machines that record, store, process, and transcribe data from punch-cards, paper tape, magnetic tape or other sources to solve mathematical, engineering, accounting, or technical problems, to keep records or to supply information; programs in computer languages to perform mathematical, engineering and scientific computations or auditing, payroll, mailing list and text handling functions; and storing and retrieving computer tapes.

PERSONNEL ASSISTANT (EMPLOYMENT) I

Performs routine tasks which require a knowledge of personnel procedures and rules, such as: providing simple employment information and appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to obtain additional information; ensuring that the proper forms are completed for name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple factual information, such as verification of dates of employment in response to telephone credit checks of employees. Some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often on a daily basis.

PERSONNEL ASSISTANT (EMPLOYMENT) II

Examines and/or processes personnel action documents using experience in applying personnel procedures and policies. Ensures that information is complete and consistent and determines whether further discussion with applicants or employees is needed or whether personnel information must be checked against additional files or listings. Selects appropriate precedents, rules, or procedures from a number of alternatives. Responds to varied questions from applicants, employees, or managers for readily available information which can be obtained from file material or manuals; responses require skill to secure cooperation in correcting improperly completed personnel documents or to explain regulations and procedures. May provide information to managers on availability of applicants and status of hiring actions; may verify employment dates and places supplied on job applications; may maintain personnel records; and may administer typing and stenography test. Completes routine assignments independently. Detailed guidance is available for situations which deviate from established precedents. Clerks/assistants are relied upon to alert higher level clerks/assistants or supervisor to such situations. Work may be spot checked periodically.

PERSONNEL ASSISTANT (EMPLOYMENT) III

Serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals and in providing information when it is necessary to consolidate data from a number sources, often with short deadlines. Screens applications for obvious rejections. Resolves conflicts in computer listings or other sources of employee information. Locates lost documents or reconstructs information using a number of sources. May check references of applicants when information in addition to dates and places of past work is needed, and judgment is required to ask appropriate routine follow-up questions. May provide guidance to lower level clerks. Supervisory review is similar to level II. AND/OR Performs routine personnel assignments beyond the clerical level, such as: orienting new employees to programs, facilities, rules on time and attendance, and leave policies; computing basic statistical information for reports on manpower profiles, EEO progress and accomplishments, hiring activities, attendance and leave profiles, turnover, etc.; and screening applicants for well-defined positions, rejecting those who do not qualify for available openings for clear cut reasons, referring others to appropriate employment interviewer. Guidance is provided on possible sources of information, methods of work, and types of reports needed. Completed written work receives close technical review from higher level personnel office employees; other work may be checked occasionally.

TRAVEL CLERK I

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

TRAVEL CLERK II

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

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

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

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

TRAVEL CLERK III

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

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

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

SURVEY WORKER (Interviewer)

Interviews people to obtain information on topics such as public issues or consumer buying habits. Contacts people at home or place of business or by telephone following specified sampling procedures, or approaches them at random on street. Asks questions relative to items on form or questionnaire, records answers, and assists persons in filling out forms. May review, sort, classify and file forms according to specified procedures and criteria. May participate in Federal, state or local census surveys.

SIN 736-2, ADP OCCUPATIONS

COMPUTER OPERATOR I

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

COMPUTER OPERATOR II

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

COMPUTER OPERATOR III

Processes a range of scheduled routine. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems, which do not respond to corrective procedures.

COMPUTER OPERATOR IV

Adapts to a variety of nonstandard problems, which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g., reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems.

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

COMPUTER PROGRAMMER I

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

In addition, to assist higher level staff, may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.); reports findings to higher level staff.

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

PERIPHERAL EQUIPMENT OPERATOR

Operates peripheral equipment, which 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, card readers/punchers, 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:

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

Excludes workers who (1) who monitor and operate a control console or a remote terminal, or (2) whose duties are limited to operating decollators, busters, separators, or similar equipment.

PERSONAL COMPUTER SUPPORT TECH.

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, GEN SERVS & SPPT

MATERIAL HANDLER

Performs 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.

FORKLIFT OPERATOR

Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment.

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, follows established guidelines. In handling unusual nonroutine problems, receives specific guidance from supervisor or other officials. May direct and coordinate the activities of other workers engaged in handling goods to be shipped or received.

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.

LABORER

Performs tasks, which require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: loads and unloads trucks, and other conveyances; moves supplies and materials to proper location by wheel barrow or hand trucks; stacks material for storage and binning; collects refuse and salvageable materials.

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. 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.

LABORER, GROUNDS MAINTENANCE

Grounds maintenance workers perform the variety of tasks necessary to achieve a pleasant and functional outdoor environment. They also care for indoor gardens and plantings in commercial and public facilities, such as malls, hotels, and botanical gardens.

STOCK CLERK

Stock clerks receive, unpack, check, store, and track merchandise or materials. They keep records of items entering or leaving the stockroom and inspect damaged or spoiled goods. They sort, organize, and mark items with identifying codes, such as price, stock, or inventory control codes, so that inventories can be located quickly and easily. They also may be required to lift cartons of various sizes. In larger establishments, where they may be responsible for only one task, they may be called stock-control clerks, merchandise distributors, or property custodians. In smaller firms, they also may perform tasks usually handled by shipping and receiving clerks.

STORE WORKER

Store workers assist customers in finding what they are looking for and try to interest them in buying the merchandise. They describe a product's features, demonstrate its use, or show various models and colors.

SIN 736-4, Information & Arts

LIBRARY AIDE/CLERK

Plans audiovisual programs and administers library of film and other audiovisual materials. Assists patrons in selection of materials, utilizing knowledge of collections. Advises other library personnel on audiovisual materials and appropriate selection for particular needs and uses. Establishes and maintains contact with film distributors and other resources for procurement of tapes and cassettes. Evaluates materials, considering their technical, informational, and aesthetic qualities, and selects materials for library collections. Prepares summaries of acquisitions for catalog. Prepares and arranges audiovisual programs for presentation to groups and may lead discussions after film showings. Advises those planning audiovisual programs on technical problems, such as acoustics, lighting and program content. Evaluates audiovisual equipment and gives advice in selection of equipment, considering factors, such as intended use, quality, and price. May advise in planning and layout of physical facilities for audiovisual services. May operate film projectors, splicers, reminders, film inspection equipment, and tape and record playing equipment. May train personnel in operation and maintenance of audiovisual equipment.

ILLUSTRATOR I

Duties require the ability to use common media such as tempera, oils, pen-and-ink, or pencil with average skill. 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, 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, acquires necessary information about subject of the illustrations or applies general knowledge to the subject.

ILLUSTRATOR II

This worker 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 speaking, Illustrator II executes drawings that have been conceived by others and presented in the form of rough sketches. Does not exercise an extensive knowledge of the subject matter involved when preparing medical, scientific or technical equipment illustrations. Acquires 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.

ILLUSTRATOR III

The projects to which this worker is 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 because (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, the use to which the illustration is to be put, 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. Prepares illustrations that are designed to reproduce the appearance of specific medical or scientific specimens or of pieces of technical equipment.

LIBRARIAN

Maintains library collections of books, serial publications, 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. 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. Answers correspondence on special reference subjects. May compile list of library materials according to subjects or interests. May select, order, catalog and classify materials.

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. 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. Verifies bibliographic information on order requests. Works or directs workers in maintenance of stacks or in section of department or division, such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

MEDIA SPECIALIST (Occupational Base)

The Media Specialist maintains functionality (expiration dates, incorrect labeling, etc.) for a variety of media sources, e.g., tapes, cassettes, microfiche, film, and compact disks/DVDs, in addition to introduction of new media technology. Troubleshoots and resolves media errors and data processing problems; lower level media specialists focus on preplanned procedures when troubleshooting, while higher level media specialist may deviate from standard operating procedures.

MEDIA SPECIALIST I

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

MEDIA SPECIALIST II

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

MEDIA SPECIALIST III

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 with color standard, reports variations to control department, adds specified amount of chemicals to renew solutions, and maintains production records.

PHOTOGRAPHER I

Takes routine pictures in situations where several shots can be taken. 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.

PHOTOGRAPHER II

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 subject photographed is similar to those at Level I, but the technical aspects require more skill. Based on clear-cut objectives, determines shutter speeds, lens settings and filters, camera angles, exposure times, and type of film. Requires familiarity with the situation gained from similar past experience to arrange for specific emphasis, balanced lighting, and correction for distortion, etc., as needed. 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. Consults with supervisor or more experienced photographers when problems are anticipated.

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. Discusses technical requirements with operating officials or supervisor and customizes treatment for each situation according to a detailed request. Varies camera processes and techniques and uses 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 usually is performed; may use some special-purpose equipment under closer supervision. In typical assignments, photographs: (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.

Works independently; solves most problems through consultations with more experienced photographers, if available, or through reference sources.

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. 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. 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. Works under guidelines and requirements of the subject-matter area to be photographed. Consults with supervisors only when dealing with highly unusual problems or altering existing equipment.

PHOTOGRAPHER V

As a top technical expert, exercises imagination and creative ability in response to photography situations requiring novel and unprecedented treatment. 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. Independently develops, plans, and organizes the overall technical photographic aspects of assignments in collaboration with operating officials who are responsible for project substance. 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.

SIN 736-5, TECHNICAL & PROF

LABORATORY TECHNICIAN

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. 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. Performs physical tests on samples of cement or raw materials and controls quality of materials and mix during

manufacturing process. Tests raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness. Tests 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 viscosimeter, torsion balance scale, and PH meter. Tests solutions used in processes, such as anodizing, waterproofing, cleaning, bleaching, and pickling, for chemical strength, specific gravity, or other specifications. Tests materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash, or dust. Tests samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, ductibility, and other specifications. Examines materials, using microscope. Records test results on standard forms, writes tests reports describing procedures used, and prepares graphs and charts. Cleans and sterilizes laboratory apparatus. May prepare chemical solutions according to standard formulae. May add chemicals or raw materials to process solutions or product batches to correct deviations from specifications.

PARALEGAL/LEGAL ASSISTANT (Occupational Base)

Performs a variety of legal assistance duties in an office providing legal assistance to attorneys or litigation teams.

The paralegal 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 or educational institution 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.

PARALEGAL/LEGAL ASSISTANT I

Work is performed under close supervision, with required assistance readily available. Work includes, typically, several of the following duties: Consults prescribed sources of information for facts relating to matters of interest to the program; Reviews documents to extract selected data and information relating to specific items; Reviews and summarizes information in prescribed format on case precedent and decisions; Searches and extracts legal references in libraries and computer-data banks; Attends hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assists in the presentation of charts and other visual information.

PARALEGAL/LEGAL ASSISTANT II

At this level, the incumbent, exercises more independent judgment than at the level I position. In this capacity the incumbent: Reviews case materials to become familiar with questions under consideration; Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorney's in the preparation of opinions, briefs, and other legal documents; 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; Interviews potential witnesses and prepares summary interview reports for the attorney's review; 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 request further investigation by other agency personnel the correct possible deficiencies or personally conducts limited investigations at the pre-trial stage; Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits; Verifies citations and legal references on prepared legal documents; Prepares summaries of testimony and depositions; Drafts and edits nonlegal memoranda, research reports and correspondence relating to cases.

PARALEGAL/LEGAL ASSISTANT III

At this level, participates in the substantive development of cases by performing the following functions: Analyzes and evaluates case files against litigation worthiness standards; 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; Reviews and analyzes available precedents relevant to cases under

consideration for use in presenting case summaries to trial attorneys; Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity; Interviews relevant personnel and potential witnesses to gather information; Reviews and analyzes relevant statistics; Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation; Consults with statistical experts on reliability evaluations; Mat testify in court concerning relevant data.

PARALEGAL/LEGAL ASSISTANT IV

At this level, assists in the evaluation, development and litigation of cases by performing the following duties: Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law; Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information: Through on-site visits, interviews, and reviews of records on operations, looks for and evaluates the relevance and worth of evidence: Selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns: Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and prosecution and potential remedial provisions of ongoing investigations and litigation: 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; Interviews potential witnesses for information and prepares witnesses for court appearances; Develops statistics and tabulation, such as standard deviations, regression analyses, and weighting, to provide leads and supporting data for case litigation. Prepares charts, graphs, and tables to illustrate results: 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 and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files; may appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

TECHNICAL WRITER I

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

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

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.

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.

HUMAN RESOURCE SPECIALIST

Has responsibility for handling a wide range of day-to-day operational activities in the following areas of recruitment, staffing, classification, position management, pay administration, benefits and training. Must be able to work across multiple HR functions to fashion tailored solutions to human resources management challenges. Handles a variety of special projects that will require strong research skills and analytical abilities, as well as the ability to present the findings in organized, logical, well-written work products such as reports and memorandums. Analyzes trends and forecasts changes in workforce requirements brought about by factors such as downsizing, technological advances and competition in the labor market. Conducts extensive self-initiated or problem-driven studies to determine what guidance is necessary and feasible.

HUMAN RESOURCES ADVISOR

Provides establishment personnel assistance in identifying, evaluating, and resolving human relations and work performance problems within establishment to facilitate communication and improve employee human relations skills and work performance. Talks informally with establishment personnel and attends meetings of managers, supervisors, and work units to facilitate effective interpersonal communication among participants and to ascertain human relations and work related problems that adversely affect employee morale and establishment productivity. A combination of over two years of directly related training and/or experience is typically required for carrying out the responsibilities for this job. Evaluates human relations and work-related problems and meets with supervisors and managers to determine effective remediation techniques, such as job skill training or personal intervention, to resolve human relations issues among personnel. Develops and conducts training to instruct establishment managers, supervisors, and workers in human relations skills, such as supervisory skills, conflict resolution skills, interpersonal communication skills, and effective group interaction skills. Schedules individuals for technical job-related skills training to improve individual work performance. May participate in resolving labor relations issues. May assist in screening applicants for establishment training programs. May write employee newsletter. May operate audiovisual equipment to review or for giving presentations for training program.

HUMAN RESOURCE GENERALIST

Performs professional level human resources work and carries out responsibilities in one or more functional areas, such as, staffing, employee relations, compensation, training, employment, labor relations, safety, affirmative action and employment equity programs, and personnel research. Advises employee and management personnel on the interpretation of personnel policies, programs, and procedures. Level of

responsibility typically requires a degree in Human Resources. Carries out administrative work involving the human resources functions and maintains related records. Ensures that programs are carried out in accordance with company's policies and procedures. Analyzes and provides advice to supervisors and managers on methods and approaches to resolve employee work problems. May make presentations to explain the purpose and goal and to seek compliance and understanding of human resources policies. May conduct research to determine the effectiveness of personnel programs and policies. May develop and propose improvement to policies, programs, and procedures to improve the effectiveness of human resources and operations. May have lead or professional responsibilities over lower level support and clerical personnel. May be responsible for implementing and evaluating revised human resources policies. Provides other human resources services as needed.

SPECIALIST INSTRUCTOR

Applies full professional knowledge of the theories, principles, and techniques of education and training in such areas as instruction, guidance counseling, education administration, development or evaluation of curricula, instructional materials and aids, and educational tests and measurements. Some positions also require specialized knowledge of one or more of the educational subjects

TRAINING ANALYST

Researches and develops training programs for an organization. Develops methods and materials for training staff and may prepare curriculums including lectures, ideas for group discussions, demonstrations, and workshops. Evaluates training delivery, measures results, and recommends program changes. Must stay abreast of new training methods and determine relevancy to company employees. Requires a bachelor's degree in a related area and at least 5 years of experience in the field. 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.

TRAINING SPECIALIST

Develops and conducts training programs for employees of industrial, commercial, service, or government establishment. Confers with management to gain knowledge of work situations requiring training for employees to better understand changes in policies, procedures, regulations, and technologies. Formulates teaching outline and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops. Conducts training sessions covering specified areas such as those concerned with new employee orientation, on-the-job training, use of computers and software, apprenticeship programs, sales techniques, safety and health practices, public relations, refresher training, promotional development, upgrading, retraining displaced workers, and leadership development. This is a professional level non-supervisory position and the level of responsibility typically requires a related degree from a college or university. Selects or develops teaching aids, such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works. Tests trainees to measure progress and to evaluate effectiveness of training. May select and coordinate training programs with outside vendors or professionals. May specialize in developing instructional software.

PROJECT MANAGER I

The Project Manager is a skilled practitioner with a strong understanding of the professional services industry, and advance knowledge to support project areas. Project Managers oversees all aspects of project coordination and completion. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of projects.