On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option
to create an electronic delivery order are available through *GSA Advantage!*
, a menu-driven database

**SCHEDULE TITLE, and FSC Group, Part and Section:**
03FAC, Facility Maintenance and Management FSC
Class (ES): Services

Contract Number: **GS-21F-0084W**
For more information on ordering from Federal Supply Schedules click on the FSS
Schedules button at [http://www.fss.gsa.gov](http://www.fss.gsa.gov)

Contract Base Period: Feb 2 2010- Feb 01 2015—extended --Feb 02, 2015 through Feb 01, 2020—extended
-- Feb 02, 2020 through Feb 01, 2025

**Contractor**

**Radice Enterprises LLC**
9810 Carter Road
Bethesda, MD 20817
301-674-8779

**Contract Administrator**

Michael Radice
Email: mradice@radiceenterprises.com
Website: [www.radiceenterprises.com](http://www.radiceenterprises.com)
Women Owned Small Business
Table of Contents

CONTRACT INFORMATION
DESCRIPTION OF SIN SERVICES
PRICING
LABOR CATEGORY DESCRIPTIONS

CONTRACT INFORMATION

1a. AWARDED SPECIAL ITEM NUMBER(S):

<table>
<thead>
<tr>
<th>Special Item Number (SIN)</th>
<th>Description</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>561210FAC</td>
<td>Complete Facilities Maintenance &amp; Management</td>
<td>See Pages 7-10</td>
</tr>
<tr>
<td>ANCRA</td>
<td>Ancillary Repair and Alterations</td>
<td>See Pages 7-10</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLMs)</td>
<td>See Pages 7-10</td>
</tr>
</tbody>
</table>

1b. Descriptions of all corresponding position / labor category job titles with experience, functional responsibility and education are provided beginning on page 16.

2. MAXIMUM ORDER: $1,000,000

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

3. MINIMUM ORDER: $100


5. POINT OF PRODUCTION: Not Applicable

6. BASIC DISCOUNT: Prices shown here are "net" (inclusive of GSA discount and IFF)

7. QUANTITY DISCOUNT: 1% for orders over $3.5 million per year or 5 years in length

8. PROMPT PAYMENT TERMS: An additional 1% for invoices paid within 15 days

9. GOVERNMENT PURCHASE CARDS ACCEPTED: Yes (excludes prompt payment discounts)
10. FOREIGN ITEMS: None

11. TIME OF DELIVERY

   a. Time of delivery. Determined at the time of award.
   b. Expedited Delivery. Please contact Radice POC for details.
   c. Overnight and 2-day delivery. Please contact Radice POC for details.
   d. Urgent Requirements. Please contact the Radice POC to affect a faster delivery.

12. FOB POINT: Not Applicable

13. ORDERING ADDRESS: Same as Contractor

14. PAYMENT ADDRESS: Same as Contractor

15. WARRANTY PROVISION: Not Applicable

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GCCC ACCEPTANCE: Radice Enterprises will accept a purchase card at thresholds above the micro-purchase level.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PIECE-LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE): Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: Not Applicable

24. ENVIRONMENTAL ATTRIBUTES, E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS: Not Applicable

25. DUNS NUMBER: 808344035

26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Radice Enterprises is registered in the Central Contract Registration (CCR) database.
DESCRIPTION OF SIN SERVICES

<table>
<thead>
<tr>
<th>SINs</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>561210FAC</td>
<td>Complete Facilities Maintenance &amp; Management</td>
</tr>
<tr>
<td>ANCRA</td>
<td>Ancillary Repair and Alterations</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

561210FAC Complete Facilities Maintenance and Management

561210FAC Includes all services related to the complete operations, maintenance and repair of federal real property. Real property could include stand-alone facilities and structures such as hospitals and federal buildings to large, multi-facility complexes such as DoD military installations. Services can be ordered individually or in combination. Typical maintenance services include: elevator, HVAC, electrical, plumbing, septic, fire alarm/fire suppression, energy management control systems (EMCS), water distribution, septic, telephone, water tanks, renewable energy systems, waste management, recycling, etc. This SIN can also be used for facilities management solutions such as to fulfill a requirement for adequate staff/personnel to help manage federal facility operations. In addition, this SIN provides a complete array of facilities consulting and facilities assessment services.

ANCRA Ancillary Repair and Alterations

Includes ancillary repair and alteration services ordered in conjunction with the delivery, or installation of products or services. These services are non-complex in nature, such as routine painting, carpeting, simple hanging of drywall, basic electrical or plumbing work, landscaping. For ordering limitations and information, refer to the Special Ordering Procedures/Ordering Guide posted on www.gsa.gov.

OLM Order-Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price
**OLMs are not:**

- Open Market Items.
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

**OLM Pricing:**

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

**NOTE:** When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.
PRICING

Prices are inclusive for all Categories: 561210FAC, ANCRA and OLM, . They are presented for exempt and non-exempt labor categories.

EXEMPT LABOR CATEGORIES (Professional)

<table>
<thead>
<tr>
<th>GSA Labor Category</th>
<th>Feb 02, 2019 through Feb 01, 2020</th>
<th>Feb 02, 2020 through Feb 01, 2021</th>
<th>Feb 02, 2021 through Feb 01, 2022</th>
<th>Feb 02, 2022 through Feb 01, 2023</th>
<th>Feb 02, 2023 through Feb 01, 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive in Charge</td>
<td>$ 217.62</td>
<td>$ 217.62</td>
<td>$ 217.62</td>
<td>$ 217.62</td>
<td>$ 217.62</td>
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<tr>
<td>Project Executive</td>
<td>$ 159.59</td>
<td>$ 159.59</td>
<td>$ 159.59</td>
<td>$ 159.59</td>
<td>$ 159.59</td>
</tr>
<tr>
<td>On Site Supervisor</td>
<td>$ 111.23</td>
<td>$ 111.23</td>
<td>$ 111.23</td>
<td>$ 111.23</td>
<td>$ 111.23</td>
</tr>
<tr>
<td>NON-EXEMPT LABOR CATEGORIES</td>
<td>COLLECTIVE BARGAINING</td>
<td>Hourly Rate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
<td>------------------------</td>
<td>-------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Janitor</td>
<td></td>
<td>$31.49</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpenter, Maintenance</td>
<td></td>
<td>$54.77</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrician, Maintenance</td>
<td></td>
<td>$66.73</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Maintenance Worker</td>
<td></td>
<td>$46.21</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heating, Refrigeration &amp; Air-Conditioning Mechanic</td>
<td></td>
<td>$47.22</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Laborer</td>
<td></td>
<td>$31.90</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Machinery Maintenance Mechanic</td>
<td></td>
<td>$45.03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance Trades Helper</td>
<td></td>
<td>$33.46</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plumber, Maintenance</td>
<td></td>
<td>$59.76</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Clerk III</td>
<td></td>
<td>$36.61</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order Clerk II</td>
<td></td>
<td>$41.29</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personnel Assistant (Employment) I</td>
<td></td>
<td>$35.61</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Service Desk Representative</td>
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<td>$33.12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Technician</td>
<td></td>
<td>$47.22</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chief Engineer</td>
<td></td>
<td>$81.31</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td></td>
<td>$56.48</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NON-EXEMPT LABOR CATEGORIES (Service Contract Act)

"The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide)."

<table>
<thead>
<tr>
<th>**SCA Rates</th>
<th>WD Number</th>
<th>Revision No.</th>
<th>Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>11150 - Janitor</td>
<td>05-2563</td>
<td>14</td>
<td>$13.50</td>
</tr>
<tr>
<td>23130 - Carpenter, Maintenance</td>
<td>05-2563</td>
<td>14</td>
<td>$22.89</td>
</tr>
<tr>
<td>23160 - Electrician, Maintenance</td>
<td>05-2563</td>
<td>14</td>
<td>$28.88</td>
</tr>
<tr>
<td>23370 - General Maintenance Worker</td>
<td>05-2563</td>
<td>14</td>
<td>$22.30</td>
</tr>
<tr>
<td>23410 - Heating, Ventilation &amp; AC Mechanic</td>
<td>05-2563</td>
<td>14</td>
<td>$28.90</td>
</tr>
<tr>
<td>23470 - Laborer</td>
<td>05-2104</td>
<td>14</td>
<td>$14.98</td>
</tr>
<tr>
<td>23530 - Machinery Maintenance Mechanic</td>
<td>05-2563</td>
<td>14</td>
<td>$28.87</td>
</tr>
<tr>
<td>23580 - Maintenance Trades Helper</td>
<td>05-2563</td>
<td>14</td>
<td>$18.27</td>
</tr>
<tr>
<td>23810 - Plumber, Maintenance</td>
<td>05-2563</td>
<td>14</td>
<td>$27.04</td>
</tr>
<tr>
<td>01113 - General Clerk III</td>
<td>05-2104</td>
<td>14</td>
<td>$18.74</td>
</tr>
<tr>
<td>01192 - Order Clerk II</td>
<td>05-2104</td>
<td>14</td>
<td>$16.68</td>
</tr>
<tr>
<td>01261 - Personnel Assistant (Employment) I</td>
<td>05-2563</td>
<td>14</td>
<td>$18.87</td>
</tr>
<tr>
<td>01041 - Customer Service Desk Representative</td>
<td>05-2563</td>
<td>14</td>
<td>$14.94</td>
</tr>
<tr>
<td>25070 - Stationary Engineer</td>
<td>05-2104</td>
<td>14</td>
<td>$27.30</td>
</tr>
<tr>
<td>25070 - Stationary Engineer 10% higher</td>
<td>05-2104</td>
<td>14</td>
<td>$29.81</td>
</tr>
<tr>
<td>01020 - Administrative Assistant</td>
<td>05-2104</td>
<td>14</td>
<td>$34.06</td>
</tr>
</tbody>
</table>

*Davis Bacon Act: When a DBA is issued with an RFQ, Radice will apply the same loaded hourly rate estimating process and structure as negotiated and approved for the above prices to the current DBA for the appropriate geographic location.
LABOR CATEGORY DESCRIPTIONS

NOTES:
1. Project Manager / Assistant Project Manager / Supervisor labor categories proposed for a contract will be determined by the anticipated scope of responsibilities to include size of facility, number of people supervised and complexity of tasks to be performed.
2. All positions / labor categories require individuals to read, write and speak English competently. Individuals employed will be U.S citizens or legal resident aliens.

EXEMPT LABOR CATEGORIES (Professional)

Labor Category: Executive in Charge

Functiona l Responsibility: Responsible for overall project implementation including planning, directing, supervising and controlling all technical, fiscal and administrative functions of the project. Ensures completion of contractual obligations; works with client for strategic management planning and capital considerations; identifies potential opportunities and threats to facility operations and/or tenant comfort; may conduct reviews, staff meetings, financial assessments, manages physical reviews of mechanical systems; and identifies equipment and/or building systems requiring refurbishing or replacement.

Education: BS/BA Degree in Construction or Engineering and or 15 Years

Labor Category: Project Executive

Functiona l Responsibility: Ensures completion of contractual obligations to customer. Manages multi-level and complex projects. Responsible for strategic management planning and capital considerations; schedules and performs joint facility in accordance with Quality Control Plan; identifies potential opportunities and threats to facility operations; conducts regular review of status of planned and current projects with client representatives; provides repairs and alterations management and estimates to asset team as required in accordance with Repair Plan and Equipment Repair Assessment Plan; coordinates staff meetings; maintains contract documentation and financial management records; ensures performance and compliance; serves as customer liaison, and reviews and update of equipment inventory.

Education: BS/BA Degree in Construction or Engineering

Labor Category: On-Site Supervisor/Assistant Project Manager

Functiona l Responsibility: Ensures the proper execution of the Operations and Preventative/Predictive Maintenance Plan program for performance, continuity, and compliance; maintains Building Operating Plans; coordinates mechanical, engineering, elevator, and quality control activities in each to maintain optimum facility operations in accordance with Quality Control Plan; oversees subcontractors performance and compliance; evaluates potential facility threats and identifies management methods; coordinates staff meetings with Project Manager and/or Project Executive; provides repairs and alteration management and estimates to asset team as required; and, reviews and maintains equipment and maintenance inventory for the buildings in accordance with Repair Plan, Equipment Repair Assessment Plan, and Energy Conservation Plan.

Education: BS/BA in Engineering, Business Management, or related discipline
NON-EXEMPT LABOR CATEGORIES (Service Contract Act)

Labor Category: Janitor
Functional Responsibility: Cleans and keeps in an orderly condition building working areas and washrooms, entryways, lobbies or other spaces. Duties involve a combination of the following: Sweeping, mopping, scrubbing, and polishing of floors. Vacuuming carpets. Stripping, refinishing hard and resilient flooring Cleaning and washing walls and other surfaces. Removing trash and other refuse. Dusting equipment, furniture, Venetian blinds, fixtures, and other surfaces. Polishing metal fixtures, porcelain bathroom fixtures or trimmings. Replenishing supplies such as: toilet tissue, paper towels, soap, etc. as required. Cleaning lavatories, showers, and other bathroom fixtures. Reporting need for repairs to equipment, furniture, building and fixtures. Performing other duties such as snow removal, leaf raking, grass cutting, edging etc. as assigned.

Education: High School Diploma or GED

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

Education: High School Diploma or GED

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

Education: High School Diploma or GED and formal apprenticeship

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

Education: High School Diploma or GED
**Labor Category: Heating, Refrigeration & Air Conditioning Mechanic**

**Functional Responsibility:** Installs, services and repairs environmental-control systems, utilizing knowledge of refrigeration theory, pipefitting and structural layout. Mounts compressor and condenser units on platform or floor, using hand tools, following blueprints or engineering specifications. Fabricates, assembles and installs ductwork and chassis parts, using portable metalworking tools and welding equipment. Installs evaporator unit in chassis or in air-duct system, using hand tools. Cuts and bends tubing to correct length and shape, using cutting and bending equipment and tools. Cuts and threads pipe, using machine-threading or hand-threading equipment. Joins tubing or pipes to various refrigerating units by means of sleeves, couplings or unions, and solders joints, using torch, forming complete circuit for refrigerant. Installs expansion and discharge valves in circuit. Connects motors, compressors, temperature controls, humidity controls and circulating ventilation fans to control panels and connects control panels to power source. Installs air and water filters in completed installation. Observes pressure and vacuum gauges and adjusts controls to insure proper operation. Tests joints and connections for gas leaks, using gauges or soap-and-water solution. Wraps pipes in insulation batting and secures them in place with cement or wire bands. Replaces defective breaker controls, thermostats, switches, fuses and electrical wiring to repair installed units, using electrician's hand tools and test equipment. May install, repair and service air conditioners, ranging from fifteen to twenty tons cooling capacity, in warehouses and small factory buildings.

**Education:** High School Diploma or GED and formal apprenticeship. CFC Certification Required

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**Labor Category: Laborer**

**Functional Responsibility:** 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 wheelbarrows or hand trucks; stacks materials for storage or binning; collects refuse and salvageable materials. Digs, fills, and tamps earth excavations; 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 appliances; moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment. Spreads sand and salt on icy roads and walkways; picks up leaves and trash.

**Education:** High School Diploma or GED

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**Labor Category: Machinery Maintenance Mechanic**

**Functional Responsibility:** Repairs machinery or mechanical equipment. Work involves most of the following: examining machines and mechanical equipment to diagnose source of trouble; dismantling or partly dismantling machines and performing repairs that mainly involve the use of hand tools in scraping and fitting parts; replacing broken or defective parts with items obtained from stock; ordering the production of a replacement part by a machine shop or sending the machine to a machine shop for major repairs; preparing written specifications for major repairs or for the production of parts ordered from machine shops; reassembling machines and making all necessary adjustments for operation. In general, the work of a Machinery Maintenance Mechanic requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience. Excluded from this classification are workers whose primary duties involve setting up or adjusting machines.

**Education:** High School Diploma or GED
**Labor Category: Maintenance Trades Helper**

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

*Education:* High School Diploma or GED

**Labor Category: Plumber, Maintenance**

*Functional Responsibility:* Assembles, installs and repairs pipes, fittings and fixtures of heating, water, and drainage systems, according to specifications and plumbing codes. Studies building plans and working drawings to determine work aids required and sequence of installations. Inspects structure to ascertain obstructions to be avoided to prevent weakening of structure resulting from installation of pipe. Locates and marks position of pipe and pipe connections and passage holes for pipes in walls and floors, using ruler, spirit level and plumb bob. Cuts openings in walls and floors to accommodate pipe and pipe fittings, using hand tools and power tools. Cuts and threads pipe, using pipe cutters, cutting torch, and pipe-threading machine. Bends pipe to required angle by use of pipe-bending machine or by placing pipe over block and bending it by hand. Assembles and installs valves, pipe fittings, and pipes composed of metals, such as iron, steel, brass and lead, and nonmetals, such as glass, vitrified clay, and plastic, using hand tools and power tools. Joins pipe by use of screws, bolts, fittings, solder, plastic solvent, and calks joints. Fills pipe system with water or air and reads pressure gauges to determine whether system is leaking. Installs and repairs plumbing fixtures, such as sinks, commodes, bathtubs, water heaters, hot water tanks, garbage disposal units, dishwashers, and water softeners. Repairs and maintains plumbing by replacing washers in leaky faucets, mending burst pipes, and opening clogged drains. May weld holding fixtures to steel structural members.

*Education:* High School Diploma or GED and formal apprenticeship

**Labor Category: General Clerk III**

*Functional Responsibility:* Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. 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; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May also direct lower level clerks.

*Education:* High School Diploma or GED

**Labor Category: Order Clerk II**

*Functional Responsibility:* 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 or GED
**Labor Category: Personnel Assistant (Employment) I**

Functional Responsibility: 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. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times.

Works under supervision

**Education:** High School Diploma or GED

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**Labor Category: Customer Service Desk Representative**

Functional Responsibility: Receives, direct and/or respond to incoming calls and visitors; creates Service Call tickets and notifies appropriate building staff via fax or phone; sends email and other mail as assigned; maintains office files and supplies; may handle payments; and assists with daily office tasks under supervision.

**Education:** High School Diploma or GED

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**Labor Category: Service Technician**

Functional Responsibility: Operates and maintains one or more systems which provide an establishment with such services as heat, air-conditioning (cool, humidify, dehumidify, filter, and circulate air), refrigeration, steam or high-temperature water or electricity. Duties may involve: observing and interpreting readings on gauges, meters and charts which register various aspects of the system's operation, adjusting controls to insure safe and efficient operation of the system and to meet demands for the service provided; recording in logs various aspects of the system's operation; keeping the engines, machinery and equipment of the system in good working order. May direct and coordinate activities of other workers (not stationary engineers) in performing tasks directly related to operating and maintaining the system or systems. The classification excludes head or chief engineers in establishments employing more than one engineer; workers required to be skilled in the repair of electronic control equipment; workers in establishments producing electricity, steam, or heated or cooled air primarily; and Boiler Tenders. Have basic knowledge in electricity, HVAC, plumbing, controls, and carpentry duties.

**Education:** High School Diploma or GED and formal apprenticeship. Must meet State and local requirements for applicable licensure. (Typically Stationary Engineer License)
**Labor Category: Chief Engineer**

Functional Responsibility: Manages projects under supervision of senior management staff. Duties may include the following: serves as liaison between client and building operational staff; coordinates all operational and repair-related issues with project staff, maintains and supervises Equipment and Maintenance Inventory; ensures timely provision of proper tools and safety equipment for staff to perform routine and preventive maintenance jobs; supervises and directs building operations staff; delegate tasks; maintains current Building Operating Protocols; develop change order project proposals, verifies scope of work, develops price quotations and supervises work projects; provides consultation, performs inspections, and creates reports.

**Education:** High School Diploma. Must meet applicable state and local licensing requirements.

**Labor Category: Administrative Assistant**

Functional Responsibility: Provides administrative support in support of program goals. Duties may include a combination of the following: entering and monitoring data, creating and delivering service tickets and reports, manages mail, maintains databases, answers phones and other customer service needs, maintain payroll data, gathers log sheets, tour inspections, and preventive maintenance sheets for monthly reports; and other administrative duties as assigned.

**Education:** High School Diploma or GED