General Services Administration
Authorized Federal Supply Schedule

Professional Services
Schedule (00CORP)

**Contract Number:** GS-10F-0058P  
**Contract Period:** November 3, 2003 to November 2, 2023

SIN 874-1/RC: Integrated Consulting Services  
SIN 874-4/RC: Training Services: Instructor Led Training, Web Based Training,  
Education Courses, Course Development and Test  
Administration Learning, Management, and Internships

SIN 100-03; SIN100-03/RC: Ancillary Supplies and/or Services  
00CORP-500/RC

**Contact Information:**  
1st Choice, LLC  
www.1stchoicegov.com

**Administrative Office:**  
8121 Georgia Avenue, Suite 700  
Silver Spring, MD 20910

**Telephone:** 301-563-6404, Fax: 301-563-6482  
**Email:** mbell@1stchoicegov.com  
**Contract Administrator:** Michelle A Bell

**Business Size:**  
Economically-Disadvantaged Women-owned Small Business (EDWOSB), Woman Owned Small-Business (WOSB), Small-Disadvantaged Business (SDB), Disadvantaged Business Enterprise (DBE)
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  Management Consulting Services
  Training Services: Instructor Led Training, Web Based Training, Education Courses, Course Development, Test Administration, Learning Management and Internships
  Ancillary Supplies and/ or Services

Labor Categories ........................................................................ Page 9-17
Company Overview

Delivering Essential Business Solutions...

Engaging clients with an array of Essential Business Solutions which support the mission and business goals of commercial and government clients nationwide. Our Essential Business Solutions offers best in class performance in Staff Augmentation, management Consulting, and Supplemental Services.

Our Essential Business Solutions deliver innovation and outstanding value to our clients nationwide. We serve as trusted partners by guiding our clients towards greater efficiency and productivity. We analyze, devise and deliver best in class performance.

Management Consulting Services

1st Choice can help your organization turn a winning strategy into successful reality. Our business management services deliver multi-level support that ensures planned expectations and goals are achieved. We offer a comprehensive scope of services specifically designed to enhance the efficiency, effectiveness and adaptability of organizations.

Organizations face increasing pressure to control spending while simultaneously improving services and aggressively pursuing a variety of strategic initiatives. Agency leaders must manage their organizations for greater accountability, transparency, and spending effectiveness, while mitigating risk, and innovating to keep pace with rapidly evolving technology and regulations.

1st Choice helps address these seemingly contradictory objectives by implementing delivery frameworks that produce measurable ROI and increased efficiencies. Our disciplined approach ensures a successful outcome that is within scope, budget, schedule, and compliant with all relevant regulations.

Strategic capabilities include:

- Program Planning, Coordination and Scheduling
- Strategic Planning, Monitoring and Reporting
- Budget Planning
- Resource Management
- Executive and Management Training
- Administrative and Management Support
Authorized Federal Supply Schedule Details

Awarded Special Item Number (SIN):

SIN 874-1, Integrated Consulting Services
1st Choice can provide expert advice and assistance in support of an agency’s mission-oriented business functions. Services may include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to: strategic, business and action planning; high performance work; process and productivity improvement; systems alignment; leadership systems; organizational assessments; cycle time; performance measures and indicators; program audits, evaluations, and customized training.

1st Choice offers courses that are delivered via an instructor-led classroom setting or conference/workshop setting. Our classes are customized to meet the demands of adult learners with various learning styles. 1st Choice designs, develops and delivers courses and workshops to help executive management and other organizational leaders improve their critical thinking, management and communication skills, customer service abilities and a host of other important skills. Our trainers are adept at designing effective sessions, avoiding and managing dysfunction, maintaining high-energy sessions, keeping teams focused throughout sessions, bringing participants into consensus and garnering full buy-in on decisions to ensure high follow-through. 1st Choice also provides planning, implementation and post-implementation activities (documentation, debriefing and follow-up). We calibrate our courses and workshops to specific organizational objectives.

SIN 100-03, Ancillary Supplies and/or Services
1st Choice offers a variety of products and publications to support SIN 874-1 and 874-4.
Customer Information

1a. Special Item Number (SIN) Item Descriptions

| SINs 00CORP-500; SINs 00CORP-500RC; SIN874-1; 874-1RC: Consulting Services |
| SIN874-4; 874-4RC: Training Services: Instructor Led Training, Web Based Training, Education Courses, Course Development, Test Administration Learning Management, and Internships |
| SIN100-03; 100-03RC: Ancillary Supplies and/or Services |

1b. Lowest Prices Model Number and Price for Each SIN

- See Labor Rates page 6

1c. Hourly Rates and Descriptions

- See Labor Rates and Labor Categories, page 6-17

2. Maximum Order

- $1,000,000

3. Minimum Order

- $100 (unless the contractor agrees to accept a smaller order amount)

4. Geographic Location

- 48 continuous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico, Guam, and all U.S. Government Installations and/or Agencies abroad.

5. Point(s) of Production

- N/A

6. Discounts From List Prices

- None

7. Quantity Discount(s)

- N/A

8. Prompt Payment Terms

- Net 30

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

- Government purchase cards will be accepted at or below the micro-purchase threshold

9b. Government Purchase Cards Above the micro-purchase threshold

- Government purchase cards are accepted above the micro-purchase threshold

10. Foreign Items

- None

11a. Time of Delivery

- N/A

11b. Expedited Delivery

- Contact contractor

11c. Overnight and 2-day Delivery

- Contact contractor

11d. Urgent Requirements

- Agencies are encouraged to contact the contractor to request accelerated delivery

12. FOB Point

- Destination
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>13a. Ordering Address</strong></td>
<td>8121 Georgia Avenue, Suite 700, Silver Spring, MD 20710</td>
</tr>
<tr>
<td><strong>14. Payment Address</strong></td>
<td>8121 Georgia Avenue, Suite 700, Silver Spring, MD 20910</td>
</tr>
<tr>
<td><strong>15. Warranty Provision</strong></td>
<td>Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.</td>
</tr>
<tr>
<td><strong>16. Exporting Packing Charges</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>17. Terms and conditions of Government Purchase Card Acceptance</strong></td>
<td>Contact Contractor</td>
</tr>
<tr>
<td><strong>18. Terms and Conditions of Rental, Maintenance and Repair</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>19. Terms and Conditions of Installation</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>20. Terms and Conditions of Repair Parts Price Lists and Discounts from List Prices</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>20a. Terms and Conditions for any other Services</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>21. List of Services and Distribution Points</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>22. List of Participating Dealers</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>23. Preventive Maintenance</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>24b. Section 508 Compliance</strong></td>
<td>1st Choice will ensure that all services provided under this contract will be in compliance with the Americans with Disabilities Act (ADA) by vigorously adhering to the accessibility checklist specified in Section 508.</td>
</tr>
<tr>
<td><strong>25. Duns Number</strong></td>
<td>830910597</td>
</tr>
<tr>
<td><strong>26. Notification Regarding Registration in System for Award Management (SAM)</strong></td>
<td>1st Choice, LLC has an active registration in SAM</td>
</tr>
<tr>
<td>Labor Category</td>
<td>Hourly</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>874-1/RC Business Analyst</td>
<td>$74.31</td>
</tr>
<tr>
<td>874-1/RC Compliance Officer</td>
<td>$29.15</td>
</tr>
<tr>
<td>874-1/RC Computer Specialist I</td>
<td>$38.28</td>
</tr>
<tr>
<td>874-1/RC Computer Specialist II (Technical Support)</td>
<td>$49.25</td>
</tr>
<tr>
<td>874-1/RC Computer Specialist III</td>
<td>$78.99</td>
</tr>
<tr>
<td>874-1/RC Database Manager</td>
<td>$62.81</td>
</tr>
<tr>
<td>874-1/RC Data Entry Clerk</td>
<td>$26.41</td>
</tr>
<tr>
<td>874-1/RC Document Manager</td>
<td>$57.63</td>
</tr>
<tr>
<td>874-1/RC Executive Assistant I (Admin Support I)</td>
<td>$43.14</td>
</tr>
<tr>
<td>874-1/RC Executive Assistant II (Admin Support II)</td>
<td>$53.54</td>
</tr>
<tr>
<td>874-1/RC Executive Assistant III (Admin Support III)</td>
<td>$70.62</td>
</tr>
<tr>
<td>874-1/RC Facilitator</td>
<td>$98.74</td>
</tr>
<tr>
<td>874-1/RC Financial Consultant I (Sr. Consultant)</td>
<td>$59.93</td>
</tr>
<tr>
<td>874-1/RC Financial Consultant II (Cost Estimator)</td>
<td>$84.12</td>
</tr>
<tr>
<td>874-1/RC General Clerk I</td>
<td>$26.16</td>
</tr>
<tr>
<td>874-1/RC General Clerk II</td>
<td>$30.24</td>
</tr>
<tr>
<td>874-1/RC General Clerk III</td>
<td>$35.14</td>
</tr>
<tr>
<td>874-1/RC Management Consultant I</td>
<td>$72.22</td>
</tr>
<tr>
<td>874-1/RC Management Consultant II</td>
<td>$88.68</td>
</tr>
<tr>
<td>874-1/RC Management Consultant III</td>
<td>$125.74</td>
</tr>
<tr>
<td>874-1/RC Program Analyst</td>
<td>$57.77</td>
</tr>
<tr>
<td>874-1/RC Project Assistant</td>
<td>$37.85</td>
</tr>
<tr>
<td>874-1/RC Project Assistant II</td>
<td>$51.61</td>
</tr>
<tr>
<td>874-1/RC Project Assistant III</td>
<td>$70.23</td>
</tr>
<tr>
<td>874-1/RC Project Manager (General)</td>
<td>$103.50</td>
</tr>
<tr>
<td>874-1/RC Project Manager (Technical)</td>
<td>$161.46</td>
</tr>
<tr>
<td>874-1/RC Secretary I</td>
<td>$32.36</td>
</tr>
<tr>
<td>874-1/RC Secretary II</td>
<td>$36.88</td>
</tr>
<tr>
<td>874-1/RC Secretary III</td>
<td>$43.54</td>
</tr>
<tr>
<td>874-1/RC Subject Matter Expert I</td>
<td>$68.78</td>
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<tr>
<td>874-1/RC Subject Matter Expert II</td>
<td>$89.42</td>
</tr>
<tr>
<td>874-1/RC Senior Subject Matter Expert III</td>
<td>$113.93</td>
</tr>
<tr>
<td>874-1/RC Senior Technical Writer</td>
<td>$91.34</td>
</tr>
<tr>
<td>874-1/RC Webpage Content Manager</td>
<td>$75.43</td>
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<tr>
<td>874-1/RC Analyst I</td>
<td>$44.52</td>
</tr>
<tr>
<td>874-1/RC Analyst II</td>
<td>$63.75</td>
</tr>
<tr>
<td>874-1/RC Principal Management Consultant I</td>
<td>$157.08</td>
</tr>
<tr>
<td>874-1/RC Principal Management Consultant II</td>
<td>$186.61</td>
</tr>
</tbody>
</table>
Schedule Rates: SIN-874-4; 874-4RC – Training Services: Instructor Led
Training, Web Based Training, Education Courses, Course Development and
Test Administration Learning Management, and Internships

<table>
<thead>
<tr>
<th>SIN</th>
<th>Course Title</th>
<th>Course Length</th>
<th>Minimum Participants</th>
<th>Maximum Participants</th>
<th>Awarded Rate (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>874-4/RC</td>
<td>Diversity</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$3,949.40</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Valuing Diversity From Within</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,234.19</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Managing Your Diverse External Environment</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,234.19</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Cultural Audits</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,234.19</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Developing A Diversity Program</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,234.19</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Human Resources</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,974.70</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Recruiting And Selecting Employees</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,234.19</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Interviewing Techniques</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,234.19</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Communication</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,974.70</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Interpersonal Communication in the Workplace</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$691.15</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Effective Non-Verbal Communication</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$394.94</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Effective Verbal Communication</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$394.94</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Using Active Listening Skills</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$691.15</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Remembering Names</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$394.94</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Casual Conversation in The Work Setting</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$394.94</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Business Etiquette</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,974.70</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Meeting Etiquette</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$691.15</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Workplace Etiquette</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$691.15</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Personal Grooming</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$691.15</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Professional Attire and Business Casual</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$691.15</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Career Planning and Development</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$1,974.70</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Assessing Skills For Career Options</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$394.94</td>
</tr>
<tr>
<td>874-4/RC</td>
<td>Navigating the Internet</td>
<td>1 day</td>
<td>25</td>
<td>25</td>
<td>$394.94</td>
</tr>
</tbody>
</table>
**Service Contract Act:**
The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed, and should the Contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

<table>
<thead>
<tr>
<th>SCA Eligible Labor Category</th>
<th>SCA Equivalent Code Title</th>
<th>Wage Determination No</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Clerk I</td>
<td>01111 – General Clerk I</td>
<td>2015-4281</td>
</tr>
<tr>
<td>General Clerk II</td>
<td>01112 – General Clerk II</td>
<td>2015-4281</td>
</tr>
<tr>
<td>General Clerk III</td>
<td>01113 – General Clerk III</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Secretary I</td>
<td>01311 – Secretary I</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Secretary II</td>
<td>01312 – Secretary II</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Secretary III</td>
<td>01313 – Secretary III</td>
<td>2015-4281</td>
</tr>
<tr>
<td>Data Entry Clerk</td>
<td>01051 – Data Entry Operator I</td>
<td>2015-4281</td>
</tr>
</tbody>
</table>

---

**Schedule Rates: SIN-100-03; 100-03RC- Ancillary Supplies and/or Services**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Support Product (ODCs)</th>
<th>Price Offered to GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>100-03/RC</td>
<td>Manuals</td>
<td>$24.68</td>
</tr>
<tr>
<td>100-03/RC</td>
<td>Workbooks</td>
<td>$24.68</td>
</tr>
<tr>
<td>100-03/RC</td>
<td>Poster Display Board</td>
<td>$34.56</td>
</tr>
<tr>
<td>100-03/RC</td>
<td>CD ROM</td>
<td>$1,111.10</td>
</tr>
</tbody>
</table>

---

874-4/RC | Writing Effective Resumes and Cover Letters | 1 day | 25 | 25 | $691.15
874-4/RC | Post Interview Follow-Up               | 1 day | 25 | 25 | $394.94
Labor Categories

A key component of our ability to assist our clients is maintaining highly-skilled professional personnel. We are pleased to offer associates that bring expertise and experience to the functional responsibility for each category.

Analyst I
Minimum Training/Experience:
Generally, requires an undergraduate degree and 2 years of relevant experience or high school diploma and 5 years of relevant experience

These positions have specialized technical skills in a subject matter discipline, e.g., accounting, graphic design, desktop publishing, administration. They support project managers on a variety of tasks to meet project and task deadlines
Minimum Education Level:
High school diploma

Analyst II
Minimum Training/Experience:
Requires a business-related undergraduate degree and 3 years of relevant experience or high school diploma and 7 years of relevant experience
Assists in the analysis of business processes. Analyzes data and presents the data in reports
Minimum Education Level:
High school diploma

Business Analyst
Minimum Training/Experience:
At least 5 years of direct experience in the field. Familiar with a variety of the field's concepts, practices, and procedures

Functional Responsibility:
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
Minimum Education:
Bachelor’s Degree

Financial Consultant I
Minimum Training/Experience:
A minimum of five years of experience in performing program management support services and/or financial support activities
Provide financial reports consulting services to support financial operations and financial reporting requirements. Provide technical reports support to support reporting requirements

Minimum Education:
Bachelor’s Degree in a financial discipline (e.g. finance, economics, accounting)

Financial Consultant II
Minimum Training/Experience:
A minimum of eight years of experience in performing program management support services and/or financial support activities.
Develop methods for corrective actions identified in cost analyses methodology and approaches in regards to financial planning and cost estimating
Provide advice, assistance, guidance or counseling in support of mission-oriented business functions and process improvement relating to cost estimating and analysis

**Minimum Education:**
Bachelor’s Degree in a financial discipline (e.g. finance, economics, accounting)

**Management Consultant I**

**Minimum Training/Experience:**
Requires a business-related undergraduate degree and at least 4 years of relevant experience or master’s degree and 2 years of relevant experience
Trained in the analysis of business processes. Analyzes data and presents the data in sections of draft reports

**Minimum Education Level:**
Bachelor’s degree

**Management Consultant II**

**Minimum Training/Experience:**
Generally, requires a business-related undergraduate degree and 6 years of relevant experience or Master’s degree and 4 years’ experience

**Functional Responsibility:**
Analyzes business processes to determine most efficient methods of accomplishing work. Analyzes data and prepares draft reports that inform clients of specific results and trends which might affect their program planning. Monitors newly implemented systems to assure smooth functioning. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. May manage a simple project or a specific task of a large project

**Minimum Education Level:**
Bachelor’s degree

**Management Consultant III**

**Minimum Training/Experience:**
Generally, requires a business-related master’s degree and 6 years of relevant experience or bachelor’s degree and 10 years of experience

**Functional Responsibility:**
Analyzes business processes to determine most efficient methods of accomplishing work
Analyzes data and prepares reports that inform clients of specific results and trends which might affect their program planning
Studies work procedures, information flow, production methods, inventory controls, and cost analysis Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements
Formulates recommendations, development of programs
Monitors newly implemented systems to assure smooth functioning
May install new systems and train operating staff
May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended Develops and maintains operating systems documentation and procedures manuals
Manages large complex projects, often more than one at a time

**Minimum Education Level:**
Business related Bachelor’s degree
**Principal Management Consultant I**

**Minimum Training/Experience:**
- At least 10 years of extensive multi-disciplinary project management experience or master’s degree and 8 years of related experience

Capable of directing the overall operation. Demonstrates a thorough expertise in specified field

**Minimum Education Level:**
- Bachelor’s degree

**Principal Management Consultant II**

**Minimum Training/Experience:**
- Requires a bachelor’s degree and 12 years of relevant experience or a related master’s degree and 10 years’ experience

Responsible for overall operation
- Individual has 12 years of experience in specified field and extensive knowledge of key members of the industry and government who effect policy and technology development

**Minimum Education Level:**
- Bachelor’s degree

**Program Analyst**

**Minimum Training/Experience:**
- Three years of professional analytical experience performing duties in one or a combination of the following or closely related areas: budgeting, management analysis, personnel, planning, program evaluation, or policy analysis

**Functional Responsibility:**
- Conduct and review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation and advise management on the impact or potential impact
- Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts

**Minimum Education:**
- Bachelor’s degree or equivalent

**Project Assistant**

**Minimum Training/Experience:**
- Positions at this level require 3 years’ experience

**Functional Responsibility:**
- Work includes routine administrative project support tasks

**Minimum Education Level:**
- High school diploma or general equivalency diploma (GED)

**Project Assistant II**

**Minimum Training/Experience:**
- Minimum of two years of experience as Administrative Assistant/Project Assistant

**Functional Responsibility:**
- Assists in the development of briefings, budget presentations, project reviews, meeting minutes, flowcharts, and periodic reports for the project managers
- Must possess strong writing, analytical and interpersonal skills
- Must be accustomed to short deadlines, a fast-paced environment and frequent refinements to given tasks
Must be adept at independent priority setting and problem solving while delivering innovative solutions

Minimum Education:
High School Diploma

Project Assistant III
Minimum Training/Experience:
Minimum of four years’ experience
Must be proficient in Microsoft Excel with the capabilities to manipulate, organize, present, track and administer data in a manner that is useful for communication and presentations to a variety of users and/or audiences, i.e., executives, other branches

Functional Responsibility:
Detailed oriented with excellent analytical, research, writing and oral communications skills
Possess strong administrative and documentation skills to support the facilitation of meetings and working sessions
Capable of researching technical biometric capabilities of other countries information through various means, i.e., websites, publications, conference materials, technical documentation, etc.; and developing papers and presentations relevant to communicating the business needs, benefits, issues, concerns, and recommendations of biometrics capabilities for internal and external communities of interests
High School Diploma
Must be proficient in the use of Microsoft PowerPoint and Word, with the capabilities to link and manipulate information across Excel, Word and PowerPoint for purposes of tracking and communication of information

Project Manager (Technical)
Minimum Training/Experience:
Ten years as supervisor of projects or work with emphasis on technical support services and a proven record of managing a team of technical analysts and specialists in a task order environment

Functional Responsibility:
Guide or manage a team in planning work and performing duties outlined in the Statement of Work

Minimum Education:
Bachelor's degree in technical discipline (e.g. statistics, science, information technology)

Project Manager (General)
Minimum Training/Experience:
Ten years as supervisor or project manager of projects or work with emphasis on administrative and general support services and a proven record of managing a team in a task order environment

Functional Responsibility:
Guide or manage a team in planning work and performing duties outlined in the Statement of Work

Minimum Education:
Bachelor's degree in management or related field

Computer Specialist I
Minimum Training/Experience:
Two years of progressively more responsible experience in the computer science field, with emphasis on developing operational procedures, comparing various applications options, and evaluating cost-effectiveness of recommendations

Functional Responsibility:
Analyze and evaluate program processes, procedure and systems

Minimum Education:
Bachelor’s degree in computer science or related field
**Computer Specialist II**

**Minimum Training/Experience:**
Six years of progressively more responsible experience in the computer science field, with emphasis in developing operational procedures, comparing various application options, and evaluating cost-effectiveness of recommendations

Analyze and evaluate program processes, procedures, and systems

**Minimum Education:**
Bachelor’s degree in computer science or related field

**Database Manager**

**Minimum Training/Experience:**
At least six years of information technology experience with an emphasis on database management.
Knowledge and experience of DBMS infrastructure design and build, administration, and operation

**Functional Responsibility:**
Collect and analyze database and system performance measurements over time.
Maintains database performance by troubleshooting problems.
Accomplishes platform upgrades and improvements by supervising system programming.
Secures database by developing policies, procedures, and controls

**Minimum Education:**
Bachelor's Degree

**Document Manager**

**Minimum Training/Experience:**
Must have 7 years of experience in the field or in a related area.
Familiar with a variety of the field's concepts, practices, and procedures.
Must have prior experience utilizing task/priority management and information/document skills to complete assignments and meet deadlines.

Manages the documentation department in accordance with organizational policies and goals.
Develops standard documentation methods to effectively communicate product concepts and use.
Ensures any necessary internal process documentation.

**Minimum Education:**
Associate degree

**Senior Technical Writer**

**Minimum Training/Experience:**
6-8 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 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.

Organize material and complete writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology.
Maintain records and files of work and revisions.
Edit, standardize, or make changes to material prepared by other writers or establishment personnel.
Review published materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding. Select photographs, drawings, sketches, diagrams, and charts to illustrate material.
Study drawings, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail
Arrange for typing, duplication, and distribution of material Assist in laying out material for publication
Analyze developments in specific field to determine need for revisions in previously published materials and development of new material
Draw sketches to illustrate specified materials or assembly sequence

**Minimum Education:**
Bachelor’s Degree

**Web Content Manager**

**Minimum Training/Experience:**
At least four years’ experience with knowledge of web application tools, HTML/HTML5 and experience with popular content management systems

**Functional Responsibility:**
Coordinate web projects across departments and divisions
Manage continuity among all web-based platforms
Work with a cross-departmental team, maintain and develop the master content calendar for all web platforms
Copy edit and proofread all web content. Verify content provided by freelancers, writers, copyeditors and community outreach organizers

**Minimum Education:**
Bachelor’s degree in Information Technology, Graphic Design, Technical Writing, or a related field

**Compliance Officer**

**Minimum Training/Experience:**
Three to five years’ experience conducting compliance reviews specified or similar in nature

**Functional Responsibility:**
Attend project initiation meetings and explain compliance requirements to contractors and subcontractors
Conduct site visits of contractors on a regular basis to review payroll and subcontract records to ensure compliance with Prevailing Wage and minority business participation requirements. Conduct site visits of subcontractors to review payroll records and evaluate compliance with Prevailing Wage requirements

**Minimum Education:**
Bachelor’s degree

**Facilitator**

**Minimum Training/Experience:**
Requires a bachelor’s degree with 5 years’ experience of which a minimum of 2 years must be specialized in the facilitation of working group and team processes or master’s degree with 2 years’ experience in the facilitation of working group and team processes

Conduct training services and assist with problem resolution in analyzing organizational and management issues, establishing improvement initiatives, and outlining planning activities

**Minimum Education Level:**
Bachelor’s degree

**Subject Matter Expert I**

**Minimum Training/Experience**
Five years of progressively more responsible experience in consulting or offering expert advice to businesses, organizations, and others on executive and management issues and ideas

**Functional Responsibility:**
Provide expert advice and consultation to top level officials on management issues and problems
Minimum Education:
Bachelor’s degree in a field of expertise for which individual is engaged

Subject Matter Expert II
Minimum Training/Experience:
Seven years of progressively more responsible experience in consulting or offering expert advice to businesses, organizations, and others on executive and management issues and ideas

Functional Responsibility:
Provide expert advice and consultation to top level officials on management issues and problems

Minimum Education:
Bachelor’s degree in a field of expertise for which individual is engaged

Senior Subject Matter Expert III
Minimum Training/Experience:
Ten years of progressively more responsible experience in consulting or offering expert advice to businesses, organizations, and others on executive and management issues and ideas

Functional Responsibility:
Provide expert advice and consultation to top level officials on management issues and problems

Minimum Education:
Master’s degree in a field of expertise for which individual is engaged

Computer/Data Entry Clerk
Minimum Training/Experience:
One year of office clerical and typist work wherein the primary knowledge and experience is the input to digital computer systems

Functional Responsibility:
Performs repetitive and clear cut input and keyboard operations based on knowledge and familiarity with a variety of software

Minimum Education:
High School Diploma

Executive Assistant I (Administrative Support I)
Minimum Training Experience:
Up to 2 years of experience in performing administrative support

Functional Responsibility:
Carries out recurring office procedures independently
Selects the guideline or reference which fits the specific case
Supervisor provides specific instructions on new assignments and checks completed work for accuracy
Performs varied duties including or comparable to the following: Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff
Controls mail and assures timely staff response; may send form letters
Maintains supervisor's calendar, makes appointments, and arranges for meeting rooms
Reviews materials prepared for supervisor's approval for typographical accuracy and proper format
Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; Requisitions supplies, printing, maintenance, or other services
Types, takes and transcribes dictation, and establishes and maintains office files

Minimum Education:
High School Diploma

Executive Assistant II (Administrative Support II)
Minimum Training/Experience:
2-4 years of experience in performing administrative support
**Functional Responsibility:**
- Receives, screens, and directs incoming phone calls, visitors, and mail
  - Reviews incoming mail and correspondence, prepares responses that address clerical and administrative issues
  - Reviews non-technical correspondence for grammar, punctuation, spelling and clarity of expression
  - Maintains calendars using Microsoft Outlook; coordinates and schedules meetings and conferences
  - Manages the schedule of conference rooms. Develops and maintains an effective filing system
- Maintains time and attendance reports; and responds to general inquiries
  - Operates microcomputers and peripheral devices such as printer, copiers, and fax machines, and uses a wide variety of software applications including office automation software (i.e. word processing, spreadsheet, email, database systems)
  - Prepares travel documents, makes travel arrangements and maintains travel records
  - Provides a range of administrative support activities in setting up meetings and conferences, preparing meeting minutes and other various support duties

**Minimum Education:**
- High School Diploma

**Executive Assistant III (Administrative Support III)**

**Minimum Training/Experience:**
- At least 5 years of experience in performing administrative support
- Relies on experience and judgment to plan and accomplish goals
- Performs a variety of complicated tasks. May direct and lead the work of others

**Functional Responsibility:**
- 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 Based on a knowledge of the supervisor's views, composes correspondence on own initiative about administrative matters and general office policies for supervisor's approval
- Anticipates and prepares materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered
- Reads publications, regulations, and directives and takes action or refers those that are important to the supervisor and staff
- Prepares 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
- Advises secretaries in subordinate offices on new procedures; requests information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc. Shifts clerical staff to accommodate workload needs

**Minimum Education:**
- Associate degree

**General Clerk I**

**Minimum Training/Experience:**
- Familiarity with requirements for performing office and clerical support-type tasks with attention to responsiveness, timeliness and accuracy

**Functional Responsibility:**
- Performs clerical work involving the processing or maintenance of files and records which represents the transactions and business of an organization

**Minimum Education:**
- High School Diploma
General Clerk II
Minimum Training/Experience:
One year of experience in performing office and clerical support-type tasks with emphasis on responsiveness, timeliness and accuracy

Functional Responsibility:
Perform clerical work involving the processing or maintenance of records or documents which represents the transactions and business of an organization according to precedent cases

Minimum Education:
High School Diploma

General Clerk III
Minimum Training/Experience:
Three years of experience in performing office and clerical support-type tasks with emphasis on responsiveness, timeliness, and accuracy

Functional Responsibility:
Performs clerical work involving the processing or maintenance of records or documents which represents the transactions and business of an organization, applying practical knowledge when issues do not fit precedent cases

Minimum Education:
High School Diploma

Secretary I
Minimum Training/Experience:
Familiarity with requirements for performing general office work auxiliary to the work of the organization

Functional Responsibility:
Performs the principal office support work for an individual or small organization unit, generally applying office skills in a way that increases the effectiveness of others

Minimum Education:
High School Diploma

Secretary II
Minimum Training/Experience:
Two years of experience in performing general office work auxiliary to the work of the organization

Functional Responsibility:
Performs the principal office support work for an individual or small organization unit, generally applying office skills in a way that increases the effectiveness of others

Minimum Education:
High School Diploma

Secretary III
Minimum Training/Experience:
Four years of experience in performing general office work auxiliary to the work of the organization

Functional Responsibility:
Performs principal office support work for an individual or small organization unit, generally applying office skills in a way that increases the effectiveness of others. Often provides secretarial guidance to subordinate secretarial or clerical levels

Minimum Education:
High School Diploma