



GENERAL SERVICES ADMINISTRATION

AUTHORIZED FEDERAL SUPPLY SERVICE SCHEDULE PRICE LIST

*Temporary, Administrative and Professional Staffing Services*  
**(TAPS)**

FSC GROUP 736

*Special Item Number Services*

736-1 Administrative Support and Clerical Occupations

736-2 Automatic Data Processing Occupations

736-3 General Services and Support

736-4 Information and Arts Occupations including Miscellaneous Occupations

736-5 Technical and Professional Occupations

**The Ravens Group, Inc.**

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**Cage Code 1YKK9**

Products and ordering information in this Authorized Temporary, Administrative and Professional Staffing Services (TAPS) Schedule Price List is also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing GSA's Home Page via the Internet at [www.gsa.gov](http://www.gsa.gov).

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## SECTION 1

### **ABOUT THE RAVENS GROUP**

The Ravens Group provides high quality services that save our government and commercial customers time and money. The Ravens Group assists clients in executing tasks and restructuring business processes in order to achieve greater efficiency and effectiveness. The Ravens Group:

- Has extensive Federal government, professional, and industry experience;
- Has outstanding technical expertise, proven management experience and effective controls in the conduct of operational and logistic planning;
- Maintains a proven track record for being responsive, innovative, and creative in completing requirements;
- Offers a proactive management style and adaptability to changing requirements;

We provide services in several different areas and employ the disciplines identified in the TAPS Special Item Numbers (SINs) 736-1, 736-2, 736-3, 736-4, and 736-5 through our three divisions: Building Services, Health and Human Services, and Consulting. Therefore, we are able to offer temporary employees in a wide range of job fields, from administrative workers to laborers and building maintenance personnel. The Ravens Group pursues both long-term and temporary contract work throughout its three divisions, and personnel can be reassigned from one project to another as needed to facilitate the most efficient use of resources and better fulfill our clients' needs.

#### **Building Services**

The Building Services Division of the Ravens Group provides full service facilities maintenance and management services. The Ravens Group manages facilities ranging in size from one building to large, multiple-building complexes. With our extensive expertise, we can tailor services to meet the client's needs, taking on responsibility for all aspects of facilities management, or providing support for just a few of the facilities maintenance and management operations.

The Ravens Group offers a variety of temporary employees in this area, such as laborers, pipe fitters, shipping/receiving clerks, gardeners, and forklift operators.

#### **Health and Human Services**

The Health and Human Services (HHS) Division recruits, screens and qualifies the best candidates for temporary, contract, or direct hire placement within the Washington, D.C. Metropolitan Area and throughout the United States. HHS is in the business of people, offering the top 20% of talent to our customers. HHS also provides customized needs assessments, targeted candidate recruitment, screening (reference & credentials verification), and interviewing services.

HHS has a reputation for excellence based on our willingness to provide customized services and our ability to successfully complete difficult recruitment challenges. Our team of energetic professionals with over 15 years of human resource, medical, and scientific experience can provide the quality personnel solutions your business needs. The Health and Human Services Division offers temporary employees in the administrative and human resource fields, such as personnel assistants, secretaries, data entry clerks, and other clerical workers. We can also provide occupational and personnel analysts to assist our clients' human resources staff. HHS includes a pool of administrative recruits with backgrounds in the medical field, allowing us to provide medical receptionists and research personnel on a temporary and long-term contract basis.

### **Consulting**

The Consulting Services Division of the Ravens Group is known for its straightforward approach to solving our clients' most complex challenges.

The Ravens Group Consultants work hand-in-hand with clients to improve business performance, drive shareholder value, and create competitive advantage. Along with our collaborative approach, we bring three kinds of business expertise to the table: industry expertise, functional expertise, and the expertise of our alliance partners.

We offer a range of consulting services, including Management Consulting Services, Logistical Support Services, Project Management Services, Construction Management Services, Engineering Support Services, Studies and Analysis Services, Marketing Services, and Training Services. Through this division we can offer temporary employees with specialized backgrounds, such as financial analysts, researchers, computer analysts, and many others.

## **SECTION 2**

### **ORDERING INSTRUCTIONS/TERMS & CONDITIONS**

#### 1a. Table of Awarded Special Item Numbers (SINs)

- 736-1 Administrative Support and Clerical Occupations
- 736-2 Automatic Data Processing Occupations
- 736-3 General Services and Support
- 736-4 Information and Arts Occupations including Miscellaneous Occupations
- 736-5 Technical and Professional Occupations

#### 1b. Lowest Priced Model Number and Price for each SIN: N/A

2. Maximum Order: \$100,000 per SIN

3. Minimum Order: \$100

4. Geographic Coverage: Nationwide (50 states, and Washington DC)

5. Point (s) of Production : N/A
6. Discount from list prices: N/A
7. Quantity discounts: None
8. Prompt payment terms: Net 30 days
- 9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.
- 9b. Government Purchase Cards are not accepted above the micro-purchase threshold.
10. Foreign items: None
- 11a. Time of Delivery: N/A
- 11b. Expedited Delivery: N/A
- 11c. Overnight and 2 day delivery: N/A
- 11d. Urgent Requirements: Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. F.O.B. Point (s): N/A
- 13a. Ordering Address(es): Same as company address
14. Payment address(es): Same as company address
15. Warranty provision: Contractor's standard commercial warranty
16. Export Packing Charges: N/A
17. Terms and conditions of Government Purchase Card Acceptance: The Ravens Group will negotiate acceptance of Government purchase cards for orders that exceed the micro-purchase threshold on a delivery order basis.
18. Terms and conditions of rental, maintenance, and repair: N/A
19. Terms and conditions of installation: N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A
- 20a. Terms and conditions for any other services: N/A
21. List of service and distribution points : N/A

- 22. List of participating dealers: N/A
- 23. Preventative Maintenance: N/A
- 24a. Special attributes such as environmental attributes: N/A
- 24b. Section 508 Compliance for EIT: N/A
- 25. Data Universal Numbering System, (DUNS) number: 01-3778225
- 26. Notification regarding registration in Central Contractor Registration (CCR) database: Contractor has an Active Registration in the CCR database.

### SECTION 3

#### **LABOR CATEGORY DESCRIPTIONS**

SIN 736-1

##### **ACCOUNTING CLERK I**

This position is 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. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures.

##### **ACCOUNTING CLERK II**

This position 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. The Accounting Clerk II may review 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. In this instance, the Accounting Clerk II will determine 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.

##### **ACCOUNTING CLERK III**

The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: 1.) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and

processing material through data processing for application in the accounting system; 2.) analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.

#### ADMINISTRATIVE ASSISTANT

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

#### COURT REPORTER

Records examination, testimony, judicial opinions, judge's charge to jury, judgment, or sentence of court, or other proceedings in court of law by manual or machine shorthand. Reads portions of transcript during trial on judge's request, and asks speakers to clarify inaudible statements. Transcribes recorded material, using typewriter, or dictates material into recording machine. High school/vocational school diploma and training program certificate, 1-5 years experience.

#### DATA ENTRY OPERATOR I

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

#### DATA ENTRY OPERATOR II

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

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

#### DOCUMENT PREPARATION CLERK (Document Preparer)

Prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter or razor knife. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for

copying machine being used, using photocopying machine. Stamps standard symbols on pages or inserts instruction cards between pages of material to notify Duplicating Machine Operator of special handling, such as manual repositioning during copying procedure. Prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as 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. High school/vocational school diploma or GED certificate, 2-4 years experience.

#### DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction worker)

Operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles, and bulletins. Operates small binding machines. Performs clerical duties associated with the request for printing and photographic services. Prepares assembly sheets and printing requisitions with specifications for printing and binding. Keeps record of work, and delivers and picks up work. Performs minor repairs and preventive maintenance. Maintains an inventory of supplies and parts needed for reproduction equipment. Important variables may be indicated by trade name of machine operated. High school/vocational school diploma or GED certificate, 0-2 years experience.

#### GENERAL CLERK I

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

#### GENERAL CLERK II

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

#### GENERAL CLERK III

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

Positions above level IV are excluded. Such positions (which may include supervisory responsibility over lower level clerks) require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.

#### HOUSING REFERRAL ASSISTANT

Provides housing information to an organization's employees moving to a new location. Contacts individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers, and Chambers of Commerce by phone and correspondence to obtain listings of rental or sale properties, possible future prospects of housing, and to develop a working relationship with the housing referral service. Compiles listings of houses, apartments, and mobile homes which may be rented and properties which may be purchased. Periodically, communicates with contacts to update listings. Ensures that property owners are in compliance with nondiscrimination policy. Counsels applicants with regard to special circumstances, e.g., medical or financial hardships, and availability of housing that will meet applicants' needs. Provides information regarding community services, e.g., schools, churches, transportation, hospitals, motels, and job information centers. Searches files, places telephone calls, and makes referrals. Furnishes information to inquirers interested in home purchase regarding locations, owners, agents, price ranges, loans and other related information. Maintains daily records of office activities, including number of applicants, number placed, and agents solicited or listed. Schedules appointments for housing inspectors. Prepares reports, as required, and replies to complaints, investigations, and letters of inquiry. High school/vocational school diploma or GED certificate, 1-4 years experience.

#### MEDICAL RECORD CLERK

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

#### MEDICAL RECORD TECHNICIAN (Medical Record Administrator)

The Medical Record Technician (Medical Record Administrator) 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, and maintains indexes on patient, disease, operation, and other categories. The Medical Record Technician directs routine operation of medical record department, files, or directs Medical Record Clerk to file, patient records, maintains flow of medical records and reports to departments, and may assist medical staff in special studies or research.

#### MESSENGER COURIER

The Messenger Courier delivers messages, documents, packages and mail to various business concerns or governmental agencies. An employee in this role may perform the following: miscellaneous errands, such as carrying mail within the base and sorting or opening incoming and outgoing mail, obtain receipts for articles delivered and keep a log of items received and delivered, or deliver items to offices and departments within an establishment. The Messenger Courier may use a bicycle, golf cart, or motorcycle to perform these duties.

#### ORDER CLERK I

Handles orders involving items which have readily identified uses and applications. Refers to a catalog, manufacturer's manual or similar document to insure that proper item is supplied or to verify price of ordered item. High school/vocational school diploma or GED certificate, 0-2 years experience.

#### ORDER CLERK II

Handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations. High school/vocational school diploma or GED certificate, 2-4 years experience.

#### PERSONNEL ASSISTANT I

This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. This assistant may be required to operate general office equipment such as: typewriter, personal computer, copier, adding machine, and facsimile.

#### PERSONNEL ASSISTANT II

This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various office software packages. Guidance is

provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally.

### PERSONNEL ASSISTANT III

This position performs work in support of human resource professionals that requires a good working knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing applicants, obtaining references, and recommending placement in a well-defined occupation. At this level, assistants typically have a range of personal contacts within and outside the organization, in addition to handling employee-sensitive material. Therefore, the Assistant must be tactful, discrete, and articulate. This Assistant may be involved in identifying potential issues and grievance procedures, in addition to documenting necessary information to avoid company threat. The Personnel Assistant III may make recommendations to human resource professionals on job classification, wage rates, and employee salaries. The use of computers may be relied on heavily for organizational and reporting purposes. Advanced experience with office software packages may be needed. This Assistant may perform some clerical work in addition to the above duties. Supervisor will review completed work against stated objectives.

### PRODUCTION CONTROL CLERK

Compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production, performing a variety of tasks. Compiles and records production data from such documents as customer orders, work tickets, product specifications, and individual worker production sheets, following prescribed recording procedures and using typewriter and other devices. Calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates using adding machine or calculator. Writes production reports based on data compiled, tabulated, and computed, following prescribed formats. Maintains files of documents used and prepared. Compiles from customer orders and other specifications detailed production sheets or work tickets for use by production workers as guides for the assembly or manufacture of products. Prepares written work schedules based on established guidelines and priorities. Compiles material inventory records and prepares requisitions for procurement of materials and supplies. Charts production, using chart, graph, or pegboard, based on statistics compiled for reference by production and management personnel. Sorts and distributes work tickets or material to workers. Compute wages from employee time cards and post wage data on records used for preparation of payroll.. High school/vocational diploma or GED certificate, 1 year experience.

### RECEPTIONIST

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

### RENTAL CLERK

Performs clerical duties associated with rental and management of public housing projects. Answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. Receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government accounting system. Receives security deposits and prepares tenant receipts. Prepares bank deposits, maintains tenant files and follows up on income recertifications. High school/vocational diploma or GED certificate, 0-2 years experience.

#### SCHEDULER, MAINTENANCE

Schedules repairs and lubrication of motor vehicles for vehicle-maintenance concern or company automotive-service shop. Schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. Contacts garage to verify availability of facilities. Notifies parking garage workers to deliver specified vehicles. Maintains files for requests for services. High school/vocational diploma or GED certificate, 0-1 year experience.

#### SECRETARY\* (Occupational Base)

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

#### Classification by Level

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

#### Level of Secretary's Supervisor (LS)

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

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

LS-2 Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. An entire organization

(e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups that meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

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

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

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

#### Level of Secretary's Responsibility (LR)

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

LR-1 Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. The LR-1 performs varied duties including or comparable to the following:

- a. Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters;
- b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms:

- c. Review materials prepared for supervisor's approval for typographical accuracy and proper format;
- d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
- e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

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

- a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name;
- b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings;
- c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed;
- d. Collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff;
- e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

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

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

*Excludes secretaries performing any of the following duties:*

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

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

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

#### CRITERIA FOR MATCHING SECRETARIES BY LEVEL

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

Intentionally blank	LR-1	LR-2	LR-3	
LS-1	I 01311	II 01312	III 01313	
LS-2	I 01311	III 01313	See Note	
LS-3	I 01311	See Note	See Note	

NOTE: Employees whose duties meet this level of responsibility and supervision may be properly classified under the Administrative Assistant category or the class may need to be conformed.

#### SERVICE ORDER DISPATCHER

Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment, or utility company. Records information such as name, address, article to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to insure satisfactory performance of service. Keeps record of service calls and work orders. Dispatches orders and relays messages or special instructions to mobile crews and other departments using radio telephone equipment. High school/vocational diploma or GED certificate, 1-2 years experience.

#### SUPPLY TECHNICIAN

Performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations, or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. Requires consideration of program requirements, together with specific variations in or from standardized guidelines. Assignments require: (a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines, (b) an understanding of the needs of the organization serviced and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data, to establish the facts, and to take or recommend action based upon application or interpretation of established guidelines. High school/vocational school diploma or GED certificate, 1-4 years experience.

#### SURVEY WORKER (Interviewer)

This position interviews people to obtain information on topics such as public issues or consumer buying habits, contacts people at home business or by telephone following specified sampling procedures, or approaches them at random on street. The Survey Worker asks questions relative to items on a form or questionnaire, records answers, assists persons in filling out forms, and may review, sort, classify and file forms according to specified procedures and criteria. This worker may participate in federal, state or local census surveys

#### TEST PROCTOR

Administers, supervises, or proctors tests. Administers make-up tests in conjunction with civilian institution programs when it has been clearly established that the student could not be present for normal in-class testing because of duty conflict or health reasons. Handles, stocks, safeguards, and administers testing materials in strict compliance with applicable regulations.

#### TRAVEL CLERK I

Under close supervision or following specific procedures and detailed instructions arranges travel on one and sometimes two modes of transportation. Travel is almost always recurrent by the same modes, carriers, routes, and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination. High School/Vocational School diploma, 1 year experience.

#### TRAVEL CLERK II

Within general guidelines, employees select and apply appropriate travel guides, methods, techniques and work sequences to effectively accomplish the work. Travel usually involves the use of two or more modes of transportation. Information on carriers, modes, and facilities is readily available. Travel is frequently recurrent. A substantial number of problems arise as a result of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line or established connecting points and normal modes of transportation. Travel is not always planned well in advance, so there may be major problems of scheduling or accommodations. Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination. The majority of assignments are performed without technical assistance, but unusually difficult travel situations are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

#### TRAVEL CLERK III

Performs actions independently, with very little instruction, guidance and review, except for review of accomplishments of broad objectives and conformance to policy. Viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and responsible as the principal point of liaison with other elements and with carriers and other facilities. At this level, all major modes of transportation are used, and most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, replanning, or rearranging, with many side trips, requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections. A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information.

#### WORD PROCESSOR I

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

#### WORD PROCESSOR II

Uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform typical duties. Edits and reformats written or electronic drafts. Corrects function codes; adjusts spacing and formatting; standardizes headings, margins, and indentations. Transcribes scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts. Knowledge of specialized, technical, or scientific terminology. Familiar with office terminology and practices. Corrects copy and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work, and provides specific instructions for new or unique projects. Leads lower level word processors. High School/Vocational School diploma or GED Certificate, 1 year experience.

#### WORD PROCESSOR III

Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. Processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions. Independently completes assignments and resolves problems. High School/Vocational School diploma or GED Certificate, 2 years experience.

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#### COMPUTER OPERATOR I

Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. Resolves common operating problems as instructed. Serves as an assistant operator working under close supervision or performing a portion of a more senior operator's work. Associates Degree, 0-3 years experience. High School/Vocational School diploma or GED Certificate.

#### COMPUTER OPERATOR II

Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. Serves as an assistant operator, working under general supervision. Associate's degree, 2-5 years experience. High School/Vocational School diploma or GED Certificate, 3 years experience.

#### COMPUTER OPERATOR III

Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines. In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures to supervisor. Associate's degree, 5 years of experience. High School/Vocational School diploma or GED Certificate, 4 years experience.

#### COMPUTER OPERATOR IV

Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution. Completed work is submitted to users without supervisory review. High School/Vocational School diploma or GED Certificate, 5 years experience.

#### COMPUTER OPERATOR V

Resolves a variety of difficult operating problems such as making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements. In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Spends considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists in resolving problems. High School/Vocational School diploma or GED Certificate, 5 years experience.

#### COMPUTER PROGRAMMER I

Assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g., drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. Performs routine programming assignments (as described in Level II) under close supervision. In addition, to assist higher-level staff, performs elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.); reports findings to higher-level staff. Trained in elementary fact-finding. Detailed, step-by-step instructions are given for each task and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion. Technical School diploma.

#### COMPUTER PROGRAMMER II

At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. Performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements. Works according to clear cut and complete specifications. The data are

refined and the format of the final product is very similar to that of the input or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs. Maintains and modifies routine programs. Makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes. Tests and documents modifications and writes operator instructions. Writes routine new programs using prescribed specifications, confers with EDP personnel to clarify procedures, processing logic, etc. Evaluates simple interrelationships in the immediate programming area, confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change, implements the change upon approval of the supervisor or higher level staff. Programmer is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired, and the inputs, outputs, and record formats. Reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is reviewed upon completion for accuracy and compliance with standards. Technical School diploma, 3 years experience.

### COMPUTER PROGRAMMER III

As a fully qualified computer programmer, applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as: a record keeping operation, a well-defined statistical or scientific problem, or other standardized operation or problem. Works according to approved statements of requirements and detailed specifications. While the data are clear-cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. Programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. Recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment. Solves conventional programming problems. Performs such duties as: develops, modifies, and maintains assigned programs; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. Tests and documents work and writes and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data. Carries out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Analyzes present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher-level staff. Assists in the review and analysis of detailed program specifications and in program design to meet changes in work processes. Works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures; resolves problems and deviations according to established practices; and obtains advice where precedents are unclear or not available.

Completed work is reviewed for conformance to standards, timeliness, and efficiency. Guides or instructs lower level programmers; supervises technicians and others who assist in specific assignments. Works on complex programs under close direction of higher-level staff or supervisor. Associates degree in a technical field., 5 years experience.

#### COMPUTER PROGRAMMER IV

Applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems. Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices. Develops, modifies, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; working with problems or concepts, develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g., a critical path analysis program to assist in managing a special project. Tests, documents, and writes operating instructions for all work. Confers with other EDP personnel to secure information, investigate and resolve problems and coordinate work efforts. In addition, performs such programming analysis as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources; on typical maintenance projects and smaller scale, limited new projects, assisting user personnel in defining problems or needs and determining work organization, the necessary files and records, and their interrelation with the program; or on large or more complicated projects, participating as a team member along with other EDP personnel and users and having responsibility for a portion of the project. Works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications. Modifies and adapts precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. Functions as team leader or supervise a few lower level programmers or technicians on assigned work. Bachelor's degree in a technical field, 7 years experience.

#### COMPUTER SYSTEMS ANALYST (Occupational Base)

The Computer Systems Analyst analyzes business or scientific problems for resolution through electronic data processing, gathers information from users, defines work problems, and, if feasible, designs a system of computer programs and procedures to resolve the problems. This Worker develops complete specifications or enables other

Computer Programmers to prepare required programs and analyzes subject-matter operations to be automated; specifies number and types of records, files, and documents to be used and outputs to be produced; prepares work diagrams and data flow charts; coordinates tests of the system and participates in trial runs of new and revised systems; and recommends computer equipment changes to obtain more effective operations. The Computer Systems Analyst may also write the computer programs. Positions are classified into levels based on the following definitions:

#### COMPUTER SYSTEMS ANALYST I

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. This Analyst provides several phases of the required systems analysis where the nature of the system is predetermined, uses established fact-finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment.

This Worker carries out fact finding and analyses 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 assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, and may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review.

The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. This position may supervise technicians and others who assist in specific assignments. Work at a level above this is deemed Supervisory or Individual Contributor.

#### COMPUTER SYSTEMS ANALYST II

Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system. Reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; orients user personnel on new or changed procedures. Conducts special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies. Works independently under overall project objectives and requirements; appraises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be

meshed. Adapts design approaches successfully used in precedent systems. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. Provides functional direction to lower level assistants on assigned work. 5 years professional experience in computer systems analysis

### COMPUTER SYSTEMS ANALYST III

Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Usually, there are multiple users of the system, however, there may be complex one-user systems, e.g., for engineering or research projects. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources is responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. 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. Interprets information and informally arbitrates between system users when conflicts exist. Serves as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems. Bachelor's Degree in a technical field, 7 years experience.

### PERIPHERAL EQUIPMENT OPERATOR

Operates peripheral equipment which directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, card readers/punchers, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment. Loads printers and plotters with correct paper. Adjusts controls for forms, thickness, tension, printing density, and location. Unloads hard copy. Labels tape reels, disks or card decks. Checks labels; mounts and dismounts designated tape reels or disks on specified units or drives. Sets controls which regulate operation of the equipment. Observes panel lights for warnings and error indications and takes appropriate action. Examines tapes, cards, or other material for creases, tears, or other defects which could cause processing problems. Excludes workers (1) who monitor and operate a control console or a remote terminal, or (2) whose duties are limited to operating decollators, busters, separators, or similar equipment.

### PERSONAL COMPUTER SUPPORT TECHNICIAN

The Personal Computer Support Technician provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. This technician

performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require the technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.

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#### CARPENTER, MAINTENANCE

The Carpenter, Maintenance performs the carpentry duties necessary to maintain in good repair building woodwork and equipment such as bins, cribs, counters, benches, partitions, doors. 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, and 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.

#### CHILD CARE ATTENDANT

This incumbent organizes and leads activities of children in nursery schools, day care centers, and similar organizations, receives children from parents, noting any special instructions parents may provide, helps children remove outer garments, prepares play materials and ensures that play areas, equipment and toys are safe and sanitary, supervises play periods, organizes and participates in games, reads to children, distributes toys and play materials, and teaches children simple painting, drawing, handwork, songs and similar activities. This worker attends to physical needs of children, assists them to develop self-help skills, helps children to develop habits of caring for own clothing and picking up and putting away toys and books, and maintains discipline. Work includes the following: consoling upset or distressed children, directing rest periods, preparing and serving meals or snacks. The Child Care Attendant eats with children and observes food intake and needs of children, teaches table manners, and clears tables, ensures that children remain clean, and that each child leaves with parent or authorized individual. This worker may wash, dry, fold, and store bed linens, blankets and diapers.

#### CHILD CARE CENTER CLERK

This incumbent performs clerical and administrative support duties in childcare center that provides dependent care and preschool programs, enrolls children in day care and preschool programs, assists parents in completing enrollment forms, receives and confirms reservations by telephone, and assigns children to rooms. This clerk ensures space is available for regular and hourly patrons, greets patrons and helps children make transition to center environment, and remains alert to detect early signs of distress, abnormal behavior, or suspected illnesses or diseases in children. This clerk keeps enrollment records, ensures that enrollment forms including immunization records are updated, as necessary, compiles hourly and daily registration reports, compiles records of

children who will be present for meals and snacks, advises cook of meal requests, updates reservation records, labels children's belongings, and ensures that parents fill out daily information or medication forms, if needed. This clerk collects fees for all aspects of center operation, calculates and posts all changes to patron's accounts, and balances total with control, records, prepares and safeguards cash receipts in accordance with applicable directives, prepares daily cashier's report per office guidelines, prepares daily activity report and, as required, a consolidated activity report, keeps daily attendance report. Orders and distributes supplies, and arranges meetings. The Children Center Clerk makes appointments for director or other staff members, greets and screens callers who contact the center either in person or by telephone and answers questions concerning such matters as fees and tuition; computes staff/child ratios and advises director when additional staff is needed, maintains lounge and work area in a clean and orderly manner, and contacts parents when a child becomes ill or injured. This clerk informs parents of incidents and prepares incident reports for parents' signatures, may open center in the morning and close it at night, and may serve as Child Care Attendant.

#### DISPATCHER, MOTOR VEHICLE

Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements, and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and expected time of return. Investigates overdue vehicles. Confers with customers to expedite or locate missing, misrouted, delayed, or damaged merchandise. Maintains record of mileage, fuel used, repairs made, and other expenses. Establishes service or delivery routes. Supervises loading and unloading. Issues equipment to drivers, such as hand trucks, dollies, and blankets. Directs activities of drivers, using two-way radio. Assigns helpers to drivers. Works at vehicle distribution center and assign vehicles to customer agencies. High school/vocational school diploma or GED certificate, 1-4 years experience.

#### ELECTRICIAN, MAINTENANCE

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. Installs or repairs any of a variety of electrical equipment such as generators, transformers, switchboards, controllers, circuit breakers, motors, heating units, conduit systems, or other transmission equipment. Works from blueprints, drawings, layouts, or other specifications; locating and diagnosing trouble in the electrical system or equipment. Works standard computations relating to load requirements of wiring or electrical equipment. Uses a variety of electrician's hand tools and measuring and testing instruments. Requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience. High school/vocational school diploma or GED certificate.

#### ELECTRONICS TECHNICIAN, MAINTENANCE I

Applies technical knowledge to perform simple or routine tasks following detailed instructions. Performs such tasks as replacing components and wiring circuits; repairing simple electronic equipment; and taking test readings using common instruments such as digital multimeters, signal generators, semiconductor testers, curve tracers, and oscilloscopes. Receives technical guidance, as required, from supervisor or higher-level

technician. Work is spot-checked for accuracy. High school/vocational school diploma or GED certificate, 1 year experience.

#### **ELECTRONICS TECHNICIAN, MAINTENANCE II**

Applies comprehensive technical knowledge to solve complex problems by interpreting manufacturers' manuals or similar documents. Work requires familiarity with the interrelationships of circuits and judgment in planning work sequence and in selecting tools and testing instruments. Receives technical guidance, as required, from supervisor or higher-level technician, and work is reviewed for compliance with accepted practices. Provides technical guidance to lower level technicians.

#### **ELECTRONICS TECHNICIAN, MAINTENANCE III**

Applies advanced technical knowledge to solve unusually complex problems that typically cannot be solved solely by referencing manufacturers' manuals or similar documents. Examples of such problems include determining the location and density of circuitry, evaluating electromagnetic radiation, isolating malfunctions, and incorporating engineering changes. Work typically requires a detailed understanding of the interrelationships of circuits. Exercises independent judgment in performing such tasks as making circuit analyses, calculating waveforms, and tracing relationships in signal flow. Uses complex test instruments such as high frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment. Work may be reviewed by supervisor for general compliance with accepted practices. Provides technical guidance to lower level technicians.

#### **FAMILY READINESS AND SUPPORT SERVICES COORDINATOR**

This incumbent develops and implements a family support program. Provides support to families impacted by Aerospace Expeditionary Force (AEF) and other long and short-term mobilization assignments, communicates with families, involving them in activities that will assist during separation, and identifies family issues and demographic trends. This worker establishes and maintains formal agreements and relationships with federal state and local aid agencies, as well as an informal network with charitable, religious and human service group to establish deliver and promote family support and readiness, and resource needs.

#### **FOOD SERVICE WORKER (Cafeteria Worker)**

The Food Service Worker (Cafeteria Worker) serves as a cafeteria and/or delicatessen/bakery worker helping in the preparation, presentation and serving of specialty meats, delicacies, preserved foods, cheeses, salads, breads and sweets to patrons. The incumbent assists in weighing, pricing and wrapping selected foods on plates, trays and in bags, prepares food displays in counter cases and other display units, greets customers as they arrive at service counter, takes special orders, and answers basic customer questions about specialty foods. Using prepared ingredients and following routine, repetitive steps, this Worker makes hot and/or cold sandwiches, fruit and vegetable trays, salads and rotisserie chicken, may slice and/or mix simple ingredients, as needed, cleans counters and trays, washes dishes and maintains cleanliness of preparation, work and display areas, inspects and cleans equipment. This Worker may assist in any or all of the following: measuring and mixing ingredients as directed, assists in preparing, cooking and decorating breads, rolls, pastries, cakes and other bakery items,

receives, unloads trucks, and stores stock, takes special orders or unusual food requests from customers, takes payment and makes change for customers.

#### **GUARD I**

This guard carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to appropriate authority. The primary duty is to observe and report security and emergency situations. This guard intervenes directly only in situations which require minimal action to safeguard property or persons. Duties require minimal training and physical fitness standards.

#### **GUARD II**

The Guard II enforces regulations and procedures designed to prevent breaches of security, exercises judgment and uses discretion in responding to incidents and emergencies, determining whether to intervene directly, ask for assistance as time permits, keep situation under control or surveillance, or to report incident or situation to the appropriate authority for handling. Duties require specialized training in methods and techniques of protecting controlled areas. Commonly, the Guard II is required to demonstrate proficiency with firearms and other special weapons, and to meet rigorous physical fitness standards.

#### **FORKLIFT OPERATOR**

Operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds about a warehouse, manufacturing plant, or other establishment. High school/vocational school diploma or GED certificate, 1 year experience.

#### **GARDENER**

Plans and executes small scale landscaping operations and maintains grounds and landscape of household, business and other properties. Works with assistant in preparing and grading terrain, applying fertilizers, seeding and sodding lawns, and transplanting shrubs and plants, and cultivates them, using gardening implements and power-operated equipment. Plants new and repairs established lawns, using seed mixtures and fertilizers recommended for particular soil type and lawn location. Locates and plants shrubs, trees, and flowers recommended for particular landscape effect or those selected by property owner. Mows and trims lawns, using hand or power mower. Trims shrubs and cultivates gardens. Sprays trees and shrubs and applies supplemental liquid and dry nutrients to lawn, trees, and shrubs. Cleans ground, using rakes, brooms, and hose. Digs trenches and installs drain tiles. Repairs concrete and asphalt walks and driveways. High school diploma, 0-2 years experience.

#### **GENERAL MAINTENANCE WORKER**

Performs general maintenance and repair of equipment and buildings requiring practical skill and knowledge (but not proficiency) in such trades as painting, carpentry, plumbing, masonry, and electrical work. Replaces electrical receptacles, wires, switches, fixtures, and motors; uses plaster or compound to patch minor holes and cracks in walls and ceilings; repairs or replaces sinks, water coolers, and toilets; paints structures and equipment; repairs or replaces concrete floors, steps, and sidewalks; replaces damaged paneling and floor tiles; hangs doors and installs door locks; replaces broken window

panes; and performs general maintenance on equipment and machinery. Excluded are craft workers included in a formal apprenticeship or progression program based on training and experience, skilled craft workers required to demonstrate proficiency in one or more trades, and workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

#### HOUSEKEEPING AIDE

The Housekeeping Aide performs special cleaning projects as well as daily cleaning duties in accordance with standard procedures of the housekeeping department and with hospital objectives. An employee uses cleaning equipment, including automatic floor machines, commercial vacuums, wet mops, large wringers and other necessary equipment, tools, chemicals and supplies. The Housekeeping Aide will dry and wet mop floors, scrub and buff floors with rotor and other machines, vacuum carpets to clean and control bacteria, transport trash from utility rooms and other collection points to incinerator, compactor, or pick-up area, perform special cleaning of induction units, walls, lighting fixtures, and windows, both inside and outside, move furniture and set up meeting rooms. This Aide collects soiled linen, assists in cleaning emergency spills that are observed or as requested, maintains assigned equipment for cleanliness and requests repairs when needed, reports need for repairs to hospital equipment, furniture, building and fixtures, assists in moving patients in case of fire, disaster or emergency evacuation, and assists security personnel in restraining disturbed patients in psychiatric wards.

#### JANITOR

Cleans and keeps in an orderly condition factory working areas and washrooms, or premises of an office, apartment house, or commercial or other establishment. Duties include: Sweeping, mopping or scrubbing, and polishing floors; removing chips, trash, and other refuse; dusting equipment, furniture, or fixtures; polishing metal fixtures or trimmings; providing supplies and minor maintenance services; and cleaning lavatories, showers, and restrooms. High school diploma, 0-2 years of experience.

#### LABORER

Performs tasks which require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: Loads and unloads trucks, and other conveyances; moves supplies and materials to proper location by 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. High school diploma, 0-2 years experience.

#### LABORER, GROUNDS MAINTENANCE

Maintains grounds of industrial, commercial or public property such as buildings, camp and picnic grounds, parks, playgrounds, greenhouses, and athletic fields, and repairs structures and equipment, performing one or more of the following tasks: Cuts grass, using walking-type or riding mowers (less than 2000 lbs.). Trims hedges and edges around walks, flowerbeds, and wells, using hedge trimmers, clippers and edging tools.

Prunes shrubs and trees to shape and improve growth, using shears and other hand tools. Sprays lawn, shrubs, and trees with fertilizer or insecticide. Plants grass, flowers, trees, and shrubs. Waters lawn and shrubs during dry periods, using hose or activating sprinkler system. Picks up and burns or carts away leaves, paper or other litter. Removes snow from walks, driveways, roads, or parking lots, using shovel and snow blower. Spreads salt on walkways and other areas. Repairs and paints fences, gates, benches, tables, guardrails, and outbuildings. Assists in repair of roads, walks, buildings, and mechanical equipment. Cleans comfort stations, office and workshop areas, and parking lots by sweeping, washing, mopping and polishing.

#### MACHINERY MAINTENANCE MECHANIC

Repairs machinery or mechanical equipment. Examines machines and mechanical equipment to diagnose source of trouble. Dismantles or partly dismantles machines and performs repairs that mainly involve the use of hand tools in scraping and fitting parts. Replaces broken or defective parts with items obtained from stock. Orders the production of a replacement part by a machine shop or sending the machine to a machine shop for major repairs. Prepares written specifications for major repairs or for the production of parts ordered from machine shops. Reassembles machines and making all necessary adjustments for operation. 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. High school/vocational school diploma or GED certificate, 1 year experience.

#### MACHINIST, MAINTENANCE

Produces replacement parts and new parts in making repairs of metal parts of mechanical equipment. Interprets written instructions and specifications. Performs planning and laying out of work. Uses a variety of machinist's hand tools and precision measuring instruments. Sets up and operates standard machine tools. Shapes metal parts to close tolerances. Makes standard shop computations relating to dimensions of work, tooling, feeds, and speeds of machining. Has knowledge of the working properties of the common metals. Selects standard materials, parts, and equipment required for the work. Fits and assembles parts into mechanical equipment. Requires a rounded training in machine-shop practice usually acquired through a formal apprenticeship or equivalent training and experience. High school/vocational school diploma or GED certificate, 2 years experience.

#### MAINTENANCE TRADES HELPER

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. 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. High school/vocational diploma or GED certificate, 2 years of experience.

#### MATERIAL COORDINATOR

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

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

#### MATERIAL EXPEDITER

Locates and moves materials and parts between work areas of plant to expedite processing of goods, according to predetermined schedules and priorities, and keeps related records: Reviews production schedules inventory reports, and work orders to determine types, quantities, and availability of required material and priorities of customer orders. Confers with department supervisors to determine materials overdue and to inform them of location, availability, and condition of materials. Locates and moves materials to specified production areas, using cart or hand truck. Records quantity and type of materials distributed and on hand. Directs power-truck operator or Material Handling Laborer to expedite movement of materials between storage and production areas. Compares work ticket specifications with material at workstations to verify appropriateness of material in use. Prepares worker production records and timecards. Updates and maintains inventory records, using computer terminal.

#### MATERIAL HANDLING LABORER

Performs physical tasks to transport or store materials or merchandise. Manually loads or unloads freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations. Transports goods by hand truck, cart, or wheelbarrow. Excluded from this definition are workers whose primary function involves:

1. Participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process);
2. Stocking merchandise for sale;
3. Counting or routing merchandise;
4. Operating a crane or heavy-duty motorized vehicle such as forklift or truck;
5. Loading and unloading ships (longshore workers);
6. Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

High school/vocational school diploma or GED certificate, 1 year experience.

### ORDER FILLER

Fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customers' orders, or other instructions. Indicates items filled or omitted. Keeps records of outgoing orders, requisitions additional stock or reports short supplies to supervisor, and performs other related duties. High school diploma, 0-2 years experience.

### PIPEFITTER, MAINTENANCE

Installs or repairs water, steam, gas or other types of pipe and pipefittings. Lays out work and measures to locate position of pipe from drawings or other written specifications. Cuts various sizes of pipe to correct lengths with chisel and hammer, oxyacetylene torch or pipe-cutting machines. Threads pipe with stocks and dies, bends pipe by hand-driven or power-driven machines, assembles pipe with couplings, and fastens pipe to hangers, makes standard shop computations relating to pressures, flow, and size of pipe required. Makes standard tests to determine whether finished pipes meet specifications. Requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience. Workers primarily engaged in installing and repairing building sanitation or heating systems are excluded. High school diploma, 2-4 years experience. High school/vocational school diploma or GED certificate, 1 year experience.

### PLUMBER, MAINTENANCE

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 pipefittings, 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, pipefittings, 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. Welds holding fixtures to steel structural members. High school diploma, 5 years experience.

### RECREATION AIDE/HEALTH FACILITY ATTENDANT

Accepts reservations, collects fees, hands out towels, checks out equipment, maintains records of material used, number of patrons and other required information for operation of the facility. May prepare individual exercise records including measuring and patrons exercise objectives. Demonstrates proper use of equipment. May monitor exercise areas, sauna, steams rooms, whirlpool and dressing areas to ensure compliance with facility rules.

### RECREATION SPECIALIST

The Recreation Specialist plans, organizes, and directs comprehensive public and voluntary recreation programs at recreation building, indoor center, playground, playfield, or day camp. This person studies and analyzes recreational needs and resources, oversees and assigns duties to staff, interprets recreation programs and their philosophy to individuals and groups through personal participation and staff assignments, and schedules maintenance and use of facilities.

### SHIPPING PACKER

Prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers; knowledge of various items of stock in order to verify content; selection of appropriate type and size of container; inserting enclosures in container; using excelsior or other material to prevent breakage or damage; closing and sealing container; and applying labels or entering identifying data on container. Exclude packers who also make wooden boxes or crates. High school diploma, 0-2 years of experience. High school/vocational school diploma or GED certificate, 1 year experience.

### SHIPPING/RECEIVING CLERK

Performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, follows established guidelines. In handling unusual nonroutine problems, receives specific guidance from supervisor or other officials. Directs and coordinates the activities of other workers engaged in handling goods to be shipped or being received. Verifies that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents. Insures that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles. Prepares and keeps records of goods shipped, e.g., manifests, bills of lading. Verifies the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records. Checks for damaged goods. Insures that goods are appropriately identified for routing to departments within the establishment. Prepares and keeps records of goods received. High school diploma, 0-2 years experience. High school/vocational school diploma or GED certificate, 1 year experience.

### STOCK CLERK (Shelf Stocker; Store Worker II)

Receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse, or storage yard. Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoice. Examines stock to verify conformance to specifications. Stores articles in bins, on floor or on shelves, according to identifying information, such as style, size, or type of material. Fills orders or issues supplies from stock. Prepares periodic, special, or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments. Marks identifying codes, figures, or letters on articles. Distributes stock among

production workers, keeping records of material issued. Makes adjustments or repairs to articles carried in stock. Cuts stock to size to fill order.

#### STORE WORKER I

Performs the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment. Moves merchandise that is intended for display and resale purposes by use of non-motorized equipment. Includes the cleaning of merchandise on or in display fixtures utilizing various merchandise techniques common to retail trade. Merchandise may be displayed by a predetermined placement system using labels or other identifying marks. Maintains the display sales area by straightening merchandise to give a neat, full, and salable appearance, removing damaged or outdated merchandise, and displaying merchandise in such a manner to maintain freshness and sale dates. Determines display or sale requirements from existing inventory. Keeps inventory forms of merchandise stocked and merchandise returned to storage as required. Affixes labels to merchandise indicating sale price, item description, or other information. Offers customer or patron assistance with the location or selection of merchandise as required.

#### TOOLS AND PARTS ATTENDANT (Tool Crib Attendant)

Receives, stores, and issues hand tools, machine tools, dies, replacement parts, shop supplies and equipment, such as measuring devices, in industrial establishment. Keeps records of tools issued to and returned by workers. Searches for lost or misplaced tools. Prepares periodic inventory or keeps perpetual inventory and requisitions stock as needed. Unpacks and stores new equipment. Visually inspects tools or measures with micrometer for wear or defects and reports damaged or worn-out equipment to superiors. Coats tools with grease or other preservative, using brush or spray gun. Attaches identification tags or engrave identifying information on tools and equipment, using electric marking tool.

#### WAREHOUSE SPECIALIST (Warehouse Worker)

As directed, performs a variety of warehousing duties which require an understanding of the establishment's storage plan. Verifies materials (or merchandise) against receiving documents, notes and reports discrepancies and obvious damages; routs materials to prescribed storage locations; stores, stacks, or palletizes materials in accordance with prescribed storage methods; rearranges and takes inventory of stored materials; examines stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. Operates hand or power trucks in performing warehousing duties. Excludes workers whose primary duties involve shipping and receiving work, order filling, or operating forklifts. High school/vocational school diploma or GED certificate, 3 years experience.

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#### DESK CLERK

Performs any combination of the following duties for guests of hotel, motel, or other lodging facility: Registers and assigns rooms to guests. Issues and receives room keys. Date-stamps, sorts, and racks incoming mail and messages. Receives and transmits messages, using equipment such as telephone switchboard, console, telegraph, and

Teletype. Answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions. Keeps records of room availability and guests' accounts. Computes bill, collects payment, and makes change for guests. Makes and confirms room reservations. Posts charges such as room, food, liquor, or telephone to cashbooks by hand or machine. Makes restaurant, transportation, or entertainment reservations, and arrange for tours. Deposits guests' valuables in safe or safe-deposit box. Sells tobacco, candy, and newspapers.

#### ILLUSTRATOR I

Duties require the ability to use common media such as tempera, oils, pen-and-ink, or pencil with average skill. Copies drawings, either by tracing or freehand. Applies coloring or wash to line drawings; letters by hand or by use of templates; and does detail or background work on illustrations which have been prepared by an illustrator of higher grade. When working with scientific subjects and technical equipment, acquires basic knowledge of subject matter field and develops information about the field of work that will be illustrated. When working in the general fields of illustrating, acquires necessary information about subject of the illustrations or applies general knowledge to the subject. High school diploma, 2-4 years experience. Technical School degree in Illustrating, Graphic Arts or Drafting, 3 years experience.

#### ILLUSTRATOR II

This worker usually is assigned to projects involving several of the common art media such as pen-and-ink, pencil, tempera, wash, oils, and airbrush over a period of time. These projects require the illustrator to be proficient in the use of these media and in executing acceptable drawings in many styles. Generally speaking, Illustrator II executes drawings that have been conceived by others and presented in the form of rough sketches. Does not exercise an extensive knowledge of the subject matter involved when preparing medical, scientific or technical equipment illustrations. Acquires information about the subject assigned to illustrate and develop a background of subject matter knowledge through carrying out these illustrating assignments. However, the kind of illustrating work assigned does not require an extensive prior knowledge about the subjects illustrated. Technical School degree in Illustrating, Graphic Arts or Drafting, 5 years experience.

#### ILLUSTRATOR III

The projects to which this worker is assigned usually involve several of the common art media (as in the case of Illustrator II), but the illustrations themselves typically require a higher degree of skill in the use of many of the media. This degree of skill is required because (a) the speed with which the illustration must be completed requires the ability to work quickly and competently in order to produce an acceptable finished product within the available time limit; (b) the illustration calls for the use of fine detail, special artistic effects, or an unusual use of the chosen medium; or (c) the method of reproduction, the use to which the illustration is to be put, or the information or artistic results desired calls for exceptional care and skill in the use of the medium. The themes illustrated may be either concrete in nature or they may represent ideas and abstract concepts. The illustrations differ from those typical of Illustrator II in that they are expected to interpret the publications, chart, poster, or exhibit in which they appear, while Illustrator II presents factual rather than interpretative material. Illustrator III is required to have

knowledge of a specialized subject matter field such as medicine, science, or technical equipment. Prepares illustrations that are designed to reproduce the appearance of specific medical or scientific specimens or of pieces of technical equipment. Associates degree in Illustrating, Graphic Arts or Drafting, 7 years experience.

#### **LIBRARIAN**

Maintains library collections of books, serial publications, documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials. Furnishes information on library activities, facilities, rules, and services. Explains and assists in use of reference sources, such as card or book catalog or book and periodical indexes to locate information. Issues and receives materials for circulation or use in library. Assembles and arranges displays of books and other library materials. Maintains reference and circulation materials. Answers correspondence on special reference subjects. Compiles list of library materials according to subjects or interests. Selects, orders, catalogs, and classifies materials. Masters Degree in Library Science. High school/vocational school diploma or GED certificate, 1 year experience.

#### **LIBRARY AIDE/CLERK**

The Library Aide/Clerk works under the supervision of Librarian and Library Technician at the main circulation desk following simple repetitive 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 and refers this information to Library Technician or Librarian. This Worker contacts borrowers by telephoning or issuing overdue notices, shelves books, magazines, and other materials under supervision of Library Technician or Librarian, 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 Library Technician with processing duties such as labeling and stamping and preparing materials such as posters or book lists for events.

#### **LIBRARY INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR**

The Library Information Technology Systems Administrator administers and supports daily operational requirements of library and information computer network systems including workstation, file servers, and web servers. Duties typically involve the installation of hardware, software, systems upgrades, network accounts, network security, and web page design, interface and updates, planning and implementing long-range automation plan, period reports, and local system design documentation. This Administrator trains staff on software applicable to their position, assists patrons with information technology, and provides instruction on computers and applications.

#### **LIBRARY TECHNICIAN**

Provides information service, such as answering questions regarding card catalogs, and assists in the use of bibliographic tools, such as Library of Congress catalog. Performs routine cataloging of library materials. Files cards in catalog drawers according to system used. Answers routine inquiries, and refers persons requiring professional assistance to Librarian. Verifies bibliographic information on order requests. Works or directs workers in maintenance of stacks or in section of department or division, such as ordering or receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

Bachelor's degree, 2-4 years experience. High school/vocational school diploma or GED certificate, 3 years experience.

#### LIFEGUARD

Monitors activities at swimming pool to prevent accidents and to provide assistance to swimmers. Maintains order in pool and pool areas. Rescues swimmers in danger of drowning, and administers first aid. Inspects facilities for cleanliness, and cleans pool and pool areas, including bathhouse. Determines chlorine content and pH value of water, using water testing kit, and records readings. Checks in and out items such as towels and personal items, including rings, watches, and apparel. Conducts or officiates at swimming meets. Gives swimming instruction.

#### MEDIA SPECIALIST I

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

#### MEDIA SPECIALIST II

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

#### MEDIA SPECIALIST III

The Media Specialist III adapts to a variety of nonstandard problems that require extensive specialist assistance (e.g., expiration date on media, media internally labeled incorrectly or frequent introduction of new media technology). In response to media error conditions, this Worker chooses or devises a course of action from among processing tanks and dryer, around polished drum, and onto take-up reel. The specialist turns valves to fill tanks with premixed solutions such as developer, dyes, stop-baths, fixers, bleaches, and washes, moves thermostatic control to keep steam-heated drum at specified temperature, and splices sensitized paper to leaders using tape. The specialist then starts machine and throws switches to synchronize drive speeds of processing and drying units, compares processed prints with color standard, reports variations to control department, adds specified amount of chemicals to renew solutions, and maintains production records.

#### PHOTOGRAPHER I

Takes routine pictures in situations where several shots can be taken. Uses standard still cameras for pictures lacking complications, such as speed, motion, color contrast, or lighting. Photographs are taken for identification, employee publications, information, or publicity purposes. Workers must be able to focus, center, and provide simple flash-type lighting for an uncomplicated photograph. Typical subjects are employees who are

photographed for identification, award ceremonies, interviews, banquets, or meetings; or external views of machinery, supplies, equipment, building, damaged shipments, or other subjects photographed to record conditions. Assignments usually are performed without direct guidance due to the clear and simple nature of the desired photograph. Associates degree, 2-4 years experience. High school/vocational school diploma or GED certificate, 1 year experience.

#### PHOTOGRAPHER II

Uses standard still cameras, commonly available lighting equipment, and related techniques to take photographs which involve limited problems of speed, motion, color contrast, or lighting. Typically, the subjects photographed are similar to those at Level I, but the technical aspects require more skill. Based on clear-cut objectives, determines shutter speeds, lens settings and filters, camera angles, exposure times, and type of film. Requires familiarity with the situation gained from similar past experience to arrange for specific emphasis, balanced lighting, and correction for distortion, etc., as needed. Uses 16mm or 35mm motion picture cameras for simple shots such as moving equipment or individuals at work or meetings, where available or simple artificial lighting is used. Ordinarily, there is opportunity for repeated shots or for retakes if the original exposure is unsatisfactory. Consults with supervisor or more experienced photographers when problems are anticipated. High school/vocational school diploma or GED certificate, 2 years experience.

#### PHOTOGRAPHER III

Selects from a range of standard photographic equipment for assignments demanding exact renditions, normally without opportunity for later retakes, when there are specific problems or uncertainties concerning lighting, exposure time, color, artistry, etc. Discusses technical requirements with operating officials or supervisor and customizes treatment for each situation according to a detailed request. Varies camera processes and techniques and uses the setting and background to produce esthetics, as well as accurate and informative, pictures. Typically, standard equipment is used at this level although "specialized" photography usually is performed; may use some special-purpose equipment under closer supervision. In typical assignments, photographs: (1) drawings, charts, maps, textiles, etc., requiring accurate computation of reduction ratios and exposure times and precise equipment adjustments; (2) tissue specimens in fine detail and exact color when color and condition of the tissue may deteriorate rapidly; (3) medical or surgical procedures or conditions which normally cannot be recaptured; (4) machine or motor parts to show wear or corrosion in minute wires or gears; (5) specialized real estate, goods and products for catalogs or listings when salability is enhanced by the photography; (6) work, construction sites, or patrons in prescribed detail to substantiate legal claims, contracts, etc.; (7) artistic or technical design layouts requiring precise equipment settings; and (8) fixed objects on the ground or air-to-air objects which must be captured quickly and require directing the pilot to get the correct angle of approach. Works independently; solves most problems through consultations with more experienced photographers, if available, or through reference sources. High school/vocational school diploma or GED certificate, 3 years experience.

#### PHOTOGRAPHER IV

Uses special-purpose cameras and related equipment for assignments in which the photographer usually makes all the technical decisions, although the objective of the

pictures is determined by operating officials. Conceives and plans the technical photographic effects desired by operating officials and discusses modifications and improvements to their original ideas in light of the potential and limits of the equipment. Improvises photographic methods and techniques or selects and alters secondary photographic features (e.g., scenes, backgrounds, colors, lighting). Many assignments afford only one opportunity to photograph the subject. Typical examples of equipment used at this level include ultra-high speed, motion picture production, studio television, animation cameras, specialized still and graphic cameras, electronic timing and triggering devices, etc. Some assignments are characterized by extremes in light values and the use of complicated equipment. Sets up precise photographic measurement and control equipment; uses high-speed color photography, synchronized stroboscopic (interval) light sources, and/or timed electronic triggering; operates equipment from a remote point; or arranges and uses cameras operating at several thousand frames per second. In other assignments, selects and sets up motion picture or television cameras and accessories and shoots a part of a production or a sequence of scenes, or takes special scenes to be used for background or special effects in the production. Works under guidelines and requirements of the subject-matter area to be photographed. Consults with supervisors only when dealing with highly unusual problems or altering existing equipment. High school/vocational school diploma or GED certificate, 4 years experience.

#### PHOTOGRAPHER V

As a top technical expert, exercises imagination and creative ability in response to photography situations requiring novel and unprecedented treatment. Typically performs one or more of the following assignments: (1) develops and adapts photographic equipment or processes to meet new and unprecedented situations, e.g., works with engineers and physicists to develop and modify equipment for use in extreme conditions such as excessive heat or cold, radiation, high altitude, under water, wind and pressure tunnels, or explosions; (2) plans and organizes the overall technical photographic coverage for a variety of events and developments in phases of a scientific, industrial, medical, or research project; or (3) creates desired illusions or emotional effects by developing trick or special effects photography for novel situations requiring a high degree of ingenuity and imaginative camera work to heighten, simulate, or alter reality. Independently develops, plans, and organizes the overall technical photographic aspects of assignments in collaboration with operating officials who are responsible for project substance. Uses imagination and creative ability to implement objectives within the capabilities and limitations of cameras and equipment. Exercises limited control over the substance of events to be photographed by staging actions, suggesting behavior of the principals, and rehearsing activities before photographs are taken. High school/vocational school diploma or GED certificate, 5 years experience.

#### SALES CLERK

The Sales Clerk sells a variety of inexpensive merchandise usually in a retail trade establishment, for which knowledge of the items sold is not a primary requirement. This incumbent performs the following tasks: stocks shelves, counters, or tables with merchandise, sets up advertising displays or arranges merchandise on counters or tables to promote sales, stamps, marks, or tags price on merchandise; obtains merchandise requested by customer or receives merchandise selected by customer; totals price and tax on merchandise selected by customer using paper and pencil, cash register, or adding machine to determine bill. This worker receives payment and makes change,

occasionally calculates sales discount in determining sales slip, wraps or bags merchandise for customers, cleans shelves, counter, or tables, as necessary; may keep record of sales, prepare inventory of stock, or order merchandise; and may be designated according to product sold or type of store.

#### SEWAGE PLANT OPERATOR

This incumbent operates sewage treatment, sludge processing, and disposal equipment in wastewater (sewage) treatment plant to control flow and processing of sewage, monitors control panels and adjusts valves and gates manually or by remote control to regulate flow of sewage, observes variations in operating conditions and interprets meter and gauge readings, and tests results to determine load requirements. This worker starts and stops pumps, engines, and generators to control flow of raw sewage through filtering, settling, aeration, and sludge digestion processes, maintains log of operations and records meter and gas readings, gives directions to wastewater treatment-plant attendants and sewage-disposal workers in performing routine operations and maintenance, and may collect sewage sample, using dipper or bottle and conduct laboratory, tests, using testing equipment, such as colorimeter. This person may operate and maintain power-generating equipment to provide steam and electricity for plant.

#### SURVEY PARTY CHIEF (Chief of Party)

The Survey Party Chief (Chief of Party) leads day-to-day work activities of survey party under direction of land surveyor performing surveying duties not requiring licensure; supervises crew engaged in gathering data about the earth's surface using a variety of surveying instruments and in clearing land and setting stakes to identify certain points; checks final field notes for clarity and accuracy and completes transmittal forms.

#### SURVEYING AIDE

The Surveying Aide performs any of following duties to assist in surveying land: holds level or stadia rod at designated points to assist in determining elevations and laying out stakes for map making, construction, mining, land, and other surveys, calls out reading or writes station number and reading in notebook marks points of measurement with elevation, station number, or other identifying mark, and measures distance between survey points, using steel or cloth tape or surveyor's chain. This worker marks measuring point with keel (marking crayon), paint sticks, scratches, tacks, or stakes, places stakes at designated points and drives them into ground at specified elevation using hammer or hatchet, and cuts and clears brush and trees from line of survey, using brush hook, knife, ax, or other cutting tools.

#### SURVEYING TECHNICIAN (Instrument Person; Surveyor Assistant, Instruments)

The Surveying Technician obtains data pertaining to angles, elevations, points, and contours used for map making, mining, or other purposes, using alidade, level, transit, plane table, theodolite, electronic distance measuring equipment, and other surveying instruments, compiles notes, sketches, and records of data obtained and work performed, and directs work of subordinate members of survey team.

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#### CARTOGRAPHIC TECHNICIAN

Provides technical assistance to professional Cartographers in connection with the construction or revision of maps and charts. Work involves the solution of technical problems that require primarily the application of a practical knowledge of the methods and techniques by which maps and charts are constructed. Performs any or a combination of duties such as collecting, evaluating and selecting source materials; compiling information from source materials and developing a plan for using the information in accordance with product specifications; obtaining reliable measurements of earth's surface features such as elevations and distances from photographs by using photogrammetric techniques and equipment; using drafting tools and automated equipment to make maps and charts; assembling aerial photographs into mosaics; and reviewing and editing map and chart manuscripts.

#### CASHIER

Receives cash from customers or employees in payment for goods or services and records amounts received. Recomputes or computes bill, itemized lists, and tickets showing amount due, using adding machine or cash register. Makes change, cashes checks, and issues receipts or tickets to customers. Records amounts received and prepares reports of transactions. Reads and records totals shown on cash register tape and verifies against cash on hand. Makes credit card transactions. Required to know value and features of items for which money is received. Gives cash refunds or issue credit memorandums to customers for returned merchandise. Operates ticket-dispensing machine. Sells candy, cigarettes, gum and gift certificates, and issues trading stamps. Employed in restaurants, cafeterias, theaters, retail stores, and other establishments. High school diploma or its equivalent.

#### CERTIFIED OCCUPATIONAL THERAPIST ASSISTANT

The Certified Occupational Therapist Assistant assists in the administration of rehabilitative activities for patients with developmental, physical or emotional impairments. This person must pass a national certification examination, be familiar with standard concepts, practices and procedures within a particular field, rely on limited experience and judgment to plan and accomplish goals, perform a variety of tasks, and report to the occupational therapist.

#### CERTIFIED PHYSICAL THERAPIST ASSISTANT

The Certified Physical Therapist Assistant administers procedures to patients to help reduce pain and improve mobility. This position usually requires an Associate's degree from accredited program and two years of experience. The incumbent must be familiar with standard concepts, practices and procedures within the physical therapy field. The Certified Physical Therapist Assistant performs a variety of tasks and utilizes limited experience and independent judgment to accomplish goals. A limited degree of creativity and latitude is required, and this person will report to the Physical Therapist.

#### CIVIL ENGINEERING TECHNICIAN

Assists Civil Engineer in application of principles, methods, and techniques of civil engineering technology. Reviews project specifications and confers with Civil Engineer concerning assistance required, such as plan preparation, acceptance testing, evaluation of field conditions, design changes, and reports. Conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests. Prepares reports detailing tests conducted and their results. Surveys project sites to

obtain and analyze topographical details of sites, using maps and surveying equipment. Drafts detailed dimensional drawings such as those needed for highway plans, structural steel fabrication, and water control projects, performing duties as described under Drafter. Calculates dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator. High school diploma, 0-5 years experience.

#### COMPUTER BASED TRAINING SPECIALIST

The Computer Based Training Specialist works with courseware production team to design, develop, revise and validate interactive computer based courseware. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. This person also uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. The Worker also implements quality control and review and revision procedures throughout the courseware development process.

#### EDUCATIONAL TECHNOLOGIST

The Educational Technologist will provide expertise in instructional methodology, tests and measurement, and curriculum development, develop courseware format guidelines, review and maintain task lists and objective hierarchies and write courseware materials in designated format (student study guide, workbooks, etc.). This technologist will work with instructional Developers and Instructor/Subject Matter Experts to ensure accurate content and format. This person plans graphics integrates completed graphics into curriculum. Responsibilities require the Technologist to track individual lesson status, review lesson materials before submission ensure revisions do not impact instructional flow, and monitor lecture presentations to evaluate and assist with lesson organization and content.

#### DRAFTER/CAD OPERATOR (Occupational Base)

The Draft/CAD Operator performs drafting work manually or using a computer, requiring knowledge and skill in drafting methods, procedures, and techniques, prepares drawings of structures, facilities, land profiles, water systems, mechanical and electrical equipment, pipelines, duck systems, and similar equipment, systems, and assemblies. Drawings are used to communicate engineering ideas, design, and information. This operator uses recognized systems of symbols, legends, shadings, and lines having specific meanings in drawings.

Excluded are:

- a. Designers using technical knowledge and judgment to conceive, plan, or modify designs;
- b. Illustrators or graphic artists using artistic ability to prepare illustrations;
- c. Office drafters preparing charts, diagrams, and room arrangements to depict statistical and administrative data;
- d. Cartographers preparing maps and charts primarily using a technical knowledge of cartography;

- e. Positions below level I; workers in these trainee positions either trace or copy finished drawings under close supervision or, receive instruction in the elementary methods and techniques of drafting; and
- f. Supervisors.

Positions are classified into levels based on the following definitions.

#### DRAFTER/CAD OPERATOR I

This operator prepares drawings or computer models of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints, selects appropriate templates/computer programs or uses a compass and other equipment needed to complete assignments. Drawings and models fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy. Typical assignments include:

- a. Revisions to the original drawings of a plumbing system by increasing pipe diameters.
- b. Drawing from sketches, the building floor plans, determining size, spacing and arrangement of freehand lettering according to scale.
- c. Drawing simple land profiles from predetermined structural dimensions and reduced survey notes.
- d. Tracing river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies.
- e. Preparing a computer model of a room, building, structure from data, prints, photos.

#### DRAFTER/CAD OPERATOR II

This operator prepares various drawings computer models of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting and CAD techniques and a working knowledge of the terms and procedures of the occupation. The Draft/CAD Operator II makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms. Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings or computer models may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches, computer models or specifications that clearly depict the desired product.

Typical assignments include:

- a. Preparing several views of a simple gear system from a layout and manual references and obtaining dimensions and tolerances from manuals and by measuring the layout.
- b. Preparing and revising detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.
- c. Drawing base and elevation views, sections, and details of new bridges or other structures, revising complete sets of roadway drawings for highway construction projects, or preparing block maps, indicating water and sewage line locations.

### DRAFTER/CAD OPERATOR III

This operator prepares complete sets of complex drawings or computer models that include multiple views, detail drawings, and assembly drawings. Drawings or models include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. The Draft/CAD Operator works from sketches, computer models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. This operator selects required information from computer programs, and internet sites, precedents, manufacturers' catalogs, and technical guides. This operator independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems. Typical assignments include:

- a. Prepares complete sets of drawings of test equipment to be manufactured from layouts, models, or sketches. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, this operator describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.
- b. From electronic schematics, information as to maximum size, and manuals giving dimensions of standard parts, determines the arrangement and prepares drawing of printed circuit boards.
- c. From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and berms, prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.
- d. Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

Excludes drafter performing work of similar difficulty to that described at this level but who provides support for a variety of organizations that have widely differing functions or requirements.

#### DRAFTER/CAD OPERATOR IV

This operator works closely with design originators, preparing drawings or computer models of unusual, complex, or original designs that require a high degree of precision, performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. This incumbent assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced, exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Although working primarily as a drafter, this worker may occasionally interpret general designs prepared by others to complete minor details, may provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

#### ENGINEERING TECHNICIAN I

Performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. Assembles or installs equipment or parts requiring simple wiring, soldering, or connecting. Performs simple or routine tasks or tests such as tensile or hardness tests; operates and adjusts simple test equipment; records test data. Gathers and maintains specified records of engineering data such as tests, drawings, etc.; performs computations by substituting numbers in specified formulas; plots data and draws simple curves and graphs. High School/Vocational School diploma or GED Certificate.

#### ENGINEERING TECHNICIAN II

Performs standardized or prescribed assignments involving a sequence of related operations. Follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments; technical adequacy of routine work is reviewed on completion; nonroutine work may also be reviewed in progress. Following specific instructions, assembles or constructs simple or standard equipment or parts; services or repairs simple instruments or equipment. Conducts a variety of tests using established methods. Prepares test specimens, adjusts, and operates equipment, and records test data, pointing out deviations resulting from equipment malfunction or observational errors. Extracts engineering data from various prescribed but nonstandardized sources; processes the data following well-defined methods including elementary algebra and geometry; presents the data in prescribed form. High School/Vocational School diploma or GED Certificate, 1 year experience.

#### ENGINEERING TECHNICIAN III

Performs assignments that are not completely standardized or prescribed. Selects or adapts standard procedures or equipment, using fully applicable precedents. Receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed; performs recurring work independently; work is reviewed for technical adequacy or conformity with instructions. Constructs components, subunits, or simple models or adapts standard equipment. Troubleshoots and corrects malfunctions. Follows specific layout and scientific diagrams to construct and package simple devices and subunits of equipment. Conducts various tests or experiments which may require minor

modifications in test setups or procedures as well as subjective judgments in measurement; selects, sets up, and operates standard test equipment and records test data. Extracts and compiles a variety of engineering data from field notes, manuals, lab reports, etc.; processes data, identifying errors or inconsistencies; selects methods of data presentation. Assists in design modification by compiling data related to design, specifications, and materials which are pertinent to specific items of equipment or component parts. Develops information concerning previous operational failures and modifications. Uses judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information. Technical school diploma, 3 years experience.

#### ENGINEERING TECHNICIAN IV

Performs nonroutine assignments of substantial variety and complexity, using operational precedents which are not fully applicable. Such assignments, which are typically parts of broader assignments, are screened to eliminate unusual design problems. Plans such assignments. Receives technical advice from supervisor or engineer; work is reviewed for technical adequacy (or conformity with instructions). Assisted by lower level technicians and has frequent contact with professionals and others within the establishment. Develops or reviews designs by extracting and analyzing a variety of engineering data. Applies conventional engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings, and parts lists. Examples of designs include: detailed circuit diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping systems; and building site layouts. Conducts tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures; sets up and operates equipment; records data, measures and records problems of significant complexity that sometimes require resolution at a higher level; and analyzes data and prepares test reports. Applies methods outlined by others to limited segments of research and development projects; constructs experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary; and records and evaluates data and reports findings. Technical school diploma, 4 years experience.

#### ENGINEERING TECHNICIAN V

Performs nonroutine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project. Selects and adapts plans, techniques, designs, or layouts. Contacts personnel in related activities to resolve problems and coordinate the work; reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches; completed work is reviewed for technical adequacy and satisfaction of requirements. Trains and is assisted by lower level technicians. Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results. From general guidelines and specifications, develops designs for equipment without critical performance requirements which are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. Checks and analyzes drawings or equipment to determine adequacy of drawings and design. Plans or assists in planning

tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations. Technical school diploma, 5 years experience.

#### ENGINEERING TECHNICIAN VI

Independently plans and accomplishes complete projects or studies of broad scope and complexity. Alternatively, serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters; completed work is reviewed for compliance with overall project objectives. Supervises or trains and is assisted by lower level technicians. Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid-state devices for instrumentation equipment). Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system. Designs and coordinates test set-ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. Advises equipment users on redesign to solve unique operational deficiencies. Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment. Technical school diploma, 5 years experience.

#### GRAPHIC ARTIST

The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.

#### AIRCREW TRAINING DEVICES INSTRUCTOR (NON-RATED)

The Aircrew Training Devices Instructor (Non-Rated) is responsible for the accomplishment of ground-based, and/or aircrew training devices (ATD) training of aircraft crewmembers (non-rated for Air Force/Navy contracts). This Worker instructs and measures training progress of crewmember students who train in the established aircrew training curriculum/ATDs, provides inputs and courseware corrections and modifications to update training policies and procedures. The Aircrew Training Devices Instructor assists in projects and development work as assigned, performs administrative

and collateral duties relative to training such as record keeping, monitoring student progress, counseling, training development and maintenance of training programs.

#### AIRCREW TRAINING DEVICES INSTRUCTOR (RATED)

The Aircrew Training Devices Instructor (Rated) is responsible for the accomplishment of ground-based, and/or aircrew training devices (ATD) training of aircraft crew members (crew members for Air Force/Navy contracts) either individually, or in combination with pilot instructors. The incumbent instructs and measures training progress of crewmember students who train in the established aircrew training curriculum/ATDs, provides inputs and courseware corrections and modifications to update training policies and procedures, and assists in projects and development work as assigned.

This Rated Instructor conducts ATD and other ground training of crew members in their specialized aircraft operations, including diagnosis and remediation of student problems following course outline and programmed simulator exercises. This person performs administrative and collateral duties relative to training such as: record keeping, monitoring student progress, counseling, training development and maintenance of training programs.

#### AIR CREW TRAINING DEVICES INSTRUCTOR (PILOT)

This Pilot Instructor is responsible for the accomplishment of ground-based, and/or aircrew training devices (ATD) training of pilots. As a qualified pilot, the incumbent conducts simulator and other ground training of pilots and other crewmembers in aircraft operating procedures, in-flight IFR/ VFR, operational and tactical procedures, measures training progress of pilot students and diagnosis and remediate problems, provides input on needed corrections, modifications and updates to courseware and to training policies and procedures.

Administrative and collateral duties include record keeping, counseling, training development, maintenance of training programs and serving as subject matter expert for students and other personnel as required. This instructor assists in projects and development work as assigned, and maintains a high level of current subject knowledge, capability, and expertise.

#### FLIGHT INSTRUCTOR (PILOT)

The Flight Instructor provides individual flight, and ground instructions to military, civilian or international student pilots in a highly structured training environment. Flight instruction may be performed in a high performance aerobatic aircraft with students who have limited or no previous flight experience. Instruction is based on highly structured syllabus of instruction. Instructors must be able to tailor instruction to students' individual progress and previous qualifications. Instructors must be skilled in providing instructions limited by daily flight schedule. This person maintains training folders that accurately reflect student performance and progress, documents student deficiencies and suggests corrective actions, and motivates students having problems with performance or adaptation to the flight environment. Instructors may also be required to qualify as an observer, monitoring aircraft in the traffic pattern and providing aircraft clearance information to maintain safe and efficient traffic flow. Instructors may also be required to qualify as an area controller who assigns areas to and monitors aircraft in the local training areas, including providing for aircraft separation for arriving and departing aircraft.

### TECHNICAL INSTRUCTOR

The Technical Instructor teaches one or more short courses in a technical trade or craft such as electricity, electronics, surveying, aircraft or ship fundamentals, prepares an instructional program in accordance with training or other course requirements, assembling materials to be presented. The incumbent 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 (e.g. develops clarification or real world examples of application related to the subject matter); develops and maintains classroom techniques that reflect professionalism, good discipline and enhance teaching. The Technical Instructor 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.

### TECHNICAL INSTRUCTOR/COURSE DEVELOPER

The Technical Instructor/Course Developer is primarily responsible for curriculum revision and maintenance. Technical curriculum may involve electronics, welding, or more highly technical areas such as radio and electronics repair or operation of weapons systems. This instructor 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. This 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 (e.g., develops clarification or examples of application related to the subject matter), 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.

### TUTOR

This incumbent tutors students individually or in small groups. She/he may conduct a small amount of formal classroom instruction provided adequate experience is possessed in the subject being tutored. The Tutor does not normally prepare instructional programs or create lesson topic guides, but instead uses existing lesson plans and delivers any formal instruction from existing audio-visual and/or written material prepared by others. This worker may administer examinations or informal tests. This may require familiarity and experience in the field of instruction, but the incumbent can perform the required duties with no college education and approximately 30 to 90 days of training.

### LABORATORY TECHNICIAN (Laboratory Tester)

Performs laboratory tests according to prescribed standards to determine chemical and physical characteristics or composition of solid, liquid, or gaseous materials and substances for purposes such as quality control, process control, product development, or determining conformity to specifications. Sets up and adjusts laboratory apparatus and

operates grinders, agitators, centrifuges, ovens, condensers, and vibrating screens to prepare material for testing according to established laboratory procedure. Performs physical tests on samples of cement or raw materials and controls quality of materials and mix during manufacturing process. Tests raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness. Tests dry and liquid substances used as ingredients in adhesives, propellants, lubricants, refractories, synthetic rubber, paint, paper, and other compounds for purity, viscosity, density, absorption or burning rate, melting point, or flash point, using viscosimeter, torsion balance scale, and pH meter. Tests solutions used in processes, such as anodizing, waterproofing, cleaning, bleaching, and pickling, for chemical strength, specific gravity, or other specifications. Tests materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash or dust. Tests samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, ductibility, and other specifications. Examines materials, using microscope. Records test results on standard forms, writes test reports describing procedures used, and prepares graphs and charts. Cleans and sterilizes laboratory apparatus. Prepares chemical solutions according to standard formulae. Adds chemicals or raw materials to process solutions or product batches to correct deviations from specifications. High School/Vocational School diploma or GED Certificate, 3 years experience.

#### MEDICAL ASSISTANT

The Medical Assistant assists physicians in examination and treatment of patients, and performs clerical tasks related to administration of office. The Medical Assistant prepares treatment rooms for examination of patient. Interviews patient and checks pulse, temperature, blood pressure, weight and height, drapes patient with covering correctly positions instruments and equipment, hands instruments and materials to doctor as directed, collects and prepares specimens for shipment to medical laboratories, takes electrocardiograms, telephones prescriptions to pharmacy, and authorizes refills as directed. This person 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. Medical Assistants may use computer to perform administrative duties.

#### MEDICAL LABORATORY TECHNICIAN (Clinical Laboratory Assistant; Registered Medical Technician)

The Medical Laboratory Technician (Clinical Laboratory Assistant, Registered Medical Technician) performs a variety of routine tests and laboratory procedures in a medical laboratory for use in diagnosis and treatment of disease. This technician conducts urinalyses, clinical chemistry tests and blood counts, prepares tissue samples for study by medical technologist or pathologist, prepares chemical reagent stains and solutions tends automatic equipment to prepare specimens and perform analytic tests, makes preliminary identification of bacterial cultures subject to confirmation of supervisor, maintains laboratory stock of chemicals and glassware, and may collect specimens from patients.

#### MEDICAL TRANSCRIPTIONIST

The Medical Transcriptionist transcribes medical dictation by physicians and other medical practitioners pertaining to patients' assessments, diagnostics, therapy and other medical reports. This position usually requires a high school diploma or equivalent and

coursework in medical terminology and two years of related work experience. 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.

#### NUCLEAR MEDICINE TECHNOLOGIST

The Nuclear Medicine Technologist administers and monitors radionuclides to patients to determine presence of radioactive drugs. This position usually requires an Associate's degree with two years of experience in the field or related area, and May require state certification. Prospects must be familiar with standard concepts, practices and procedures within the Nuclear Medicine field and utilize limited experience and independent judgment to accomplish goals. This position reports to supervisor or manager.

#### PARALEGAL/LEGAL ASSISTANT I

Work is performed under close supervision, with required assistance readily available. Consults prescribed sources of information for facts relating to matters of interest to the program. Reviews documents to extract selected data and information relating to specific items. Reviews and summarizes information in prescribed format on case precedent and decisions. Searches and extracts legal references in libraries and computer-data banks. Attends hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assists in the presentation of charts and other visual information. Associate's degree, 0-2 years.

#### PARALEGAL/LEGAL ASSISTANT II

Exercises more independent judgment than at the level I position. Reviews case materials to become familiar with questions under consideration. Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents. Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law. Interviews potential witnesses and prepares summary interview reports for the attorney's review. Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage. Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits. Verifies citations and legal references on prepared legal documents. Prepares summaries of testimony and depositions. Drafts and edits nonlegal memoranda, research reports and correspondence relating to cases. Associate's degree, 2-5 years experience.

#### PARALEGAL/LEGAL ASSISTANT III

Participates in the substantive development of cases. Analyzes and evaluates case files against litigation worthiness standards. Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney. Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys. Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity. Interviews relevant personnel and potential witnesses to gather

information. Reviews and analyzes relevant statistics. Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation. Consults with statistical experts on reliability evaluations. Testifies in court concerning relevant data. Bachelor's degree, 5-8 years experience.

#### PARALEGAL/LEGAL ASSISTANT IV

Assists in the evaluation, development and litigation of cases. Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law. Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information. Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence. Selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns. Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation. Identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems. Interviews potential witnesses for information and prepares witnesses for court appearances. Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation. Prepares charts, graphs, and tables to illustrate results. Analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files. Appears in court as a witness to testify concerning exhibits prepared supporting plaintiff's case as necessary. Bachelor's degree, 8 years of experience.

#### RADIOLOGIC TECHNOLOGIST

The Radiologic Technologist arranges patients for radiological examinations, produces radiographs (x-rays) to aid in the diagnosis of medical problems. Usually, this position requires an Associate's degree with two years of experience in the field or related area. The prospect has knowledge of commonly used concepts, practices and procedures within the field, relies on instructions and pre-established guidelines to perform the functions of the job, and works under immediate supervision. A certain degree of latitude and creativity is required. This position reports to supervisor or manager.

#### TECHNICAL WRITER (Occupational Base)

Under general supervision, the Technical Writer writes and edits technical reports, brochures, and/or manuals for internal documentation, customer reference, or publication. This person researches and analyzes available literature and verifies copy with appropriate departments, and may coordinate production and distribution of materials.

#### TECHNICAL WRITER I

The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation,

and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer's catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

### TECHNICAL WRITER II

In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating procedures and details. This worker accesses manufacturers' catalogs, drawings and other data relative to operation, maintenance, and service of equipment, may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This writer organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, may select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication, and arrange for typing, duplication and distribution of material. This writer may draft speeches, articles, and public or employee relations releases, or specialize in writing material regarding work methods and procedures.

### TECHNICAL WRITER III

The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment. The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and

terminology; and reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.

### **Accountant I**

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. May require a bachelor's degree in accounting and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

### **Accountant II**

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. May require a bachelor's degree in accounting, finance and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on judgment and limited experience to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

### **Accountant III**

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Requires a bachelor's degree in accounting, and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

### **Accountant IV**

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments,

and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Requires a bachelor's degree in accounting and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Accounting Director**

Responsibilities include directing and overseeing all or one of the following accounting functions: general accounting, payroll, and cost accounting. Requires a bachelor's degree with at least 10 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

### **Accounting Manager**

Responsible for managing the general accounting function. Oversees the completion of ledger accounts and financial statements. Requires a bachelor's degree in a related area and at least 7 years of experience in the field. Relies on experience and judgment to plan and accomplish goals. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Manages the general accounting staff and typically reports to top accounting officer.

### **Attorney I**

Prepares and examines contracts involving leases, licenses, purchases, sales, insurance, etc. Provides legal advice to an organization, prepares resolutions and forms, and participates in major legal actions. Responsible for foreseeing and protecting company against legal risks. Must be a graduate of an accredited law school with 0-3 years of experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.

### **Attorney II**

Prepares and examines contracts involving leases, licenses, purchases, sales, insurance, etc. Provides legal advice to an organization, prepares resolutions and forms, and participates in major legal actions. Responsible for foreseeing and protecting the company against legal risks. Must be a graduate of an accredited law school with 2-5 years of experience and admitted into the state bar. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.

### **Attorney III**

Prepares and examines contracts involving leases, licenses, purchases, sales, insurance,

etc. Provides legal advice to an organization, prepares resolutions and forms, and participates in major legal actions. Responsible for foreseeing and protecting the company against legal risks. Must be a graduate of an accredited law school with 5-8 years of experience and admitted into the state bar. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

### **Auditing Director**

Directs the auditing of accounting and financial data of various departments within an organization. Designs, develops, and implements of internal auditing policy and procedure within the organization. Ensures accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and makes recommendations for improvement to top management. May require a bachelor's degree in area of specialty and at least 10 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

### **Auditing Manager**

Oversees the auditing of accounting and financial data of various departments within an organization. Assists in the design and administration of audit policy and procedure within the organization. May require a bachelor's degree in area of specialty and at least 8 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

### **Auditing Supervisor I**

Oversees the auditing of accounting and financial data of various departments within an organization. Inspects and audits the operations and financials of the organization and reports any evidence of fraud. A level I supervisor is considered a working supervisor with little authority for personnel actions. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Auditing Supervisor II**

Oversees the auditing of the accounting and financial data of various departments within an organization. Inspects and audits the operations and financials of the organization and reports any evidence of fraud. A level II supervisor has authority for personnel actions and oversees most day to day operations of group. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Auditing Supervisor III**

Oversees the auditing of the accounting and financial data of various departments within an organization. Inspects and audits the operations and financials of the organization and reports any evidence of fraud. A level III supervisor has full authority and may be considered lower middle management. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Budget Analyst I**

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

### **Budget Analyst II**

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

### **Budget Analyst III**

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

### **Budget Analyst IV**

Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs. Requires a bachelor's degree in area of specialty and 6-8 years of experience in the field or in a related area. Familiar with a variety of the

field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. May report to an executive or a manager.

### **Budget Manager**

Directs and coordinates activities of personnel responsible for formulation, monitoring and presentation of budgets for controlling funds to implement program objectives of public and private organizations. Directs compilation of data based on statistical studies and analysis of past and current years to prepare budgets and to justify funds requested. Correlates appropriations for specific programs with appropriations for divisional programs and includes items for emergency funds. Reviews operating budgets periodically to analyze trends affecting budget needs. Requires a bachelor's degree and 5-7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

### **Budgeting Supervisor I**

Oversees the review of expenditures and preparation of operating budgets for various departments to ensure conformance to budgetary limits. Facilitates the analysis of overruns/underruns, actual spending and revenue, and prepares a variety of statistical reports. A level I supervisor is considered a working supervisor with little authority for personnel actions. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Budgeting Supervisor II**

Oversees the review of expenditures and preparation of operating budgets for various departments to ensure conformance to budgetary limits. Facilitates the analysis of overruns/underruns, actual spending and revenue, and prepares a variety of statistical reports. A level II supervisor has authority for personnel actions and oversees most day to day operations of group. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Budgeting Supervisor III**

Oversees the review of expenditures and preparation of operating budgets for various departments to ensure conformance to budgetary limits. Facilitates the analysis of overruns/underruns, actual spending and revenue, and prepares a variety of statistical reports. A level III supervisor has full authority and may be considered lower middle management. May require a bachelor's degree in area of specialty. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of

creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Computer System Analyst Level 3**

Applies systems analysis and design techniques to complex computer systems in a broad area such as financial management, accounting, or statistics. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis. Guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting use project proposals identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects.

Education: Bachelor's Degree in Computer Science

Experience: Two years experience providing systems analysis related services, similar to that as described below, and having knowledge and understanding of applicable technical concepts and practices.

### **Computer System Analyst Level 4**

Applies systems analysis and design techniques to complex computer systems in a broad area such as financial management, accounting, or statistics. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis. Guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting use project proposals identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects.

Education: Master's Degree in Computer Science

Experience: 6 years technical experience with applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods, also requires knowledge of available hardware, system software, input/output devices, structure and management practices. Serves as lead analyst in a design subgroup.

### **Consultant Level 2**

Review, analyze, and evaluates business systems and user needs. Formulate systems to parallel overall business strategies. Write detailed description of user needs, program/project functions, and steps required to develop or modify programs and procedures. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected.

Education and Experience: Prominent top-level technical/administrative professional with at least 4 years experience and Bachelor's Degree. Experienced in executive level management and leadership.

### **Consultant Level 3**

Review, analyze, and evaluates business systems and user needs. Formulate systems to parallel overall business strategies. Write detailed description of user needs, program/project functions, and steps required to develop or modify programs and procedures. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan

and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected.

Education and Experience : Prominent top-level technical/administrative professional with at least 8 years experience and a Master's degree. Experienced in senior executive level management and leadership ability.

### **Contract Administrator Level 2**

Performs a wide range of contract administration and negotiation functions related to various types of contracts e.g., long-term, multi-million dollar contracts for service, equipment and systems. Negotiates and administers assigned contracts to completion or termination. Types of contracts include fixed price, cost plus fixed fee or award fee, cost plus incentive fee and other types. Monitors the technical efforts of the contractor. Maintains a comprehensive knowledge of laws pertaining to the contractor operation including labor laws, safety, etc. Reviews contractor organization and staffing and the qualification of key personnel.

Education and Experience: Position requires a Bachelor's Degree and 3 years professional experience in supporting the operational aspects of multiple, large scale Government programs.

### **Contract Administrator Level 3**

Serves as a Contracting Officer and may have signature authority. Performs a wide range of contract administration and negotiation functions related to various types of contracts e.g., long-term, multi-million dollar contracts for service, equipment and systems. Negotiates and administers assigned contracts to completion or termination. Types of contracts include fixed price, cost plus fixed fee or award fee, cost plus incentive fee, etc. Appoints contracting officers representatives (CORs) to monitor the technical efforts of the contractor. Ensures CORs fulfill their responsibilities in accordance with applicable directives and established administrative procedures. Maintains a comprehensive knowledge of laws pertaining to the contractor operation including labor laws, safety, etc. Reviews contractor organization and staffing and the qualification of key personnel.

Education and Experience: Position requires a Bachelor's Degree and 4 or more years professional experience in supporting the operational aspects of multiple, large scale Government programs.

### **Contract Specialist Level 2**

Develops a pre-negotiation position, determines the types of contracts and negotiation authority to be used, and prepares justification. Coordinates contract management activities consistent with Federal Acquisition Regulation guidance and contractual agreements. Interprets contract provisions, and provides appropriate advice and guidance, using mature judgment and defending all actions taken. Develops guidelines for use of staff and program offices, setting forth procurement lead-times for each type of requirement handled. Serves as Contracting Officer with responsibility for pre-award and post award contracting functions involving procurements. Advises program officials of the procurement objectives to be used and assists in the preparation of the statement of work.

Education: B.A. or B.S. degree. Four years of experience and attendance at federal government acquisition workforce training may be substituted for a degree.

### **Contract Specialist Level 3**

Develops a pre-negotiation position, determines the types of contracts and negotiation authority to be used, and prepares justification. Coordinates contract management activities consistent with Federal Acquisition Regulation guidance and contractual agreements. Interprets contract provisions, and

provides appropriate advice and guidance, using mature judgment and defending all actions taken. Develops guidelines for use of staff and program offices, setting forth procurement lead-times for each type of requirement handled. Serves as Contracting Officer with responsibility for pre-award and post award contracting functions involving procurements. Advises program officials of the procurement objectives to be used and assists in the preparation of the statement of work. Should possess experience in leading and managing other acquisition professionals. Keeps the Director informed of progress in mission and prepares briefings on various vital procurement issues for presentation to higher officials.  
Education: Master's degree. An advanced degree or acquisition certification is preferred (CPCM, CACM, or certificate program).

### **Cost/Price Analyst**

May serve as Team Leader for a team of contract specialists and contract administrators. Performs pre-award functions for procurements involving complex contracts of highly specialized, extensive, new or innovative acquisitions or services. Administers long-term, complex contracts for procurements of extensive, highly specialized new or innovative acquisition, or services affecting ACA solicitations and respective contractors. Analyzes and evaluates cost and pricing data elements to determine price reasonableness for major acquisitions with limited precedent data available. Terminates highly specialized and/or long-term complex contracts that affect a wide range of procurement activities or contractors operations.  
Education: B.A. or B.S. degree in business, economics, engineering or related field. 8 years experience in cost analysis with a demonstrated ability to supervise and lead a team of analysts.

### **Director**

Plans and directs all aspects of an organization's policies, objectives, and initiatives. Relies on experience and judgment to plan and accomplish goals.  
Education - Master's Degree in business, economics, engineering or related field. Experience – 8 to 10 years of experience directing major government procurements or programs.

### **EEO Manager**

Manages and coordinates activities of departmental personnel engaged in inspecting and investigating Equal Employment Opportunity/Affirmative Action issues or complaints to ensure compliance with Federal, State, or municipal laws, utilizing knowledge of agency's purposes, rules, regulations, procedures, and practices. Investigates complaints and/or assigns specific duties to inspectors and/or investigators either directly or through subordinate staff. A combination of over two years of directly related training and/or experience is typically required for carrying out the responsibilities for this job. This position typically reports to EEO Director and may have EEO Supervisor reporting to it; however, in smaller companies the manager may be the first level supervisor over subordinate staff.: Prepares reports mandated by government agencies. Reviews agency's current workload status, schedules, and individual personnel assignments and expertise to establish priorities and to determine ability to accept and complete future commitments. Reviews work reports, papers, rulings, and other records prepared by subordinate personnel for clarity, completeness, accuracy, and conformance with agency policies. Routes approved reports and records to designated individuals for action or for information. May participate in or make initial and/or advanced level investigations, tests, or rulings. May testify in court and/or before control or review board. May be required to be certified in designated specialty area. show less

### **EEO Specialist**

Monitors company contracts to determine Equal Employment Opportunity/Affirmative Action

requirements and to facilitate compliance with government agencies. Identifies potential areas of equal employment or diversity problems, studies equal opportunity complaints to clarify issues, and meets with personnel involved to counsel, arbitrate, and settle disputes. A combination of over two years of directly related training and/or experience is typically required for carrying out the responsibilities for this job.: Confers with supervisory personnel to verify or document alleged violations of law, such as failure to post notices, process grievances, or correct ethnic or other imbalances. Reviews contracts to determine company actions required to meet equal opportunity provisions of local, State, or Federal laws. Prepares report of findings and makes recommendations for corrective action. Participates with Personnel Manager in addressing and resolving issues involving company hiring and related personnel policies.

### **Executive Assistant**

Provide a variety of substantive support to the senior Executive Assistant/Administrator in managing correspondence and briefing materials, organizing meetings, and maintaining databases related to technology transfer matters. Draft correspondence and prepare reports. Ensure background documentation is complete for meetings, developing agenda, ensuring accuracy of database information relative to program/project scope. Will use a variety of standard office applications, such as word processing, spreadsheet, presentation/graphics, calendar, database, Internet browsers, and electronic mail software for correspondence, reports, tracking, research, and other office tasks. Screen callers and direct them to the appropriate office staff.

Education and Experience: High school and 5 to 7 years of related experience. Typing proficiency of 50-60 wpm and working knowledge of MS Office Suite.

### **Facilitator Level 2**

Serves as the process facilitator with responsibility for the following: Provide process and group facilitation and project management support for selected teams chartered to design, develop and deploy operational and organizational contracting initiatives. Collaborates with Team Leaders to manage facilitation, process and team related activities efficiently and effectively; Structure and support the conduct of strong, results-oriented meeting/telecom sessions to meet expected outcomes and deliverables; Design and conduct facilitated sessions within a process-driven framework to evoke participation, stimulate creativity, manage group dynamics, enhance problem solving and decision making, and promote team building and conflict resolution; Apply structured analytical, problem solving, and systems thinking tools and techniques to enhance team's ability to produce quality products according to budget and schedule; and Develops and deploys strategies for building ACA capacity and knowledge of sound team/group process facilitation techniques and practices, including providing training on process facilitation tool and techniques to selected team leads and members.

Education: B.A. or B.S. degree. Experience: 3 years of work experience and at least 1 year of demonstrated experience within the past year.

### **Facilitator Level 3**

Serves as the process facilitator with responsibility for the following: Provide process and group facilitation and project management support for selected teams chartered to design, develop and deploy operational and organizational contracting initiatives. Collaborates with Team Leaders to manage facilitation, process and team related activities efficiently and effectively; Structure and support the conduct of strong, results-oriented meeting/telecom sessions to meet expected outcomes and deliverables; Design and conduct facilitated sessions within a process-driven framework to evoke participation, stimulate creativity, manage group dynamics, enhance problem solving and decision making, and promote team building and conflict resolution; Apply structured analytical,

problem solving, and systems thinking tools and techniques to enhance team's ability to produce quality products according to budget and schedule; and Develops and deploys strategies for building ACA capacity and knowledge of sound team/group process facilitation techniques and practices, including providing training on process facilitation tool and techniques to selected team leads and members.

Education: Master's Degree Experience: 6 years of work experience and at least 2 year of demonstrated experience within the past year.

### **Financial Analysis Manager**

Responsible for managing financial analysis projects and statistical studies. Projects may include evaluation of potential investments and divestitures as well as general economic outlooks. Requires a bachelor's degree in a related area and at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Relies on experience and judgment to plan and accomplish goals. Manages financial analyst staff and typically reports to top management.

### **Financial Analyst I**

Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires a bachelor's degree and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

### **Financial Analyst II**

Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires a bachelor's degree and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

### **Financial Analyst III**

Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires a bachelor's degree and 4-7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.

### **Financial Analyst IV**

Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires a bachelor's degree in accounting or finance and may be expected to have an advanced degree in a related area with at least 7 years of related experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.

### **Functional Analyst Level 2**

Provides policy guidance, interpretation and advice to operational acquisition activities on a variety of acquisition-related issues, such as Federal Acquisition Regulation (FAR) changes, financial management, budgeting, GPRA and procurement professionalism. Analyzes management techniques, processes and styles in order to recommend improvements in organizational effectiveness. Develops policies and implements regulations and standards on acquisition-related programs, activities and functions. Designs studies, training programs and organizational strategies to improve customer service and process quality.

Education and Experience: BS or AS degree is preferred, but at a minimum, must possess 5-7 years experience of private sector or military experience as it directly relates to contract performance. Experience in delivering presentations to peers, subordinates and user representatives.

### **Functional Analyst Level 3**

Provides policy guidance, interpretation and advice to operational acquisition activities on a variety of acquisition-related issues, such as Federal Acquisition Regulation (FAR) changes, financial management, budgeting, GPRA and procurement professionalism. Analyzes management techniques, processes and styles in order to recommend improvements in organizational effectiveness. Develops policies and implements regulations and standards on acquisition-related programs, activities and functions. Designs studies, training programs and organizational strategies to improve customer service and process quality.

Education and Experience: MA or BS degree is preferred, but at a minimum, must possess 8-10 years experience of private sector or military experience as it directly relates to contract performance or specialized functions related projects or activities. Experience in delivering presentations to peers, subordinates and user representatives.

### **Human Resources Advisor**

Provides establishment personnel assistance in identifying, evaluating, and resolving human relations and work performance problems within establishment to facilitate communication and improve employee human relations skills and work performance. Talks informally with establishment personnel and attends meetings of managers, supervisors, and work units to facilitate effective interpersonal communication among participants and to ascertain human relations and work related problems that adversely affect employee morale and establishment productivity. A combination of over two years of directly related training and/or experience is typically required for carrying out the responsibilities for this job.: Evaluates human relations and work-related problems and meets with supervisors and managers to determine effective remediation techniques, such as job skill training or personal intervention, to resolve human relations issues among personnel. Develops and conducts training to instruct establishment managers, supervisors, and workers in human

relations skills, such as supervisory skills, conflict resolution skills, interpersonal communication skills, and effective group interaction skills. Schedules individuals for technical job-related skills training to improve individual work performance. May participate in resolving labor relations issues. May assist in screening applicants for establishment training programs. May write employee newsletter. May operate audiovisual equipment to review or for giving presentations for training program.

### **Human Resources Analyst**

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

### **Human Resources Generalist**

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

### **Internal Auditor I**

Audits the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and researches issues and makes recommendations to improve policies or procedures accordingly. May work with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the

job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

### **Internal Auditor II**

Audits the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and researches issues and makes recommendations to improve policies or procedures accordingly. May work with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.

### **Internal Auditor III**

Audits the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and researches issues and makes recommendations to improve policies or procedures accordingly. Works with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is expected.

### **Internal Auditor IV**

Audits the accounting and financial data of various departments within an organization to ensure accuracy and compliance with government guidelines and laws. Identifies improper accounting or documentation and researches issues and makes recommendations to improve policies or procedures accordingly. Works with outside auditors to help reconcile discrepancies or support the external auditing function. Requires a bachelor's degree in accounting and 6-8 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. May report to an executive or a manager.

### **Procurement Analyst Level 2**

Possess knowledge of the organization and contents of the Federal Acquisition Regulation (FAR), agency specific regulations, and be current and knowledgeable of acquisition streamlining initiatives and reforms. Uses various acquisition approaches, e.g. full and open competition, cost plus and fixed price contracts, Government Wide Agency Contracts and blanket purchase agreements, and is able to formulate documentation for the various approaches. Demonstrates good organization and writing skills. May provide policy guidance, interpretation and advice to operational acquisition activities on a variety of acquisition-related issues, such as FAR changes, financial management, budgeting, and procurement professionalism.

Education: B.A. or B.S. degree. Four years of experience and attendance at federal government acquisition workforce training may be substituted for a degree.

### **Procurement Analyst Level 3**

Possess knowledge of the organization and contents of the Federal Acquisition Regulation (FAR), agency specific regulations, and be current and knowledgeable of acquisition streamlining initiatives and reforms. Uses various acquisition approaches, e.g. full and open competition, cost plus and fixed price contracts, Government Wide Agency Contracts and blanket purchase agreements, and is able to formulate documentation for the various approaches. Demonstrates good organization and writing skills. May provide policy guidance, interpretation and advice to operational acquisition activities on a variety of acquisition-related issues, such as FAR changes, financial management, budgeting, and procurement professionalism.

Education: Master's degree. An advanced degree or acquisition certification is preferred (CPCM, CACM, or certificate program).

Experience: Eight years of progressive experience supporting and developing large, major, or complex government procurements. Posses experience in leading and managing other acquisition professionals.

### **Project Engineer**

Directs, coordinates, and exercises functional authority for planning, organization, control, integration, and completion of engineering projects within area of assigned responsibility. Plans and formulates engineering program and organizes project staff according to project requirements. Assigns project personnel to specific phases or aspects of project, such as technical studies, product design, preparation of specifications and technical plans, and product testing, in accordance with engineering disciplines of staff. A combination of over four years of directly related training and/or experience is typically required for carrying out the responsibilities for this job. An experienced project engineer may have responsibility for technical direction of other lower level project engineers or field engineers.: Reviews product design for compliance with engineering principles, company standards, customer contract requirements, and related specifications. Coordinates activities concerned with technical developments, scheduling, and resolving engineering design and test problems. Directs integration of technical activities and products. Evaluates and approves design changes, specifications, and drawing releases. Controls expenditures within limitations of project budget. Prepares interim and completion project reports.

### **Project Manager Level 2**

Develops, plans, implements, maintains procurement life cycle. Applies extensive knowledge of technical business factors, develops integration, evaluation requirements, and related specifications. Experience in evaluating procurement processes plans and procedures. Performs detailed – in depth assessments of program risks and benefits, and evaluates related configuration problems as applied to production and improvement programs is essential.

Education: Bachelor's Degree in Computer Science or related field Experience: 6 years technical and management experience – working within a requirements project.

### **Project Manager Level 3**

Develops, plans, implements, maintains procurement life cycle. Applies extensive knowledge of technical business factors, develops integration, evaluation requirements, and related specifications. Experience in evaluating procurement processes plans and procedures. Performs detailed – in depth assessments of program risks and benefits, and evaluates related configuration problems as applied to production and improvement programs is essential. Ensures projects are completed on time and according to company standards. Assigns, coordinates, and reviews work of systems analysis personnel, programming personnel, feasibility studies, and time and cost estimates of new or revised systems. Consults with personnel in other information systems groups to coordinate activities. Consults with managerial to clarify systems and programs intent, identify problems, suggest

changes, and determine extent of application systems changes required.

Education: B.A. or B.S. Degree. - Master's Degree Preferred Experience: 10 years of accounting or financial experience, including 5 years of increasing responsibilities in assignment supervision and management. Experience in the direct supervision of Cost Estimating, Procurement Strategic Planning and Execution, or Business Management.

### **Senior Executive Assistant**

Directs and coordinates administrative services, which may include office clerical and support services, printing, mail distribution and messenger services, telecommunications, maintenance, purchasing, security, and cafeteria services.

Screens callers and visitors to the office, answers routine questions, and refers other questions to appropriate staff members. Receives and reviews incoming correspondence/documents to determine the appropriate disposition of the material. Uses a variety of office automation software applications to manipulate data, format and present information and generate a variety of documents such as letters, memoranda, forms, reports, charts, and graphs. Proofreads correspondence, reports, and other documents to ensure correct grammar, spelling, punctuation, and required formats. Maintains and updates office filing systems including computerized tracking systems.

Education and Experience: 2 years of College; 6 years of administrative support experience, knowledge of MS Office.

### **Training Analyst**

Researches and develops training programs for an organization. Develops methods and materials for training staff and may prepare curriculums including lectures, ideas for group discussions, demonstrations, and workshops. Evaluates training delivery, measures results, and recommends program changes. Must stay abreast of new training methods and determine relevancy to company employees. Requires a bachelor's degree in a related area and at least 5 years of experience in the field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

### **Training Director**

Develops the development and administration of organization training programs. Develops training objectives, strategies, policies, and programs. Directs the implementation of policies and procedures related to various training and educational programs for the employees of an organization. Directs and mentors staff of trainers. Typically reports to a Top Officer and has manager level reporting to this position.: Investigates and evaluates a variety of in-house and outside training and educational programs. Conducts needs evaluation and designs curricula and courses to meet those needs. Liaises with management to ensure training and educational programs achieve corporate goals. Directs analysis and design of materials and programs and suggests enhancements. Ensures all new clerical and supervisory employees complete orientation/general instructional sessions. Prepares reports for management. Prepares and approves budgets and travel plans. May direct management trainee program.

### **Training Manager**

Manages the activities related to various training and educational programs for an organization. Assesses and identifies individual or group training needs, and administers plans, procedures, and programs to meet training needs. Prepares a variety of training aids and materials. A combination of over four years of directly related training and/or experience is typically required for carrying out the responsibilities for this job. Typically reports to director level and supervisory level reports to this

position.: Keeps informed of new training methods. Determines appropriateness of contracting with outside vendors to accomplish organization's training goals and objectives. Analyzes training program effectiveness and submits reports and recommendations to management. Prepares and approves budgets and travel plans. Recruits, hires, trains staff, evaluates employee performance, and recommends or initiates promotions, transfers, and disciplinary action.

### **Training Specialist**

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

### **Training Supervisor**

Supervises the activities related to various training and educational programs for an organization. Supervises staff of training and education specialists who organize and conduct training and educational programs for employee development, orientation, and on-the-job training. Assists in the development of training programs. A combination of over four years of directly related training and/or experience is typically required for carrying out the responsibilities for this job. Typically reports to manager level and is the first level of supervision.: Determines training methods to be used, such as individual or group instruction, conferences, workshops, and demonstrations. Researches and develops handbooks, models, and other teaching aids. Evaluates employee test scores to measure training program effectiveness and reports findings to management. Recommends changes to improve program content, and works with management to achieve corporate training goals. Prepares and approves budgets and travel plans. May recruit, hire, train staff, evaluate employee performance, and recommend or initiate promotions, transfers, and disciplinary action.

## SECTION 4

### PRICE LIST

LABOR CATEGORY	GSA PRICE
<b>736-1</b>	
Accounting Clerk I	32.43
Accounting Clerk II	35.99
Accounting Clerk III	37.99
Administrative Assistant	54.93
Court Reporter	45.77
Data Entry Operator I	29.06
Data Entry Operator II	31.40
Document Preparation Clerk	29.28
Duplicating Machine Operator	29.28
General Clerk I	29.88
General Clerk II	32.28
General Clerk III	36.11
Housing Referral Assistant	49.01
Messenger (Courier)	27.09
Order Clerk I	31.65
Order Clerk II	34.20
Personnel Assistant (Employment) I	36.17
Personnel Assistant (Employment) II	40.08
Personnel Assistant (Employment) III	44.27
Production Control Clerk	50.22
Receptionist	32.11
Rental Clerk	35.82
Scheduler, Maintenance	39.88
Secretary I	39.88
Secretary II	44.22
Secretary III	49.01
Service Order Dispatcher	51.09
Supply Technician	54.93
Survey Worker	37.86
Test Proctor	40.40
Travel Clerk I	29.11
Travel Clerk II	32.33
Travel Clerk III	35.99
Word Processor I	38.06
Word Processor II	42.32
Word Processor III	46.94
<b>736-2</b>	
Computer Operator I	36.17
Computer Operator II	40.08
Computer Operator III	44.27
Computer Operator IV	48.83
Computer Operator V	53.72
Computer Programmer I (1)	46.44
Computer Programmer II (1)	49.52
Computer Programmer III (1)	49.52

Computer Programmer IV (1)	49.52
Computer Systems Analyst I (1)	49.52
Computer Systems Analyst II (1)	49.52
Computer Systems Analyst III (1)	49.52
Peripheral Equipment Operator	36.17
Personal Computer Support Technician	48.83
<b>736-3</b>	
Carpenter Maintenance	46.93
Dispatcher, Motor Vehicle	51.85
Electrician, Maintenance	59.89
Electronics Technician, Maintenance I	49.95
Electronics Technician, Maintenance II	52.59
Electronics Technician, Maintenance III	55.26
Forklift Operator	33.07
Gardener	43.09
General Maintenance Worker	39.68
Housekeeping Aide	28.24
Janitor	28.24
Laborer	30.09
Laborer, Grounds Maintenance	33.92
Machinery Maintenance Mechanic	50.60
Machinist, Maintenance	48.93
Maintenance Trades Helper	31.75
Material Coordinator	50.22
Material Expediter	50.22
Material Handling Laborer	31.25
Order Filler	28.94
Pipefitter, Maintenance	55.01
Plumber, Maintenance	54.44
Shipping Packer	33.08
Shipping/Receiving Clerk	33.08
Stock Clerk	36.09
Store Worker I	27.15
Tools and Parts Attendant	33.07
Warehouse Specialist	33.07
<b>736-4</b>	
Child Care Attendant	25.18
Child Care Center Clerk	32.20
Desk Clerk	26.20
Family Readiness and Support Services Coordinator	34.02
Food Service Worker	24.17
Guard I	27.32
Guard II	45.71
Illustrator I	42.45
Illustrator II	51.77
Illustrator III	62.57
Librarian	62.89
Library Aide/Clerk	38.11
Library Information Technology Systems Admin	51.77
Library Technician	45.61
Lifeguard	24.65
Media Specialist I	38.29
Media Specialist II	42.45
Media Specialist III	46.93
Photographer I	37.43
Photographer II	41.47
Photographer III	50.52
Photographer IV	61.09

Photographer V	73.19
Recreation Aide/Health Facility Attendant	26.99
Recreation Specialist	35.29
Sales Clerk	29.28
Sewage Plant Operator	55.18
Survey Party Chief	70.97
Surveying Aide	42.43
Surveying Technician	49.50
<b>736-5</b>	
Cartographic Technician	59.55
Cashier	25.62
Certified Occupational Therapist Assistant	42.52
Certified Physical Therapist Assistant	50.03
Civil Engineering Technician	53.87
Computer Based Training Specialist/Instructor	65.11
Educational Technologist	52.00
Drafter/CAD Operator I	43.90
Drafter/CAD Operator II	48.73
Drafter/CAD Operator III	53.92
Drafter/CAD Operator IV	65.60
Engineering Technician I	33.43
Engineering Technician II	37.29
Engineering Technician III	41.15
Engineering Technician IV	50.15
Engineering Technician V	60.59
Engineering Technician VI	72.59
Graphic Artist	51.60
Aircrew Training Devices Instructor (Non-Rated)	65.11
Aircrew Training Devices Instructor (Rated)	78.09
Aircrew Training Devices Instructor (Pilot)	91.90
Flight Instructor	91.90
Technical Instructor	47.01
Technical Instructor/Course Developer	59.47
Tutor	40.40
Laboratory Technician	42.23
Medical Assistant	35.40
Medical Laboratory Technician	39.60
Medical Record Clerk	37.02
Medical Record Technician	41.03
Medical Transcriptionist	37.43
Nuclear Medicine Technologist	78.04
Paralegal/Legal Assistant I	41.57
Paralegal/Legal Assistant II	51.34
Paralegal/Legal Assistant III	62.04
Paralegal/Legal Assistant IV	74.35
Radiologic Technologist	60.30
Technical Writer I	46.84
Technical Writer II	56.35
Technical Writer III	67.35
Accountant I	43.52
Accountant II	52.45
Accountant III	63.33
Accountant IV	72.59
Accounting Director	132.69
Accounting Manager	93.70
Attorney I	97.34
Attorney II	123.21
Attorney III	152.02

Auditing Director	134.00
Auditing Manager	109.97
Auditing Supervisor I	67.98
Auditing Supervisor II	80.21
Auditing Supervisor III	98.01
Budget Analyst I	50.12
Budget Analyst II	61.54
Budget Analyst III	71.29
Budget Analyst IV	86.70
Budget Manager	95.47
Budgeting Supervisor I	69.96
Budgeting Supervisor II	78.41
Budgeting Supervisor III	99.55
Computer Systems Analyst III	87.32
Computer Systems Analyst IV	97.76
Consultant II	94.04
Consultant III	121.32
Contracts Administration II	65.43
Contracts Administration III	86.20
Contracts Specialist II	83.55
Contracts Specialist III	117.41
Cost/Price Analyst	126.22
Director	211.57
EEO Manager	139.37
EEO Specialist	85.80
Executive Assistant	54.48
Facilitator II	63.99
Facilitator III	89.14
Financial Analysis Manager	95.07
Financial Analyst I	50.70
Financial Analyst II	62.64
Financial Analyst III	73.73
Financial Analyst IV	85.95
Functional Analyst II	70.01
Functional Analyst III	89.88
Human Resources Advisor	110.79
Human Resources Analyst	63.93
Human Resources Generalist	61.14
Internal Auditor I	51.09
Internal Auditor II	60.24
Internal Auditor III	71.58
Internal Auditor IV	89.41
Procurement Analyst II	183.01
Procurement Analyst III	232.54
Program Admn Specialist	64.58
Program Analyst II	82.58
Program Analyst III	87.46
Project Engineer	107.13
Project Manager II	115.78
Project Manager III	146.09
Senior Executive Assistant	66.08
Training Analyst	75.80
Training Director	167.23
Training Manager	120.20
Training Specialist	72.71
Training Supervisor	110.87

## SECTION 5

### **BRANCH OFFICE LOCATION**

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