



**C. J. Enterprises, Inc.**  
**Records and Information Management**

***Authorized Federal Supply  
Schedule Pricelist***

CONTRACT NUMBER GS-25F-0191M



**Federal Supply Service**  
U.S. General Services Administration

*This Schedule Contract Pricelist is approved. Contract effective July 31, 2012 through July 30, 2017.*

# GENERAL SERVICES ADMINISTRATION

## FEDERAL SUPPLY SERVICE

### AUTHORIZED FEDERAL SUPPLY SERVICE SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!™*, a menu-driven database system. The Internet address for *GSA Advantage!™* is:  
<http://www.gsaadvantage.gov/>.

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## Office, Imaging, and Document Solutions

### FSC Group 36

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CONTRACT NUMBER GS-25F-0191M

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at  
<http://www.fss.gsa.gov/>.



**C. J. Enterprises, Inc.**

**Records and Information Management**

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Phone: (423) 899-1770 Fax: (423) 894-4484

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<http://www.cje.com>

**Contract Period: July 31, 2012 through July 30, 2017**

**Business Size: Small, Women-Owned, Disadvantaged**



**Authorized Federal Supply Service Schedule 36 Price List**  
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**1a. Awarded Special Item Numbers (SINs)**

<u>SIN</u>	<u>Description</u>
51 501	Needs Assessment and Analysis Services
51 504	Records Management Services
51 505	Document Production Services
51 506	Document Conversion Services
51 508	Litigation Support Services
733 1	Mail Room Administrative Support
733 3	Miscellaneous Mail Services

Your records are the life of your organization. CJE's records management services provide a comprehensive capability to solve the daily challenges posed by the movement, manipulation, archiving, security, and management of your documents.

Every minute wasted in search of misfiled records affects your budget. Our team of experts can help to create a more efficient and less expensive environment.

The services provided by CJE under this schedule may include, but are not limited to, the following:

- Administrative Support Services
- Classified Document Control
- Document Center Management
- Document Imaging & Content Management
- Environmental Records Management
- File Room Operation and Management
- Mail Room & Mail Support Services
- Needs Assessments
- Preparation of Files for Off-site Storage
- Project Planning
- Publication Distribution Facility Management
- Records Retention Schedules
- Security Support
- Web Support Services
- Writing and Editing

**1b. Lowest Priced Model Number: Not Applicable**

**1c. Labor Categories Price List (applicable to all SIN's)**

All prices shown are net, discounted prices to the government. Additional discounts may be available and will be negotiated on a task-by-task order basis based on size and complexity of the scope of work. Prices include labor only without overtime and are based upon SCA-WD #2005-2491 Rev (10). All other project related costs, including travel if required, will be negotiated with each task order.

<i>Labor Category</i>		<b>Jul 31 12 - Sep 30 12</b>	<b>Oct 1 12 - Sep 30 13</b>	<b>Oct 1 13 - Sep 30 14</b>	<b>Oct 1 14 - Sep 30 15</b>	<b>Oct 1 15 - Sep 30 16</b>	<b>Oct 1 16 - Jul 30 17</b>
1.	Program Manager	102.82	105.89	109.07	112.34	115.71	119.18
2.	Project Manager I	81.07	83.50	86.01	88.59	91.25	93.99
3.	Project Manager II	107.77	110.99	114.32	117.75	121.28	124.92
4.	Project Manager III	133.46	137.46	141.58	145.83	150.20	154.71
5.	Quality Manager	70.20	72.29	74.46	76.69	78.99	81.36
6.	Project Leader I	44.50	45.82	47.19	48.61	50.07	51.57
7.	Project Leader II	52.40	53.97	55.59	57.26	58.98	60.75
8.	Records Management Specialist I	43.37	44.67	46.01	47.39	48.81	50.27
9.	Records Management Specialist II	51.08	52.60	54.18	55.81	57.48	59.20
10.	Records Management Specialist III	57.82	59.55	61.34	63.18	65.08	67.03
11.	Document Preparation Clerk	29.02	29.88	30.78	31.70	32.65	33.63
12.	Document Control Specialist I	26.99	27.79	28.62	29.48	30.36	31.27
13.	Document Control Specialist II	31.81	32.76	33.74	34.75	35.79	36.86
14.	Document Control Specialist III	33.73	34.74	35.78	36.85	37.96	39.10
15.	Duplicating Machine Operator	29.02	29.88	30.78	31.70	32.65	33.63
16.	Scanner Operator I	29.88	30.77	31.69	32.64	33.62	34.63
17.	Scanner Operator II	34.70	35.74	36.81	37.91	39.05	40.22
18.	Imaging Technician I	38.55	40.87	42.10	43.36	44.66	46.00
19.	Imaging Technician II	43.37	44.89	46.24	47.63	49.06	50.53
20.	Imaging Technician III	46.45	47.84	49.28	50.76	52.28	53.85
21.	Admin Assistant I	47.23	48.64	50.10	51.60	53.15	54.74
22.	Admin Assistant II	51.08	52.60	54.18	55.81	57.48	59.20
23.	Data Entry Operator I	25.07	29.23	30.11	31.01	31.94	32.90
24.	Data Entry Operator II	30.84	31.76	32.71	33.69	34.70	35.74
25.	General Clerk I	26.99	27.79	28.62	29.48	30.36	31.27
26.	General Clerk II	31.81	32.76	33.74	34.75	35.79	36.86
27.	General Clerk III	33.73	34.74	35.78	36.85	37.96	39.10
28.	Receptionist	26.02	27.95	28.79	29.65	30.54	31.46
29.	Messenger Courier	25.07	25.81	26.58	27.38	28.20	29.05
30.	Accounting Clerk I	30.84	31.76	32.71	33.69	34.70	35.74
31.	Accounting Clerk II	34.70	35.74	36.81	37.91	39.05	40.22
32.	Accounting Clerk III	37.59	38.71	39.87	41.07	42.30	43.57



<i>Labor Category</i>		Jul 31 12 - Sep 30 12	Oct 1 12 - Sep 30 13	Oct 1 13 - Sep 30 14	Oct 1 14 - Sep 30 15	Oct 1 15 - Sep 30 16	Oct 1 16 - Jul 30 17
33.	Computer Support Technician I	53.00	54.58	56.22	57.91	59.65	61.44
34.	Computer Support Technician II	62.63	64.51	66.45	68.44	70.49	72.60
35.	Computer Support Technician III	72.27	74.44	76.67	78.97	81.34	83.78
36.	Computer Systems Analyst I	51.08	56.62	58.32	60.07	61.87	63.73
37.	Computer Systems Analyst II	59.74	65.18	67.14	69.15	71.22	73.36
38.	Computer Systems Analyst III	68.42	78.02	80.36	82.77	85.25	87.81
39.	Computer Systems Analyst IV	78.04	90.86	93.59	96.40	99.29	102.27
40.	Database Administrator	97.31	107.98	111.22	114.56	118.00	121.54
41.	Database Specialist I	78.04	82.30	84.77	87.31	89.93	92.63
42.	Database Specialist II	81.90	90.86	93.59	96.40	99.29	102.27
43.	Network Administrator	81.90	90.86	93.59	96.40	99.29	102.27
44.	Technical Instructor	45.77	47.15	48.56	50.02	51.52	53.07
45.	Tech Instructor/Course Developer	54.92	56.57	58.27	60.02	61.82	63.67
46.	Technical Writer I	52.03	53.59	55.20	56.86	58.57	60.33
47.	Technical Writer II	57.33	59.05	60.82	62.64	64.52	66.46
48.	Technical Writer III	62.63	68.78	70.84	72.97	75.16	77.41
49.	Librarian	54.92	56.57	58.27	60.02	61.82	63.67
50.	Library Aide/Clerk	30.84	31.76	32.71	33.69	34.70	35.74
51.	Medical Assistant	29.88	31.37	32.31	33.28	34.28	35.31
52.	Medical Records Specialist I	31.32	32.26	33.23	34.23	35.26	36.32
53.	Medical Records Specialist II	38.06	39.21	40.39	41.60	42.85	44.14
54.	Medical Transcriptionist	35.18	36.23	37.32	38.44	39.59	40.78
55.	Consultant/Technical Specialist I	78.04	80.38	82.79	85.27	87.83	90.46
56.	Consultant/Technical Specialist II	105.02	108.17	111.42	114.76	118.20	121.75
57.	Consultant/Technical Specialist III	130.08	133.98	138.00	142.14	146.40	150.79
58.	Consultant/Technical Specialist IV	158.97	163.73	168.64	173.70	178.91	184.28
59.	Mailroom Supervisor	34.70	35.74	36.81	37.91	39.05	40.22
60.	Lead Mail Clerk	31.81	32.76	33.74	34.75	35.79	36.86
61.	Mail Clerk	27.96	28.79	29.65	30.54	31.46	32.40
62.	Material Coordinator	40.47	43.10	44.39	45.72	47.09	48.50
63.	Forklift Operator	33.25	34.25	35.28	36.34	37.43	38.55
64.	Warehouse Specialist	33.25	34.25	35.28	36.34	37.43	38.55
65.	Shipping/Receiving Clerk	30.84	31.76	32.71	33.69	34.70	35.74

2. **Maximum Order:** All SINS \$1,000,000
3. **Minimum Order:** \$500.00
4. **Geographic Coverage (Delivery Area):** Coverage is available in 48 contiguous states and the District of Columbia
5. **Point(s) of Production:** CJE's facility in Chattanooga, Tennessee (Hamilton County), and elsewhere as required by the customer.
6. **Statement Of Net Price:** All prices shown are net, discounted prices to the government.
7. **Quantity Discounts:** Negotiated on a task-by-task order basis based on size and complexity of the scope of work.
8. **Prompt Payment Terms:** Net 30 days.
- 9a. **Notification That Government Purchase Cards Are Accepted At Or Below The Micropurchase Threshold:** CJE will accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written task/delivery orders.
- 9b. **Notification Whether Government Purchase Cards Are Accepted Or Not Accepted Above The Micropurchase Threshold:** Government purchase cards will be acceptable for payment above the micro-purchase threshold.
10. **Foreign Items:** Not Applicable
- 11a. **Time Of Delivery:** CJE will adhere to the delivery schedule as specified by the agency's purchase order.
- 11b. **Expedited Delivery:** Not Applicable
- 11c. **Overnight And 2-Day Delivery:** Not Applicable
- 11d. **Urgent Requirements:** Not Applicable
12. **F.O.B Points(s):** 48-Contiguous States and the District of Columbia: F.O.B. Destination
- 13a. **Ordering Address:**

C. J. Enterprises, Inc.  
7010 Lee Highway, Suite 214  
Chattanooga, TN 37421  
Phone: (423) 899-1770 or (800) 860-8049  
Email: [GSA@CJE.com](mailto:GSA@CJE.com)
- 13b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at The GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).

**14. Payment Address:**

**Check:** C. J. Enterprises, Inc.  
PO Box 21768  
Chattanooga, TN 37424  
**Wire:** Bank: Regions Bank, Chattanooga, TN  
ABA#: 084000084  
Account: C. J. Enterprises, Inc.  
Account #: 7601003437

**15. Warranty Provision:** CJE warrants that the services to be provided will be performed in a professional manner, and will meet the specifications of the requested services. Customer's exclusive remedy for breach of this warranty is to have CJE re-perform any services whose non-compliance with this warranty is made known to CJE in writing within 90 days after performance of the non-compliant services.

**16. Export Packing Charges:** Not Applicable

**17. Terms And Conditions Of Government Purchase Card Acceptance (Any Thresholds Above The Micropurchase Level):** Per Schedule

**18. Terms And Conditions Of Rental, Maintenance And Repair:** Not Applicable

**19. Terms And Conditions Of Installation:** Not Applicable

**20. Terms And Conditions Of Repair Parts, Etc:** Not Applicable

**20a. Terms And Conditions For Any Other Services:** Not Applicable

**21. List Of Service And Distribution Points:** Not Applicable

**22. List Of Participating Dealers:** Not Applicable

**23. Preventive Maintenance:** Not Applicable

**24a. Environmental Attributes:** Not Applicable

**24b. Section 508 Compliance:** Yes, where applicable.

**25. Data Universal Number System (Duns) Number:** 138908454

**26. Notification Regarding Registration In Central Contractor Registration (CCR) Database:** CJE is registered and current

**C. J. Enterprises, Inc.**  
**GSA Schedule 36**  
**Labor Category Descriptions**

**1. Program Manager**

**Minimum/General Experience:**

Eight to fifteen years of experience providing management and technical direction to multiple complex projects and project personnel. Must be familiar with the principles of exercising independent judgment, as well as a high level of analytical skill, in solving complex and unusual technical, administrative, and managerial problems. Must have direct management experience in supporting records and information management operations and possesses an understanding of information management technologies including electronic imaging.

**Functional**

Under general supervision, responsible for all aspects of performance (i.e. technical, contractual, administrative, financial). Provides overall direction of program activities. Consults with the customer to ensure conformity to contractual obligations, establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks; and assumes the initiative and provides support to marketing personnel in identifying and acquiring

**Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

**2. Project Manager I**

**Minimum/General Experience:**

Six years of experience providing management and technical direction to project personnel. Must be familiar with the principles of regularly exercising independent judgment, as well as a high level of analytic skill in solving complex technical, administrative, and managerial problems. Must have direct management experience in supporting records and information management operations and posses an understanding of information management technologies including electronic imaging. Provides overall direction for all project level activities.

**Functional**

Position level based on specific requirement. Under general supervision, responsible for all aspects of project performance (i.e., technical, contractual, administrative, financial). Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, and oversees the successful completion of all assigned tasks. Provides overall direction for all project level activities.

**Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

### **3. Project Manager II**

#### **Minimum/General Experience:**

Six years of experience providing management and technical direction to project personnel. Must be familiar with the principles of regularly exercising independent judgment, as well as a high level of analytic skill in solving complex technical, administrative, and managerial problems. Must have direct management experience in supporting records and information management operations and possesses an understanding of information management technologies including electronic imaging. Provides overall direction for all project level activities.

#### **Functional**

Position level based on specific requirement. Under general supervision, responsible for all aspects of project performance (i.e., technical, contractual, administrative, financial). Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, and oversees the successful completion of all assigned tasks. Provides overall direction for all project level activities.

#### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

### **4. Project Manager III**

#### **Minimum/General Experience:**

Six years of experience providing management and technical direction to project personnel. Must be familiar with the principles of regularly exercising independent judgment, as well as a high level of analytic skill in solving complex technical, administrative, and managerial problems. Must have direct management experience in supporting records and information management operations and possesses an understanding of information management technologies including electronic imaging. Provides overall direction for all project level activities.

#### **Functional**

Position level based on specific requirement. Under general supervision, responsible for all aspects of project performance (i.e., technical, contractual, administrative, financial). Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, and oversees the successful completion of all assigned tasks. Provides overall direction for all project level activities.

#### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

## **5. Quality Manager**

### **Minimum/General Experience:**

Minimum 5 years work experience in Quality Assurance, should be combined with a demonstrated track record of accomplishments as a Quality Assurance Manager. Experience with international Quality System rules, regulations, including planning and implementation is very important. Oral and written communication skills, strong interpersonal skills, and superior organizational abilities. Ability to take initiative, to maintain confidentiality, to meet deadlines, and to work in a team environment essential. PC-based computing experience essential.

### **Functional**

Performs internal audits. Addresses non-conformities from previous internal and external audits. Conducts Management Review of the Quality System. Follows-up on and closes pending Preventive and Corrective Action Requests. Insures that organizational systems and training is in place. Ensures that documentation and design controls are appropriate for organization. Administers document control and configuration management system. Assists the management team and provide QA support as necessary

### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

## **6. Project Leader I**

### **Minimum/General Experience:**

Minimum one year of applicable experience.

### **Functional**

Consultant in specific functional area of project. Supports the development of work plans to fulfill Government requirements. Supports formulation of milestone schedules or other documented plans.

### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

## **7. Project Leader II**

### **Minimum/General Experience:**

Minimum three years of applicable experience.

### **Functional**

Consultant in specific functional area of project. Supports the development of work plans to fulfill Government requirements. Supports formulation of milestone schedules or other documented plans.

### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.



## **8. Records Management Specialist I**

### **Minimum/General Experience:**

Minimum 6 months previous experience. Database knowledge. Ability to perform alphanumeric filing. Good computer skills. Good communication skills, both oral and written. Ability to file and perform data entry. Operating knowledge of standard office equipment. Knowledge and ability to process classified documents.

### **Functional**

Coordinate and track document requests. Coordinate classification reviews. Submit documents and track in a database. Answer customer requests for documents or assistance. Box preparation for expired records destruction. Records receipt and storage including indexing. Populate databases. Perform database queries. Perform QC of box contents. Perform inventory reconciliations. Provide classified mail services.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **9. Records Management Specialist II**

### **Minimum/General Experience:**

Minimum 1 year previous experience. Database knowledge. Ability to perform alphanumeric filing. Good computer skills. Good communication skills, both oral and written. Ability to file and perform data entry. Operating knowledge of standard office equipment. Knowledge and ability to process classified documents.

### **Functional**

Coordinate and track document requests. Coordinate classification reviews. Submit documents and track in a database. Answer customer requests for documents or assistance. Box preparation for expired records destruction. Records receipt and storage including indexing. Populate databases. Perform database queries. Perform QC of box contents. Perform inventory reconciliations. Knowledge of NARA and FRC requirements.

### **Education**

Associates degree in a related field, or an equivalent combination of training and/or experience.

## **10. Records Management Specialist III**

### **Minimum/General Experience:**

Minimum 3-5 years previous experience. Database knowledge. Ability to perform alphanumeric filing. Good computer skills. Good communication skills, both oral and written. Ability to file and perform data entry. Operating knowledge of standard office equipment. Knowledge and ability to process classified documents. Knowledge of NARA and FRC requirements.

### **Functional**

Coordinate and track document requests. Coordinate classification reviews. Submit documents and track in a database. Answer customer requests for documents or assistance. Box preparation for expired records destruction. Records receipt and storage including indexing. Populate databases. Perform database queries. Perform QC of box contents. Perform inventory reconciliations.

### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

## **11. Document Preparation Clerk**

### **Minimum/General Experience:**

One year clerical experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction.

### **Functional**

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

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **12. Document Control Specialist I**

### **Minimum/General Experience:**

Must have a minimum of one year general office experience. Must be reliable and have good work habits. Must be able to coordinate tasks and maintain accountability for vital project functions. Must have demonstrated ability to maintain security of record collection. Must be able to lift boxes weighing twenty-five to thirty pounds numerous times throughout the day.

### **Functional**

Responsible for the tracking and maintaining location of all records utilizing a personal computer based tracking system. Specific duties include scanning in all bar coded boxes and their locations; updating tracking system as required; performing archiving of records; performing shipping and receipt of records; coordinating the pickup, storage, and delivery of boxes; performing records searches as requested by clients; maintaining logs on the receipt and shipment of records; performing document destruction and archiving; performing periodic inventories of records; and performing additional document control tasks as assigned.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **13. Document Control Specialist II**

### **Minimum/General Experience:**

One-year data entry experience. Minimum of one year records management experience. Must be reliable and have good work habits. Must be able to coordinate tasks and maintain accountability for vital project functions. Highly organized individual with experience in records management, filing procedures and techniques, and the use of personal computer based databases. Must have demonstrated ability to maintain security of record collection. Must be able to prioritize various tasks, interpret specific instructions and apply creative problem solving techniques.

### **Functional**

Responsible for the tracking and maintaining location of all records utilizing a personal computer based tracking system. Specific duties include scanning in all bar coded boxes and their locations; updating tracking system as required; performing daily backups of the database; performing archiving of records; performing shipping and receipt of records; coordinating the pickup, storage, and delivery of boxes; supervising the movement of boxes through all tasks from initial receipt through final destruction or archiving; performing records searches as requested by clients; maintaining logs on the receipt and shipment of records; performing periodic inventories of records; and performing additional document control

### **Education**

High school diploma or an equivalent combination of training and/or experience.

#### **14. Document Control Specialist III**

##### **Minimum/General Experience:**

Minimum of three years document control or records management experience. Must be able to coordinate tasks and maintain accountability for vital project functions. Highly organized individual with experience in records management, filing procedures and techniques, and the use of personal computer based databases. Must have demonstrated ability to maintain security of record collection. Must be able to prioritize various tasks, interpret specific instructions and apply creative problem solving.

##### **Functional**

Responsible for the tracking and maintaining location of all records utilizing a personal computer based tracking system. Specific duties include scanning in all bar coded boxes and their locations; updating tracking system as required; performing archiving of records; performing shipping and receipt of records; coordinating the pickup, storage, and delivery of boxes; performing records searches as requested by clients; maintaining logs on the receipt and shipment of records; performing document destruction and archiving; performing periodic inventories of records; and performing additional document control tasks as assigned. May supervise other document center staff.

##### **Education**

High school diploma or GED. Two or Four year degree preferred.

#### **15. Duplicating Machine Operator**

##### **Minimum/General Experience:**

Must have a minimum of one year experience operating high speed copiers. Must be reliable and have good work habits. Must be able to coordinate tasks and maintain accountability for vital project functions.

##### **Functional**

Operates one or more photocopying office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Operates small binding machines. Performs clerical duties associated with the request for printing and photographic services. Prepares assembly sheets and printing requisitions with specifications for printing and binding. Keeps record of work, and delivers and picks up work. Performs minor repairs and preventive maintenance. Maintains an inventory of supplies and parts needed for reproduction equipment. Coordinates repairs with vendors.

##### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **16. Scanner Operator I**

### **Minimum/General Experience:**

Work experience in the operation of office equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Operators must successfully complete a training program on scanner operation and maintenance. Proficient in the general use of personal computers.

### **Functional**

Position requires the operation of high-speed scanner or cameras to perform imaging or microfilming. Scanning and microfilming must be carried out according with established, written procedures. Operators must become thoroughly familiar with document preparation procedures. Operators may be required to perform daily, weekly, and monthly maintenance routines including minor repair service on cameras. Operators are expected to meet daily production goals and quality standards. Operators must have an eye for detail and be meticulous in task performance. Operators are required to accurately maintain daily production logs.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **17. Scanner Operator II**

### **Minimum/General Experience:**

One year work experience in the operation of office equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction. May require specific experience in the use of a particular brand or type of equipment. Proficient in the general use of personal computers.

### **Functional**

Position requires the operation of high-speed scanner or microfilm cameras to perform imaging or microfilming. Scanning and microfilming must be carried out according to established, written procedures. Operators must become thoroughly familiar with document preparation procedures. Operators may be required to perform daily, weekly, and monthly maintenance routines including minor repair service on cameras. Operators are expected to meet daily production goals and quality standards. Must have an eye for detail and be meticulous in task performance. Operators are required to accurately maintain daily production logs. May provide training to new operators on scanner and

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **18. Imaging Technician I**

### **Minimum/General Experience:**

Work experience in the operation of photo digitizing equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Proficient in general use of personal computers.

### **Functional**

Digitizes images into databases for preservation and enhancement by imaging software. Uses hardware and software to fine-tune original digital image for color and resolution and performs quality assurance. Stores digital image files on various digital media. Keeps records of workflow, image creation and storage of digital files.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **19. Imaging Technician II**

### **Minimum/General Experience:**

One to three years work experience in the operation of photo digitizing equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction. Proficient in general use of personal computers.

### **Functional**

Digitizes images for preservation and enhancement by imaging software. Uses hardware and software to fine-tune original digital image for color and resolution and performs quality assurance. Stores digital image files on various digital media. Keeps records of workflow, image creation and storage of digital files.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **20. Imaging Technician III**

### **Minimum/General Experience:**

Three to five years work experience in the operation of photo digitizing equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction. Proficient in general use of personal computers.

### **Functional**

Digitizes images for preservation and enhancement by imaging software. Uses hardware and software to fine-tune original digital image for color and resolution and performs quality assurance. Stores digital image files on various digital media. Keeps records of workflow, image creation and storage of digital files. Develops procedures for programming and execution of software to manipulate digital images.

### **Education**

High school diploma or GED. Two or four year degree preferred.

## **21. Admin Assistant I**

### **Minimum/General Experience:**

Minimum two years of applicable administrative experience.

### **Functional**

Administrative support specifically dedicated to the requirements of the project team. Plans and produces correspondence, reports, proposals, memos, and other documentation using a personal computer. Operates spreadsheet software such as Excel to produce finished documents. Proofreads completed documents. Provides copying and production

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **22. Admin Assistant II**

### **Minimum/General Experience:**

Minimum four years of progressively responsible administrative experience.

### **Functional**

Administrative support specifically dedicated to the requirements of the project team. Performs a wide range of clerical and administrative duties including, for example, typing, filing, tracking of time records, word processing, dictation, and composition of own correspondence.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **23. Data Entry Operator I**

### **Minimum/General Experience:**

One to three months clerical experience to acquire skills necessary to perform routine data entry activities; or equivalent combination of education and experience. An optional typing speed of 20-30 corrected words per minute may be required.

### **Functional**

Perform a variety of routine data entry activities in accordance with established departmental procedures. Operates a variety of data entry equipment to transform, transcribe and verify source material to computer-readable media; enter into database and retrieve data from computer terminal according to established guidelines. Abstracts and codes designated information from source material according to predetermined coding system; research lost or missing information in accordance with established procedures. Verifies accuracy, validity and completion of transcribed data by computer verification, proofreading computer display or printout, or other applicable methods; makes corrections as necessary.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **24. Data Entry Operator II**

### **Minimum/General Experience:**

Minimum of 6 months clerical experience to acquire skills necessary to perform routine data entry activities. Typing speed of 20-30 corrected words per minute may be required.

### **Functional**

Perform a variety of routine data entry activities in accordance with established departmental procedures. Operates a variety of data entry equipment to transform, transcribe and verify source material to computer-readable media; enter into database and retrieve data from computer terminal according to established guidelines. Abstracts and codes designated information from source material according to predetermined coding system; research lost or missing information in accordance with established procedures. Reformats, rearranges and/or interprets material as necessary utilizing standard applications and methods. Verifies accuracy, validity and completion of transcribed data by computer verification, proofreading computer display or printout, or other applicable methods; makes corrections as necessary. Compiles reports from existing records; assists with special projects by searching computer files and gathering records as requested. Maintains associated logs and records in accordance with established priorities and procedures.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **25. General Clerk I**

### **Minimum/General Experience:**

Six months to one year of clerical experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction.

### **Functional**

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task. May have responsibility for preparing a variety of documents for microfilming and electronic imaging using written guidelines. Must acquire a thorough understanding of the guidelines for processing records, have an eye for detail and be meticulous in performing all document related tasks. Must also become familiar with the computer-based tracking systems and the document retrieval and re-filing procedures.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **26. General Clerk II**

### **Minimum/General Experience:**

Three to five years of clerical experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction.

### **Functional**

Work requires a familiarity with the terminology of the office unit. Selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others. Must have a thorough understanding of the guidelines for processing records, have an eye for detail and be meticulous in performing all document related tasks. Must also become familiar with the computer-based tracking systems and the document retrieval and re-filing procedures. Must be able to assist less experienced staff in the performance of office

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **27. General Clerk III**

### **Minimum/General Experience:**

Five or more years clerical experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction.

### **Functional**

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; preparing reports or other records; verifying statistical reports for accuracy and completeness; and handling and adjusting complaints. May also direct lower level clerks. Must have a thorough understanding of the guidelines for processing records, have an eye for detail and be meticulous in performing all document related tasks. Must also be proficient with the computer-based tracking systems and the document retrieval and re-filing procedures. Must be able to assist in training less experienced staff in the performance of office procedures.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **28. Receptionist**

### **Minimum/General Experience:**

Minimum 1 year customer service experience. Excellent phone etiquette. Excellent verbal communication skills. Punctual. Should be customer service driven. Knowledge of MS Office. Able to multi-task.

### **Functional**

Professionally administers all incoming calls. Ensures phone calls are redirected accordingly. Greets guests in a professional, friendly, hospitable manner. Types memos, correspondence, reports, and other documents. Performs a variety of clerical duties. Maintains associated logs and records in accordance with established priorities and procedures.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **29. Messenger Courier**

### **Minimum/General Experience:**

Must have demonstrated ability to maintain security of documents and packages entrusted. Demonstrated ability to work independently and without distraction. Must possess a valid state drivers license.

### **Functional**

Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. 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 an establishment.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **30. Accounting Clerk I**

### **Minimum/General Experience:**

Six months of experience in an accounting or bookkeeping environment. Must have a basic knowledge of routine clerical methods, office practices and procedures as they relate to the clerical processing and recording of transactions.

### **Functional**

Responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. Completed work will be reviewed for accuracy and compliance with procedures.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

### **31. Accounting Clerk II**

#### **Minimum/General Experience:**

Two or more years accounting experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Demonstrated ability to work independently and without distraction. Must have a knowledge and understanding of established and standardized accounting procedures and techniques used in an accounting system. Requires a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

#### **Functional**

Uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. Reviews computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. Determines reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.

#### **Education**

Associates degree in a related field, or an equivalent combination of training and/or experience.

### **32. Accounting Clerk III**

#### **Minimum/General Experience:**

Five or more years accounting experience. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Must have a knowledge and understanding of established and standardized accounting procedures and techniques used in an accounting system. Requires a thorough knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

#### **Functional**

Maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include: reviewing invoices and statements; verifying information; ensuring sufficient funds have been obligated; and if questionable, resolving accounts involved with the submitting unit. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.

#### **Education**

Bachelor's degree in a related field, or an equivalent combination of training and/or experience.

### **33. Computer Support Technician I**

#### **Minimum/General Experience:**

Six months experience in installation and support of computer systems. Must have good work habits with the ability to follow established guidelines and consistently produce high quantities of quality work. Demonstrated ability to work independently and without distraction. May require specific experience in the communications and/or computer systems field.

#### **Functional**

Installs computer, network, and communications equipment. Consults with staff and users to identify and recommend solutions to operating procedure problems. Monitors computer systems and performs routine tests and maintenance. Installs computer programs and software packages, including operating systems and other commercial products.

#### **Education**

High school diploma or an equivalent combination of training and/or experience.

### **34. Computer Support Technician II**

#### **Minimum/General Experience:**

Two years experience in installation and support of computer systems or equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high quantities of quality work. Demonstrated ability to work independently and without distraction. May require experience or training with specific brands or types of equipment.

#### **Functional**

Installs and/or repairs computer, network, communications, and similar equipment which may include printers, scanners, and copiers. Consults with staff and users to identify and recommend solutions to operating procedure problems. May conduct end-user training in equipment maintenance and operations. Monitor computer systems and performs routine and specialized tests and maintenance. Installs computer programs and software packages, including operating systems and other commercial software.

#### **Education**

Some college or advanced training or an equivalent combination of training and/or experience. Two or four year degree preferred.

### **35. Computer Support Technician III**

#### **Minimum/General Experience:**

Four years experience in installation and support of computer systems or equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high quantities of quality work. Demonstrated ability to work independently and without distraction. Requires specific experience in equipment maintenance or advanced skills in communications and/or computer systems field.

#### **Functional**

Provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. Performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Installs and tests personal computers, printers, scanners, and other peripherals, configures operating system, loads shrink-wrap programs and other application software programs. Troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.

#### **Education**

Some college or advanced training or an equivalent combination of training and/or experience. Two or four year degree preferred.

### **36. Computer Systems Analyst I**

#### **Minimum/General Experience:**

Two years experience in analysis and design of business applications on complex, large scale or web-based systems, including experience in data base management concepts.

#### **Functional**

Carries out fact finding and analysis as assigned, usually of a single activity or a routine problem; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided. May research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. May supervise technicians and others who assist in specific assignments.

#### **Education**

Bachelors degree in Computer Science, Information Systems, Engineering, Business, or a related field, or an equivalent combination of training and/or experience.

### **37. Computer Systems Analyst II**

#### **Minimum/General Experience:**

Minimum five years of increasingly responsible, analysis and design of business applications on complex, large scale or web-based systems, including extensive computer programming and experience in data base management concepts.

#### **Functional**

Consultant in specific functional area of a project; supports the analysis and evaluation of Government requirements. Supports and advises to define the problem, data availability, report requirements, and system design issues. Applies systems analysis and design skills in an area such as a record keeping or scientific operation. Reviews proposals that 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; and upon approval of synopsis, prepares specifications for development of computer programs.

#### **Education**

Bachelors degree in Computer Science, Information Systems, Engineering, Business, or a related field, or an equivalent combination of training and/or experience.

### **38. Computer Systems Analyst III**

#### **Minimum/General Experience:**

Minimum eight years of increasingly complex and responsible experience managing or performing information systems design activities using current, applicable programming languages.

#### **Functional**

Consultant in a specific functional area of project. Supports analysis and evaluation of major system project requirements of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the system. 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; recommends optimum approach and develops system design for approved projects. May serve as lead analyst in a design subgroup, directing and integrating the work of subordinates.

#### **Education**

Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or equivalent experience in a related discipline or equivalent education and/or experience.

### **39. Computer Systems Analyst IV**

#### **Minimum/General Experience:**

Minimum 11 years of increasingly complex and responsible experience managing or performing information systems design activities using current, applicable programming languages.

#### **Functional**

Consultant in a specific functional area of a project. Supports the analysis and study of extremely complex system requirements requiring a thorough understanding of all parameters affecting and interfacing with the system for Government agencies. Serves as lead analyst in a design group, directing and integrating the work of subordinates. Leads development team and guides users in formulating requirements; recommends optimum approach and develops system design for approved projects. Requires leadership ability and 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. Produces innovative solutions for a variety of complex problems. Interprets information and informally arbitrates between system users when conflicts exist.

#### **Education**

Bachelors degree in Computer Science, Information Systems, Engineering, Business, or a related field, or an equivalent combination of training and/or experience.

### **40. Database Administrator**

#### **Minimum/General Experience:**

Minimum three years of related database design and implementation experience.

#### **Functional**

Analyzes database requirements of assigned projects. Analyzes and determines information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Applies knowledge of database management systems to coordinate maintenance and changes to databases. Tests and implement changes or new database designs. Must be able to write logical and physical database descriptions, including location, space, access method, and security requirements. Must be able to provide direction to programmers and analysts as required to affect changes to database management systems. Provides answers to database questions. Skills include the knowledge and ability to monitor database, and to analyze and organize data. Must be able to apply new technology designs and programs.

#### **Education**

Bachelors degree in Computer Science, Information Systems, Engineering, Business, or a related field, or an equivalent combination of training and/or experience.

#### **41. Database Specialist I**

**Minimum/General Experience:**

Technical training and one year of applicable experience in relational database environment.

**Functional**

Administrative support specifically dedicated to the requirements of the project team. Performs data entry, queries data research and reports generation activities.

**Education**

Bachelors degree in Computer Science, Information Systems, Engineering, Business, or a related field, or an equivalent combination of training and/or experience.

#### **42. Database Specialist II**

**Minimum/General Experience:**

Technical training and three years of applicable experience in relational database environment.

**Functional**

Administrative support specifically dedicated to the requirements of the project team. Performs data entry, queries data research and reports generation activities at an advanced level. Tests and assists in implementation of changes or new database designs. Skills include the knowledge and ability to monitor database usage and statistics.

**Education**

Bachelors degree in Computer Science, Information Systems, Engineering, Business, or a related field, or an equivalent combination of training and/or experience.

#### **43. Network Administrator**

**Minimum/General Experience:**

Minimum five years of applicable systems administration experience.

**Functional**

Consultant in specific functional area of project. Assists Government in the installation of network hardware and software. Supports new business installations and existing business hardware enhancements. Assists in acquisition installation and maintenance and usage of wide and/or local area networks.

**Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

#### **44. Technical Instructor**

##### **Minimum/General Experience:**

Minimum two years of applicable training experience in subject areas related to project assignments.

##### **Functional**

Teaches one or more short courses, prepares an instructional program in accordance with training or other course requirements, assembling materials to be presented. Teaches assigned topics in accordance with approved curriculum effectively utilizing all allotted time, maintains proficiency in instructional techniques, incorporates current examples in the teaching process; develops and maintains classroom techniques that reflect professionalism, good discipline and enhance teaching. Alternates teaching techniques in order to maintain high motivation and interest in the subject areas, administers grades, records and critiques examinations; prepares and administers remedial assignments, submits written recommendations for curriculum updates to ensure consistency with changes and innovations in latest applicable publications or documents.

##### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

#### **45. Technical Instructor/Course Developer**

##### **Minimum/General Experience:**

Minimum two years of applicable experience in course development and training. Working knowledge of subject areas related to project assignments.

##### **Functional**

Primarily responsible for curriculum revision and maintenance. Uses a computer to organize and draft a curriculum that breaks a complex subject into blocks or units of instruction, creates graphics, and integrates them into curriculum. Courses may be instructor based, computer-based, simulator based, interactive, or non-interactive. Instructor also teaches short technical courses in accordance with approved curriculum to maintain proficiency and to evaluate and develop new instructional techniques/courses. Job duties also include the following: incorporation of new curriculum in the teaching process, development and maintenance of classroom techniques that reflect professionalism and good discipline and enhance teaching, development of alternative teaching techniques and scenarios to maintain high motivation and interest in the subject areas, and while acting as the testing officer, the conducting of test analysis and development or revision of test items.

##### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

#### **46. Technical Writer I**

**Minimum/General Experience:**

One year of technical writing and copy-editing experience.

**Functional**

Writes and edits standardized material for technical reports, brochures, and/or manuals for internal documentation, customer reference, or publication. Receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures. Researches and analyzes available literature and verifies copy with appropriate departments, and may coordinate production and distribution of materials.

**Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

#### **47. Technical Writer II**

**Minimum/General Experience:**

Minimum two years of technical writing and copy-editing experience, including experience with projects related to assigned technical areas.

**Functional**

Writes and edits material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures. May observe activities to expand or verify the provided operating procedures and details. Researches and analyzes available literature and verifies copy with appropriate departments, and may coordinate production and distribution of materials.

**Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

#### **48. Technical Writer III**

**Minimum/General Experience:**

Minimum five years of technical writing and copy editing experience, including experience with projects related to assigned technical areas.

**Functional**

Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures. Uses observation and interviews with production and engineering personnel to expand or verify details. May specialize in writing material regarding work methods and procedures.

**Education**

Masters degree in a related field, or an equivalent combination of training and/or experience.

#### **49. Librarian**

##### **Minimum/General Experience:**

Three to five years experience directly related to the duties and responsibilities specified. Experience performing complex and specialized tasks requiring advanced skills in a particular library/information specialization, such as circulation, bibliographic services, education, cataloging, media services, and/or library/information systems management. Must have experience overseeing total operation of a library/information specialty unit, participating in the development of policy and procedures. Experience required in planning, implementing, and evaluating services, and establishing service standards.

##### **Functional**

Maintains library collections of books, serial publications, documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials. Furnishes information on library activities, facilities, rules and services. Explains and assists in use of reference sources, such as card or book catalog or book and periodical indexes to locate information. Issues and receives materials for circulation or use in library. Assembles and arranges displays of books and other library materials. Maintains reference and circulation materials. Answers correspondence on special reference subjects.

##### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

#### **50. Library Aide/Clerk**

##### **Minimum/General Experience:**

Six months to one year experience directly related to the duties and responsibilities specified. Must be familiar with performing defined routine technical/clerical procedures and/or customer information services within a library/information specialist unit, such as circulation, bindery operations, bibliographic services, technical services, or cataloging.

##### **Functional**

Performs tasks including; issuing library cards, explaining library rules and borrowing procedures, recording information such as reports of lost or damaged items, requests for materials, and overdue materials. Contacts borrowers by telephoning or issuing overdue notices, shelves books, magazines, and other materials. Accesses and enters limited routine information in a few screens of automated database, performs routine clerical duties such as referring callers or visitors to appropriate staff, and assists with processing duties such as labeling and stamping and preparing materials such as posters or book lists for events.

##### **Education**

High school diploma or GED.

## **51. Medical Assistant**

### **Minimum/General Experience:**

Six months experience in the health care environment. Ability to maintain confidentiality of records.

### **Functional**

Performs clerical tasks related to administration of medical office. Assists physicians in examination and treatment of patients. Prepares treatment rooms for examination of patient. Collects and prepares specimens for shipment to medical laboratories, telephones prescriptions to pharmacy, and authorizes refills as directed. Schedules appointments, arranges for hospital admission and laboratory services, receives money for bills, completes insurance forms, maintains financial records, and records and files patient charts and medical records. May use computer to perform administrative duties.

### **Education**

Certificate in related field or an equivalent combination of training and/or experience.

## **52. Medical Records Specialist I**

### **Minimum/General Experience:**

Two to five years experience in the field of health information management. Must be familiar with health information and records management principles. Proficient in the use of personal computer based databases, knowledge of medical terminology. Ability to maintain confidentiality of records. Ability to read and understand written medical reports.

### **Functional**

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.

### **Education**

Associates degree in field of Health Information Management or an equivalent combination of training and/or experience.

### **53. Medical Records Specialist II**

#### **Minimum/General Experience:**

Five to ten years experience in the field of health information management. Must be familiar with health information and records management principles. Proficient in the use of personal computer based databases, knowledge of medical terminology. Must have direct management experience. Knowledgeable of accrediting agencies standards, i.e. JCAHO, etc.

#### **Functional**

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. Maintains flow of medical records and reports to departments. May assist medical staff in special studies or research.

#### **Education**

Bachelors degree in field of Health Information Management or equivalent training and/or experience. Successful completion of national exam or certification.

### **54. Medical Transcriptionist**

#### **Minimum/General Experience:**

Two years of related work experience. Ability to maintain confidentiality of records. Ability to read and understand written medical reports.

#### **Functional**

Transcribes medical dictation by physicians and other medical practitioners pertaining to patients' assessments, diagnostics, therapy and other medical reports. Prospects must be familiar with standard concepts, practices and procedures within a medical field, be able to perform a variety of tasks and utilize limited experience and independent judgment to accomplish goals.

#### **Education**

High school diploma or equivalent and coursework in medical terminology.

### **55. Consultant/Technical Specialist I**

#### **Minimum/General Experience:**

Minimum 10 years of increasingly complex and responsible experience in area of demonstrated expertise.

#### **Functional**

Consultant in specific functional area of project. Performs research, design and analysis of strategies, analyzing data, presenting results, or preparing study reports and papers. Provides services at the highest level or technical complexity, may require comprehensive specialized knowledge in one or more area. Position level based on specific requirements.

#### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

## **56. Consultant/Technical Specialist II**

### **Minimum/General Experience:**

Minimum 10 years of increasingly complex and responsible experience in area of demonstrated expertise.

### **Functional**

Consultant in specific functional area of project. Performs research, design and analysis of strategies, analyzing data, presenting results, or preparing study reports and papers. Provides services at the highest level or technical complexity, may require comprehensive specialized knowledge in one or more area. Position level based on specific requirements.

### **Education**

Bachelors degree in a related field, or an equivalent combination of training and/or experience.

## **57. Consultant/Technical Specialist III**

### **Minimum/General Experience:**

Minimum 10 years of increasingly complex and responsible experience in area of demonstrated expertise.

### **Functional**

Consultant in specific functional area of project. Performs research, design and analysis of strategies, analyzing data, presenting results, or preparing study reports and papers. Provides services at the highest level or technical complexity, may require comprehensive specialized knowledge in one or more area. Position level based on specific requirements.

### **Education**

Advanced degree in related field or the equivalent education and/or experience.

## **58. Consultant/Technical Specialist IV**

### **Minimum/General Experience:**

Minimum 10 years of increasingly complex and responsible experience in area of demonstrated expertise.

### **Functional**

Consultant in specific functional area of project. Performs research, design and analysis of strategies, analyzing data, presenting results, or preparing study reports and papers. Provides services at the highest level or technical complexity, may require comprehensive specialized knowledge in one or more area. Position level based on specific requirements.

### **Education**

Advanced degree in related field or the equivalent education and/or experience.

### **59. Mailroom Supervisor**

#### **Minimum/General Experience:**

Minimum four years of relevant experience in a distribution or mail facility. Working knowledge of USPS regulations and requirements of other carriers. Prior supervisory experience is required.

#### **Functional**

Administrative support specifically dedicated to the requirements of the project team. Supervises and trains the mailroom staff. Work is performed under minimal supervision. Assists customers in resolving shipping or delivery issues. Provides guidance on other issues including packaging, postage rates, and shipping methods.

#### **Education**

Some college or advanced training or an equivalent combination of training and/or experience. Two or four year degree preferred.

### **60. Lead Mail Clerk**

#### **Minimum/General Experience:**

Minimum three years of relevant experience in a distribution or mail facility. Working knowledge of USPS regulations and requirements of other carriers.

#### **Functional**

Perform any or all of the duties of a Mail Clerk. May work alone or under minimal supervision. May provide supervision to a group of 2-4 mail clerks and/or serve as a back-up when the mailroom supervisor is not present. Assists customers in resolving shipping or delivery issues.

#### **Education**

High school diploma or an equivalent combination of training and/or experience.

### **61. Mail Clerk**

#### **Minimum/General Experience:**

Minimum 1 years related experience.

#### **Functional**

Sort, open and distribute incoming mail according to destination or type of mail such as mail orders, catalog requests, bills, payments, etc. Distribute UPS, Federal Express and other carrier packages between company building locations. Deliver and pick-up interoffice and outgoing mail between company building locations. Process outgoing domestic and international mail. Runs postage machine and prepares outgoing mail for pick-up. May occasionally work alone or under minimal supervision. Assists customers in resolving shipping or delivery issues.

#### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **62. Material Coordinator**

### **Minimum/General Experience:**

Minimum one to three months related experience and/or training; or equivalent combination of education and experience. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

### **Functional**

Reads production schedules, inventory reports, and work orders to determine type and quantity of materials required, availability of stock, and order priority. Confers with department supervisors to determine overdue material and parts and to inform supervisors of material status. Directs Warehouseman to expedite transfer of materials from stock area to production areas. Examines material received, verifies parts numbers, and checks discrepancies such as damaged or unmarked parts. Compares work ticket specifications to material used at work stations to verify appropriate assignment.

### **Education**

High school diploma or an equivalent combination of training and/or experience.

## **63. Forklift Operator**

### **Minimum/General Experience:**

One year of directly relevant experience.

### **Functional**

Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds in a warehouse or similar establishment. Performs other material handling duties as appropriate.

### **Education**

High school diploma or an equivalent combination of training and/or experience. Operator training and certification in compliance with any applicable state laws or agency directives.

## **64. Warehouse Specialist**

### **Minimum/General Experience:**

Mailroom, order fulfillment, or packing experience is helpful.

### **Functional**

Logistical support specifically dedicated to the requirements of the project team. Assists in filing orders and preparing parcels for mailing.

### **Education**

High school diploma or an equivalent combination of training and/or experience.



## **65. Shipping/Receiving Clerk**

### **Minimum/General Experience:**

One to three months related experience and/or training; or equivalent combination of education and experience. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Demonstrated ability to communicate orally or in written form effectively with co-workers, departments, preferably customers and vendors as well. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. With minimal supervision, demonstrate the ability to solve practical problems, interpret, resolving problems and issues using a variety of instructions or guides furnished in written, oral, diagram, or schedule form.

### **Functional**

Compares identifying information and counts, weighs, or measures items of incoming and outgoing shipments to verify information against bills of lading, invoices, orders, or other records. Determines method and mode of shipment to customer requirements. Prepares and expedites shipments. Proper operation of equipment to safety and productivity requirements. Computer literacy. Must be able to understand quality standards, methods and reporting as required.

### **Education**

High school diploma or an equivalent combination of training and/or experience.