

GSA ADVANTAGE – FEDERAL SUPPLY GROUP 36

Contract # GS-10F-0074J

Contract Period: 04/01/99 – 03/31/04 Option #1, 04/01/04 – 03/31/09, Supplement No. 8 / Mod PO-0004 3/4/08

On-line access to contract ordering, information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through *GSA Advantage!*, a menu-driven database system. The INTERNET address for *GSA Advantage!* is:

<http://www.GSAAdvantage.gov/>

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at

<http://www.fss.gsa.gov>



J A D BUSINESS SERVICES, INC.

PO Box 953, Shady Side, MD 20764

301-261-5538 / Fax (301) 261-5373

A Woman Owned, Small Business



CONTACT: Adrienne W. Abunassar

e-mail: aabunassar@jadbsi.com

Website: www.jadbsi.com

*MAIL ROOM, DELIVERY, RECORDS MANAGEMENT, WAREHOUSING,
AND GENERAL SUPPORT SERVICES ARE OUR SPECIALTIES
REFER TO OUR WEB SITE LINK FOR FURTHER INFORMATION*

www.jadbsi.com

Maximum Order Limitation	<i>\$1,000,000 **</i>	Minimum Order	<i>\$100</i>
Geographic Coverage	<i>48 States & Wash, DC ***</i>	Points of Production	<i>Contractor (Address Above)</i>
Quantity Discounts	<i>See Contractor for Larger Procurements</i>	Prompt Payment Terms	<i>Net 30 Days</i>
Government Credit Card Accepted	<i>Yes</i>	Terms of Government Credit Card	<i>\$2500 or Less</i>
Foreign Items	<i>None</i>	Time of Delivery	<i>30 Days or as specified</i>
Overnight & Urgent Requirements	<i>Contact Contractor</i>	FOB Points	<i>Destination</i>
Ordering & Payment Address	<i>Contractor's (Same as above)</i>		

**Pricing applies to orders of \$1,000,000 and under; contact contractor for possible discounts on larger procurements

***Rates quoted apply to Washington DC Metro area only, contact contractor for pricing in other areas

CLIENT LISTING

US Department of Justice	National Institutes of Health	US Peace Corps
US Naval Academy	US Dept of Agriculture	US Customs Service
Federal Communication Commission	Federal Occupational Health	Bolling Air Force Base
Andrews Air Force Base	Keller Army Community Hospital	Drug Enforcement Agency
University of Maryland University College	National Gallery of Art	Commodity Futures Trading Commission

PRICE LIST

“Prices Shown Herein are Net (discount deducted)”
Contact Contractor for Possible Discounts on Larger Procurements
 Pricing Applies to orders of \$1,000,000 and under

**Special Item Numbers: 733-1 Mail Room Administrative Support, 733-3 Miscellaneous Mail Service
 51-504 Records Management Services**

<u>LABOR CATEGORY</u>		EXEMPT LABOR CATEGORIES		
ADMINISTRATIVE ASSISTANT	36.93			
COMPUTER PROGRAMMER II	40.41			
COMPUTER PROGRAMMER III	42.66			
COMPUTER SYSTEMS ANALYST II	43.50			
COMPUTER SYSTEMS ANALYST III	43.50			
DATA ENTRY OPERATOR I	23.17			
DATA ENTRY OPERATOR II	26.66			
DRIVER COURIER	22.55			
DUPLICATING MACHINE OPERATOR	23.23			
FORKLIFT OPERATOR	27.83			
FURNITURE HANDLER	22.37			
GENERAL CLERK I	22.83			
GENERAL CLERK II	25.12			
GENERAL CLERK III	29.53			
LABORER	23.64			
MATERIAL COORDINATOR	33.42			
MATERIAL HANDLING LABORER	21.75			
MEDICAL RECORD CLERK	24.68			
MEDICAL RECORD TECHNICIAN	27.21			
MESSENGER (COURIER)	18.58			
ORDER CLERK I	24.58			
ORDER CLERK II	26.70			
RECEPTIONIST	21.88			
SECRETARY I	27.83			
SECRETARY II	29.75			
SECRETARY III	34.10			
SHIPPER PACKER	24.33			
SHIPPING & RECEIVING CLERK	24.50			
SUPPLY TECHNICIAN	36.93			
TAXI DRIVER	23.28			
TRUCK DRIVER, HEAVY	30.23			
TRUCK DRIVER, LIGHT	23.55			
TRUCK DRIVER, MEDIUM	28.08			
WAREHOUSE SPECIALIST	27.91			
		LABOR CATEGORY	4/1/07-3/31/08	4/1/08-3/31/09
		MEDICAL RECORDS MGR	55.29	56.71
		PROJECT MGR I	36.84	37.56
		PROJECT MGR II	45.37	46.07

Rates Quoted Apply to Washington DC & Metropolitan Area Only, Contact Contractor for Pricing in Other Areas.

**JOB DESCRIPTION – PROJECT MANAGER
LEVEL I & II**

Develop, monitor and update all project management plans including staffing plans and schedules. Conduct weekly in-depth project review meetings with staff personnel. Provide daily management and operational guidance to all members of the project team. The Manager shall have first line of responsibility for project schedule, quality assurance, and preparation of all deliverables. Maintain close coordination with the Contracting Officer's Technical Representative concerning operational requirements, problems, overall progress, and manpower status, etc. The Project Manager shall have the authority over hiring and firing of project personnel concurrent with client approval and JAD human resources director, interpretation and application of all company rules and regulations and scheduling and approval of shift changes, leaves, etc., Project Manager I or II is chosen depending upon the number of employees to be supervised and/or level of education/experience or credentials required by the client. Records Manager is chosen when education credentials are present.

Placement Guidelines:

JOB TITLE	# OF STAFF	EXPERIENCE / EDUCATION
Project Manager I	between 2 and 5	minimum of 2 years experience
Project Manager II	between 6 and 15	minimum 5 years experience

JOB DESCRIPTION – MEDICAL RECORDS MANAGER

The medical records manager shall manage the work and staff of the medical records unit, its' operations and serves as the liaison to the client.

Duties include, but not limited to the following:

- Directing the work of the unit, supervision of the staff and coordinating related personnel actions;
- Preparation of statistical data and reports related to the department;
- Development and revisions of department procedures to guide the work of the unit;
- Collect data for the Quality Improvement unit from the record review system;
- Prepare and analyze routine reports on the progress of the quality improvement plan and the record review process;
- Prepare and stock emergency termination kits;
- Manage special projects and report on same; and
- Resolve customer complaints
- Attendance of Senior Management meetings with the client

Minimum Experience: 2 years Supervisory Experience
Education: Bachelor's Degree in Medical or Health Information or Related field
Credentials: Registered Health Information Administrator (RHIA)

JAD POSITION DESCRIPTIONS – SCA LABOR CATEGORIES

01020 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

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

14072 COMPUTER PROGRAMMER II

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

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

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

EDUCATION HIGH SCHOOL DIPLOMA + PROGRAMMING TRAINING OR
 ON THE JOB EXPERIENCE
EXPERIENCE 2 YEAR RELATED WORK EXPERIENCE

14073 COMPUTER PROGRAMMER III

As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications. While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. This Computer Programmer recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems, (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.)

The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to

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

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

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

EDUCATION	HIGH SCHOOL DIPLOMA + BACHELOR'S DEGREE COMPUTER SCIENCE OR 2 YEAR TRADE SCHOOL
EXPERIENCE	3 YEARS RELATED WORK EXPERIENCE

14100 COMPUTER SYSTEMS ANALYST (Occupational Base)

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

Positions are classified into levels based on the following definitions:

14102 COMPUTER SYSTEMS ANALYST II

This Analyst applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g. the analyst develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Job duties require the incumbent to be able to recognize probable interactions of related computer systems and predict impact of a change in assigned system.

The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time,

availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

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

EDUCATION HIGH SCHOOL DIPLOMA + BACHELOR'S DEGREE
 COMPUTER SCIENCE OR 2 YEAR TRADE SCHOOL
EXPERIENCE 3 YEARS RELATED WORK EXPERIENCE

14103 COMPUTER SYSTEMS ANALYST III

The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects. This position requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources, this worker is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems.

The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The incumbent guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems, analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies. This analyst recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist. This worker may serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems.

EDUCATION HIGH SCHOOL DIPLOMA + BACHELOR'S DEGREE
 COMPUTER SCIENCE OR 2 YEAR TRADE SCHOOL
EXPERIENCE 5 YEARS RELATED WORK EXPERIENCE

01151 DATA ENTRY OPERATOR I

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

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR WORK EXPERIENCE

01152 DATA ENTRY OPERATOR II

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

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

31043 DRIVER/COURIER

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

EDUCATION HIGH SCHOOL DIPLOMA/GED/VALID DRIVER'S LICENSE
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

01090 DUPLICATING MACHINE OPERATOR

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

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR WORK EXPERIENCE

21020 FORKLIFT OPERATOR

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

EDUCATION HIGH SCHOOL DIPLOMA/GED + OPERATOR'S CERTIFICATION
EXPERIENCE 2 YEAR RELATED WORK EXPERIENCE

09040 FURNITURE HANDLER

The Furniture Handler assists one or more electrostatic spray painters in repainting furniture by performing specific or general duties of lesser skill, moves materials or furniture to work areas, using hand truck or dolly, cleans surfaces of articles to be painted. The Furniture Handler is confined to supplying, lifting, holding materials and tools, and cleaning working areas.

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

01110 GENERAL CLERK (Occupational Base)

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

01111 GENERAL CLERK I

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

task.

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 1 YEAR WORK EXPERIENCE

01112 GENERAL CLERK II

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

Recognized problems are referred to others.

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

01113 GENERAL CLERK III

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

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 2 YEARS RELATED WORK EXPERIENCE

23470 LABORER

The Laborer performs tasks that require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: The Laborer loads and unloads trucks, and other conveyances, moves supplies and materials to proper location by wheelbarrow or hand truck; stacks materials for storage or binning, collects refuse and salvageable materials, and digs, fills, and tamps earth excavations, The Laborer levels ground using pick, shovel, tamper and rake, shovels concrete and snow; cleans culverts and ditches, cuts tree and brush; operates power lawnmowers, moves and arranges heavy pieces of office and household furniture, equipment, and appliance, moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment, spreads sand and salt on icy roads and walkways, and picks up leaves and trash.

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 1 YEAR WORK EXPERIENCE

21030 MATERIAL COORDINATOR

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

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

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

21050 MATERIAL HANDLING LABORER

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

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 1 YEAR WORK EXPERIENCE

12160 MEDICAL RECORD CLERK

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

12190 MEDICAL RECORD TECHNICIAN

Maintains medical records of hospital and clinic patients. Reviews medical records for completeness and accuracy. Codes diseases, operations, diagnoses, and treatments. Compiles medical care and census data for statistical reports. Transcribes medical reports. Maintains indexes on patient, disease, operation, and other categories. Directs routine operation of medical record department. Files, or directs Medical Record Clerk to file, patient records. Maintains flow of medical records and reports to departments. May assist medical staff in special studies or research.

01141 MESSENGER COURIER

Deliver messages, documents, packages and mail to various business concerns or governmental agencies on foot or bicycle. May 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 establishments.

01190 ORDER CLERK (Occupational Base)

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

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

01191 ORDER CLERK I

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

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 1 YEAR WORK EXPERIENCE

01192 ORDER CLERK II

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

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

01280 RECEPTIONIST

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

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR WORK EXPERIENCE

01310 SECRETARY* (Occupational Base)

This position provides principal secretarial support in an office, usually to one individual, and, in some cases, to the subordinate staff of that individual. The Secretary maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the 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 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 of 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.

CRITERIA FOR MATCHING SECRETARIES BY LEVEL

Secretary 1 (01311), Secretary II (01312), Secretary III (01313),

	LR-1	LR-2	LR-3
LS-1	SEC 1 01311	SEC 22 01312	SEC III 01313
LS-2	SEC 1 01311	SEC III 01313	SEE ADMIN ASST
LS-3	SEC I 01311	SEE ADMIN ASST	SEE ADMIN ASST

SEC I:

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR WORK EXPERIENCE

SEC II:

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

SEC III:

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 2 YEAR RELATED WORK EXPERIENCE

21110 SHIPPING PACKER

Someone in this position prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in

shipping containers, and may involve one or more of the following: knowledge of various items of stock in order to verify content, selection of appropriate type and size of container, inserting enclosures in container; using excelsior or other material to prevent breakage or damage, closing and sealing container, and applying labels or entering identifying data on container

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR WORK EXPERIENCE

21130 SHIPPING/RECEIVING CLERK

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

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 1 YEAR WORK EXPERIENCE

01410 SUPPLY TECHNICIAN

This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements together with specific variations in or from standardized guidelines. Assignments require.

EDUCATION HIGH SCHOOL DIPLOMA/GED
EXPERIENCE 2 YEARS RELATED WORK EXPERIENCE

31310 TAXI DRIVER

The Taxi Driver drives motor vehicle, with or without a taximeter, to transport passengers for a fee, picks up passengers while cruising streets or in response to radio or telephone relayed request for service, collects fee recorded on taximeter or based on mileage or time factor, records transaction on log, and reports by radio or telephone to central location on completion of trip.

EDUCATION HIGH SCHOOL DIPLOMA/GED/VALID DRIVER'S LICENSE
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

31360 TRUCK DRIVER OCCUPATIONAL BASE

The Truck driver drives a truck to transport materials, merchandise, equipment, or workers between various types of establishments such as: manufacturing plants, freight depots, warehouses, wholesale and retail establishments, or between retail establishments and customers' houses or places of business. This driver may also load or unload truck with or without helpers, make minor mechanical repairs, and keep truck in good working order

31361 TRUCK DRIVER, LIGHT

Straight truck, less than 1 1/2 tons, usually 4 wheels

EDUCATION HIGH SCHOOL DIPLOMA/GED/VALID DRIVER'S LICENSE
EXPERIENCE 1 YEAR RELATED WORK EXPERIENCE

31362 TRUCK DRIVER, MEDIUM

Straight truck, 1 1/2 to 4 tons inclusive, usually 6 wheels

EDUCATION HIGH SCHOOL DIPLOMA/GED/VALID DRIVER'S LICENSE

EXPERIENCE 1 YEARS RELATED WORK EXPERIENCE

31363 TRUCK DRIVER, HEAVY

Straight truck, over 4 tons, usually 10 wheels

EDUCATION HIGH SCHOOL DIPLOMA/GED/VALID DRIVER'S LICENSE

EXPERIENCE 2 YEARS RELATED WORK EXPERIENCE

21410 WAREHOUSE SPECIALIST

As directed, the Warehouse Specialist performs a variety of warehousing duties that require an understanding of the establishment's storage plan. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages, routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods, rearranging and taking inventory of stored materials, examining stored materials and reporting deterioration and damage, removing material from storage and preparing it for shipment. This worker may operate hand or power trucks in performing warehousing duties.

EDUCATION HIGH SCHOOL DIPLOMA/GED

EXPERIENCE 2 YEARS RELATED WORK EXPERIENCE