



The Purchasing Memo

Date: February 25, 2026

To: Governing Body, Finance Committee, and Public Works & Utilities Committee

From: Nancy Jimenez, Public Utilities Admin, Billing and Customer Service Div. Dir *NLJ*

Via: Jesse Roach, Interim Public Utilities Director *JR*
Jesse Roach

Subject: Utility Billing System Modernization Project

Vendor Name: ITSQuest, Inc.

Munis Vendor Number: 9036

ITEM AND ISSUE:

Public Utilities Division respectfully requests your review and approval to generate a purchase order with ITSQuest, Inc. NM State price agreement #40-00000-203-00027 in the total amount of \$181,971.38 excluding tax for Utility Billing System Modernization Project. (Nancy Jimenez, Public Utilities Admin, Billing and Customer Service Division Director: nljimenez@santafenm.gov)

1. Request for Approval of a Budget Amendment Resolution (BAR) in the Amount \$181,972 from the Public Utilities Cash Enterprise Fund to Public Utilities Admin Service Contracts for the Utility Billing Modernization Project with ITSQuest, Inc.

BACKGROUND AND SUMMARY:

The City of Santa Fe Public Utilities Department is advancing the Utility Billing System Modernization Project to replace the legacy platform with CIS Infinity. This initiative strengthens billing accuracy, operational efficiency, system integration, and long-term service reliability for utility customers.

The project is currently in the structured testing phase, focused on validating system functionality, data conversion accuracy, interface performance, and end-to-end workflow execution. Test scripts are being executed across functional areas to confirm that the system performs in accordance with defined business and technical requirements. In scoping the transition to ADVANCED we underestimated the amount of external testing that would be required. We thought we could do more testing internally but the burden on internal testers with their full-time job is too high.

Testing efforts include regression testing, scenario-based validation, data reconciliation, and defect documentation. Identified issues are tracked, prioritized, and resolved in coordination with implementation partners to ensure readiness for downstream phases and production deployment. We think approximately \$241,268.95 will be required for external testing. We are starting with a small cooperative procurement with ITSQuest for testing things with City Manager approval and will follow with a larger cooperative procurement through committees to expand the amount.

To maintain testing momentum and avoid delays, the project requires supplementing city employees with temporary contract testers. This approach increases coverage capacity, supports sustained execution of test scripts, and ensures continuous review cycles without overextending existing staff. Supplemental contractor support enables efficient defect turnaround and helps maintain steady progress during this critical validation period.

PRIOR APPROVALS AND SUPPORTING INFORMATION:

FUNDING SOURCE:

Fund Name/Number: UTILITY / 511

Munis Org Name/Number: PU Admin / 5115501

Munis Object Name/Number: Svc Cntr / 510310

Budget Officer / Designee: Andy Hopkins **Date:** 03/09/2026

Budget Officer Comment/Exceptions: _____

PROCUREMENT METHOD:

The procurement method used was NMSA 1978, Section 13-1-129, Statewide Price Agreement

Statewide Price Agreement 40-00000-203-00027 Temporary Administrative and Professional Staffing (GS-02F-006CA) Term Date December 9, 2024 – December 8, 2029

Chief Procurement Officer (CPO)/Designee: [Signature] **Date:** 03/09/2026

CPO Comment/Exceptions: _____

ASSOCIATED APPROVALS:

IT Components included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Treasury/Point of Sale Components included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Vehicles included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Construction to City Facilities, Furniture, and/or Fixtures included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Is this an externally funded purchase? Yes | No

If yes, what is the issuing agency: _____

Approval: _____ Title: _____ Date: _____

Comment/Exceptions: _____

Is this a Capital Asset or Project? Yes | No

Project Ledger Number: _____

Approval: _____ Title: _____ Date: _____

Comment/Exceptions: _____

Department Contract Administrator Contact Info: Amanda Britt / apbritt@santafenm.gov/ x4355

ATTACHMENTS:

Budget Amendment Resolution (BAR)

Procurement document: Statewide Price Agreement

Vendor's Quote

Certificate of Liability Insurance

Log # (Finance use <i>only</i>):	
Journal # (Finance use <i>only</i>):	

City of Santa Fe, New Mexico BUDGET AMENDMENT REQUEST (BAR)

DEPARTMENT / DIVISION NAME				DATE	
Public Utilities Department / Utility Customer Service				3/6/2026	
ITEM DESCRIPTION	ORG	OBJECT	PROJECT	INCREASE	DECREASE
EXPENDITURES				<i>(enter as positive #)</i>	<i>(enter as negative #)</i>
Service Contracts	5110351	510310		181,972	
Transfer Out (ESD)	5100331	765511		39,816	
Transfer Out (Wastewater)	5000361	765511		38,250	
TransferOut (Water)	5050381	765511		103,906	
REVENUES				<i>(enter as negative #)</i>	<i>(enter as positive #)</i>
Transfer In (ESD)	5110351	665510		(39,816)	
Transfer In (Wastewater)	5110351	665500		(38,250)	
Transfer In (Water)	5110351	665505		(103,906)	
JUSTIFICATION: <i>(use additional page if needed)</i> --Attach supporting documentation/memo				\$ 181,972	\$ -

BAR is needed for the Utility Billing System Modernization Project "testers" from ITSQuest, Inc.

<i>(Complete section below if BAR results in a net change to ANY Fund)</i>	
	Fund Balance
Fund(s) Affected	Increase/Decrease
500	(38,250)
505	(103,906)
510	(39,816)
TOTAL:	(181,972)

Amanda Britt for Nancy Jimenez Prepared By (print name)	Date 3/9/26	<i>(Use this form for Finance Committee/ City Council agenda items ONLY)</i>	Andy Hopkins Budget Officer	Date 03/09/2026
Division Director Signature (optional)	Date 3/9/26	CITY COUNCIL APPROVAL City Council Approval Date: <input type="text"/> Agenda Item #: <input type="text"/>	Finance Director (≤ \$5,000)	Date
Department Director Signature	Date		City Manager (≤ \$60,000)	Date



State of New Mexico
General Services Department
Purchasing Division

Statewide Price Agreement Amendment

Awarded Vendor:
0000051320
ITS Quest, Inc.
4505 82nd Street, Suite 3
Lubbock TX 79424

Contact: Jeff Reagan
Email: jeffreagan@itsquest.com
Telephone No.: (806) 928-7934

Number: 40-00000-23-00027
Amendment No.: One
Term: October 6, 2023-December 8, 2026

Ship To:
All State of New Mexico agencies, commissions,
institutions, political subdivisions and local public
bodies allowed by law.

Procurement Specialist: Mikayla Trujillo
Telephone No.: (505) 469-1092
Email: Mikayla.Trujillo@gsd.nm.gov

MJ

Invoice:
As Requested

Title: Temporary Administrative and Professional Staffing (GS-02F-006CA)

This amendment is to be attached to the respective Price Agreement and become a part thereof.

In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from December 9, 2024 to December 8, 2026 at the same price, terms and conditions.

Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

Dorothy Mendonca
Dorothy Mendonca
New Mexico State Purchasing Agent

Date: 12/3/2024

Certificate Of Completion

Envelope Id: 81D3CB7B399C45C187EB2949AA3295E1	Status: Completed
Subject: Please DocuSign: 40-00000-23-00027 Temporary Administrative and Professional Staffing A001	
Source Envelope:	
Document Pages: 1	Signatures: 1
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Mikayla Trujillo
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	mikayla.trujillo@gsd.nm.gov
	IP Address: 164.64.62.10

Record Tracking

Status: Original	Holder: Mikayla Trujillo	Location: DocuSign
12/3/2024 9:53:16 AM	mikayla.trujillo@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: General Services Department	Location: DocuSign

Signer Events

Signature	Timestamp
Vanessa LeBlanc	Sent: 12/3/2024 10:02:39 AM
Vanessa.LeBlanc@gsd.nm.gov	Viewed: 12/3/2024 10:06:54 AM
Bureau Chief	Signed: 12/3/2024 10:07:01 AM
New Mexico General Services	
Security Level: Email, Account Authentication (None)	
Signature Adoption: Pre-selected Style	
Using IP Address: 164.64.62.10	

Electronic Record and Signature Disclosure:
 Accepted: 6/2/2020 7:02:26 AM
 ID: 174ce339-a45c-4eb9-8489-b3f5ced3d8e4

Mikayla Trujillo	Sent: 12/3/2024 10:07:02 AM
mikayla.trujillo@gsd.nm.gov	Viewed: 12/3/2024 11:31:17 AM
Procurement Specialist II	Signed: 12/3/2024 11:31:24 AM
GSD/SPD	
Security Level: Email, Account Authentication (None)	
Signature Adoption: Pre-selected Style	
Using IP Address: 164.64.62.10	

Electronic Record and Signature Disclosure:
 Not Offered via DocuSign

Dorothy Mendonca	Sent: 12/3/2024 11:31:26 AM
dorothy.mendonca@gsd.nm.gov	Viewed: 12/3/2024 1:08:56 PM
SPD Division Director / State Purchasing Agent	Signed: 12/3/2024 1:09:00 PM
General Services Department	
Signing Group: 35000 - State Purchasing Agent	
Security Level: Email, Account Authentication (None)	
Signature Adoption: Pre-selected Style	
Using IP Address: 164.64.62.10	

Electronic Record and Signature Disclosure:
 Accepted: 4/14/2023 7:24:59 AM
 ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	12/3/2024 10:02:39 AM
Certified Delivered	Security Checked	12/3/2024 1:08:56 PM
Signing Complete	Security Checked	12/3/2024 1:09:00 PM
Completed	Security Checked	12/3/2024 1:09:00 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure		
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ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

B. Obtaining paper copies

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

C. Withdrawing your consent

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

D. Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

E. All notices and disclosures will be sent to you electronically

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

F. How to contact GSD:

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: GSD.SPInfo@state.nm.us

G. To advise SPD of your new email address

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of such request you must include your previous and new email addresses.

H. To request paper copies from SPD

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

I. To withdraw your consent with SPD

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to GSD.SPDinfo@state.nm.us and in the body of your request state your email address, full name, mailing address, and telephone number.

J. Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

K. Acknowledging your access and consent to receive and sign documents electronically

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



State of New Mexico General Services Department Statewide Price Agreement

Awarded Vendor:
0000051320
ITS Quest, Inc.
4505 82nd Street, Suite 3
Lubbock TX 79424

Email: jeffreagan@itsquest.com
Telephone No.: (806) 928-7934

Price Agreement Number: 40-00000-23-00027

Payment Terms: See Contract

F.O.B.: Destination

Delivery: N/A

Ship To:
All State of New Mexico agencies, commissions,
institutions, political subdivisions and local public
bodies allowed by law.

Procurement Specialist: Yuliasuti Wulandari

Telephone No.: (505) 469-2248

Email: Yuliasuti.Wulandari@gsd.nm.gov

Invoice:
As requested at time of order

Title: **Temporary Administrative and Professional Staffing (GS-02F-006CA)**

Term: **October 6, 2023 - December 8, 2024**

This Price Agreement is made subject to the “terms and conditions” shown on subsequent pages, and as indicated in this Price Agreement.

Every state agency, unless exempted from the authority of the State Purchasing Agent pursuant to Section 13-1-99 NMSA 1978, that utilizes this Statewide Price Agreement for professional services over \$5,000 must process the professional services agreement template and accompanying documents through GSD’s Contracts Review Bureau.

Accepted for the State of New Mexico

Dorothy Mendonca

Date: 10/6/2023

Dorothy Mendonca
New Mexico State Purchasing Agent

State of New Mexico
General Services Department
Purchasing Division
Statewide Price Agreement #: 40-00000-23-00027

Terms and Conditions

(Unless otherwise specified)

1. **General:** When the State Purchasing Agent or his/her designee issues a purchase document in response to the Vendor's quote, a binding contract is created.
2. **Variation in Quantity:** No variation in the quantity of any item called for by this order will be accepted unless such variation has been caused by conditions of loading, shipping, packing or allowances in manufacturing process and then only to the extent, if any, specified in this order.
3. **Assignment:**
 - a. Neither the order, nor any interest therein, nor any claim thereunder, shall be assigned or transferred by the Vendor, except as set forth in Subparagraph 3b or as expressly authorized in writing by the State Purchasing Agent or his/her designee. No such assignment or transfer shall relieve the Vendor from the obligations and liabilities under this order.
 - b. Vendor agrees that any and all claims for overcharge resulting from antitrust violations which are borne by the State as to goods, services, and materials purchased in connection with this contract or procurement are hereby assigned to the State.
4. **State Furnished Property:** State furnished property shall be returned to the State upon request in the same condition as received except for ordinary wear, tear and modifications ordered hereunder.
5. **Inspection:**
 - a. Final inspection and acceptance will be made at the destination. Supplies rejected at the destination for nonconformance with the terms and conditions of the agreement shall be removed at the Vendor's risk and expense, promptly after notice of rejection.
 - b. Final inspection and acceptance will be made at the destination. Services rejected for nonconformance with the terms and conditions of the agreement and/or requirements shall be corrected by the Vendor promptly after notice of rejection. Those services not corrected after notice shall not be paid for.
6. **Commercial Warranty:** The Vendor agrees that the supplies or services furnished under this order shall be covered by the most favorable commercial warranties the Vendor gives for such to any customer for such supplies or services. The rights and remedies provided herein shall extend to the State and are in addition to and do not limit any rights afforded to the State by any other clause of this order. **Vendor agrees not to disclaim warranties of fitness for a particular purpose of merchantability.**
7. **Packing, Shipping and Invoicing:**
 - a. The State's purchasing document number and the Vendor's name, user's name and location shall be shown on each packing and delivery ticket, package, bill of lading and other correspondence in connection with the shipments. The user's count will be accepted by the Vendor as final and conclusive on all shipments not accompanied by a packing ticket.
 - b. The Vendor's invoice shall be submitted duly certified and shall contain the following information: order number, description of supplies or services, quantities, unit price and extended totals. Separate invoices shall be rendered for each and every complete shipment.
 - c. Invoices must be submitted to the using agency and NOT to the State Purchasing Agent.
8. **Default:** The State reserves the right to cancel all or any part of this order without cost to the State, if the Vendor fails to meet the provisions of this order and, except as otherwise provided herein, to hold the Vendor liable for any excess cost occasioned by the State due to the Vendor's default. The Vendor shall not be liable for any excess costs if failure to perform the order arises out of causes beyond the control and without the fault or negligence of the Vendor, such causes include but are not restricted to, acts of God or the public enemy, acts of the State or Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of subcontractors due to any of the above, unless the State shall determine that the supplies or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Vendor to meet the required delivery scheduled. The rights of the State provided in this paragraph shall not be exclusive and are in addition to any other rights now being

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General Services Department
Purchasing Division
Statewide Price Agreement #: 40-00000-23-00027

provided by law or under this order.

9. **Non-Collusion:** In accepting these terms and conditions the Vendor certifies that the Vendor has not, either directly or indirectly, entered into action in restraint of free competitive procurement in connection with this offer submitted to the State Purchasing Agent or his/her designee.

10. **Nondiscrimination:** Vendors doing business with the State of New Mexico must be in compliance with the Federal Civil Rights Act of 1964 and Title VII of the Act (Rev. 1979) and the Americans with Disabilities Act of 1990 (Public Law 101-336).

11. **The Procurement Code:** Sections 13-1-28 through 13-1-199 NMSA 1978, impose civil and criminal penalties for its violation. In addition the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

12. **Items:** All supplied items are to be NEW and of most current production, unless otherwise specified.

13. **Payment for Purchases:** Except as otherwise agreed to: late payment charges may be assessed against the user state agency in the amount and under the conditions set forth in Section 13-1-158 NMSA 1978.

14. **Workers' Compensation:** The Vendor agrees to comply with state laws and rules pertaining to Workers' Compensation benefits for its employees. If the Vendor fails to comply with Workers' Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the contracting agency.

15. **Subcontracting:** The Vendor shall not subcontract any portion of the Price Agreement without the prior written approval of the Procuring Agency. No such subcontracting shall relieve the Vendor from its obligations and liabilities under this Price Agreement, nor shall any subcontracting obligate payment from the Agency.

16. **Records and Audit:** The Vendor shall maintain detailed time and expenditure records that indicate the date, time, nature, and cost of services rendered during this Price Agreement's term and effect, and retain them for a period of six (6) years from the date of final payment under this Price Agreement. The records shall be subject to inspection by the Agency, State Purchasing Division, Department of Finance and Administration, and for Information Technology contracts, State Chief Information Officer. The Agency shall have the right to audit billings, both before and after payment. Payment for services under this Price Agreement shall not foreclose the right of the Agency to recover excessive or illegal payments.

17. **Subcontracts:** The foregoing requirements shall be inserted into all subcontracts from the prime Vendor to the subcontractor, if such subcontracting has been approved in writing by the Procuring Agency.

New Mexico Employees Health Coverage

A. If Vendor has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period during the term of the contract, Vendor certifies, by signing this agreement, to have in place, and agrees to maintain for the term of the contract, health insurance for its New Mexico Employees and offer that health insurance to its New Mexico Employees if the expected annual value in the aggregate of any and all contracts between Vendor and the State exceeds \$250,000 dollars.

B. Vendor agrees to maintain a record of the number of its New Mexico Employees who have (a) accepted health insurance; (b) declined health insurance due to other health insurance coverage already in place; or (c) declined health insurance for other reasons. These records are subject to review and audit by a representative of the state.

C. Vendor agrees to advise all of its New Mexico Employees of the availability of State publicly financed health care coverage programs by providing each of its New Mexico Employees with, as a minimum, the following web site link to additional information: <https://bewellnm.com>.

D. For purposes of this Paragraph, the following terms have the following meanings:

- (1) "New Mexico Employee" means any resident of the State of New Mexico employed by Vendor who performs the majority of the employee's work for Vendor within the State of New Mexico, regardless of the location of Vendor's office or offices; and

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General Services Department
Purchasing Division
Statewide Price Agreement #: 40-00000-23-00027

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- (2) "offer" means to make available, without unreasonable restriction, enrollment in one or more health coverage plans and to actively seek and encourage participation in order to achieve the goals of Executive Order 2007-049. This could include State publicly financed public health coverage programs such as *Insure New Mexico!*

Statewide Price Agreement

Article I – Statement of Work

Under the terms and conditions of this Price Agreement and pursuant to the approval of the State Purchasing Agent (as can be found on the cover page of this agreement) either a particular entity or all State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law may issue orders for items and/or services described herein. The terms and conditions of this Price Agreement shall form a part of each order issued hereunder.

The items and/or services to be ordered shall be as listed herein. All orders issued hereunder will bear both an order number and this Price Agreement number. It is understood that no guarantee or warranty is made or implied by the New Mexico State Purchasing Agent, his/her designee or the user that any order for any definite quantity will be issued under this Price Agreement. The Vendor is required to accept the order and furnish the items and/or services in accordance with the articles contained hereunder for the quantity of each order.

Article II – Term

The term of this Price Agreement, for issuance of orders, shall be as indicated in the Price Agreement.

Article III – Conformance With Terms and Conditions

Items and/or services furnished hereunder shall conform to the requirements, terms and conditions of the agreement and/or drawings applicable to items listed herein. Orders issued against this schedule will show the applicable Price Agreement item(s), number(s), and price(s); however they may not describe the item(s) fully.

Article IV – Shipping and Billing Instructions

Vendor shall ship in accordance with the following instructions: Shipment shall be made only against specific orders which the user may place with the Vendor during the term; The Vendor shall enclose a packing list with each shipment listing the order number, price agreement number and the commercial parts number (if any) for each item; Delivery shall be made as indicated on page 1. If vendor is unable to meet stated delivery the State Purchasing Agent or his/her designee must be notified.

Article V – Termination

The Agency may terminate this Agreement for convenience or cause. The Vendor may only terminate this Agreement based upon the Agency's uncured, material breach of this Agreement. Vendor shall give Agency written notice of termination at least thirty (30) days prior to the intended date of termination, which notice shall (i) identify all the Agency's material breaches of this Agreement upon which the termination is based and (ii) state what the Agency must do to cure such material breaches. Vendor's notice of termination shall only be effective (i) if the Agency does not cure all material breaches within the thirty (30) day notice period or (ii) in the case of material breaches that cannot be cured within thirty (30) days, the Agency does not, within the thirty (30) day notice period, notify the Vendor of its intent to cure and begin with due diligence to cure the material breach. Termination of this Contract, however, shall not affect any outstanding orders. This provision is not exclusive and shall not waive other rights and remedies afforded either party in the event of breach of contract or default. In such instances the contract may be cancelled effective immediately.

Article VI – Amendment

This Price Agreement may be amended by mutual agreement of the New Mexico State Purchasing Agent or his/her designee and the Vendor upon written notice by either party to the other. An amendment to this Price Agreement shall not affect any outstanding orders issued prior to the effective date of the amendment as mutually agreed upon, and as published by the New Mexico State Purchasing Agent or his/her designee. Amendments affecting price adjustments and/or the extension of a price agreement expiration date are not allowed unless specifically provided for in the bid, request for proposals and/or price agreement terms and conditions.

Article VII – Indemnity Clause

Vendor shall indemnify and hold harmless the State, its officers and employees, against liability, claims, damages, losses or expenses arising out of bodily injury to persons or damage to properties caused by, or resulting from Vendor's, and/or its employees, own negligent act or omission while Vendor, and/or its employees, perform or fails to perform its obligations and duties under the Terms and Conditions of this agreement. This save harmless and indemnification clause is subject to the

State of New Mexico
General Services Department
Purchasing Division
Statewide Price Agreement #: 40-00000-23-00027

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immunities, provisions, and limitations of the Tort Claims Act (Section 41-4-1, et seq., N.M.S.A. 1978 comp. and Section 57-7-1 N.M.S.A. 1878 comp. and any amendments thereto.

It is specifically agreed between the parties executing this agreement that it is not intended by any of the provisions of any part of the agreement to create in the public or any member thereof a third party beneficiary or to authorize anyone not a party to the agreement to maintain a suit(s) for wrongful death(s), bodily and/ or personal injury(s) to person(s), damage(s) to property(ies) and/or any other claim(s) whatsoever pursuant to the provisions of this agreement. Vendor shall provide all insurance necessary to employees on the work site, including but not limited to Worker's Compensation.

Article VIII – Issuance of Orders

Only written signed orders are valid under this Price Agreement.

Article IX – Packing (if applicable)

Packing shall be in conformance with standard commercial practices.

Article X – Price Schedule

Prices as listed in the agreements cannot be exceeded. Vendors and end users may negotiate lower prices where in agreement to do so.

Article XI -- Applicable Law

The laws of the State of New Mexico shall govern this Agreement, without giving effect to its choice of law provisions. Venue shall be proper only in a New Mexico court of competent jurisdiction in accordance with NMSA 1978, § 38-3-1 (G). By execution of this Agreement, Contractor acknowledges and agrees to the jurisdiction of the courts of the State of New Mexico over any and all lawsuits arising under or out of any term of this Agreement.

Article XII – Supremacy Clause

In the event of any conflict between the terms and conditions of this present agreement and the terms and conditions of any agreement made subsequent and related to this agreement or made pursuant to this agreement, including but not limited to any work orders, service agreements, orders, etc., this present agreement's terms and conditions shall govern.

State of New Mexico
General Services Department
Purchasing Division
Statewide Price Agreement #: 40-00000-23-00027

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Establish a Statewide Price Agreement based on GSA Contract # **GS-02F-006CA** for **Temporary Administrative and Professional Staffing**.

This Statewide Price Agreement may be extended if the GSA Contract is extended, upon approval of all parties.

Contract orders shall be issued only to vendor(s) shown under this Price Agreement. Prices shall be equal to or less than the price stipulated under the above listed GSA Contract.

Agencies must verify that items being purchased, rented, etc., are listed on the above referenced GSA. Only those items listed may be placed on contract orders under this Price Agreement. A complete copy of the GSA catalog must be retained by the using agency for auditing purposes. Trade-ins are not allowed under this Price Agreement.

Vendors under this Price Agreement are required to furnish a complete copy of the GSA catalog to the using agency upon request. Vendors must certify upon request that only those products, supplies or services accepted by the federal government are included in GSA price list. State and local government catalogs are not acceptable.

Note: all terms and conditions established in the referenced GSA and by the New Mexico State Purchasing Agent shall prevail.

The Contractor agrees to provide a utilization report to SPD for all sales and/or services, other revenues including commissions, and fees charged under this GSA, subtotaled by procuring agency name, in accordance with the following schedule:

Quarter:	Period Ending:	Report Due Date:
First	September 30	October 30
Second	December 31	January 31
Third	March 31	April 30
Fourth	June 30	July 31

Sample Reports can be found at:

<http://www.generalservices.state.nm.us/statepurchasing/resourcesandinformation.aspx#Vendors>

Email completed reports to: GSD.QuarterlyUsageR@gsd.nm.gov

The quarterly report shall include the gross total sales for the quarter; zero sales during the quarter shall be reported, and partial quarters at the beginning or end of the contract term shall also be reported. The report shall be accompanied with a check payable to the State Purchasing Division for an amount equal to three quarters of one percent (0.75%) of the total sales and other revenues derived from the New Mexico state agencies and local public bodies for the period. The Vendor shall indicate the contract number **SWPA #40-00000-23-00027 on the remittance.**

Send payment of fees through U.S. Mail or Courier Delivery:

New Mexico State Purchasing Division
P.O. Box 6850
Santa Fe, New Mexico 87502

This agreement is not intended to be used to procure "Open Market" items.

Item	Approx. Qty.	Unit	Article and Description	Unit Price
1	1	Ea.	Temporary Administrative and Professional Staffing	See GSA Price list

***** 1 Item Awarded*****


Certificate Of Completion

Envelope Id: 999541D9A8F04B5B8B30AAFF168EBA0	Status: Completed
Subject: 40-00000-23-00027 Temporary Administrative Staffing 1224.docx	
Source Envelope:	
Document Pages: 6	Signatures: 1
Certificate Pages: 5	Initials: 1
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Natalie Martinez
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Natalie.Martinez1@gsd.nm.gov
	IP Address: 172.59.0.18


Record Tracking

Status: Original	Holder: Natalie Martinez	Location: DocuSign
10/5/2023 6:21:45 PM	Natalie.Martinez1@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: GSD	Location: DocuSign

Signer Events

Signer Events	Signature	Timestamp
Natalie Martinez		Sent: 10/5/2023 6:24:23 PM
natalie.martinez1@gsd.nm.gov		Viewed: 10/5/2023 6:24:33 PM
Deputy Director		Signed: 10/5/2023 6:24:42 PM
New Mexico General Services	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 172.59.0.18	

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Dorothy Mendonca		Sent: 10/5/2023 6:24:44 PM
dorothy.mendonca@gsd.nm.gov		Viewed: 10/6/2023 9:33:54 AM
SPD Division Director / State Purchasing Agent		Signed: 10/6/2023 9:34:05 AM
General Services Department	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 164.64.62.10	

Electronic Record and Signature Disclosure:
Accepted: 4/14/2023 7:24:59 AM
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	10/5/2023 6:24:23 PM

Envelope Summary Events	Status	Timestamps
Certified Delivered	Security Checked	10/6/2023 9:33:54 AM
Signing Complete	Security Checked	10/6/2023 9:34:05 AM
Completed	Security Checked	10/6/2023 9:34:05 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

B. Obtaining paper copies

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

C. Withdrawing your consent

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

D. Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

E. All notices and disclosures will be sent to you electronically

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

F. How to contact GSD:

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: GSD.SPInfo@state.nm.us

G. To advise SPD of your new email address

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of such request you must include your previous and new email addresses.

H. To request paper copies from SPD

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

I. To withdraw your consent with SPD

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to GSD.SPInfo@state.nm.us and in the body of your request state your email address, full name, mailing address, and telephone number.

J. Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

K. Acknowledging your access and consent to receive and sign documents electronically

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



7710 Milwaukee Ave. #300
Lubbock, TX 79424
(806) 785-9100
Fax (806) 785-1912
www.itsquest.com

**General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List**

**Multiple Award Schedule Consolidation A907, Refresh 30
Contract Number 47QRAA15D0002**

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

Contract Number: 47QRAA15D0002

Contract period: December 9th, 2014 through December 8th, 2029

Contractor: ITSQuest, Inc.
4505 82nd St., Ste. 3
Lubbock, TX, 79424
(806) 785-9100
(806) 785-1912 (fax)
www.itsquest.com

Contact: Mr. Jeff Reagan
4505 82nd St., Ste. 3
Lubbock, TX, 79424
(806) 785-9100
(806) 785-1912 (fax)
jeffreagan@itsquest.com

Business Size: Small Disadvantaged Woman Owned Business

Customer Information:

1a. Table of awarded Special Item Numbers

SIN	Description
561320	Temporary Staffing

1b. Lowest priced model number and lowest unit price for each SIN: N/

A

1c. HOURLY RATES AND DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION: All hourly rates shown are firm fixed price. See the following price list for hourly rates by location and labor category. See the Job Descriptions provided after the pricing information.

2. Maximum order: \$100,000.00 (as a negotiation breakpoint only, sales unlimited)

3. Minimum order: \$100.00

4. Geographic coverage (delivery area): The preponderance of work location has been identified as: Bernalillo County, NM, Wage Determination No. 2015-5443, **Revision 19, dated 12/27/2022.**

5. Points of production: N/A

6. Discount from list prices or statement of net price:
Government Net Prices (discounts already deducted). All prices include the required 0.75% GSA FSS Industrial Funding Fee which is paid to GSA quarterly based on sales activity.

7. Quantity discounts: 1% discount on orders >\$100,000.00.

8. Prompt payment terms: 1% Net 10 days; Net 30

9a. Government purchase cards are accepted at or below the micro-purchase threshold:
Accepted

9b. Government purchase cards are accepted at or above the micro-purchase threshold:
Accepted

10. Foreign Items: N/A

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 Jeff Reagan at (806) 785-9100 to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 12. FOB point(s): N/A
- 13. Ordering addresses: Mr. Jeff Reagan, 7710 Milwaukee Ave. #300, Lubbock, TX 79424
- 14. Payment address(es): ITSQuest, Inc., 7710 Milwaukee Ave. #300, Lubbock, TX 79424
- 15. Warranty provision: N/A
- 16. Export packing charges: N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): N/A
- 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: 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. Preventive maintenance: N/A
- 24a. Special attributes such as environmental attributes: N/A
- 24b. Section 508 compliance information for EIT: N/A
- 25. Data Universal Number System (DUNS) number: 126538649
- 26. Notification regarding registration in System for Award Management (SAM) database: Contractor has an Active Registration in the CCR database.

Quantity/Volume Discount:	1% discount on orders exceeding the maximum dollar threshold
Locations Offered:	Any location listed in SCA Wage Index Matrix
Preponderance of Work Location:	Bernalillo, NM
Minimum Order:	\$100
Maximum Order:	\$100,000 (as a negotiation breakpoint only), sales unlimited
F.O.B. Shipping Terms:	Per task order
Delivery Time:	Not applicable
Prompt Payment:	1% Net 10 days, Net 30
Warranty:	None
Other Concessions:	1% Net 10

Multiple Award Schedule Consolidation A907, Refresh 30

CONTRACTOR:	ITSQuest, Inc.
CONTRACT NUMBER:	47QRAA15D0002
CONTRACT PERIOD:	December 9th, 2014 through December 8th, 2029
CONTACT:	Mr. Jeff Reagan 4505 82nd St., Ste. 3 Lubbock, TX 79424 (806) 785-9100 jeffreagan@itsquest.com

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Administrative, Management, and Clerical Occupations	
Accounting Clerk I	\$26.31
Accounting Clerk II	\$28.96
Accounting Clerk III	\$31.82
Administrative Assistant	\$43.80
Court Reporter	\$41.11
Data Entry Operator I	\$23.13
Data Entry Operator II	\$24.80
Dispatcher, Motor Vehicle	\$28.85
Document Preparation Clerk	\$27.43
Duplicating Machine Operator	\$27.43
General Clerk I	\$22.40
General Clerk II	\$24.00
General Clerk III	\$26.36
Housing Referral Assistant	\$31.89
Messenger/Courier*	\$25.23
Order Clerk I	\$25.90
Order Clerk II	\$27.84
Personnel Assistant I	\$28.00
Personnel Assistant II	\$30.77
Personnel Assistant III	\$33.74
Production Control Clerk	\$41.21
Scheduler, Maintenance	\$26.53
Secretary I	\$26.53
Secretary II	\$29.10
Secretary III	\$31.89
Service Order Dispatcher	\$26.28
Supply Technician	\$43.80
Receptionist	\$24.80
Travel Clerk I	\$25.77
Travel Clerk II	\$27.44
Travel Clerk III	\$28.88
Word Processor I	\$25.49
Word Processor II	\$28.03
Word Processor III	\$30.79
Automatic Data Processing and IT Occupations	
Computer Operator I	\$27.95

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Computer Operator II	\$30.71
Computer Operator III	\$33.68
Computer Operator IV	\$36.89
Computer Operator V	\$40.48
Computer Programmer I**	\$40.93
Computer Programmer II**	TBD
Computer Programmer III**	TBD
Computer Programmer IV**	TBD
Computer Systems Analyst I**	TBD
Computer Systems Analyst II**	TBD
Computer Systems Analyst III**	TBD
Peripheral Equipment Operator	\$27.95
Personal Computer Support Technician	\$36.89
General, Trade, Facility Services, and Support Occupations	
Mobile Equipment Servicer	\$24.81
Cleaner, Vehicles*	\$22.04
Gardener	\$32.97
Janitor*	\$21.35
Laborer, Grounds Maintenance	\$24.33
Roadside Litter Crew	\$35.00
Maid or Houseman*	\$19.75
Tractor Operator	\$30.06
Trail Maintenance Worker	\$24.33
Forklift Operator	\$33.85
Material Coordinator	\$41.61
Material Expediter	\$41.61
Material Handling Laborer	\$23.76
Order Filler	\$24.49
Production Line Worker (Food Processing)	\$33.85
Shipping Packer	\$26.67
Shipping Receiving Clerk	\$26.67
Store Worker I*	\$18.74
Stock Clerk	\$27.33
Tools and Parts Attendant	\$33.85
Warehouse Specialist	\$33.85
Fabric Worker	\$32.22
General Maintenance Worker	\$28.84

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Ground Support Equipment Mechanic	\$47.90
Ground Support Equipment Servicer	\$38.47
Ground Support Equipment Worker	\$41.61
Heating, Ventilation, and Air-Conditioning Mechanic	\$38.87
Instrument Mechanic	\$52.86
Laborer	\$23.76
Locksmith	\$34.54
Baggage Inspector	\$22.86
Corrections Officer	\$30.69
Court Security Officer	\$31.51
Detention Officer	\$30.69
Guard I	\$22.86
Guard II	\$24.99
Driver Courier	\$25.07
Information & Arts, Education & Training, and Miscellaneous Occupations	
Baker	\$22.36
Cook I*	\$22.36
Cook II	\$25.97
Dishwasher*	\$20.49
Food Service Worker*	\$20.29
Waiter/Waitress*	\$18.18
Exhibits Specialist I	\$33.40
Exhibits Specialist II	\$40.20
Exhibits Specialist III	\$48.13
Library Technician	\$28.93
Media Specialist I	\$27.37
Media Specialist II	\$30.13
Media Specialist III	\$32.91
Photographer I	\$28.21
Photographer II	\$30.79
Photographer III	\$36.78
Photographer IV	\$40.61
Photographer V	\$48.11
Video Teleconference Technician	\$32.17
Cashier*	\$19.87
Desk Clerk*	\$20.76

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Sales Clerk	\$22.47
Technical, Scientific, Legal, Medical, Protective, and Professional Occupations	
Accountant I	\$35.68
Accountant II	\$42.10
Accountant III	\$46.02
Administrative Operations Manager I	\$38.35
Administrative Operations Manager II	\$42.90
Auditor I	\$39.96
Auditor II	\$47.10
Auditor III	\$55.30
Community Engagement Coordinator	\$26.54
Compliance Officer	\$46.21
Contract Specialist I	\$34.25
Contract Specialist II	\$41.03
Contract Specialist III	\$49.23
Desktop Publisher	\$32.46
Drafter/CAD Operator I	\$30.30
Drafter/CAD Operator II	\$33.39
Drafter/CAD Operator III	\$36.68
Drafter/CAD Operator IV	\$42.78
Engineering Technician I	\$27.06
Engineering Technician II	\$29.77
Engineering Technician III	\$32.73
Engineering Technician IV	\$39.41
Engineering Technician V	\$47.13
Engineering Technician VI	\$56.01
Financial Analyst	\$54.22
Generalist I	\$38.99
Generalist II	\$42.29
Investigation Case Worker	\$49.44
Investigator	\$46.21
Market Research Analyst	\$54.00
Oil & Gas Royalty Consultant	\$85.00
Program Analyst	\$57.50
Program Manager	\$56.47
Project Assistant	\$42.46

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Project Manager	\$63.10
Researcher	\$38.95
Security Guard I (Unarmed)	\$34.99
Security Guard II (Unarmed)	\$48.25
Senior Case Manager	\$21.99
Capital Fund Administrator	\$59.60
Engineering Technician Supervisor II	\$68.86
Engineering Supervisor III	\$81.85
Engineer Graduate	\$59.63
Management Analyst I	\$49.05
Management Analyst II	\$52.62
Management Analyst III	\$60.47
Scientist ESAA	\$90.08
Program Coordinator I	\$97.58

* On September 16, 2015, the Department of Labor published a Notice in the Federal Register to announce that, beginning January 1, 2016, the Executive Order 13658 minimum wage rate is increased to \$10.15 per hour. This Executive Order minimum wage rate generally must be paid to workers performing work on or in connection with covered contracts. Additionally, beginning January 1, 2016, tipped employees performing work on or in connection with covered contracts generally must be paid a minimum cash wage of \$5.85 per hour. Questions relating to the Executive Order and/or these wage rates may be directed to the Government Contracts Division at (202) 693-0064.

**Computer Employees: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

- 1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software, or system functional specifications;
- 2) The design, development, documentation, analysis, creation, testing, or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- 3) The design, documentation, testing, creation, or modification of computer programs related to machine operating systems; or
- 4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

LABOR CATEGORY DESCRIPTIONS

01000 ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

01010 ACCOUNTING CLERK (Occupational Base)

The Accounting Clerk performs one or more accounting tasks such as; posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents. In addition, tasks include; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, and postings.

This position is responsible for preparing journal vouchers; making entries of adjustments to accounts; and working with spreadsheets. Level I requires a basic knowledge of routine clerical methods, office practices and procedures as they relate to the clerical processing and recording of transactions. Levels II and III require a knowledge and understanding of the established and standardized bookkeeping and accounting procedures and techniques used in an accounting system, or a segment of an accounting system where there are few variations in the types of transactions handled. In addition, most jobs at each level will require a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

01011 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 I requires a high school diploma or high school equivalent and 0 years of experience.

01012 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 II requires a high school diploma or high school equivalent plus one year of related experience.

01013 ACCOUNTING CLERK III

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. Accounting Clerk III requires a high school diploma or high school equivalent plus two years of related experience.

01020 ADMINISTRATIVE ASSISTANT

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials. Administrative Assistant requires a high school diploma or high school equivalent and 0 years of experience.

01040 COURT REPORTER

This position records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in a court of law by manual or machine shorthand. The Court Reporter reads portions of transcript during trial at the judge's request and asks speakers to clarify inaudible statements. The Court Reporter transcribes recorded material using a typewriter or dictates material into a recording machine. Court Reporter requires a high school diploma or high school equivalent and 0 years of experience.

01050 DATA ENTRY OPERATOR (Occupational Base)

This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. The job requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. Positions are classified into levels based on the following definitions:

01151 DATA ENTRY OPERATOR I

This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive. Data Entry Operator I requires a high school diploma or high school equivalent and 0 years of experience.

01152 DATA ENTRY OPERATOR II

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

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.

01060 DISPATCHER, MOTOR VEHICLE (Motor Vehicle Utilization Assistant)

This position is responsible for the assignment of motor vehicles and drivers for conveyance of freight or passengers, and compiles lists of available vehicles. The assignment of vehicles is determined by factors such as length and purpose of trip, freight or passenger requirements, and preference of user. Additional responsibilities include the issuance of keys, record sheets, and driver credentials. The Dispatcher records time of departure, destination, cargo, expected time of return and investigates overdue vehicles. The Dispatcher may confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise, maintain record of mileage, fuel used, repairs made, and other expenses. The Dispatcher may establish service or delivery routes, supervise loading and unloading, issue equipment to drivers, (such as hand trucks, dollies, and 4 blankets), direct activities of drivers, assign helpers to drivers, work at vehicle distribution centers, and assign vehicles to customer agencies. Dispatcher requires a high school diploma or high school equivalent and 0 years of experience.

01070 DOCUMENT PREPARATION CLERK (Document Preparer)

This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying. The Document Preparation Clerk cuts documents into individual standardized pages, using a paper cutter or razor knife. Document pages are reproduced as necessary to improve clarity or to adjust the standardized page size according to the limitations of the designated copy machine. The Document Preparation Clerk stamps standard symbols on pages or inserts instruction cards to notify Duplicating Machine Operator of special handling, prepares cover sheets and document folders for material, and index cards for files, and files folder according to index code and copies priority schedule. Document Preparation Clerk requires a high school diploma or high school equivalent and 0 years of experience.

01090 DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction Worker)

This position operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Additional responsibilities include: operating small binding machines, performing clerical duties associated with the request for printing and photographic services, preparing assembly sheets, printing requisitions with specifications for printing and binding, recording, delivering and collecting work. The

Duplicating Machine Operator performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machine. Duplicating Machine Operator requires a high school diploma or high school equivalent and 0 years of experience.

01110 GENERAL CLERK (Occupational Base)

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

01111 GENERAL CLERK I

This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task. General Clerk I requires a high school diploma or high school equivalent and 0 years of experience.

01112 GENERAL CLERK II

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

01113 GENERAL CLERK III

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

The General Clerk III may also direct lower-level clerks. 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. General Clerk III requires a high school diploma or high school equivalent plus two years of

related experience.

01120 HOUSING REFERRAL ASSISTANT

This position provides housing information to an organization's employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone. May correspond to obtain listings of rental or sale properties, future housing prospects, and to develop a working relationship with the housing referral service. Job tasks include compiling housing lists of rental property and properties for purchase. Periodically the Housing Referral Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants regarding special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs.

Job tasks include providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry. Housing Referral Assistant requires a high school diploma or high school equivalent and 0 years of experience.

01141 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. Messenger Courier requires a high school diploma or high school equivalent and 0 years of experience.

(Note: Employees who regularly perform driving duties should be classified as a Driver Courier, which is listed under Transportation.)

01190 ORDER CLERK (Occupational Base)

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

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

01191 ORDER CLERK I

This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to ensure that the proper item is supplied or to verify the price of order. Order Clerk I requires a high school diploma or high school equivalent and 0 years of experience.

01192 ORDER CLERK II

This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations. Order Clerk II requires a high school diploma or high school equivalent plus one year of relevant experience.

01260 PERSONNEL ASSISTANT (Occupational Base)

This position performs a variety of general personnel clerical tasks in such areas as employee records, benefits, education, training, employment/staffing, compensation, employee labor relations, and equal employment opportunity/affirmative action. The Personnel Assistant may conduct surveys and update manual and automated personnel records. At the higher levels, assistants perform limited aspects of personnel professionals' work such as interviewing candidates, recommending placements, performing compensation or benefit support activities involving contacts throughout the company, and preparing communications to various third-party benefit vendors. Excluded are workers who primarily compute and process payrolls.

01261 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 I requires a high school diploma or high school equivalent and 0 years of experience.

01262 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

01263 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. Personnel Assistant III requires a high school diploma or high school equivalent plus two years of relevant experience.

01270 PRODUCTION CONTROL CLERK

This position 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. May perform any combination of the following duties: compile and record production data from customer orders, work tickets, product specifications, and individual worker production sheets following prescribed recording procedures and using different word processing techniques. This Clerk 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 a computer, calculator, and/or spreadsheets. Additional tasks include: writing production reports based on data compiled, tabulated and computed, following prescribed formats, maintaining files of documents used and prepared, compiling detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. This Clerk 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. This Clerk also sorts and distributes work tickets or material and may compute wages from employee timecards and post wage data on records used for preparation of payroll. Production Control Clerk requires a high school diploma or high school equivalent and 0 years of experience.

01300 SCHEDULER, MAINTENANCE

This position schedules vehicle repairs and lubrication for vehicle-maintenance, schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. The Maintenance Scheduler contacts garage to verify availability of facilities, notifies parking garage workers to deliver specified vehicles, and maintains a file of requests for services. Scheduler requires a high school diploma or high school equivalent and 0 years of experience.

01310 SECRETARY* (Occupational Base)

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

Classification by Level

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

Level of Secretary's Supervisor (LS)

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

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

LS-2 Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups that meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

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

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

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

Level of Secretary's Responsibility (LR)

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

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

- a. Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters;
- b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms;
- c. Review materials prepared for supervisor's approval for typographical accuracy and proper format;
- d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
- e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

LR-2 handles differing situations, problems, and deviations in the work of the office

according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:

- a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own 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 confirmed.

Secretary I requires a high school diploma or high school equivalent and 0 years of experience. Secretary II requires a high school diploma or high school equivalent plus one year of relevant experience. Secretary III requires a high school diploma or high school equivalent plus two years of relevant experience.

01320 SERVICE ORDER DISPATCHER

This position 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 calls and dispatches service crew. The Service Order Dispatcher calls or writes the customer to ensure satisfactory performance of service, keeps record of service calls and work orders, may dispatch orders and relay messages and special instructions to mobile crews and other departments using radio or cellular telephone equipment. Service Order Dispatcher requires a high school diploma or high school equivalent and 0 years of experience.

01410 SUPPLY TECHNICIAN

This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot,

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

- (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 take or recommend action based upon application or interpretation of established guidelines.

Supply Technician requires a high school diploma or high school equivalent and 0 years of experience.

01460 RECEPTIONIST

This position greets visitors, determining nature of visits and directing visitors to appropriate persons. Duties may include, but are not limited to, relaying incoming, outgoing, and intra-system calls through a private branch exchange (PBX) system; recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; hearing and resolving complaints; making appointments; handling incoming and outgoing mail; controlling access to the facility; keeping a log of visitors; and issuing visitor passes. In this position, one may also type and perform other routine clerical work, such as entering data and processing documents, which may occupy the major portion of the worker's time. Receptionist requires a high school diploma or high school equivalent and 0 years of experience.

01530 TRAVEL CLERK (Occupational Base)

This position plans itinerary and schedules travel accommodations for military and civilian personnel with dependents according to travel orders using knowledge of routes, types of carriers, and travel regulations. This Clerk verifies travel orders to ensure costs, availability, and convenience of different types of carriers to select most advantageous route and carrier; notifies personnel of travel dates, baggage, limits and medical and visa requirements, and determines that all clearances have been obtained. The Travel Clerk assists personnel in completing travel forms and other business transactions pertaining to travel, may deliver personnel files and travel orders to persons prior to departure, meet and inform arriving personnel of available facilities and housing and furnish other information, and may arrange for motor transportation for arriving or departing personnel.

01531 TRAVEL CLERK I

Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually 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. Travel Clerk I requires a high school diploma or high school equivalent and 0 years of experience.

01532 TRAVEL CLERK II

Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated using readily obtainable timetables or guides.

Travel is frequently recurrent. A substantial number of problems arise because 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.

Within general guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

01533 TRAVEL CLERK III

At this level, all major modes of transportation are used, as 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, re-planning, 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.

The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and

conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities. Travel Clerk III requires a high school diploma or high school equivalent plus two years of relevant experience.

01610 WORD PROCESSOR (Occupational Base)

This position uses automated systems, such as word processing equipment, personal computers, or workstations linked to a larger computer or local area network, to produce a variety of documents, such as correspondence, memos, publications, forms, reports, tables and graphs. The Word Processor uses one or more word processing software packages; may also perform routine clerical tasks, such as operating copiers, filing, answering telephones, ad sorting and distributing mail.

Excluded are:

- a. Typists using automatic or manual typewriters with limited or no text-editing capabilities; workers in these positions are not typically required to use word processing software packages;
- b. Key Entry Operators, Accounting Clerks, Sales Clerks, and other clerks who may use automated word processing equipment for purposes other than typing composition;
- c. Positions requiring subject-matter knowledge to prepare and edit text using automated word processing equipment.

01611 WORD PROCESSOR I

This position 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. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures. Word Processor I requires a high school diploma or high school equivalent and 0 years of experience.

01612 WORD PROCESSOR II

This position 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 such typical duties as:

- a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations.
- b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

Work requires familiarity with office terminology and practices. Incumbent 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, may lead lower-level word processors. Word Processor II requires a high school diploma or high school equivalent plus one year of relevant experience.

01613 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. For example, 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. Word Processor III requires a high school diploma or high school equivalent plus two years of relevant experience.

14000 INFORMATION TECHNOLOGY OCCUPATIONS

14040 COMPUTER OPERATOR (Occupational Base)

The Computer Operator monitors and operates the control console of either a mainframe digital computer or a group of minicomputers, in accordance with operating instructions, to process data. Work is characterized by the following:

- a. Studies operating instructions to determine equipment setup needed.
- b. Loads equipment with required items (tapes, cards, paper, etc.).
- c. Switches necessary auxiliary equipment into system;
- d. Diagnoses and corrects equipment malfunctions;
- e. Reviews error messages and makes corrections during operation or refers problems;
- f. Maintains operating record

This operator may test run new or modified programs and assists in modifying systems or programs. Included within the scope of this definition are fully qualified Computer Operators, trainees working to become fully qualified operators, and lead operators providing technical assistance to lower-level positions.

14041 COMPUTER OPERATOR I

The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work. Computer Operator I requires a high school diploma or high school equivalent.

14042 COMPUTER OPERATOR II

The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision. Computer Operator II requires a high school diploma or high school equivalent plus one or more year of relevant experience.

14043 COMPUTER OPERATOR III

The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level. Computer Operator III requires a high school diploma or high school equivalent plus two or more years of relevant experience.

14044 COMPUTER OPERATOR IV

The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker 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 (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review. Computer Operator IV requires a high school diploma or high school equivalent plus three years of relevant experience.

14045 COMPUTER OPERATOR V

The Computer Operator V resolves a variety of difficult operating problems (e.g. 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. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower-level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems. Computer Operator V requires a high school diploma or high school equivalent plus four years of relevant experience.

14070 COMPUTER PROGRAMMER (Occupational Base)

The Computer Programmer performs programming services for establishments or for outside organizations that may contract for services, converts specifications (precise descriptions) about business or scientific problems into a sequence of detailed instructions to solve problems by electronic data processing (EDP) equipment, i.e. digital computers; draws program flow charts to describe the processing of data, and develops the precise steps and processing logic which, when entered into the computer in coded language (COBOL, FORTRAN, or other programming language) to cause the manipulation of data to

achieve desired results. The Computer Programmer tests and corrects programs, prepares instructions for operators who control the computer during runs, modifies programs to increase operating efficiency or to respond to changes in work processes, and maintains records to document program development and revisions.

At levels I, II and III, Computer Programmers may also perform programming analysis such as: gathering facts from users to define their business or scientific problems, and to investigate the feasibility of solving problems through new or modified computer programs; developing specifications for data inputs, flow, actions, decisions, and outputs; and participating on a continuing basis in the overall program planning along with other EDP personnel and users. In contrast, at level IV, some programming analysis must be performed as part of the programming assignment. The analysis duties are identified in a separate paragraph at levels I, II, III, and IV. However, the systems requirements are defined by systems analysts or scientists.

Positions are classified into levels based on the following definitions:

14071 COMPUTER PROGRAMMER I

The 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. This worker may perform routine programming assignments (as described in Level II) under close supervision.

In addition to assisting higher level staff, the Computer Programmer I may perform 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.) and then report findings to higher level staff. May receive training 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. Computer Programmer I requires a high school diploma or high school equivalent.

14072 COMPUTER PROGRAMMER II

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

The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may

write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc.

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

14073 COMPUTER PROGRAMMER III

As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications.

While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. This Computer Programmer recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems, (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.)

The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) This Programmer

tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data.

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

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

14074 COMPUTER PROGRAMMER IV

The 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. This Programmer 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, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.

This Programmer performs such duties as: developing, modifying, 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; works with problems or concepts and 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. This Worker tests, documents, and writes operating instructions for all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts.

In addition, this incumbent performs such programming analyses 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. Duties include the following: assisting user personnel in defining problems or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects, the necessary files and records, and their interrelation with the program or working on large or more complicated projects, and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the project.

The Computer Programmer IV works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications and modifying and adapting 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. This Worker may function as team leader or supervise a few lower-level programmers or technicians on assigned work. Computer Programmer IV requires a high school diploma or high school equivalent plus three years of relevant experience.

14100 COMPUTER SYSTEMS ANALYST (Occupational Base)

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

Positions are classified into levels based on the following definitions:

14101 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 I requires a high school diploma or high school equivalent and 0 years of experience.

14102 COMPUTER SYSTEMS ANALYST II

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

The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

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

analyst may provide functional direction to lower-level assistants on assigned work. Computer Systems Analyst II requires a high school diploma or high school equivalent plus one year of relevant experience.

14103 COMPUTER SYSTEMS ANALYST III

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

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

14150 PERIPHERAL EQUIPMENT OPERATOR

The Peripheral Equipment Operator operates peripheral equipment that 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, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

The following duties characterize the work of a Peripheral Equipment Operator:

- a. Loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- b. Labels tape reels, or disks;
- c. Checks labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- d. Sets controls which regulate operation of the equipment;

- e. Observes panel lights for warnings and error indications and taking appropriate action;
- f. Examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems.

Excludes workers who monitor and operate a control console or a remote terminal, or whose duties are limited to operating decollators, busters, separators, or similar equipment. Peripheral Equipment Operator requires a high school diploma or high school equivalent and 0 years of experience.

14160 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. Personal Computer Support Technician requires a high school diploma or high school equivalent and 0 years of experience.

05000 AUTOMOTIVE SERVICE OCCUPATIONS

05110 MOBILE EQUIPMENT SERVICER

Operating from a mobile fuel station and/or tanker, the Mobile Equipment Servicer performs one or more of the following duties: supplies all types of vehicles with gasoline or diesel fuel, and records mileage and tag numbers, checks fluid levels, battery, cooling system and engine oil, checks tires for wear and pressure, replaces wiper blades, fuses, sealed beam lights, and light bulbs. Inspects equipment and performs preventive maintenance services, changes oil and filters, lubricates and greases vehicles, washes and cleans interiors and exteriors of vehicles; maintains inventories of parts and supplies; and cleans and maintains work areas. Mobile Equipment Servicer requires a high school diploma or high school equivalent and 0 years of experience.

11000 GENERAL SERVICES AND SUPPORT OCCUPATIONS

11030 CLEANER, VEHICLES

The Cleaner, Vehicles cleans interiors and exteriors of transportation vehicles, such as automobiles, buses, railroad cars, and streetcars, cleans interior of vehicle, using broom, cloth, mop, vacuum cleaner, and whiskbroom, cleans windows with water, cleansing compounds, and cloth or chamois, replenishes sanitary supplies in vehicle compartments, removes dust, grease, and oil from exterior surfaces of vehicles, using steam-cleaning

equipment or by spraying or washing vehicles, using spraying equipment, brush or sponge. The Cleaner may polish exterior of vehicle, and may fumigate interior of vehicle, using fumigating gases or sprays. Cleaner requires a high school diploma or high school equivalent and 0 years of experience.

11090 GARDENER

The 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 laying sod, and transplanting shrubs and plants, and cultivates them, using gardening implements and power-operated equipment. The Gardner 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, dig trenches and install drain tiles, repair concrete and asphalt walks and driveways. Gardener requires a high school diploma or high school equivalent and 0 years of experience.

11150 JANITOR

The 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 involve a combination of the following: 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. Janitor requires a high school diploma or high school equivalent and 0 years of experience.

Excluded are:

- a. Workers who specialize in window washing.
- b. Housekeeping staff who make beds and change linens as a primary responsibility.
- c. Workers required to disassemble and assemble equipment in order to clean machinery.
- d. Workers who receive additional compensation to maintain sterile facilities or equipment.

11210 LABORER, GROUNDS MAINTENANCE

The 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: cut grass, using walking-type or riding mowers (less than 2000 lbs.), trim 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. Job duties also include the following: planting grass, flowers, trees, and shrubs, watering lawn and shrubs during dry periods, using hose or activating sprinkler system, picks up and burns or carts away leaves, paper or other litter; removing snow from walks, driveways, roads, or parking

lots, using shovel and snow blower, spreads salt on walkways and other areas, repairing and painting fences, gates, benches, tables, guardrails, and outbuildings. This Worker assists in repair of roads, walks, buildings, and mechanical equipment, and may clean comfort stations, offices workshop areas, and parking lots by sweeping, washing, mopping and polishing. Laborer requires a high school diploma or high school equivalent and 0 years of experience.

ROADSIDE LITTER CREW

These employees will collect and bag litter, deposit bagged litter as directed by the client, and report the nature and location of hazardous waste (i.e.: carcasses, fuel tanks, drug paraphernalia, etc.) to the client. The client will be responsible for direct supervision on site, assigning work locations, assigning shifts, and assigning meal/water breaks. The client will take all appropriate traffic control measures. Employees will use proper lifting, bending, stretching, and retrieval techniques. The client will provide staff with gloves, vests, and other necessary equipment. The client will also provide appropriate time for meals, rest breaks, and water breaks. Employees will provide their own safety work shoes/boots. Ground maintenance duties, such as mowing and weeding, fall outside of the scope of this project. Assigned employees shall not be permitted to operate machinery or vehicles. The Litter Crew requires a high school diploma or high school equivalent and 0 years of experience.

11240 MAID OR HOUSEMAN

The Maid or Houseman cleans rooms and other premises of hotel, motel, tourist home, or other lodging facility, performing any combination of the following tasks: dusting and cleaning Venetian blinds, furniture, and other surfaces, sorts, counts, folds, marks, or carries linens. The Maid or Houseman turns mattresses and makes beds, moves and arranges furniture and hangs drapes, cleans and polishes metalwork and porcelain bathroom fixtures, spot-cleans walls and windows, empties wastebaskets and removes trash, removes soiled linens for laundering, replenishes room supplies, and reports needed repairs to equipment, furniture, building and fixtures. Maid and Houseman require a high school diploma or high school equivalent and 0 years of experience.

11270 TRACTOR OPERATOR

The Tractor Operator drives gasoline or diesel-powered tractor to: move materials, draw implements, tow trailers, pull out objects embedded in ground, or pull cable of winch to raise, lower, or load heavy material or equipment. The Tractor Operator fastens attachments such as graders, plows, rollers, mowers (over 2000 lbs.), backhoes, seeders, and disc harrows to tractor, adjusts equipment for proper operation, lubricates and makes minor repairs to tractor and attachments such as tightening bolts, and replacing washers, cotter pins, and screws. Tractor Operator requires a high school diploma or high school equivalent and 0 years of experience.

11330 TRAIL MAINTENANCE WORKER

The Trail Maintenance Worker removes fallen and leaning dead trees, encroaching limbs and brush, minor repair of tread, tread drainage and tread drainage structures and trail location marking. The Trail Maintenance Worker removes downed limbs, loose rock and debris from trail ways. Trail Maintenance Worker requires a high school diploma or high school equivalent and 0 years of experience.

21000 MATERIALS HANDLING AND PACKING OCCUPATIONS

21020 FORKLIFT OPERATOR

The Forklift Operator operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds within a warehouse, manufacturing plant, or other establishment. Forklift Operator requires a high school diploma or high school equivalent and 0 years of experience.

21030 MATERIAL COORDINATOR

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

This Worker may monitor and control movement of material and parts along conveyor system, using remote-control panel board, compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine; compile report of quantity and type of material on hand, move or transport material from one department to another, using hand or industrial truck; may compile perpetual production records in order to locate material in process of production, using manual or computerized system, and maintain employee records. The Material Coordinator requires a high school diploma or high school equivalent and 0 years of experience.

21040 MATERIAL EXPEDITER

The Material Expediter executes the following: locates and moves materials and parts between work areas of plant to expedite processing of goods, according to pre-determined schedules and priorities, and keeps related record, 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, and records quantity and type of materials distributed and on hand. Work may include the following tasks: directing Power-Truck Operator or Material Handling Laborer to expedite movement of materials between storage and production areas, compare work ticket specifications with material at workstations to verify appropriateness of material in use, prepare worker production records and timecards, and may update and maintain inventory records, using computer terminal. The Material Expediter requires a high school diploma or high school equivalent and 0 years of experience.

21050 MATERIAL HANDLING LABORER

This person will perform physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow. Material Handling Laborer requires a high school diploma or high school equivalent and 0 years of experience.

Excluded from this definition are workers whose primary function involves:

- a. 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);
- b. Stocking merchandise for sale;
- c. Counting or routing merchandise;
- d. Operating a crane or heavy-duty motorized vehicle such as forklift or truck;
- e. Loading and unloading ships (alongshore workers);
- f. Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

21071 ORDER FILLER

The 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. This worker may, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties. Order Filler requires a high school diploma or high school equivalent and 0 years of experience.

21080 PRODUCTION LINE WORKER (FOOD PROCESSING)

This position refers to an employee employed in a food processing plant whose duties involve several of the following: loading and unloading commodities from rail cars, trucks, or other conveyances, placing merchandise in proper storage location and transporting the merchandise by hand truck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc. The Production Line Worker monitors blending operation to ensure that finished products meets customer's requirements, monitors flow of product into appropriate container; labels container with identifying information supplied by customer, and places containers into appropriate shipping container. Must have knowledge of various types and sizes of shipping containers and special requirements of customers. Production Line Worker requires a high school diploma or high school equivalent and 0 years of experience.

21110 SHIPPING PACKER

Someone in this position prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers, and may involve one or more of the following: knowledge of various items of stock in order to verify content, selection of appropriate type and size of container, inserting enclosures in container; using excelsior or other material to prevent breakage or damage, closing and sealing container,

and applying labels or entering identifying data on container. Shipping Packer requires a high school diploma or high school equivalent and 0 years of experience.

Exclude packers who also make wooden boxes or crates.

21130 SHIPPING/RECEIVING CLERK

The Shipping/Receiving Clerk performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; ensuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, ensuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received. Shipping/Receiving Clerk requires a high school diploma or high school equivalent and 0 years of experience.

21140 STORE WORKER I

The Store Worker I will perform the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment, move merchandise by use of non-motorized equipment that is intended for display and resale purposes, include 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. This worker will maintain 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, may determine display or sale requirements from existing inventory, may be required to keep inventory forms of merchandise stocked and merchandise returned to storage, may be required to affix labels to merchandise indicating sale price, item description, or other information, and may be required to offer customer or patron assistance with the location or selection of merchandise. Store Worker requires a high school diploma or high school equivalent and 0 years of experience.

Note: this class excludes any work performed in a warehouse, see warehousing classifications.

21150 STOCK CLERK (Shelf Stocker; Store Worker II)

The Stock Clerk receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or

storage yard. This worker 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, and requisitions articles to fill incoming orders. This worker also 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, may mark identifying codes, figures, or letters on articles, may distribute stock among production workers, keeping records of material issued, may make adjustments or repairs to articles carried in stock, and may cut stock to site to fill order. Stock Clerk requires a high school diploma or high school equivalent and 0 years of experience.

21210 TOOLS AND PARTS ATTENDANT (Tool Crib Attendant)

This incumbent receives, stores, and issues hand tools, machine tools, dies, replacement parts, shop supplies and equipment, such as measuring devices, in an industrial establishment. The Tools and Parts Attendant does the following 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; may coat tools with grease or other preservative, using a brush or spray gun, and may attach identification tags or engrave identifying information on tools and equipment using electric marking tool. Tools and Parts Attendant requires a high school diploma or high school equivalent and 0 years of experience.

21410 WAREHOUSE SPECIALIST (Warehouse Worker)

As directed, the Warehouse Specialist performs a variety of warehousing duties that require an understanding of the establishment's storage plan. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages, routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods, rearranging and taking inventory of stored materials, examining stored materials and reporting deterioration and damage, removing material from storage and preparing it for shipment. This worker may operate hand or power trucks in performing warehousing duties. Warehouse Specialist requires a high school diploma or high school equivalent and 0 years of experience.

Note: Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

23000 MECHANICS AND MAINTENANCE AND REPAIR OCCUPATIONS

23260 FABRIC WORKER

The Fabric Worker makes, alters, and repairs a variety of fabric articles such as clothing, awnings, tents, gun covers, sleeping bags, parachutes, inflatable shelters, flags, bed linens, and belts. Fabrics include wool, cotton, canvas, nylon, polyester, olefin, metallic fabrics,

leatherette, velour, burlap, felt, vinyl, and fabrics made of rubber yarns or plastic filaments. The Fabric Worker takes measurements and makes patterns and layouts, marks, cuts, fits, and sews or cements parts together, using hand- or power tools and equipment and knowledge of fabrics and construction methods, and may do upholstery work on such items as cushions and vehicle seats. Fabric Worker requires a high school diploma or high school equivalent and 0 years of experience.

23370 GENERAL MAINTENANCE WORKER

The 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. Work involves a variety of the following duties: replacing electrical receptacles, wires, switches, fixtures, and motors, using plaster or compound to patch minor holes and cracks in walls and ceilings, repairing or replacing sinks, water coolers, and toilets painting structures and equipment; repairing or replacing concrete floors, steps, and sidewalks, replacing damaged paneling and floor tiles, hanging doors and installing door locks, replacing broken window panes, and performing general maintenance on equipment and machinery. General Maintenance Worker requires a high school diploma or high school equivalent and 0 years of experience.

Excluded are:

- a. Craft workers included in a formal apprenticeship or progression program based on training and experience;
- b. Skilled craft workers required to demonstrate proficiency in one or more trades;
- c. Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

23380 GROUND SUPPORT EQUIPMENT MECHANIC

The Ground Support Equipment Mechanic diagnoses malfunctions and repairs Ground Support Equipment (GSE), advises and trains lower grade workers on diagnosis and repair of less complex repair/maintenance problems, inspects and approves completed maintenance actions, solves repair problems by studying drawings, wiring diagrams and schematics, and technical publications; uses automated maintenance data systems to monitor maintenance trends, analyze equipment requirements, maintain equipment records, and document maintenance actions, and analyzes, diagnosis, and repairs GSE using conventional and digital multi-meters, voltmeters, ohmmeters, frequency counters, oscilloscopes, circuit card testers, transistor testers, and hand tools.

This mechanic maintains external fuel and grounding systems, performs scheduled and unscheduled maintenance on GSE, inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, diagnoses mechanical and electronic circuitry malfunctions using visual and auditory senses, test equipment, and technical publications. This work also does the following: disassembles and assembles malfunctioning GSE accessories and components, removes, disassembles repairs, cleans, treats for corrosion, assembles, and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and

federal environmental standards and regulations. This mechanic prepares GSE for storage and mobility deployment; and operates, cleans, inspects, and services GSE towing vehicles. In addition to maintaining vehicle records, this mechanic maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, practices good housekeeping, tool control, Foreign Object Damage prevention, and safety at all times. Ground Support Equipment Mechanic requires a high school diploma or high school equivalent and 0 years of experience.

23381 GROUND SUPPORT EQUIPMENT SERVICER

The Ground Support Equipment Servicer inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, prepares Ground Support Equipment (GSE) for storage and transportation, uses automated maintenance data systems to maintain equipment records, and document maintenance actions and maintains external fuel and grounding systems. In addition, this servicer stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations, operates, cleans, inspects, and services GSE towing vehicles. This worker maintains vehicle records, maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, and practices good housekeeping, tool control, Foreign Object Damage prevention and safety at all times. This position requires a high school diploma or high school equivalent and 0 years of experience.

23382 GROUND SUPPORT EQUIPMENT WORKER

The Ground Support Equipment Worker makes repairs to Ground Support Equipment (GSE) following orders of a higher-grade worker, troubleshooting malfunctions of GSE using conventional and digital multi-meters, voltmeters, ohmmeters, frequency counters, oscilloscopes, circuit card testers, transistor testers, and hand tools, prepares GSE for storage and transportation, uses automated maintenance data systems to maintain equipment records, and document maintenance actions, maintains external fuel and grounding systems. This worker performs scheduled and unscheduled maintenance on GSE, inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, disassembles and assembles malfunctioning GSE accessories and components.

In addition, the Ground Support Equipment Worker removes, disassembles repairs, cleans, treats for corrosion, assembles, and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations, operates, cleans, inspects, and services GSE towing vehicles; maintains vehicle records, maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, and practices good housekeeping, tool control, Foreign Object Damage prevention, and safety at all times.

Ground Support Equipment Worker requires a high school diploma or high school equivalent and 0 years of experience.

23410 HEATING, VENTILATION, AND AIR-CONDITIONING MECHANIC

The Heating, Ventilation, and Air-Conditioning Mechanic installs, services and repairs environmental-control systems in residences, department stores, office buildings, and other commercial establishments, utilizing knowledge of refrigeration theory, pipefitting and structural layout, mounts compressor and condenser units on platform or floor, using hand tools, following blueprints or engineering specifications, fabricates, assembles and installs ductwork and chassis parts, using portable metalworking tools and welding equipment, and installs evaporator unit in chassis or in air-duct system, using hand tools. This mechanic also cuts and bends tubing to correct length and shape, using cutting and bending equipment and tools, cuts and threads pipe, using machine-threading or hand-threading equipment, joins tubing or pipes to various refrigerating units by means of sleeves, couplings or unions, and solders joints, using torch, forming complete circuit for refrigerant, installs expansion and discharge valves in circuit.

This worker connects motors, compressors, temperature controls, humidity controls, and circulating ventilation fans to control panels and connects control panels to power source; installs air and water filters in completed installation, injects small amount of refrigerant into compressor to test systems and adds Freon gas to build up prescribed operating pressure. This mechanic observes pressure and vacuum gauges and adjusts controls to ensure proper operation, tests joints and connections for gas leaks, using gauges or soap-and-water solution, wraps pipes in insulation batting and secures them in place with cement or wire bands, replaces defective breaker controls, thermostats, switches, fuses and electrical wiring to repair installed units, may install, repair and service air conditioners, ranging from fifteen to twenty tons cooling capacity in warehouses and small factory buildings. The HVAC Mechanic requires a high school diploma or high school equivalent and 0 years of experience.

23460 INSTRUMENT MECHANIC

The Instrument Mechanic installs, repairs, maintains, and adjusts indicating, recording, telemetering, and controlling instruments used to measure and control variables, such as pressure, flow, temperature, motion, force, and chemical composition, using hand tools and precision instruments. This worker disassembles malfunctioning instruments, examines and tests mechanism and circuitry for defects; troubleshoots equipment in or out of control system and replaces or repairs defective parts, reassembles instrument and tests assembly for conformance with specifications, using instruments, such as potentiometer, resistance bridge, manometer, and pressure gauge; inspects instruments periodically, and makes minor calibration adjustments to ensure functioning within specified standards. This mechanic may adjust and repair final control mechanisms, such as automatically controlled valves or positioners, and may calibrate instruments according to established standards. Instrument Mechanic requires a high school diploma or high school equivalent and 0 years of experience.

23470 LABORER

The Laborer performs tasks that require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: The Laborer loads and unloads trucks, and other conveyances, moves supplies and materials to proper location by wheelbarrow or hand truck; stacks materials for storage or binning, collects refuse and salvageable materials, and digs, fills, and tamps earth excavations, The Laborer levels ground using pick, shovel, tamper and rake, shovels concrete and snow; cleans culverts and ditches, cuts tree and brush; operates power lawnmowers, moves and arranges heavy pieces of office and household furniture, equipment, and appliance, moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment, spreads sand and salt on icy roads and walkways, and picks up leaves and trash. Laborer requires a high school diploma or high school equivalent and 0 years of experience.

23510 LOCKSMITH

The Locksmith installs, repairs, modifies, and opens a variety of locking mechanisms found on doors, desks, compartments, mobile equipment, safes, and vaults. This worker examines locking mechanism and installs new unit or disassembles unit and replaces worn tumblers, springs, and other parts or repairs them by filing, drilling, chiseling and grinding, opens door locks by moving lock pick in cylinder or opens safe locks by listening to lock sounds or drilling. This worker makes new or duplicate keys, using key cutting machine, changes combination by inserting new or repaired tumblers into lock, and establishes keying systems for buildings. Locksmith requires a high school diploma or high school equivalent and 0 years of experience.

27007 BAGGAGE INSPECTOR

The Baggage Inspector inspects/screens all passenger baggage and personnel prior to tenting passenger terminal, uses x-ray machine, metal detectors and explosive residue detection equipment, and inspects personnel and/or baggage manually, if required. This inspector is responsible for ensuring that passengers and personnel entering the terminal do not possess unauthorized material such as weapons, explosives, etc. This person communicates with law enforcement personnel if unauthorized material is discovered, or in case of emergency. This worker conducts facility observations to ensure the safety of personnel inside and outside the facility by walking through the building ensuring that there are no obvious treats, unusual situations or suspicious activities, and notifies the proper authorities if such situations occur. The Baggage Inspector may perform routine testing and maintenance of screening equipment. Baggage Inspector requires a high school diploma or high school equivalent and 0 years of experience.

27008 CORRECTIONS OFFICER

The Corrections Officer maintains order among inmates in a prison or local jail, performs routine duties in accordance with established policies, regulations, and procedures to guard and supervise inmates in cells, at meals, during recreation, and on work assignments, and may employ weapons or force to maintain discipline and order. Typical duties include: taking periodic inmate counts, searching inmates and cells for contraband articles, inspecting locks, windows bars, grills, doors, and grates for tampering, aiding in prevention of escapes and taking part in searches for escaped inmates, and escorting inmates to and

from different areas for questioning, medical treatment, work and meals. The Corrections Officer may act as outside wall guard, usually on rotation. Corrections Officer requires a high school diploma or high school equivalent and 0 years of experience.

Excluded are:

- a. Workers receiving on-the-job training in basic correctional activities.
- b. Positions responsible for providing counseling or rehabilitation services to inmates.

27010 COURT SECURITY OFFICER

This incumbent patrols courthouse to provide security, escorts defendants to and from courtroom, and stands guard during court proceedings, checks courtroom for security. Assignments include not only the monitoring of entrances to the court, but also attention to the special needs of the court system, particularly in the area of personal protection for the judges, jurors, witnesses, attorneys and other persons involved with the court, including the general public. Duties require specialized training in methods and techniques of protecting security areas. This incumbent is required to demonstrate continuing physical fitness and proficiency with firearms or other special weapons. Court Security Officer requires a high school diploma or high school equivalent and 0 years of experience.

27040 DETENTION OFFICER

The Detention Officer performs various duties related to detention, safeguarding, security and escort of violators of immigration laws, exercises surveillance over detainees, and maintains order and discipline, attends to sheltering, feeding, and physical well-being of detainees, and counseling of alien detainees on personal matters. This worker guards detainees at deportation or exclusion hearings, recognizes potentially hazardous health, safety, security, or discipline problems, supervises voluntary work details, and encourages participation in organized recreational activities. Detention Officer requires a high school diploma or high school equivalent and 0 years of experience.

27100 GUARD (Occupational Base)

This guard protects property from theft or damage, or persons from hazards or interference. Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property. This worker may be deputized to make arrests, and may help visitors and customers by answering questions and giving directions. This person may be required to demonstrate proficiency in the use of firearms and other special weapons and continuing physical fitness.

For wage study purposes, Guards are classified as follows:

27101 GUARD I

This guard carries out detailed instructions and procedures primarily oriented to ensure 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 I requires a high school diploma or high school equivalent and 0 years of experience.

27102 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. Guard II requires a high school diploma or high school equivalent plus one year of relevant experience.

30000 TECHNICAL OCCUPATIONS

31043 DRIVER/COURIER

The Driver/Courier drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies, may occasionally transport office personnel and visitors, perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. The Driver Courier may obtain receipts for articles delivered and keep a log of items received and delivered, and deliver items to offices and departments within an establishment. Driver/Courier requires a high school diploma or high school equivalent and 0 years of experience.

07000 FOOD PREPARATION AND SERVICE OCCUPATIONS

07010 BAKER

The Baker applies full knowledge of baking trade and is responsible for producing standard baked goods such as bread, rolls, cakes, cookies, biscuits, muffins, and various types of puddings, and ice cream or sherbets. Baker requires a high school diploma or high school equivalent and 0 years of experience.

07040 COOK (Occupational Base)

The Cook prepares food, using various cooking methods, i.e., boiling, roasting, baking, broiling, to make suitable for eating.

07041 COOK I

The Cook I independently performs moderately difficult tasks in preparing small quantities of quickly prepared food such as steaks, chops, cutlets, hamburgers, eggs, salads and other similar items. Excludes workers who exercise general supervision over kitchen activities. Cook I requires a high school diploma or high school equivalent and 0 years of experience.

07042 COOK II

The Cook II prepares in large quantities, by various methods of cooking, meat, poultry, fish, vegetables, seasons and cooks all cuts of various meats, fish and poultry, boils, steams or fries vegetables, makes gravies, soups, sauces, roasts, meat pies, fricassees, casseroles, and stews. Excludes food service supervisors and head cooks who exercise general supervision over kitchen activities. Cook II requires a high school diploma or high school

equivalent plus one year of experience.

07070 DISHWASHER

The Dishwasher manually or mechanically washes and rinses dishes, glasses and silverware; maintains proper temperature for sterilization and adds soap as needed, and performs other duties as assigned. Dishwasher requires a high school diploma or high school equivalent and 0 years of experience.

07130 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. Food Service Worker requires a high school diploma or high school equivalent and 0 years of experience.

07260 WAITER/WAITRESS

The Waiter/Waitress serves food and beverages to patrons at counters and tables in coffee shops, lunchrooms, and other dining establishments. This worker presents menus to customers, answers questions, and makes suggestions regarding food and service. Duties include: memorizing or writing order on check, relaying order to kitchen and serving course from kitchen and service bars. The Waiter/Waitress observes guests to fulfill any additional requests and to perceive when meal has been completed, totals bill and accepts payment or refers patron to Cashier. The Waiter/Waitress may ladle soup, toss salads, portion pies and desserts, brew coffee, perform other services as determined by establishment's size and practices, and may clear and reset counters or tables at conclusion of each course or meal. Waiter/Waitress requires a high school diploma or high school equivalent and 0 years of experience.

13000 INFORMATION AND ARTS OCCUPATIONS

13010 EXHIBITS SPECIALIST (Occupational Base)

The Exhibits Specialist constructs and installs exhibit structures, electric wiring, and fixtures of materials, such as wood, plywood, and fiberglass, using hand tools and power tools. This

Specialist studies sketches or scale drawings for temporary or permanent display or exhibit structures to determine type, amount, and cost of material needed. The Specialist confers with exhibit planning and art personnel to discuss structural feasibility of plans and to suggest alternate methods of displaying objects in exhibit; cuts, assembles, and fastens parts to construct framework, panels, shelves, and other exhibit components of specified materials, using hand tools and power tools. The Exhibits Specialist sprays or brushes paint, enamel, varnish, or other finish on structures, or creates special effects by applying finish with cloth, sponge, or fingers to prepare structure for addition of fittings.

This Specialist would mount fittings and fixtures, such as shelves, panel boards, and shadow boxes to framework, using hand tools or adhesives; install electrical wiring, fixtures, apparatus, audiovisual components, or control equipment in framework, according to design specifications, install or affix murals, photographs, graphs, mounted legend materials, and graphics in framework or on fixtures assembles. Typically, the Exhibits Specialist duties also include the following: installing or arranging structures in exhibit galleries working with maintenance and installation personnel, tests electrical, electronic, and mechanical components of exhibit structure to verify operation, may maintain inventory of building materials, tools, and equipment, and order supplies as needed for construction of exhibit fixtures; assigning duties to, and supervising work of carpentry, electrical, and other craft workers engaged in constructing and installing exhibit components.

13011 EXHIBITS SPECIALIST I

At this level, the Exhibits Specialist brings to the job manual dexterity, mechanical skill, and/or artistic skill, plus aptitude for learning exhibits techniques. They perform duties related to the fabrication, finishing and repair of exhibits while acquiring training in museum or exhibits techniques. Exhibits Specialist I requires a high school diploma or high school equivalent and 0 years of experience.

13012 EXHIBITS SPECIALIST II

At this level, the Exhibits Specialist performs independently of the phases of work in which they are proficient and receive training in the more complex processes. Duties relate to the fabrication, finishing and maintenance of exhibits that require a high degree of manual dexterity and moderate but varied artistic skills. Generally, they work from accurate scale drawings, blueprints or sketches with instructions as to the materials to be used and the colors to be matched. On the phases of the work with which they are thoroughly familiar, and within the framework of accepted and proven methods and techniques, there is considerable latitude of choice in execution. The supervisor checks their work at the completion of each phase on work that involves several processes or stages of development. Exhibits Specialist II requires a high school diploma or high school equivalent plus one year of relevant experience.

13013 EXHIBITS SPECIALIST III

At this level, the Exhibits Specialist is responsible for the construction of portions of more complex exhibits, such as models, three-dimensional training aids, or complex exhibit cases and other exhibit furniture. Complexity of work may be indicated by: (a) subject matter which requires extensive study and search of the literature; (b) the need to demonstrate the significance of an event or development; (c) the need to present the development or

evaluation of an event; and (d) subject matter involving several disciplines. Another area of work at this level includes the planning of detailed work processes and actual restoration work on historic structures or valuable items, or the construction of replicas or models requiring greater skill than is required for the work at the Exhibits Specialist II level. At level III, Exhibits Specialists are comparatively free to use judgment in selecting work methods and materials, and developing techniques and color schemes. Exhibits Specialist III requires a high school diploma or high school equivalent plus two years of relevant experience.

13058 LIBRARY TECHNICIAN

The 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. The incumbent 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. This Technician verifies bibliographic information on order requests, works or directs workers in maintenance of stacks or in section of department or division with tasks 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. Library Technician requires a high school diploma or high school equivalent and 0 years of experience.

13060 MEDIA SPECIALIST (Occupational Base)

The Media Specialist maintains functionality (expiration dates, incorrect labeling, etc.) for a variety of media sources, e.g., tapes, cassettes, microfiche, film, and compact disks/DVDs, in addition to introduction of new media technology. Troubleshoots and resolves media errors and data processing problems; lower-level media specialists focus on preplanned procedures when troubleshooting, while higher level media specialist may deviate from standard operating procedures.

13061 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 I requires a high school diploma or high school equivalent and 0 years of experience.

13062 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

13063 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. Media Specialist III requires a high school diploma or high school equivalent plus two years of relevant experience.

13070 PHOTOGRAPHER (Occupational Base)

The Photographer takes pictures requiring knowledge of photographic techniques, equipment, and processes. Typically, some familiarity with the organization's activities (i.e., scientific, engineering, industrial, technical, retail, commercial, etc.) and some artistic ability are needed at higher levels. Depending on the objectives of the assignment, photographers use standard equipment (including simple still, graphic, and motion picture cameras, video and television hand cameras, and similar commonly used equipment) and/or use special-purpose equipment (including specialized still and graphic cameras, motion picture production, television studio, and high-speed cameras and equipment). At the higher levels, a complex accessory system of equipment may be used, as needed, with sound or lighting systems, generators, timing or measurement control mechanisms, or improvised stages or environments, etc. Work of photographers at all levels is reviewed for quality and acceptability. The Photographer may also develop, process, and edit film or tape, serve as a lead photographer to lower-level workers, or may perform work described at lower levels as needed.

Positions are matched to the appropriate level based on the difficulty of, and responsibility for the photography performed, including the subject-matter knowledge and artistry required to fulfill the assignment. While the equipment may be an indication of the level of difficulty, photographers at the higher level may use standard equipment, as needed.

13071 PHOTOGRAPHER I

The Photographer I takes routine pictures in situations where several shots can be taken. This Photographer 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. Photographer I requires a high school diploma or high school equivalent and 0 years of experience.

13072 PHOTOGRAPHER II

This Photographer 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, this Worker determines shutter speeds, lens settings and filters, camera angles, exposure times, and type of film. This position requires familiarity with the situation gained from similar past experience to arrange for specific emphasis, balanced lighting, and correction for distortion, etc., as needed. The Photographer II may use 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. This Photographer consults with supervisor or photographers that are more experienced when problems are anticipated. Photographer II requires a high school diploma or high school equivalent plus one year of relevant experience.

13073 PHOTOGRAPHER III

The 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. Job tasks require this worker to discuss technical requirements with operating officials or supervisor and customize treatment for each situation according to a detailed request, vary camera processes and techniques, and use 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 can be performed using some special-purpose equipment under closer supervision.

In typical assignments, the Photographer III photographs the following: (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. This person works independently; solves most problems through consultations with more experienced photographers, if available, or through reference sources. Photographer III requires a high school diploma or high school equivalent plus two years of relevant experience.

13074 PHOTOGRAPHER IV

The 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. This Worker 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. This photographer 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. This person works under guidelines and requirements of the subject-matter area to be photographed and consults with supervisors only when dealing with highly unusual problems or altering existing equipment. Photographer IV requires a high school diploma or high school equivalent plus three years of relevant experience.

13075 PHOTOGRAPHER V

As a top technical expert, the Photographer V exercises imagination and creative ability in response to photography situations requiring novel and unprecedented treatment. This worker 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.

The Photographer V Independently develops, plans, and organizes the overall technical photographic aspects of assignments in collaboration with operating officials who are responsible for project substance. This worker uses imagination and creative ability to implement objectives within the capabilities and limitations of cameras and equipment, may exercise 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. Photographer V requires a high school diploma or high school equivalent plus four year of relevant experience.

13110 VIDEO TELECONFERENCE TECHNICIAN

The Video Teleconference Technician operates video teleconferencing equipment including powering up teleconferencing equipment, checking equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup; operate or assist in operating session control panel, studio control unit, and high-resolution graphics. Job tasks require this technician to provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitor VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair. The Video Teleconference Technician's responsibilities may include operation of briefing computers, projectors or other audiovisual equipment in conjunction with video teleconferencing services; may include scheduling video teleconferencing sessions, training personnel in operation of video teleconferencing equipment, and other audiovisual equipment associated with video teleconferencing services. Video Teleconference Technician requires a high school diploma or high school equivalent and 0 years of experience.

99000 MISCELLANEOUS OCCUPATIONS

99030 CASHIER

The Cashier receives cash from customers or employees in payment for goods or services and records amounts received, computes or re-computes bills, 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, prepares reports of transactions, reads and records totals shown on cash register tape and verifies against cash on hand. The Cashier may make credit card transactions and may be required to know the value and features of items for which money is received. This worker may give cash refunds or issue credit memorandums to customers for returned merchandise, operate ticket-dispensing machines, sell candy, cigarettes, gum and gift certificates, and issue trading stamps. This person is usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments. Cashier requires a high school diploma or high school equivalent and 0 years of experience.

99050 DESK CLERK

The 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 bills, collects payments, and makes changes for guests. The Desk Clerk makes and confirms room reservations, may post charges such as room, food, liquor, or telephone to casebooks by hand or machine, make restaurant, transportation, or entertainment reservations, and arrange for tours, may deposit guests' valuables in safe or safe-deposit box, and may sell tobacco, candy, and newspapers. Desk Clerk requires a high school diploma or high school equivalent and 0 years of experience.

99810 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. Sales Clerk requires a high school diploma or high school equivalent and 0 years of experience.

TECHNICAL, SCIENTIFIC, LEGAL, MEDICAL, PROTECTIVE, and PROFESSIONAL OCCUPATIONS

30060 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.

30061 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, and/or photos

Draft/CAD Operator I requires a high school diploma or high school equivalent and 0 years of experience.

30062 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

30063 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.
- e. 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 III requires a high school diploma or high school equivalent plus two years of relevant experience.

30064 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. Drafter/CAD Operator IV requires a high school diploma or high school equivalent plus three years of relevant experience.

30080 ENGINEERING TECHNICIAN (Occupational Base)

To be covered by these definitions, employees must meet all of the following criteria: Be able to provide semi-professional technical support for engineers working in such areas as research, design, development, testing, or manufacturing process improvement. Work pertains to electrical, electronic, or mechanical components or equipment. These technicians are required to have some practical knowledge of science or engineering. Some positions may require a practical knowledge of mathematics or computer science. Included are workers who prepare design drawings and assist with the design, evaluation, and/or modification of machinery and equipment.

Excluded are:

- a. Production and maintenance workers, including workers engaged in calibrating, repairing, or maintaining electronic equipment (see Maintenance Electronics Technicians);
- b. Model Makers and other craft workers.
- c. Quality Control Technicians and Testers.
- d. Chemical and other non-engineering laboratory technicians.
- e. Civil Engineering Technicians and Drafters.
- f. Positions (below Level I) which are limited to simple tasks such as: measuring items or regular shapes with a caliper and computing cross-sectional areas; identifying, weighing, and marking easy-to-identify items; or recording simple instrument readings at specified intervals; and engineers required to apply a professional knowledge of engineering theory and principles.

30081 ENGINEERING TECHNICIAN I

This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as:

- a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting.
- b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data.
- c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and drawing simple curves and graphs.

Engineering Technician I requires a high school diploma or high school equivalent and 0 years of experience.

30082 ENGINEERING TECHNICIAN II

The 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; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as:

- a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment.
- b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors.
- c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well-defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

Engineering Technician II requires a high school diploma or high school equivalent plus two years of relevant experience.

30083 ENGINEERING TECHNICIAN III

The 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. This technician performs at this level one or a combination of such typical duties as:

- a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions.
- b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.
- c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and recording test data.
- d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation.
- e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

Engineering Technician III requires a high school diploma or high school equivalent plus four years of relevant experience.

30084 ENGINEERING TECHNICIAN IV

The Engineering Technician IV performs non-routine assignments of substantial variety and complexity, using operational precedents that are not fully applicable, such assignments that are typically parts of broader assignments, are screened to eliminate unusual design problems. This incumbent may plan such assignments. This technician receives technical advice from a supervisor or engineer. Work is reviewed for technical adequacy (or conformity with instructions). This position may be assisted by lower-level technicians and

have frequent contact with professionals and others within the establishment, and performs one or a combination of such typical duties as:

- a. Developing or reviewing designs by extracting and analyzing a variety of engineering data, applying 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).
- b. Conducting tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures, preparing and operating equipment, recording data, measuring and recording problems of significant complexity that sometimes require resolution at a higher level, and analyzes data and prepares test reports.
- c. Applying methods outlined by others to limited segments of research and development projects, constructing experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary and recording and evaluating data and reports findings.

Engineering Technician IV requires a high school diploma or high school equivalent plus six years of relevant experience.

30085 ENGINEERING TECHNICIAN V

This technician performs non-routine 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. This incumbent may train and be assisted by lower-level technicians, and performs one or a combination of the following:

- a. 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.
- b. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements that 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. May check and analyze drawings or equipment to determine adequacy of drawings and design.
- c. 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.

Engineering Technician V requires a high school diploma or high school equivalent plus eight years of relevant experience.

30086 ENGINEERING TECHNICIAN VI

This technician independently plans and accomplishes complete projects or studies of broad scope and complexity, or 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. This worker may supervise or train and be assisted by lower-level technicians, and performs, one or a combination of the following:

- a. 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).
- b. 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.
- c. 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. May advise equipment users on redesign to solve unique operational deficiencies.
- d. 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.

Engineering Technician VI requires a high school diploma or high school equivalent plus ten years of relevant experience.

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 area of specialty 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 I requires a bachelor's degree or four years of combined education and relevant experience.

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 area of specialty 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. Accountant II requires a bachelor's degree plus two years of relevant experience or six years of combined education and experience.

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 area of specialty, 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. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. Accountant III requires a bachelor's degree plus four years of relevant experience or eight years of combined education and experience.

ADMINISTRATIVE OPERATIONS MANAGER I

Solves problems through analysis and evaluation of the facts. Distinguishes issues and circumstances that make each case distinct, then formulates alternative solutions, taking into account the relative benefits and consequences that must be considered. Develops program goals, objectives and organizational plans for the efficient delivery of services. Facilitates local level advisory group. Provides direction to the group in order to improve the delivery of good and services to citizens, customers, and clients. A Bachelor's Degree in any field of study from an accredited college or university and six (6) years of professional level experience with a tactical impact directly related to the purpose of the position defined by the agency at the time of recruitment. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience.

ADMINISTRATIVE OPERATIONS MANAGER II

Solves problems through analysis and evaluation of the facts. Distinguishes issues and circumstances that make each case distinct, then formulates alternative solutions, taking into account the relative benefits and consequences that must be considered. Develops program goals, objectives and organizational plans for the efficient delivery of services. Facilitates local level advisory group. Provides direction to the group in order to improve the delivery of good and services to citizens, customers, and clients. A Bachelor's Degree in

any field of study from an accredited college or university and eight (8) years of professional level experience with a tactical impact directly related to the purpose of the position defined by the agency at the time of recruitment. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience.

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. Auditor I requires a bachelor's degree or four years of combined education and relevant experience.

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 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. Auditor II requires a bachelor's degree plus two years of relevant experience or four years of combined education and relevant experience.

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. Auditor III requires a bachelor's degree plus four years of relevant experience or eight years of combined education and relevant experience.

COMMUNITY ENGAGEMENT COORDINATOR

MA in Education, Social Work or a related field preferred, or a BA and a minimum of 6 years of experience in human service or related fields involving support to underserved youth and their families. Will act as a community/school facilitator and mobilizer, intentionally involving community members and school staff in a range of activities that address non-academic barriers to learning, with concentration on extended learning, health and wellness, positive school climate, and socioeconomic disparities. Will also advance full-service community school programmatic and integration goals, assuring that Elev8 component services (extended learning, school-based health care, and family engagement and supports) connect to school goals and other community services/supports. Will support a linkage between the local community issues and national education and health reform efforts. Must be able to read, write & understand English. Must be computer literate. Community Engagement Coordinator Auditor II requires a bachelor's degree plus six years of relevant experience or a master's degree.

COMPLIANCE OFFICER

Examines, evaluates, and investigates eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and other compliance and enforcement inspection activities not classified elsewhere. Compliance Officer requires a high school diploma or high school equivalent plus one year of relevant experience.

CONTRACT SPECIALIST I

Aids in the preparation of contractual provisions and the administration of contract proposals. Responsible for preparing bids and negotiating specifications and contractual provisions. Requires a bachelor's degree and 0-2 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 direct supervision; typically reports to a manager.

CONTRACT SPECIALIST II

Aids in the preparation of contractual provisions and the administration of contract proposals. Responsible for preparing bids and negotiating specifications and contractual provisions. 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; typically reports to a manager.

CONTRACT SPECIALIST III

Aids in the preparation of contractual provisions and the administration of contract proposals. Responsible for preparing bids and negotiating specifications and contractual provisions. Requires a bachelor's degree and at least 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 complex tasks. Works under general supervision; typically reports to a manager.

DESKTOP PUBLISHER

Desktop publishers use computer software to design page layouts for newspapers, books,

brochures, and other items that are printed or published online. Desktop publishers typically do the following:

- a. Review text, graphics, or other materials created by writers and designers
- b. Edit graphics, such as photographs or illustrations
- c. Import text and graphics into publishing software
- d. Integrate images and text to create cohesive pages
- e. Adjust text properties, such as size, column width, and spacing
- f. Revise layouts and make corrections as necessary
- g. Submit or upload final files for printing or online publishing
- h. Desktop publishers use publishing software to create page layouts for print or electronic publication. They may edit text by correcting its spelling, punctuation, and grammar.

Desktop publishers often work with other design, media, or marketing workers, including writers, editors, and graphic designers. For example, they work with graphic designers to come up with images that complement the text and fit the available space. Desktop Publisher requires a high school diploma or high school equivalent and 0 years of experience.

FINANCIAL ANALYST

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.

GENERALIST

Employees in this classification help organizations effectively use employee skills, provide training and development opportunities to improve those skills, and increase employees' satisfaction with their jobs and working conditions. Generalist I requires a high school diploma or high school equivalent plus two years of relevant experience. Generalist II requires a high school diploma or high school equivalent plus four years of relevant experience, an associate's degree plus two years of relevant experience, or a bachelor's degree.

INVESTIGATION CASE WORKER

The CPS Investigation Case Worker initiates CPS investigations and conducts case management of Child Protective Services investigations cases (family services and legal) consistent with policy and procedures so as to permit the attainment of federal standards and performance based budget measures - assigned investigations per month or a combination of investigations and permanency cases which are of equal weight. The CPS Investigation Case Worker assesses safety of children alleged to be maltreated and ensures that the appropriate safety decision is made, and that services are provided to parents and children to mitigate identified safety threats. Requires a bachelor's degree and two years of relevant experience.

INVESTIGATOR

Investigators perform professional investigative work in the enforcement of state and federal laws, rules and regulations, or the enforcement of state agency promulgated rules and regulations. They gather and documents facts, conduct interviews, examine records and collect evidence for violations of law or agency governing statutes, rules or regulations. Requires a bachelor's degree and two years of relevant experience or six combined years of education and experience.

MARKET RESEARCH ANALYST

Research market conditions in local, regional or national areas to determine potential sales of a product or service. May gather information on competitors, prices, sales and methods of marketing and distribution. May use survey results to create a marketing campaign based on regional preferences and buying habits. Requires a high school diploma or high school equivalent plus one year of relevant experience.

OIL & GAS ROYALTY CONSULTANT

This position will assist in training the Royalty Management Division (RMD) on industry practices related to oil and gas royalty reporting, NM State Land Office (SLO) statutory and regulatory requirements, and SLO internal procedures, computer systems, and databases to assure staff possess the skills necessary to successfully perform their duties. This position will also train on researching and issuing production unit numbers, resolving suspense, and all aspects of the RMD audit program including assisting with conducting external field and desk audits of oil and gas companies that consist of highly complex, technical, and legal issues. This position will support RMD Management in training on SLO business related activity such as revenue forecasts, legislative bill analysis, fiscal budget management, the agency's financial audit, PUN development, unit and communitization revamp, web report development, and RAPs queries.

PROJECT ASSISTANT

The Project Assistant supports a project manager with administrative tasks to ensure the project can proceed according to plan. They often write reports, attend meetings, analyze data, manage resources, create schedules, update and file documentation, and track progress toward milestones. They may also provide direction to project team members or assist them with their duties to meet deadlines. Project Assistant requires a high school diploma or high school equivalency and 0 years of experience.

PROJECT MANAGER

Plan, direct, or coordinate, personnel and activities concerned with the design and construction and maintenance of commercial or industrial structures, facilities, and systems. Participate in the conceptual development of construction projects and oversee their organization, scheduling, budgeting, and implementation; includes managers in specialized construction fields, such as carpentry, plumbing, electrical and structural elements. Requires a bachelor's degree and six years of experience or ten years of combined education and experience.

PROGRAM ANALYST

The Program Analyst's responsibilities include supporting the project manager with overseeing and coordinating projects, contributing to project planning, preparing and maintaining documentation, reviewing contracts and financials, monitoring project activities, and evaluating the overall project. Program Analyst requires a high school diploma or high school equivalency and 0 years of experience.

PROGRAM MANAGER

The program manager coordinates activities between multiple projects to ensure they align with the organization's goals. The exact program manager's duties may vary between companies and by the department. Requires a bachelor's degree and three years of relevant experience.

RESEARCHER

Identify research goals, establish methods, and gather accurate information for research projects. Researcher requires a high school diploma or high school equivalency and 0 years of experience.

SECURITY GUARD

Security guards patrol and inspect property to protect against fire, theft, vandalism, terrorism, and illegal activity. They protect their employer's property, enforce laws on the property, deter criminal activity, and other problems. These workers may be armed. They use various forms of telecommunications to call for assistance from police, fire, or emergency medical services. Security guards write comprehensive reports outlining their observations and activities during their assigned shift. They also may interview witnesses or victims, prepare case reports, and testify in court.

In contrast, guards assigned to mobile patrol drive or walk from one location to another and conduct security checks within an assigned area. They may detain or arrest criminal violators, answer service calls concerning criminal activity or other safety concerns, and issue traffic violation warnings. Guards maintain order and protect the institution's customers, staff, and property. Security officers protect information, products, computer codes, and defense secrets, and check the credentials of people and vehicles entering and leaving the premises.

All security officers must show good judgment and common sense, follow directions, testify accurately in court, and follow company policy and guidelines. In an emergency, they must be able to take charge and direct others to safety. Security Guard I requires a high school diploma or high school equivalent and 0 years of experience. Security Guard II requires a high school diploma or high school equivalent plus one year of relevant experience.

SENIOR CASE MANAGER

BA or BS in sociology, psychology or related field of study. Minimum of two years of experience, one of these years must have been in a supervisory capacity. Will work with public, private youth and human services agencies. Provide crisis intervention services to clients when necessary. Must be able to read, write & understand English.

CAPITAL FUND ADMINSTRATOR

Track appropriations, funding agreements, notices of obligation, grant balance, reimbursements, grant balance and related documents; Support department and division staff in drafting, editing, submitting, and presenting packets for Governing Body approval and execution of funding agreements; Maintain complete and organized electronic files related to all grant actions; Assist department in fiscal year-end capital budget reconciliation, capital carry-forward budgeting, and capitalization of assets; Facilitate City project managers to submit progress reports as required by granting authorities; Facilitate City project managers to post and maintain up-to-date project status on public works capital projects public dashboard; Coordinate with funding agency for administration of the legislative appropriation grants; Coordinate with fiscal agent; Assist with the City's annual Infrastructure Capital Improvement Plan submittal to the State of New Mexico. Requires a bachelor's degree and one year of relevant experience.

ENGINEERING TECHNICIAN SUPERVISOR II

Accountable for planning, organizing, and allocating resources and reviewing assigned engineering technician assignments. The primary focus of positions at this level is supervision of engineering technical supervisory staff. Requires eight years of relevant experience.

ENGINEERING TECHNICIAN SUPERVISOR III

Accountable for planning, organizing, budgeting, allocating resources and reviewing assigned engineering technician resource's functions and staff. The primary focus of positions at this level is the supervision of engineering technical supervisors and other engineering technical staff. Requires ten years of relevant experience.

ENGINEER GRADUATE

This position is an entry-level engineering position accountable for verification of accuracy and completion of submissions based on prescribed templates. The person in this position receives close supervision from a Licensed Professional Engineer. Engineer Graduate requires a bachelor's degree and 0 years of experience.

MANAGEMENT ANALYST I

Employees in this Role receive on the-job training in agency operating practices, functions, and procedures, in conducting organizational studies and evaluations, in designing systems procedures and measurement studies, and in preparing operations and procedures manuals that assist management in operating programs and/or data collection systems more efficiently and effectively; employees perform standardized work procedures that support the development of the above documents and reports. Management Analyst I requires high school or high school equivalent plus two years of relevant experience.

MANAGEMENT ANALYST II

Employees in this Role assist in management studies and carry out well-defined projects involving relatively independent work processes; employees conduct studies in the following areas of management: organizational structure and design, methods and procedures development, management surveys or other research, forms development and control, work flow and/or manpower management, report management, record management, contract management and communication analysis and design; employees conduct surveys, interviews, and compile databases, prepare analysis files, research/review pertinent regulations, laws, manuals and procedures, and prepare analytical reports. Management Analyst II requires an associate's degree plus two years of relevant experience or four years combined education and experience.

MANAGEMENT ANALYST III

Employees in this Role apply advanced research and/or management analysis to complex problems, acting as team leaders for special projects and providing coordination with computer systems personnel; employees apply advanced program analyses, oversight, and planning and consultation services to/for Local Governments; employees deal with complex interrelated management problems and may serve as consultants on local, district, state, regional, or federal comprehensive planning programs; employees perform independently, have special expertise in a field and may be involved in the training of others. Management Analyst III requires a bachelor's degree plus two years of relevant experience or six years combined education and experience.

SCIENTIST ESAA

Employee will review applications, preliminary and final plans, and specifications for proposed plants, facilities, and/or equipment to determine completeness, technical feasibility, engineering accuracy, and compliance. Employee will conduct supplementary investigations, research and surveys as needed; announce and conduct public hearings; issue permits and approvals and notify concerned public of the action; participate in inspections, cost estimates, progress reports, and design change orders; perform tests and audits test results to determine conformity; and compile findings and technical data for reports and projections. This role requires a bachelor's degree plus four years of relevant experience.

PROGRAM COORDINATOR I

Plan, develop and implement effective program procedures for efficient, targeted, and measurable services and outcomes. Direct logistical activities to promote the success of programs. Prepares grants and grant proposals, RFPs, and/or other funding-related requests related to program(s), implement and monitor programming to meet desired outcomes, monitor program activities in relation to established program goals and report on progress, correct deficiencies, updates operating manuals and policies, provide information, guidance and technical support to program participants, the public, and partner organizations, use statistical and database management programs to analyze data and prepare summary narrative reports, graphs, tables, charts and illustrations,

monitor trends using collected data and determine if further study/assessment is indicated, develop training/educational material, brochures and related program marketing and informational material for varied audiences, organize and establish regular meetings with designated groups to foster positive relationships and promote program success, recommend policy and procedure changes to improve program outcomes. Program Coordinator requires a bachelor's degree plus three years of relevant experience.



Offer to:

Carla Monroe
 Public Utilities Program Manager- Consultant
 City of Santa Fe Public Utilities
 801 West San Mateo
 Santa Fe, NM 87505
 Phone: 505-504-8240
 Email: cdmunroe@santafenm.gov

Position Title	Location	Dates of Service	Hourly Rate	Weeks	Weekly Units	Unit totals	Max Bill Rate	Subtotals	GRT Rate	GRT	Total Budget
SENIOR QA TESTER SR. - R.S.	SF	3/30/2026 - 8/15/2026	\$45.00	20	20	400	\$65.25	\$26,100.00	8.1875%	\$ 2,136.94	\$28,236.94
SENIOR QA TESTER SR. - M.W.	SF	3/30/2026 - 8/15/2026	\$45.00	20	20	400	\$65.25	\$26,100.00	8.1875%	\$ 2,136.94	\$28,236.94
SENIOR QA TESTER - E.S.	SF	3/30/2026 - 8/15/2026	\$35.00	20	40	800	\$50.75	\$40,600.00	8.1875%	\$ 3,324.13	\$43,924.13
QA TESTER - E.C.	SF	3/30/2026 - 8/15/2026	\$35.00	20	40	800	\$50.75	\$40,600.00	8.1875%	\$ 3,324.13	\$43,924.13
QA TESTER - R.W.	SF	3/30/2026 - 8/15/2026	\$30.00	20	40	800	\$43.50	\$34,800.00	8.1875%	\$ 2,849.25	\$37,649.25
											\$181,971.38

Statewide Price Agreement
 Price Agreement Number: 40-00000-23-00027
 Title: Temporary Administrative and Professional Staffing (GS-02F-006CA)
 Term: December 9, 2024 - December 8, 2029

Lola Priest

 Signature

Friday, February 20, 2026

 Date



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

02/04/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		CONTACT NAME: Molly Stearns	
Barrow Group		PHONE (A/C, No, Ext): (800) 874-4798	FAX (A/C, No):
110 E. Crogan Street		E-MAIL ADDRESS: mstearns@barrowgroup.com	
Lawrenceville GA 30046		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Philadelphia Indemnity Insurance Co	NAIC # 18058
INSURED		INSURER B: QBE Insurance Corporation 39217	
ItsQuest Inc.		INSURER C:	
7710 Milwaukee #300		INSURER D:	
Lubbock TX 79424		INSURER E:	
		INSURER F:	

COVERAGES	CERTIFICATE NUMBER: 2026 COI	REVISION NUMBER:
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPK2659377-004	02/27/2026	02/27/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Abuse & Molestation \$ 1,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			PHPK2659377-004	02/27/2026	02/27/2027	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB901911-004	02/27/2026	02/27/2027	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$ <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	202000784	09/01/2025	09/01/2026	E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

A Employment Practices Liability PHPK2659377-004 02/27/2026 02/27/2027 \$1,000,000/\$1,000,000
 A Professional Liability PHPK2659377-004 02/27/2026 02/27/2027 \$1,000,000/\$2,000,000
 A Crime Bond PHPK2659377-004 02/27/2026 02/27/2027 \$500,000

CERTIFICATE HOLDER

City of Santa Fe
 200 Lincoln Ave.
 Santa Fe NM 87501

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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The Purchasing Memo

Date: February 19, 2026

To: Chief Brian Moya, Interim City Manager 
BM

From: Nancy Jimenez, Public Utilities Admin, Billing and Customer Service Div. Dir 
NLJ

Via: Jesse Roach, Interim Public Utilities Director 
JR
Jesse Roach

Subject: Utility Billing System Modernization Project

Vendor Name: ITSQuest, Inc.

Munis Vendor Number: 9036

ITEM AND ISSUE:

Public Utilities Division respectfully requests your review and approval of a Purchase Order in the total amount of \$59,297.57 excluding tax for Utility Billing System Modernization Project with ITSQuest, Inc.

BACKGROUND AND SUMMARY:

The City of Santa Fe Public Utilities Department is advancing the Utility Billing System Modernization Project to replace the legacy platform with CIS Infinity. This initiative strengthens billing accuracy, operational efficiency, system integration, and long-term service reliability for utility customers.

The project is currently in the structured testing phase, focused on validating system functionality, data conversion accuracy, interface performance, and end-to-end workflow execution. Test scripts are being executed across functional areas to confirm that the system performs in accordance with defined business and technical requirements. In scoping the transition to ADVANCED we underestimated the amount of external testing that would be required. We thought we could do more testing internally but the burden on internal testers with their full-time job is too high.

Testing efforts include regression testing, scenario-based validation, data reconciliation, and defect documentation. Identified issues are tracked, prioritized, and resolved in coordination with implementation partners to ensure readiness for downstream phases and production deployment. We think approximately \$241,268.95 will be required for external testing. We are starting with a small cooperative procurement with ITSQuest for testing things with City Manager approval and will follow with a larger cooperative procurement through committees to expand the amount.

To maintain testing momentum and avoid delays, the project requires supplementing city employees with temporary contract testers. This approach increases coverage capacity, supports sustained execution of test scripts, and ensures continuous review cycles without overextending existing staff. Supplemental contractor support enables efficient defect turnaround and helps maintain steady progress during this critical validation period.

PRIOR APPROVALS AND SUPPORTING INFORMATION:

FUNDING SOURCE:

Fund Name/Number: UTILITY / 511

Munis Org Name/Number: PU Admin / 5115501

Munis Object Name/Number: Svc Cntr / 51310

Budget Officer / Designee: _____ **Date:** _____

Budget Officer Comment/Exceptions: _____

PROCUREMENT METHOD:

The procurement method used was NMSA 1978, Section 13-1-129, Statewide Price Agreement

Statewide Price Agreement 40-00000-203-00027 Temporary Administrative and Professional Staffing (GS-02F-006CA) Term Date December 9, 2024 – December 8, 2029

Chief Procurement Officer (CPO)/Designee: _____ **Date:** _____

CPO Comment/Exceptions: _____

ASSOCIATED APPROVALS:

IT Components included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Treasury/Point of Sale Components included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Vehicles included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Construction to City Facilities, Furniture, and/or Fixtures included? Yes | No

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Is this an externally funded purchase? Yes | No

If yes, what is the issuing agency: _____

Approval: _____ **Title:** _____ **Date:** _____

Comment/Exceptions: _____

Is this a Capital Asset or Project? Yes | No

Project Ledger Number: _____

Approval: _____ Title: _____ Date: _____

Comment/Exceptions: _____

Department Contract Administrator Contact Info: Amanda Britt / apbritt@santafenm.gov / x4355

ATTACHMENTS:

Procurement document: Statewide Price Agreement

Vendor's Quote

Certificate of Liability Insurance



State of New Mexico
General Services Department
Purchasing Division

Statewide Price Agreement Amendment

Awarded Vendor:
0000051320
ITS Quest, Inc.
4505 82nd Street, Suite 3
Lubbock TX 79424

Contact: Jeff Reagan
Email: jeffreagan@itsquest.com
Telephone No.: (806) 928-7934

Number: 40-00000-23-00027
Amendment No.: One
Term: October 6, 2023-December 8, 2026

Ship To:
All State of New Mexico agencies, commissions,
institutions, political subdivisions and local public
bodies allowed by law.

Procurement Specialist: Mikavla Trujillo *MJ*
Telephone No.: (505) 469-1092
Email: Mikavla.Trujillo@gsd.nm.gov

Invoice:
As Requested

Title: Temporary Administrative and Professional Staffing (GS-02F-006CA)

This amendment is to be attached to the respective Price Agreement and become a part thereof.

In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from December 9, 2024 to December 8, 2026 at the same price, terms and conditions.

Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

Dorothy Mendonca

Dorothy Mendonca
New Mexico State Purchasing Agent

Date: 12/3/2024

Certificate Of Completion

Envelope Id: 81D3CB7B399C45C187EB2949AA3295E1	Status: Completed	
Subject: Please DocuSign: 40-00000-23-00027 Temporary Administrative and Professional Staffing A001		
Source Envelope:		
Document Pages: 1	Signatures: 1	Envelope Originator:
Certificate Pages: 5	Initials: 2	Mikayla Trujillo
AutoNav: Enabled		1100 S Saint Francis Dr
Enveloped Stamping: Enabled		Santa Fe, NM 87502
Time Zone: (UTC-07:00) Mountain Time (US & Canada)		mikayla.trujillo@gsd.nm.gov
		IP Address: 164.64.62.10

Record Tracking

Status: Original	Holder: Mikayla Trujillo	Location: DocuSign
12/3/2024 9:53:16 AM	mikayla.trujillo@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: General Services Department	Location: DocuSign

Signer Events

Signer Events	Signature	Timestamp
Vanessa LeBlanc		Sent: 12/3/2024 10:02:39 AM
Vanessa.LeBlanc@gsd.nm.gov		Viewed: 12/3/2024 10:06:54 AM
Bureau Chief		Signed: 12/3/2024 10:07:01 AM
New Mexico General Services	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 164.64.62.10	

Electronic Record and Signature Disclosure:

Accepted: 6/2/2020 7:02:26 AM
ID: 174ce339-a45c-4eb9-8489-b3f5ced3d8e4

Mikayla Trujillo		Sent: 12/3/2024 10:07:02 AM
mikayla.trujillo@gsd.nm.gov		Viewed: 12/3/2024 11:31:17 AM
Procurement Specialist II		Signed: 12/3/2024 11:31:24 AM
GSD/SPD	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 164.64.62.10	

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Dorothy Mendonca		Sent: 12/3/2024 11:31:26 AM
dorothy.mendonca@gsd.nm.gov		Viewed: 12/3/2024 1:08:56 PM
SPD Division Director / State Purchasing Agent		Signed: 12/3/2024 1:09:00 PM
General Services Department	Signature Adoption: Pre-selected Style	
Signing Group: 35000 - State Purchasing Agent	Using IP Address: 164.64.62.10	
Security Level: Email, Account Authentication (None)		

Electronic Record and Signature Disclosure:

Accepted: 4/14/2023 7:24:59 AM
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
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Editor Delivery Events	Status	Timestamp
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Agent Delivery Events	Status	Timestamp
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Intermediary Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	12/3/2024 10:02:39 AM
Certified Delivered	Security Checked	12/3/2024 1:08:56 PM
Signing Complete	Security Checked	12/3/2024 1:09:00 PM
Completed	Security Checked	12/3/2024 1:09:00 PM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

B. Obtaining paper copies

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

C. Withdrawing your consent

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

D. Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

E. All notices and disclosures will be sent to you electronically

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

F. How to contact GSD:

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: GSD.SPInfo@state.nm.us

G. To advise SPD of your new email address

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of such request you must include your previous and new email addresses.

H. To request paper copies from SPD

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

I. To withdraw your consent with SPD

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to GSD.SPInfo@state.nm.us and in the body of your request state your email address, full name, mailing address, and telephone number.

J. Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

K. Acknowledging your access and consent to receive and sign documents electronically

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



State of New Mexico General Services Department Statewide Price Agreement

Awarded Vendor:
0000051320
ITS Quest, Inc.
4505 82nd Street, Suite 3
Lubbock TX 79424

Email: jeffreagan@itsquest.com
Telephone No.: (806) 928-7934

Price Agreement Number: 40-00000-23-00027

Payment Terms: See Contract

F.O.B.: Destination

Delivery: N/A

Ship To:
All State of New Mexico agencies, commissions,
institutions, political subdivisions and local public
bodies allowed by law.

Procurement Specialist: Yulastuti Wulandari

Telephone No.: (505) 469-2248

Email: Yulastuti.Wulandari@gsd.nm.gov

Invoice:
As requested at time of order

Title: **Temporary Administrative and Professional Staffing (GS-02F-006CA)**

Term: **October 6, 2023 - December 8, 2024**

This Price Agreement is made subject to the “terms and conditions” shown on subsequent pages, and as indicated in this Price Agreement.

Every state agency, unless exempted from the authority of the State Purchasing Agent pursuant to Section 13-1-99 NMSA 1978, that utilizes this Statewide Price Agreement for professional services over \$5,000 must process the professional services agreement template and accompanying documents through GSD’s Contracts Review Bureau.

Accepted for the State of New Mexico

Dorothy Mendonca

Date: 10/6/2023

Dorothy Mendonca
New Mexico State Purchasing Agent

State of New Mexico
General Services Department
Purchasing Division
Statewide Price Agreement #: 40-00000-23-00027

Terms and Conditions

(Unless otherwise specified)

1. **General:** When the State Purchasing Agent or his/her designee issues a purchase document in response to the Vendor's quote, a binding contract is created.
2. **Variation in Quantity:** No variation in the quantity of any item called for by this order will be accepted unless such variation has been caused by conditions of loading, shipping, packing or allowances in manufacturing process and then only to the extent, if any, specified in this order.
3. **Assignment:**
 - a. Neither the order, nor any interest therein, nor any claim thereunder, shall be assigned or transferred by the Vendor, except as set forth in Subparagraph 3b or as expressly authorized in writing by the State Purchasing Agent or his/her designee. No such assignment or transfer shall relieve the Vendor from the obligations and liabilities under this order.
 - b. Vendor agrees that any and all claims for overcharge resulting from antitrust violations which are borne by the State as to goods, services, and materials purchased in connection with this contract or procurement are hereby assigned to the State.
4. **State Furnished Property:** State furnished property shall be returned to the State upon request in the same condition as received except for ordinary wear, tear and modifications ordered hereunder.
5. **Inspection:**
 - a. Final inspection and acceptance will be made at the destination. Supplies rejected at the destination for nonconformance with the terms and conditions of the agreement shall be removed at the Vendor's risk and expense, promptly after notice of rejection.
 - b. Final inspection and acceptance will be made at the destination. Services rejected for nonconformance with the terms and conditions of the agreement and/or requirements shall be corrected by the Vendor promptly after notice of rejection. Those services not corrected after notice shall not be paid for.
6. **Commercial Warranty:** The Vendor agrees that the supplies or services furnished under this order shall be covered by the most favorable commercial warranties the Vendor gives for such to any customer for such supplies or services. The rights and remedies provided herein shall extend to the State and are in addition to and do not limit any rights afforded to the State by any other clause of this order. **Vendor agrees not to disclaim warranties of fitness for a particular purpose of merchantability.**
7. **Packing, Shipping and Invoicing:**
 - a. The State's purchasing document number and the Vendor's name, user's name and location shall be shown on each packing and delivery ticket, package, bill of lading and other correspondence in connection with the shipments. The user's count will be accepted by the Vendor as final and conclusive on all shipments not accompanied by a packing ticket.
 - b. The Vendor's invoice shall be submitted duly certified and shall contain the following information: order number, description of supplies or services, quantities, unit price and extended totals. Separate invoices shall be rendered for each and every complete shipment.
 - c. Invoices must be submitted to the using agency and NOT to the State Purchasing Agent.
8. **Default:** The State reserves the right to cancel all or any part of this order without cost to the State, if the Vendor fails to meet the provisions of this order and, except as otherwise provided herein, to hold the Vendor liable for any excess cost occasioned by the State due to the Vendor's default. The Vendor shall not be liable for any excess costs if failure to perform the order arises out of causes beyond the control and without the fault or negligence of the Vendor, such causes include but are not restricted to, acts of God or the public enemy, acts of the State or Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of subcontractors due to any of the above, unless the State shall determine that the supplies or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Vendor to meet the required delivery scheduled. The rights of the State provided in this paragraph shall not be exclusive and are in addition to any other rights now being

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provided by law or under this order.

9. Non-Collusion: In accepting these terms and conditions the Vendor certifies that the Vendor has not, either directly or indirectly, entered into action in restraint of free competitive procurement in connection with this offer submitted to the State Purchasing Agent or his/her designee.

10. Nondiscrimination: Vendors doing business with the State of New Mexico must be in compliance with the Federal Civil Rights Act of 1964 and Title VII of the Act (Rev. 1979) and the Americans with Disabilities Act of 1990 (Public Law 101-336).

11. The Procurement Code: Sections 13-1-28 through 13-1-199 NMSA 1978, impose civil and criminal penalties for its violation. In addition the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

12. Items: All supplied items are to be NEW and of most current production, unless otherwise specified.

13. Payment for Purchases: Except as otherwise agreed to: late payment charges may be assessed against the user state agency in the amount and under the conditions set forth in Section 13-1-158 NMSA 1978.

14. Workers' Compensation: The Vendor agrees to comply with state laws and rules pertaining to Workers' Compensation benefits for its employees. If the Vendor fails to comply with Workers' Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the contracting agency.

15. Subcontracting: The Vendor shall not subcontract any portion of the Price Agreement without the prior written approval of the Procuring Agency. No such subcontracting shall relieve the Vendor from its obligations and liabilities under this Price Agreement, nor shall any subcontracting obligate payment from the Agency.

16. Records and Audit: The Vendor shall maintain detailed time and expenditure records that indicate the date, time, nature, and cost of services rendered during this Price Agreement's term and effect, and retain them for a period of six (6) years from the date of final payment under this Price Agreement. The records shall be subject to inspection by the Agency, State Purchasing Division, Department of Finance and Administration, and for Information Technology contracts, State Chief Information Officer. The Agency shall have the right to audit billings, both before and after payment. Payment for services under this Price Agreement shall not foreclose the right of the Agency to recover excessive or illegal payments.

17. Subcontracts: The foregoing requirements shall be inserted into all subcontracts from the prime Vendor to the subcontractor, if such subcontracting has been approved in writing by the Procuring Agency.

New Mexico Employees Health Coverage

A. If Vendor has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period during the term of the contract, Vendor certifies, by signing this agreement, to have in place, and agrees to maintain for the term of the contract, health insurance for its New Mexico Employees and offer that health insurance to its New Mexico Employees if the expected annual value in the aggregate of any and all contracts between Vendor and the State exceeds \$250,000 dollars.

B. Vendor agrees to maintain a record of the number of its New Mexico Employees who have (a) accepted health insurance; (b) declined health insurance due to other health insurance coverage already in place; or (c) declined health insurance for other reasons. These records are subject to review and audit by a representative of the state.

C. Vendor agrees to advise all of its New Mexico Employees of the availability of State publicly financed health care coverage programs by providing each of its New Mexico Employees with, as a minimum, the following web site link to additional information: <https://bewellnm.com>.

D. For purposes of this Paragraph, the following terms have the following meanings:

- (1) "New Mexico Employee" means any resident of the State of New Mexico employed by Vendor who performs the majority of the employee's work for Vendor within the State of New Mexico, regardless of the location of Vendor's office or offices; and

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- (2) "offer" means to make available, without unreasonable restriction, enrollment in one or more health coverage plans and to actively seek and encourage participation in order to achieve the goals of Executive Order 2007-049. This could include State publicly financed public health coverage programs such as *Insure New Mexico!*

Statewide Price Agreement

Article I – Statement of Work

Under the terms and conditions of this Price Agreement and pursuant to the approval of the State Purchasing Agent (as can be found on the cover page of this agreement) either a particular entity or all State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law may issue orders for items and/or services described herein. The terms and conditions of this Price Agreement shall form a part of each order issued hereunder.

The items and/or services to be ordered shall be as listed herein. All orders issued hereunder will bear both an order number and this Price Agreement number. It is understood that no guarantee or warranty is made or implied by the New Mexico State Purchasing Agent, his/her designee or the user that any order for any definite quantity will be issued under this Price Agreement. The Vendor is required to accept the order and furnish the items and/or services in accordance with the articles contained hereunder for the quantity of each order.

Article II – Term

The term of this Price Agreement, for issuance of orders, shall be as indicated in the Price Agreement.

Article III – Conformance With Terms and Conditions

Items and/or services furnished hereunder shall conform to the requirements, terms and conditions of the agreement and/or drawings applicable to items listed herein. Orders issued against this schedule will show the applicable Price Agreement item(s), number(s), and price(s); however they may not describe the item(s) fully.

Article IV – Shipping and Billing Instructions

Vendor shall ship in accordance with the following instructions: Shipment shall be made only against specific orders which the user may place with the Vendor during the term; The Vendor shall enclose a packing list with each shipment listing the order number, price agreement number and the commercial parts number (if any) for each item; Delivery shall be made as indicated on page 1. If vendor is unable to meet stated delivery the State Purchasing Agent or his/her designee must be notified.

Article V – Termination

The Agency may terminate this Agreement for convenience or cause. The Vendor may only terminate this Agreement based upon the Agency's uncured, material breach of this Agreement. Vendor shall give Agency written notice of termination at least thirty (30) days prior to the intended date of termination, which notice shall (i) identify all the Agency's material breaches of this Agreement upon which the termination is based and (ii) state what the Agency must do to cure such material breaches. Vendor's notice of termination shall only be effective (i) if the Agency does not cure all material breaches within the thirty (30) day notice period or (ii) in the case of material breaches that cannot be cured within thirty (30) days, the Agency does not, within the thirty (30) day notice period, notify the Vendor of its intent to cure and begin with due diligence to cure the material breach. Termination of this Contract, however, shall not affect any outstanding orders. This provision is not exclusive and shall not waive other rights and remedies afforded either party in the event of breach of contract or default. In such instances the contract may be cancelled effective immediately.

Article VI – Amendment

This Price Agreement may be amended by mutual agreement of the New Mexico State Purchasing Agent or his/her designee and the Vendor upon written notice by either party to the other. An amendment to this Price Agreement shall not affect any outstanding orders issued prior to the effective date of the amendment as mutually agreed upon, and as published by the New Mexico State Purchasing Agent or his/her designee. Amendments affecting price adjustments and/or the extension of a price agreement expiration date are not allowed unless specifically provided for in the bid, request for proposals and/or price agreement terms and conditions.

Article VII – Indemnity Clause

Vendor shall indemnify and hold harmless the State, its officers and employees, against liability, claims, damages, losses or expenses arising out of bodily injury to persons or damage to properties caused by, or resulting from Vendor's, and/or its employees, own negligent act or omission while Vendor, and/or its employees, perform or fails to perform its obligations and duties under the Terms and Conditions of this agreement. This save harmless and indemnification clause is subject to the

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immunities, provisions, and limitations of the Tort Claims Act (Section 41-4-1, et seq., N.M.S.A. 1978 comp. and Section 57-7-1 N.M.S.A. 1878 comp. and any amendments thereto.

It is specifically agreed between the parties executing this agreement that it is not intended by any of the provisions of any part of the agreement to create in the public or any member thereof a third party beneficiary or to authorize anyone not a party to the agreement to maintain a suit(s) for wrongful death(s), bodily and/ or personal injury(s) to person(s), damage(s) to property(ies) and/or any other claim(s) whatsoever pursuant to the provisions of this agreement.

Vendor shall provide all insurance necessary to employees on the work site, including but not limited to Worker's Compensation.

Article VIII – Issuance or Orders

Only written signed orders are valid under this Price Agreement.

Article IX – Packing (if applicable)

Packing shall be in conformance with standard commercial practices.

Article X – Price Schedule

Prices as listed in the agreements cannot be exceeded. Vendors and end users may negotiate lower prices where in agreement to do so.

Article XI -- Applicable Law

The laws of the State of New Mexico shall govern this Agreement, without giving effect to its choice of law provisions. Venue shall be proper only in a New Mexico court of competent jurisdiction in accordance with NMSA 1978, § 38-3-1 (G). By execution of this Agreement, Contractor acknowledges and agrees to the jurisdiction of the courts of the State of New Mexico over any and all lawsuits arising under or out of any term of this Agreement.

Article XII – Supremacy Clause

In the event of any conflict between the terms and conditions of this present agreement and the terms and conditions of any agreement made subsequent and related to this agreement or made pursuant to this agreement, including but not limited to any work orders, service agreements, orders, etc., this present agreement's terms and conditions shall govern.

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Establish a Statewide Price Agreement based on GSA Contract # **GS-02F-006CA** for **Temporary Administrative and Professional Staffing**.

This Statewide Price Agreement may be extended if the GSA Contract is extended, upon approval of all parties.

Contract orders shall be issued only to vendor(s) shown under this Price Agreement. Prices shall be equal to or less than the price stipulated under the above listed GSA Contract.

Agencies must verify that items being purchased, rented, etc., are listed on the above referenced GSA. Only those items listed may be placed on contract orders under this Price Agreement. A complete copy of the GSA catalog must be retained by the using agency for auditing purposes. Trade-ins are not allowed under this Price Agreement.

Vendors under this Price Agreement are required to furnish a complete copy of the GSA catalog to the using agency upon request. Vendors must certify upon request that only those products, supplies or services accepted by the federal government are included in GSA price list. State and local government catalogs are not acceptable.

Note: all terms and conditions established in the referenced GSA and by the New Mexico State Purchasing Agent shall prevail.

The Contractor agrees to provide a utilization report to SPD for all sales and/or services, other revenues including commissions, and fees charged under this GSA, subtotaled by procuring agency name, in accordance with the following schedule:

Quarter:	Period Ending:	Report Due Date:
First	September 30	October 30
Second	December 31	January 31
Third	March 31	April 30
Fourth	June 30	July 31

Sample Reports can be found at:

<http://www.generalservices.state.nm.us/statepurchasing/resourcesandinformation.aspx#Vendors>

Email completed reports to: GSD.QuarterlyUsageR@gsd.nm.gov

The quarterly report shall include the gross total sales for the quarter; zero sales during the quarter shall be reported, and partial quarters at the beginning or end of the contract term shall also be reported. The report shall be accompanied with a check payable to the State Purchasing Division for an amount equal to three quarters of one percent (0.75%) of the total sales and other revenues derived from the New Mexico state agencies and local public bodies for the period. The Vendor shall indicate the contract number **SWPA #40-00000-23-00027 on the remittance**.

Send payment of fees through U.S. Mail or Courier Delivery:

New Mexico State Purchasing Division
P.O. Box 6850
Santa Fe, New Mexico 87502

This agreement is not intended to be used to procure "Open Market" items.

Item	Approx. Qty.	Unit	Article and Description	Unit Price
1	1	Ea.	Temporary Administrative and Professional Staffing	See GSA Price list

***** 1 Item Awarded*****


Certificate Of Completion

Envelope Id: 999541D9A8F04B5B8B30AAAFF168EBA0	Status: Completed
Subject: 40-00000-23-00027 Temporary Administrative Staffing 1224.docx	
Source Envelope:	
Document Pages: 6	Signatures: 1
Certificate Pages: 5	Initials: 1
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Natalie Martinez
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Natalie.Martinez1@gsd.nm.gov
	IP Address: 172.59.0.18


Record Tracking

Status: Original	Holder: Natalie Martinez	Location: DocuSign
10/5/2023 6:21:45 PM	Natalie.Martinez1@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: GSD	Location: DocuSign

Signer Events

Signer Events	Signature	Timestamp
Natalie Martinez		Sent: 10/5/2023 6:24:23 PM
natalie.martinez1@gsd.nm.gov		Viewed: 10/5/2023 6:24:33 PM
Deputy Director		Signed: 10/5/2023 6:24:42 PM
New Mexico General Services	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 172.59.0.18	

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Dorothy Mendonca		Sent: 10/5/2023 6:24:44 PM
dorothy.mendonca@gsd.nm.gov		Viewed: 10/6/2023 9:33:54 AM
SPD Division Director / State Purchasing Agent		Signed: 10/6/2023 9:34:05 AM
General Services Department	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 164.64.62.10	

Electronic Record and Signature Disclosure:
Accepted: 4/14/2023 7:24:59 AM
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	10/5/2023 6:24:23 PM

Envelope Summary Events	Status	Timestamps
Certified Delivered	Security Checked	10/6/2023 9:33:54 AM
Signing Complete	Security Checked	10/6/2023 9:34:05 AM
Completed	Security Checked	10/6/2023 9:34:05 AM

Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

B. Obtaining paper copies

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

C. Withdrawing your consent

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

D. Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

E. All notices and disclosures will be sent to you electronically

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

F. How to contact GSD:

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: GSD.SPInfo@state.nm.us

G. To advise SPD of your new email address

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of such request you must include your previous and new email addresses.

H. To request paper copies from SPD

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at GSD.SPInfo@state.nm.us and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

I. To withdraw your consent with SPD

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to GSD.SPDinfo@state.nm.us and in the body of your request state your email address, full name, mailing address, and telephone number.

J. Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

K. Acknowledging your access and consent to receive and sign documents electronically

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



7710 Milwaukee Ave. #300
Lubbock, TX 79424
(806) 785-9100
Fax (806) 785-1912
www.itsquest.com

**General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List**

**Multiple Award Schedule Consolidation A907, Refresh 30
Contract Number 47QRAA15D0002**

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

Contract Number: 47QRAA15D0002

Contract period: December 9th, 2014 through December 8th, 2029

Contractor: ITSQuest, Inc.
4505 82nd St., Ste. 3
Lubbock, TX, 79424
(806) 785-9100
(806) 785-1912 (fax)
www.itsquest.com

Contact: Mr. Jeff Reagan
4505 82nd St., Ste. 3
Lubbock, TX, 79424
(806) 785-9100
(806) 785-1912 (fax)
jeffreagan@itsquest.com

Business Size: Small Disadvantaged Woman Owned Business

Customer Information:

1a. Table of awarded Special Item Numbers

SIN	Description
561320	Temporary Staffing

1b. Lowest priced model number and lowest unit price for each SIN: N/

A

1c. HOURLY RATES AND DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION: All hourly rates shown are firm fixed price. See the following price list for hourly rates by location and labor category. See the Job Descriptions provided after the pricing information.

2. Maximum order: \$100,000.00 (as a negotiation breakpoint only, sales unlimited)

3. Minimum order: \$100.00

4. Geographic coverage (delivery area): The preponderance of work location has been identified as: Bernalillo County, NM, Wage Determination No. 2015-5443, **Revision 19, dated 12/27/2022.**

5. Points of production: N/A

6. Discount from list prices or statement of net price:
Government Net Prices (discounts already deducted). All prices include the required 0.75% GSA FSS Industrial Funding Fee which is paid to GSA quarterly based on sales activity.

7. Quantity discounts: 1% discount on orders >\$100,000.00.

8. Prompt payment terms: 1% Net 10 days; Net 30

9a. Government purchase cards are accepted at or below the micro-purchase threshold:
Accepted

9b. Government purchase cards are accepted at or above the micro-purchase threshold:
Accepted

10. Foreign Items: N/A

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 Jeff Reagan at (806) 785-9100 to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 12. FOB point(s): N/A
- 13. Ordering addresses: Mr. Jeff Reagan, 7710 Milwaukee Ave. #300, Lubbock, TX 79424
- 14. Payment address(es): ITSQuest, Inc., 7710 Milwaukee Ave. #300, Lubbock, TX 79424
- 15. Warranty provision: N/A
- 16. Export packing charges: N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): N/A
- 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: 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. Preventive maintenance: N/A
- 24a. Special attributes such as environmental attributes: N/A
- 24b. Section 508 compliance information for EIT: N/A
- 25. Data Universal Number System (DUNS) number: 126538649
- 26. Notification regarding registration in System for Award Management (SAM) database: Contractor has an Active Registration in the CCR database.

Quantity/Volume Discount:	1% discount on orders exceeding the maximum dollar threshold
Locations Offered:	Any location listed in SCA Wage Index Matrix
Preponderance of Work Location:	Bernalillo, NM
Minimum Order:	\$100
Maximum Order:	\$100,000 (as a negotiation breakpoint only), sales unlimited
F.O.B. Shipping Terms:	Per task order
Delivery Time:	Not applicable
Prompt Payment:	1% Net 10 days, Net 30
Warranty:	None
Other Concessions:	1% Net 10

Multiple Award Schedule Consolidation A907, Refresh 30

CONTRACTOR:	ITSQuest, Inc.
CONTRACT NUMBER:	47QRAA15D0002
CONTRACT PERIOD:	December 9th, 2014 through December 8th, 2029
CONTACT:	Mr. Jeff Reagan 4505 82nd St., Ste. 3 Lubbock, TX 79424 (806) 785-9100 jeffreagan@itsquest.com

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Administrative, Management, and Clerical Occupations	
Accounting Clerk I	\$26.31
Accounting Clerk II	\$28.96
Accounting Clerk III	\$31.82
Administrative Assistant	\$43.80
Court Reporter	\$41.11
Data Entry Operator I	\$23.13
Data Entry Operator II	\$24.80
Dispatcher, Motor Vehicle	\$28.85
Document Preparation Clerk	\$27.43
Duplicating Machine Operator	\$27.43
General Clerk I	\$22.40
General Clerk II	\$24.00
General Clerk III	\$26.36
Housing Referral Assistant	\$31.89
Messenger/Courier*	\$25.23
Order Clerk I	\$25.90
Order Clerk II	\$27.84
Personnel Assistant I	\$28.00
Personnel Assistant II	\$30.77
Personnel Assistant III	\$33.74
Production Control Clerk	\$41.21
Scheduler, Maintenance	\$26.53
Secretary I	\$26.53
Secretary II	\$29.10
Secretary III	\$31.89
Service Order Dispatcher	\$26.28
Supply Technician	\$43.80
Receptionist	\$24.80
Travel Clerk I	\$25.77
Travel Clerk II	\$27.44
Travel Clerk III	\$28.88
Word Processor I	\$25.49
Word Processor II	\$28.03
Word Processor III	\$30.79
Automatic Data Processing and IT Occupations	
Computer Operator I	\$27.95

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Computer Operator II	\$30.71
Computer Operator III	\$33.68
Computer Operator IV	\$36.89
Computer Operator V	\$40.48
Computer Programmer I**	\$40.93
Computer Programmer II**	TBD
Computer Programmer III**	TBD
Computer Programmer IV**	TBD
Computer Systems Analyst I**	TBD
Computer Systems Analyst II**	TBD
Computer Systems Analyst III**	TBD
Peripheral Equipment Operator	\$27.95
Personal Computer Support Technician	\$36.89
General, Trade, Facility Services, and Support Occupations	
Mobile Equipment Servicer	\$24.81
Cleaner, Vehicles*	\$22.04
Gardener	\$32.97
Janitor*	\$21.35
Laborer, Grounds Maintenance	\$24.33
Roadside Litter Crew	\$35.00
Maid or Houseman*	\$19.75
Tractor Operator	\$30.06
Trail Maintenance Worker	\$24.33
Forklift Operator	\$33.85
Material Coordinator	\$41.61
Material Expediter	\$41.61
Material Handling Laborer	\$23.76
Order Filler	\$24.49
Production Line Worker (Food Processing)	\$33.85
Shipping Packer	\$26.67
Shipping Receiving Clerk	\$26.67
Store Worker I*	\$18.74
Stock Clerk	\$27.33
Tools and Parts Attendant	\$33.85
Warehouse Specialist	\$33.85
Fabric Worker	\$32.22
General Maintenance Worker	\$28.84

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Ground Support Equipment Mechanic	\$47.90
Ground Support Equipment Servicer	\$38.47
Ground Support Equipment Worker	\$41.61
Heating, Ventilation, and Air-Conditioning Mechanic	\$38.87
Instrument Mechanic	\$52.86
Laborer	\$23.76
Locksmith	\$34.54
Baggage Inspector	\$22.86
Corrections Officer	\$30.69
Court Security Officer	\$31.51
Detention Officer	\$30.69
Guard I	\$22.86
Guard II	\$24.99
Driver Courier	\$25.07
Information & Arts, Education & Training, and Miscellaneous Occupations	
Baker	\$22.36
Cook I*	\$22.36
Cook II	\$25.97
Dishwasher*	\$20.49
Food Service Worker*	\$20.29
Waiter/Waitress*	\$18.18
Exhibits Specialist I	\$33.40
Exhibits Specialist II	\$40.20
Exhibits Specialist III	\$48.13
Library Technician	\$28.93
Media Specialist I	\$27.37
Media Specialist II	\$30.13
Media Specialist III	\$32.91
Photographer I	\$28.21
Photographer II	\$30.79
Photographer III	\$36.78
Photographer IV	\$40.61
Photographer V	\$48.11
Video Teleconference Technician	\$32.17
Cashier*	\$19.87
Desk Clerk*	\$20.76

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Sales Clerk	\$22.47
Technical, Scientific, Legal, Medical, Protective, and Professional Occupations	
Accountant I	\$35.68
Accountant II	\$42.10
Accountant III	\$46.02
Administrative Operations Manager I	\$38.35
Administrative Operations Manager II	\$42.90
Auditor I	\$39.96
Auditor II	\$47.10
Auditor III	\$55.30
Community Engagement Coordinator	\$26.54
Compliance Officer	\$46.21
Contract Specialist I	\$34.25
Contract Specialist II	\$41.03
Contract Specialist III	\$49.23
Desktop Publisher	\$32.46
Drafter/CAD Operator I	\$30.30
Drafter/CAD Operator II	\$33.39
Drafter/CAD Operator III	\$36.68
Drafter/CAD Operator IV	\$42.78
Engineering Technician I	\$27.06
Engineering Technician II	\$29.77
Engineering Technician III	\$32.73
Engineering Technician IV	\$39.41
Engineering Technician V	\$47.13
Engineering Technician VI	\$56.01
Financial Analyst	\$54.22
Generalist I	\$38.99
Generalist II	\$42.29
Investigation Case Worker	\$49.44
Investigator	\$46.21
Market Research Analyst	\$54.00
Oil & Gas Royalty Consultant	\$85.00
Program Analyst	\$57.50
Program Manager	\$56.47
Project Assistant	\$42.46

561320 Temporary Staffing Includes temporary administrative and professional staffing	
Job Category	GSA Bill Rate
Project Manager	\$63.10
Researcher	\$38.95
Security Guard I (Unarmed)	\$34.99
Security Guard II (Unarmed)	\$48.25
Senior Case Manager	\$21.99
Capital Fund Administrator	\$59.60
Engineering Technician Supervisor II	\$68.86
Engineering Supervisor III	\$81.85
Engineer Graduate	\$59.63
Management Analyst I	\$49.05
Management Analyst II	\$52.62
Management Analyst III	\$60.47
Scientist ESAA	\$90.08
Program Coordinator I	\$97.58

* On September 16, 2015, the Department of Labor published a Notice in the Federal Register to announce that, beginning January 1, 2016, the Executive Order 13658 minimum wage rate is increased to \$10.15 per hour. This Executive Order minimum wage rate generally must be paid to workers performing work on or in connection with covered contracts. Additionally, beginning January 1, 2016, tipped employees performing work on or in connection with covered contracts generally must be paid a minimum cash wage of \$5.85 per hour. Questions relating to the Executive Order and/or these wage rates may be directed to the Government Contracts Division at (202) 693-0064.

**Computer Employees: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

- 1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software, or system functional specifications;
- 2) The design, development, documentation, analysis, creation, testing, or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- 3) The design, documentation, testing, creation, or modification of computer programs related to machine operating systems; or
- 4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

LABOR CATEGORY DESCRIPTIONS

01000 ADMINISTRATIVE SUPPORT AND CLERICAL OCCUPATIONS

01010 ACCOUNTING CLERK (Occupational Base)

The Accounting Clerk performs one or more accounting tasks such as; posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents. In addition, tasks include; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, and postings.

This position is responsible for preparing journal vouchers; making entries of adjustments to accounts; and working with spreadsheets. Level I requires a basic knowledge of routine clerical methods, office practices and procedures as they relate to the clerical processing and recording of transactions. Levels II and III require a knowledge and understanding of the established and standardized bookkeeping and accounting procedures and techniques used in an accounting system, or a segment of an accounting system where there are few variations in the types of transactions handled. In addition, most jobs at each level will require a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

01011 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 I requires a high school diploma or high school equivalent and 0 years of experience.

01012 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 II requires a high school diploma or high school equivalent plus one year of related experience.

01013 ACCOUNTING CLERK III

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. Accounting Clerk III requires a high school diploma or high school equivalent plus two years of related experience.

01020 ADMINISTRATIVE ASSISTANT

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials. Administrative Assistant requires a high school diploma or high school equivalent and 0 years of experience.

01040 COURT REPORTER

This position records examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in a court of law by manual or machine shorthand. The Court Reporter reads portions of transcript during trial at the judge's request and asks speakers to clarify inaudible statements. The Court Reporter transcribes recorded material using a typewriter or dictates material into a recording machine. Court Reporter requires a high school diploma or high school equivalent and 0 years of experience.

01050 DATA ENTRY OPERATOR (Occupational Base)

This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. The job requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. Positions are classified into levels based on the following definitions:

01151 DATA ENTRY OPERATOR I

This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive. Data Entry Operator I requires a high school diploma or high school equivalent and 0 years of experience.

01152 DATA ENTRY OPERATOR II

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

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.

01060 DISPATCHER, MOTOR VEHICLE (Motor Vehicle Utilization Assistant)

This position is responsible for the assignment of motor vehicles and drivers for conveyance of freight or passengers, and compiles lists of available vehicles. The assignment of vehicles is determined by factors such as length and purpose of trip, freight or passenger requirements, and preference of user. Additional responsibilities include the issuance of keys, record sheets, and driver credentials. The Dispatcher records time of departure, destination, cargo, expected time of return and investigates overdue vehicles. The Dispatcher may confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise, maintain record of mileage, fuel used, repairs made, and other expenses. The Dispatcher may establish service or delivery routes, supervise loading and unloading, issue equipment to drivers, (such as hand trucks, dollies, and 4 blankets), direct activities of drivers, assign helpers to drivers, work at vehicle distribution centers, and assign vehicles to customer agencies. Dispatcher requires a high school diploma or high school equivalent and 0 years of experience.

01070 DOCUMENT PREPARATION CLERK (Document Preparer)

This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying. The Document Preparation Clerk cuts documents into individual standardized pages, using a paper cutter or razor knife. Document pages are reproduced as necessary to improve clarity or to adjust the standardized page size according to the limitations of the designated copy machine. The Document Preparation Clerk stamps standard symbols on pages or inserts instruction cards to notify Duplicating Machine Operator of special handling, prepares cover sheets and document folders for material, and index cards for files, and files folder according to index code and copies priority schedule. Document Preparation Clerk requires a high school diploma or high school equivalent and 0 years of experience.

01090 DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator; Reproduction Worker)

This position operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Additional responsibilities include: operating small binding machines, performing clerical duties associated with the request for printing and photographic services, preparing assembly sheets, printing requisitions with specifications for printing and binding, recording, delivering and collecting work. The

Duplicating Machine Operator performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machine. Duplicating Machine Operator requires a high school diploma or high school equivalent and 0 years of experience.

01110 GENERAL CLERK (Occupational Base)

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

01111 GENERAL CLERK I

This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task. General Clerk I requires a high school diploma or high school equivalent and 0 years of experience.

01112 GENERAL CLERK II

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

01113 GENERAL CLERK III

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

The General Clerk III may also direct lower-level clerks. 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. General Clerk III requires a high school diploma or high school equivalent plus two years of

related experience.

01120 HOUSING REFERRAL ASSISTANT

This position provides housing information to an organization's employees moving to a new location. The Housing Referral Assistant will contact individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone. May correspond to obtain listings of rental or sale properties, future housing prospects, and to develop a working relationship with the housing referral service. Job tasks include compiling housing lists of rental property and properties for purchase. Periodically the Housing Referral Assistant communicates with contacts to update listings, ensures that property owners comply with the nondiscrimination policy, and counsels applicants regarding special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicants' needs.

Job tasks include providing information regarding community services, searches files, makes telephone calls and referrals, providing information regarding locations, owners, agents, price ranges, loans and other related information. The Housing Referral Assistant maintains daily records of office activities (including number of applicants, number of applicants placed, and agents solicited or listed), schedules appointments for housing inspectors, prepares reports as required, and replies to complaints, investigations and letters of inquiry. Housing Referral Assistant requires a high school diploma or high school equivalent and 0 years of experience.

01141 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. Messenger Courier requires a high school diploma or high school equivalent and 0 years of experience.

(Note: Employees who regularly perform driving duties should be classified as a Driver Courier, which is listed under Transportation.)

01190 ORDER CLERK (Occupational Base)

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

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

01191 ORDER CLERK I

This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to ensure that the proper item is supplied or to verify the price of order. Order Clerk I requires a high school diploma or high school equivalent and 0 years of experience.

01192 ORDER CLERK II

This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations. Order Clerk II requires a high school diploma or high school equivalent plus one year of relevant experience.

01260 PERSONNEL ASSISTANT (Occupational Base)

This position performs a variety of general personnel clerical tasks in such areas as employee records, benefits, education, training, employment/staffing, compensation, employee labor relations, and equal employment opportunity/affirmative action. The Personnel Assistant may conduct surveys and update manual and automated personnel records. At the higher levels, assistants perform limited aspects of personnel professionals' work such as interviewing candidates, recommending placements, performing compensation or benefit support activities involving contacts throughout the company, and preparing communications to various third-party benefit vendors. Excluded are workers who primarily compute and process payrolls.

01261 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 I requires a high school diploma or high school equivalent and 0 years of experience.

01262 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

01263 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. Personnel Assistant III requires a high school diploma or high school equivalent plus two years of relevant experience.

01270 PRODUCTION CONTROL CLERK

This position 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. May perform any combination of the following duties: compile and record production data from customer orders, work tickets, product specifications, and individual worker production sheets following prescribed recording procedures and using different word processing techniques. This Clerk 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 a computer, calculator, and/or spreadsheets. Additional tasks include: writing production reports based on data compiled, tabulated and computed, following prescribed formats, maintaining files of documents used and prepared, compiling detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. This Clerk 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. This Clerk also sorts and distributes work tickets or material and may compute wages from employee timecards and post wage data on records used for preparation of payroll. Production Control Clerk requires a high school diploma or high school equivalent and 0 years of experience.

01300 SCHEDULER, MAINTENANCE

This position schedules vehicle repairs and lubrication for vehicle-maintenance, schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. The Maintenance Scheduler contacts garage to verify availability of facilities, notifies parking garage workers to deliver specified vehicles, and maintains a file of requests for services. Scheduler requires a high school diploma or high school equivalent and 0 years of experience.

01310 SECRETARY* (Occupational Base)

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

Classification by Level

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

Level of Secretary's Supervisor (LS)

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

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

LS-2 Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc. Supervisor usually directs staff through intermediate supervisors. Internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups that meet the LS-2 definition. Therefore, it is not unusual for one LS-2 supervisor to report to another LS-2 supervisor.

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

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

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

Level of Secretary's Responsibility (LR)

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

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

- a. Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff. Control mail and assure timely staff response, and send form letters;
- b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms;
- c. Review materials prepared for supervisor's approval for typographical accuracy and proper format;
- d. Maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
- e. Requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

LR-2 handles differing situations, problems, and deviations in the work of the office

according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:

- a. Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own 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 confirmed.

Secretary I requires a high school diploma or high school equivalent and 0 years of experience. Secretary II requires a high school diploma or high school equivalent plus one year of relevant experience. Secretary III requires a high school diploma or high school equivalent plus two years of relevant experience.

01320 SERVICE ORDER DISPATCHER

This position 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 calls and dispatches service crew. The Service Order Dispatcher calls or writes the customer to ensure satisfactory performance of service, keeps record of service calls and work orders, may dispatch orders and relay messages and special instructions to mobile crews and other departments using radio or cellular telephone equipment. Service Order Dispatcher requires a high school diploma or high school equivalent and 0 years of experience.

01410 SUPPLY TECHNICIAN

This position performs limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot,

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

- (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 take or recommend action based upon application or interpretation of established guidelines.

Supply Technician requires a high school diploma or high school equivalent and 0 years of experience.

01460 RECEPTIONIST

This position greets visitors, determining nature of visits and directing visitors to appropriate persons. Duties may include, but are not limited to, relaying incoming, outgoing, and intra-system calls through a private branch exchange (PBX) system; recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; hearing and resolving complaints; making appointments; handling incoming and outgoing mail; controlling access to the facility; keeping a log of visitors; and issuing visitor passes. In this position, one may also type and perform other routine clerical work, such as entering data and processing documents, which may occupy the major portion of the worker's time. Receptionist requires a high school diploma or high school equivalent and 0 years of experience.

01530 TRAVEL CLERK (Occupational Base)

This position plans itinerary and schedules travel accommodations for military and civilian personnel with dependents according to travel orders using knowledge of routes, types of carriers, and travel regulations. This Clerk verifies travel orders to ensure costs, availability, and convenience of different types of carriers to select most advantageous route and carrier; notifies personnel of travel dates, baggage, limits and medical and visa requirements, and determines that all clearances have been obtained. The Travel Clerk assists personnel in completing travel forms and other business transactions pertaining to travel, may deliver personnel files and travel orders to persons prior to departure, meet and inform arriving personnel of available facilities and housing and furnish other information, and may arrange for motor transportation for arriving or departing personnel.

01531 TRAVEL CLERK I

Under close supervision or following specific procedures and detailed instructions, The Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually 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. Travel Clerk I requires a high school diploma or high school equivalent and 0 years of experience.

01532 TRAVEL CLERK II

Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated using readily obtainable timetables or guides.

Travel is frequently recurrent. A substantial number of problems arise because 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.

Within general guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

01533 TRAVEL CLERK III

At this level, all major modes of transportation are used, as 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, re-planning, 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.

The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and

conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities. Travel Clerk III requires a high school diploma or high school equivalent plus two years of relevant experience.

01610 WORD PROCESSOR (Occupational Base)

This position uses automated systems, such as word processing equipment, personal computers, or workstations linked to a larger computer or local area network, to produce a variety of documents, such as correspondence, memos, publications, forms, reports, tables and graphs. The Word Processor uses one or more word processing software packages; may also perform routine clerical tasks, such as operating copiers, filing, answering telephones, ad sorting and distributing mail.

Excluded are:

- a. Typists using automatic or manual typewriters with limited or no text-editing capabilities; workers in these positions are not typically required to use word processing software packages;
- b. Key Entry Operators, Accounting Clerks, Sales Clerks, and other clerks who may use automated word processing equipment for purposes other than typing composition;
- c. Positions requiring subject-matter knowledge to prepare and edit text using automated word processing equipment.

01611 WORD PROCESSOR I

This position 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. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures. Word Processor I requires a high school diploma or high school equivalent and 0 years of experience.

01612 WORD PROCESSOR II

This position 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 such typical duties as:

- a. Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations.
- b. Transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts. Work requires knowledge of specialized, technical, or scientific terminology.

Work requires familiarity with office terminology and practices. Incumbent 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, may lead lower-level word processors. Word Processor II requires a high school diploma or high school equivalent plus one year of relevant experience.

01613 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. For example, 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. Word Processor III requires a high school diploma or high school equivalent plus two years of relevant experience.

14000 INFORMATION TECHNOLOGY OCCUPATIONS

14040 COMPUTER OPERATOR (Occupational Base)

The Computer Operator monitors and operates the control console of either a mainframe digital computer or a group of minicomputers, in accordance with operating instructions, to process data. Work is characterized by the following:

- a. Studies operating instructions to determine equipment setup needed.
- b. Loads equipment with required items (tapes, cards, paper, etc.).
- c. Switches necessary auxiliary equipment into system;
- d. Diagnoses and corrects equipment malfunctions;
- e. Reviews error messages and makes corrections during operation or refers problems;
- f. Maintains operating record

This operator may test run new or modified programs and assists in modifying systems or programs. Included within the scope of this definition are fully qualified Computer Operators, trainees working to become fully qualified operators, and lead operators providing technical assistance to lower-level positions.

14041 COMPUTER OPERATOR I

The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work. Computer Operator I requires a high school diploma or high school equivalent.

14042 COMPUTER OPERATOR II

The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision. Computer Operator II requires a high school diploma or high school equivalent plus one or more year of relevant experience.

14043 COMPUTER OPERATOR III

The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level. Computer Operator III requires a high school diploma or high school equivalent plus two or more years of relevant experience.

14044 COMPUTER OPERATOR IV

The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker 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 (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review. Computer Operator IV requires a high school diploma or high school equivalent plus three years of relevant experience.

14045 COMPUTER OPERATOR V

The Computer Operator V resolves a variety of difficult operating problems (e.g. 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. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower-level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems. Computer Operator V requires a high school diploma or high school equivalent plus four years of relevant experience.

14070 COMPUTER PROGRAMMER (Occupational Base)

The Computer Programmer performs programming services for establishments or for outside organizations that may contract for services, converts specifications (precise descriptions) about business or scientific problems into a sequence of detailed instructions to solve problems by electronic data processing (EDP) equipment, i.e. digital computers; draws program flow charts to describe the processing of data, and develops the precise steps and processing logic which, when entered into the computer in coded language (COBOL, FORTRAN, or other programming language) to cause the manipulation of data to

achieve desired results. The Computer Programmer tests and corrects programs, prepares instructions for operators who control the computer during runs, modifies programs to increase operating efficiency or to respond to changes in work processes, and maintains records to document program development and revisions.

At levels I, II and III, Computer Programmers may also perform programming analysis such as: gathering facts from users to define their business or scientific problems, and to investigate the feasibility of solving problems through new or modified computer programs; developing specifications for data inputs, flow, actions, decisions, and outputs; and participating on a continuing basis in the overall program planning along with other EDP personnel and users. In contrast, at level IV, some programming analysis must be performed as part of the programming assignment. The analysis duties are identified in a separate paragraph at levels I, II, III, and IV. However, the systems requirements are defined by systems analysts or scientists.

Positions are classified into levels based on the following definitions:

14071 COMPUTER PROGRAMMER I

The 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. This worker may perform routine programming assignments (as described in Level II) under close supervision.

In addition to assisting higher level staff, the Computer Programmer I may perform 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.) and then report findings to higher level staff. May receive training 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. Computer Programmer I requires a high school diploma or high school equivalent.

14072 COMPUTER PROGRAMMER II

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

The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes, tests and documents modifications and writes operator instructions, may

write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc.

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

14073 COMPUTER PROGRAMMER III

As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications.

While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. This Computer Programmer recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems, (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.)

The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as: using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) This Programmer

tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data.

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

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

14074 COMPUTER PROGRAMMER IV

The 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. This Programmer 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, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.

This Programmer performs such duties as: developing, modifying, 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; works with problems or concepts and 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. This Worker tests, documents, and writes operating instructions for all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts.

In addition, this incumbent performs such programming analyses 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. Duties include the following: assisting user personnel in defining problems or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects, the necessary files and records, and their interrelation with the program or working on large or more complicated projects, and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the project.

The Computer Programmer IV works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications and modifying and adapting 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. This Worker may function as team leader or supervise a few lower-level programmers or technicians on assigned work. Computer Programmer IV requires a high school diploma or high school equivalent plus three years of relevant experience.

14100 COMPUTER SYSTEMS ANALYST (Occupational Base)

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

Positions are classified into levels based on the following definitions:

14101 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 I requires a high school diploma or high school equivalent and 0 years of experience.

14102 COMPUTER SYSTEMS ANALYST II

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

The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

In this position, the incumbent works independently under overall project objectives and requirements, and 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. This worker adapts design approaches successfully used in precedent systems, works on a segment of a complex data processing scheme or broad system, as described for Computer Systems Analyst, level III, works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to ensure proper alignment with the overall system. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This

analyst may provide functional direction to lower-level assistants on assigned work. Computer Systems Analyst II requires a high school diploma or high school equivalent plus one year of relevant experience.

14103 COMPUTER SYSTEMS ANALYST III

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

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

14150 PERIPHERAL EQUIPMENT OPERATOR

The Peripheral Equipment Operator operates peripheral equipment that 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, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

The following duties characterize the work of a Peripheral Equipment Operator:

- a. Loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- b. Labels tape reels, or disks;
- c. Checks labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- d. Sets controls which regulate operation of the equipment;

- e. Observes panel lights for warnings and error indications and taking appropriate action;
- f. Examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems.

Excludes workers who monitor and operate a control console or a remote terminal, or whose duties are limited to operating decollators, busters, separators, or similar equipment. Peripheral Equipment Operator requires a high school diploma or high school equivalent and 0 years of experience.

14160 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. Personal Computer Support Technician requires a high school diploma or high school equivalent and 0 years of experience.

05000 AUTOMOTIVE SERVICE OCCUPATIONS

05110 MOBILE EQUIPMENT SERVICER

Operating from a mobile fuel station and/or tanker, the Mobile Equipment Servicer performs one or more of the following duties: supplies all types of vehicles with gasoline or diesel fuel, and records mileage and tag numbers, checks fluid levels, battery, cooling system and engine oil, checks tires for wear and pressure, replaces wiper blades, fuses, sealed beam lights, and light bulbs. Inspects equipment and performs preventive maintenance services, changes oil and filters, lubricates and greases vehicles, washes and cleans interiors and exteriors of vehicles; maintains inventories of parts and supplies; and cleans and maintains work areas. Mobile Equipment Servicer requires a high school diploma or high school equivalent and 0 years of experience.

11000 GENERAL SERVICES AND SUPPORT OCCUPATIONS

11030 CLEANER, VEHICLES

The Cleaner, Vehicles cleans interiors and exteriors of transportation vehicles, such as automobiles, buses, railroad cars, and streetcars, cleans interior of vehicle, using broom, cloth, mop, vacuum cleaner, and whiskbroom, cleans windows with water, cleansing compounds, and cloth or chamois, replenishes sanitary supplies in vehicle compartments, removes dust, grease, and oil from exterior surfaces of vehicles, using steam-cleaning

equipment or by spraying or washing vehicles, using spraying equipment, brush or sponge. The Cleaner may polish exterior of vehicle, and may fumigate interior of vehicle, using fumigating gases or sprays. Cleaner requires a high school diploma or high school equivalent and 0 years of experience.

11090 GARDENER

The 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 laying sod, and transplanting shrubs and plants, and cultivates them, using gardening implements and power-operated equipment. The Gardner 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, dig trenches and install drain tiles, repair concrete and asphalt walks and driveways. Gardener requires a high school diploma or high school equivalent and 0 years of experience.

11150 JANITOR

The 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 involve a combination of the following: 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. Janitor requires a high school diploma or high school equivalent and 0 years of experience.

Excluded are:

- a. Workers who specialize in window washing.
- b. Housekeeping staff who make beds and change linens as a primary responsibility.
- c. Workers required to disassemble and assemble equipment in order to clean machinery.
- d. Workers who receive additional compensation to maintain sterile facilities or equipment.

11210 LABORER, GROUNDS MAINTENANCE

The 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: cut grass, using walking-type or riding mowers (less than 2000 lbs.), trim 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. Job duties also include the following: planting grass, flowers, trees, and shrubs, watering lawn and shrubs during dry periods, using hose or activating sprinkler system, picks up and burns or carts away leaves, paper or other litter; removing snow from walks, driveways, roads, or parking

lots, using shovel and snow blower, spreads salt on walkways and other areas, repairing and painting fences, gates, benches, tables, guardrails, and outbuildings. This Worker assists in repair of roads, walks, buildings, and mechanical equipment, and may clean comfort stations, offices workshop areas, and parking lots by sweeping, washing, mopping and polishing. Laborer requires a high school diploma or high school equivalent and 0 years of experience.

ROADSIDE LITTER CREW

These employees will collect and bag litter, deposit bagged litter as directed by the client, and report the nature and location of hazardous waste (i.e.: carcasses, fuel tanks, drug paraphernalia, etc.) to the client. The client will be responsible for direct supervision on site, assigning work locations, assigning shifts, and assigning meal/water breaks. The client will take all appropriate traffic control measures. Employees will use proper lifting, bending, stretching, and retrieval techniques. The client will provide staff with gloves, vests, and other necessary equipment. The client will also provide appropriate time for meals, rest breaks, and water breaks. Employees will provide their own safety work shoes/boots. Ground maintenance duties, such as mowing and weeding, fall outside of the scope of this project. Assigned employees shall not be permitted to operate machinery or vehicles. The Litter Crew requires a high school diploma or high school equivalent and 0 years of experience.

11240 MAID OR HOUSEMAN

The Maid or Houseman cleans rooms and other premises of hotel, motel, tourist home, or other lodging facility, performing any combination of the following tasks: dusting and cleaning Venetian blinds, furniture, and other surfaces, sorts, counts, folds, marks, or carries linens. The Maid or Houseman turns mattresses and makes beds, moves and arranges furniture and hangs drapes, cleans and polishes metalwork and porcelain bathroom fixtures, spot-cleans walls and windows, empties wastebaskets and removes trash, removes soiled linens for laundering, replenishes room supplies, and reports needed repairs to equipment, furniture, building and fixtures. Maid and Houseman require a high school diploma or high school equivalent and 0 years of experience.

11270 TRACTOR OPERATOR

The Tractor Operator drives gasoline or diesel-powered tractor to: move materials, draw implements, tow trailers, pull out objects embedded in ground, or pull cable of winch to raise, lower, or load heavy material or equipment. The Tractor Operator fastens attachments such as graders, plows, rollers, mowers (over 2000 lbs.), backhoes, seeders, and disc harrows to tractor, adjusts equipment for proper operation, lubricates and makes minor repairs to tractor and attachments such as tightening bolts, and replacing washers, cotter pins, and screws. Tractor Operator requires a high school diploma or high school equivalent and 0 years of experience.

11330 TRAIL MAINTENANCE WORKER

The Trail Maintenance Worker removes fallen and leaning dead trees, encroaching limbs and brush, minor repair of tread, tread drainage and tread drainage structures and trail location marking. The Trail Maintenance Worker removes downed limbs, loose rock and debris from trail ways. Trail Maintenance Worker requires a high school diploma or high school equivalent and 0 years of experience.

21000 MATERIALS HANDLING AND PACKING OCCUPATIONS

21020 FORKLIFT OPERATOR

The Forklift Operator operates a manually controlled gasoline, electric or liquid propane gas powered forklift to transport goods and materials of all kinds within a warehouse, manufacturing plant, or other establishment. Forklift Operator requires a high school diploma or high school equivalent and 0 years of experience.

21030 MATERIAL COORDINATOR

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

This Worker may monitor and control movement of material and parts along conveyor system, using remote-control panel board, compute amount of material needed for specific job orders, applying knowledge of product and manufacturing processes and using adding machine; compile report of quantity and type of material on hand, move or transport material from one department to another, using hand or industrial truck; may compile perpetual production records in order to locate material in process of production, using manual or computerized system, and maintain employee records. The Material Coordinator requires a high school diploma or high school equivalent and 0 years of experience.

21040 MATERIAL EXPEDITER

The Material Expediter executes the following: locates and moves materials and parts between work areas of plant to expedite processing of goods, according to pre-determined schedules and priorities, and keeps related record, 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, and records quantity and type of materials distributed and on hand. Work may include the following tasks: directing Power-Truck Operator or Material Handling Laborer to expedite movement of materials between storage and production areas, compare work ticket specifications with material at workstations to verify appropriateness of material in use, prepare worker production records and timecards, and may update and maintain inventory records, using computer terminal. The Material Expediter requires a high school diploma or high school equivalent and 0 years of experience.

21050 MATERIAL HANDLING LABORER

This person will perform physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving, or placing items in proper storage locations; or transporting goods by hand truck, cart, or wheelbarrow. Material Handling Laborer requires a high school diploma or high school equivalent and 0 years of experience.

Excluded from this definition are workers whose primary function involves:

- a. 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);
- b. Stocking merchandise for sale;
- c. Counting or routing merchandise;
- d. Operating a crane or heavy-duty motorized vehicle such as forklift or truck;
- e. Loading and unloading ships (alongshore workers);
- f. Traveling on trucks beyond the establishment's physical location to load or unload merchandise.

21071 ORDER FILLER

The 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. This worker may, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties. Order Filler requires a high school diploma or high school equivalent and 0 years of experience.

21080 PRODUCTION LINE WORKER (FOOD PROCESSING)

This position refers to an employee employed in a food processing plant whose duties involve several of the following: loading and unloading commodities from rail cars, trucks, or other conveyances, placing merchandise in proper storage location and transporting the merchandise by hand truck, push-pull, or forklift; blends merchandise ingredients into pre-determined quality by heating, mixing, re-heating, etc. The Production Line Worker monitors blending operation to ensure that finished products meets customer's requirements, monitors flow of product into appropriate container; labels container with identifying information supplied by customer, and places containers into appropriate shipping container. Must have knowledge of various types and sizes of shipping containers and special requirements of customers. Production Line Worker requires a high school diploma or high school equivalent and 0 years of experience.

21110 SHIPPING PACKER

Someone in this position prepares finished products for shipment or storage by placing them in shipping containers, the specific operations performed being dependent upon the type, size, and number of units to be packed, the type of container employed, and method of shipment. Work requires the placing of items in shipping containers, and may involve one or more of the following: knowledge of various items of stock in order to verify content, selection of appropriate type and size of container, inserting enclosures in container; using excelsior or other material to prevent breakage or damage, closing and sealing container,

and applying labels or entering identifying data on container. Shipping Packer requires a high school diploma or high school equivalent and 0 years of experience.

Exclude packers who also make wooden boxes or crates.

21130 SHIPPING/RECEIVING CLERK

The Shipping/Receiving Clerk performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; ensuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, ensuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received. Shipping/Receiving Clerk requires a high school diploma or high school equivalent and 0 years of experience.

21140 STORE WORKER I

The Store Worker I will perform the following tasks at an establishment whose primary function is that of the resale of merchandise in a retail environment, move merchandise by use of non-motorized equipment that is intended for display and resale purposes, include 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. This worker will maintain 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, may determine display or sale requirements from existing inventory, may be required to keep inventory forms of merchandise stocked and merchandise returned to storage, may be required to affix labels to merchandise indicating sale price, item description, or other information, and may be required to offer customer or patron assistance with the location or selection of merchandise. Store Worker requires a high school diploma or high school equivalent and 0 years of experience.

Note: this class excludes any work performed in a warehouse, see warehousing classifications.

21150 STOCK CLERK (Shelf Stocker; Store Worker II)

The Stock Clerk receives, stores, and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or

storage yard. This worker 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, and requisitions articles to fill incoming orders. This worker also 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, may mark identifying codes, figures, or letters on articles, may distribute stock among production workers, keeping records of material issued, may make adjustments or repairs to articles carried in stock, and may cut stock to site to fill order. Stock Clerk requires a high school diploma or high school equivalent and 0 years of experience.

21210 TOOLS AND PARTS ATTENDANT (Tool Crib Attendant)

This incumbent receives, stores, and issues hand tools, machine tools, dies, replacement parts, shop supplies and equipment, such as measuring devices, in an industrial establishment. The Tools and Parts Attendant does the following 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; may coat tools with grease or other preservative, using a brush or spray gun, and may attach identification tags or engrave identifying information on tools and equipment using electric marking tool. Tools and Parts Attendant requires a high school diploma or high school equivalent and 0 years of experience.

21410 WAREHOUSE SPECIALIST (Warehouse Worker)

As directed, the Warehouse Specialist performs a variety of warehousing duties that require an understanding of the establishment's storage plan. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages, routing materials to prescribed storage locations; storing, stacking, or palletizing materials in accordance with prescribed storage methods, rearranging and taking inventory of stored materials, examining stored materials and reporting deterioration and damage, removing material from storage and preparing it for shipment. This worker may operate hand or power trucks in performing warehousing duties. Warehouse Specialist requires a high school diploma or high school equivalent and 0 years of experience.

Note: Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler), or operating forklifts (see Forklift Operator).

23000 MECHANICS AND MAINTENANCE AND REPAIR OCCUPATIONS

23260 FABRIC WORKER

The Fabric Worker makes, alters, and repairs a variety of fabric articles such as clothing, awnings, tents, gun covers, sleeping bags, parachutes, inflatable shelters, flags, bed linens, and belts. Fabrics include wool, cotton, canvas, nylon, polyester, olefin, metallic fabrics,

leatherette, velour, burlap, felt, vinyl, and fabrics made of rubber yarns or plastic filaments. The Fabric Worker takes measurements and makes patterns and layouts, marks, cuts, fits, and sews or cements parts together, using hand- or power tools and equipment and knowledge of fabrics and construction methods, and may do upholstery work on such items as cushions and vehicle seats. Fabric Worker requires a high school diploma or high school equivalent and 0 years of experience.

23370 GENERAL MAINTENANCE WORKER

The 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. Work involves a variety of the following duties: replacing electrical receptacles, wires, switches, fixtures, and motors, using plaster or compound to patch minor holes and cracks in walls and ceilings, repairing or replacing sinks, water coolers, and toilets painting structures and equipment; repairing or replacing concrete floors, steps, and sidewalks, replacing damaged paneling and floor tiles, hanging doors and installing door locks, replacing broken window panes, and performing general maintenance on equipment and machinery. General Maintenance Worker requires a high school diploma or high school equivalent and 0 years of experience.

Excluded are:

- a. Craft workers included in a formal apprenticeship or progression program based on training and experience;
- b. Skilled craft workers required to demonstrate proficiency in one or more trades;
- c. Workers performing simple maintenance duties not requiring practical skill and knowledge of a trade (e.g., changing light bulbs and replacing faucet washers).

23380 GROUND SUPPORT EQUIPMENT MECHANIC

The Ground Support Equipment Mechanic diagnoses malfunctions and repairs Ground Support Equipment (GSE), advises and trains lower grade workers on diagnosis and repair of less complex repair/maintenance problems, inspects and approves completed maintenance actions, solves repair problems by studying drawings, wiring diagrams and schematics, and technical publications; uses automated maintenance data systems to monitor maintenance trends, analyze equipment requirements, maintain equipment records, and document maintenance actions, and analyzes, diagnosis, and repairs GSE using conventional and digital multi-meters, voltmeters, ohmmeters, frequency counters, oscilloscopes, circuit card testers, transistor testers, and hand tools.

This mechanic maintains external fuel and grounding systems, performs scheduled and unscheduled maintenance on GSE, inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, diagnoses mechanical and electronic circuitry malfunctions using visual and auditory senses, test equipment, and technical publications. This work also does the following: disassembles and assembles malfunctioning GSE accessories and components, removes, disassembles repairs, cleans, treats for corrosion, assembles, and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and

federal environmental standards and regulations. This mechanic prepares GSE for storage and mobility deployment; and operates, cleans, inspects, and services GSE towing vehicles. In addition to maintaining vehicle records, this mechanic maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, practices good housekeeping, tool control, Foreign Object Damage prevention, and safety at all times. Ground Support Equipment Mechanic requires a high school diploma or high school equivalent and 0 years of experience.

23381 GROUND SUPPORT EQUIPMENT SERVICER

The Ground Support Equipment Servicer inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, prepares Ground Support Equipment (GSE) for storage and transportation, uses automated maintenance data systems to maintain equipment records, and document maintenance actions and maintains external fuel and grounding systems. In addition, this servicer stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations, operates, cleans, inspects, and services GSE towing vehicles. This worker maintains vehicle records, maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, and practices good housekeeping, tool control, Foreign Object Damage prevention and safety at all times. This position requires a high school diploma or high school equivalent and 0 years of experience.

23382 GROUND SUPPORT EQUIPMENT WORKER

The Ground Support Equipment Worker makes repairs to Ground Support Equipment (GSE) following orders of a higher-grade worker, troubleshooting malfunctions of GSE using conventional and digital multi-meters, voltmeters, ohmmeters, frequency counters, oscilloscopes, circuit card testers, transistor testers, and hand tools, prepares GSE for storage and transportation, uses automated maintenance data systems to maintain equipment records, and document maintenance actions, maintains external fuel and grounding systems. This worker performs scheduled and unscheduled maintenance on GSE, inspects, tests, and operates GSE to determine equipment serviceability and proper operation, services equipment with fuel, oil, water, coolant, hydraulic fluid, refrigerant, and compressed air, disassembles and assembles malfunctioning GSE accessories and components.

In addition, the Ground Support Equipment Worker removes, disassembles repairs, cleans, treats for corrosion, assembles, and reinstalls GSE components and accessories, stencils and marks GSE in accordance with technical publications, stores, handles, labels, uses, and disposes of hazardous materials and waste in accordance with all state, local, and federal environmental standards and regulations, operates, cleans, inspects, and services GSE towing vehicles; maintains vehicle records, maintains and updates paper and electronic equipment records, provides dispatch service for GSE, including positioning equipment to support aircraft maintenance and flying operations, and practices good housekeeping, tool control, Foreign Object Damage prevention, and safety at all times.

Ground Support Equipment Worker requires a high school diploma or high school equivalent and 0 years of experience.

23410 HEATING, VENTILATION, AND AIR-CONDITIONING MECHANIC

The Heating, Ventilation, and Air-Conditioning Mechanic installs, services and repairs environmental-control systems in residences, department stores, office buildings, and other commercial establishments, utilizing knowledge of refrigeration theory, pipefitting and structural layout, mounts compressor and condenser units on platform or floor, using hand tools, following blueprints or engineering specifications, fabricates, assembles and installs ductwork and chassis parts, using portable metalworking tools and welding equipment, and installs evaporator unit in chassis or in air-duct system, using hand tools. This mechanic also cuts and bends tubing to correct length and shape, using cutting and bending equipment and tools, cuts and threads pipe, using machine-threading or hand-threading equipment, joins tubing or pipes to various refrigerating units by means of sleeves, couplings or unions, and solders joints, using torch, forming complete circuit for refrigerant, installs expansion and discharge valves in circuit.

This worker connects motors, compressors, temperature controls, humidity controls, and circulating ventilation fans to control panels and connects control panels to power source; installs air and water filters in completed installation, injects small amount of refrigerant into compressor to test systems and adds Freon gas to build up prescribed operating pressure. This mechanic observes pressure and vacuum gauges and adjusts controls to ensure proper operation, tests joints and connections for gas leaks, using gauges or soap-and-water solution, wraps pipes in insulation batting and secures them in place with cement or wire bands, replaces defective breaker controls, thermostats, switches, fuses and electrical wiring to repair installed units, may install, repair and service air conditioners, ranging from fifteen to twenty tons cooling capacity in warehouses and small factory buildings. The HVAC Mechanic requires a high school diploma or high school equivalent and 0 years of experience.

23460 INSTRUMENT MECHANIC

The Instrument Mechanic installs, repairs, maintains, and adjusts indicating, recording, telemetering, and controlling instruments used to measure and control variables, such as pressure, flow, temperature, motion, force, and chemical composition, using hand tools and precision instruments. This worker disassembles malfunctioning instruments, examines and tests mechanism and circuitry for defects; troubleshoots equipment in or out of control system and replaces or repairs defective parts, reassembles instrument and tests assembly for conformance with specifications, using instruments, such as potentiometer, resistance bridge, manometer, and pressure gauge; inspects instruments periodically, and makes minor calibration adjustments to ensure functioning within specified standards. This mechanic may adjust and repair final control mechanisms, such as automatically controlled valves or positioners, and may calibrate instruments according to established standards. Instrument Mechanic requires a high school diploma or high school equivalent and 0 years of experience.

23470 LABORER

The Laborer performs tasks that require mainly physical abilities and effort involving little or no specialized skill or prior work experience. The following tasks are typical of this occupation: The Laborer loads and unloads trucks, and other conveyances, moves supplies and materials to proper location by wheelbarrow or hand truck; stacks materials for storage or binning, collects refuse and salvageable materials, and digs, fills, and tamps earth excavations, The Laborer levels ground using pick, shovel, tamper and rake, shovels concrete and snow; cleans culverts and ditches, cuts tree and brush; operates power lawnmowers, moves and arranges heavy pieces of office and household furniture, equipment, and appliance, moves heavy pieces of automotive, medical engineering, and other types of machinery and equipment, spreads sand and salt on icy roads and walkways, and picks up leaves and trash. Laborer requires a high school diploma or high school equivalent and 0 years of experience.

23510 LOCKSMITH

The Locksmith installs, repairs, modifies, and opens a variety of locking mechanisms found on doors, desks, compartments, mobile equipment, safes, and vaults. This worker examines locking mechanism and installs new unit or disassembles unit and replaces worn tumblers, springs, and other parts or repairs them by filing, drilling, chiseling and grinding, opens door locks by moving lock pick in cylinder or opens safe locks by listening to lock sounds or drilling. This worker makes new or duplicate keys, using key cutting machine, changes combination by inserting new or repaired tumblers into lock, and establishes keying systems for buildings. Locksmith requires a high school diploma or high school equivalent and 0 years of experience.

27007 BAGGAGE INSPECTOR

The Baggage Inspector inspects/screens all passenger baggage and personnel prior to tenting passenger terminal, uses x-ray machine, metal detectors and explosive residue detection equipment, and inspects personnel and/or baggage manually, if required. This inspector is responsible for ensuring that passengers and personnel entering the terminal do not possess unauthorized material such as weapons, explosives, etc. This person communicates with law enforcement personnel if unauthorized material is discovered, or in case of emergency. This worker conducts facility observations to ensure the safety of personnel inside and outside the facility by walking through the building ensuring that there are no obvious treats, unusual situations or suspicious activities, and notifies the proper authorities if such situations occur. The Baggage Inspector may perform routine testing and maintenance of screening equipment. Baggage Inspector requires a high school diploma or high school equivalent and 0 years of experience.

27008 CORRECTIONS OFFICER

The Corrections Officer maintains order among inmates in a prison or local jail, performs routine duties in accordance with established policies, regulations, and procedures to guard and supervise inmates in cells, at meals, during recreation, and on work assignments, and may employ weapons or force to maintain discipline and order. Typical duties include: taking periodic inmate counts, searching inmates and cells for contraband articles, inspecting locks, windows bars, grills, doors, and grates for tampering, aiding in prevention of escapes and taking part in searches for escaped inmates, and escorting inmates to and

from different areas for questioning, medical treatment, work and meals. The Corrections Officer may act as outside wall guard, usually on rotation. Corrections Officer requires a high school diploma or high school equivalent and 0 years of experience.

Excluded are:

- a. Workers receiving on-the-job training in basic correctional activities.
- b. Positions responsible for providing counseling or rehabilitation services to inmates.

27010 COURT SECURITY OFFICER

This incumbent patrols courthouse to provide security, escorts defendants to and from courtroom, and stands guard during court proceedings, checks courtroom for security. Assignments include not only the monitoring of entrances to the court, but also attention to the special needs of the court system, particularly in the area of personal protection for the judges, jurors, witnesses, attorneys and other persons involved with the court, including the general public. Duties require specialized training in methods and techniques of protecting security areas. This incumbent is required to demonstrate continuing physical fitness and proficiency with firearms or other special weapons. Court Security Officer requires a high school diploma or high school equivalent and 0 years of experience.

27040 DETENTION OFFICER

The Detention Officer performs various duties related to detention, safeguarding, security and escort of violators of immigration laws, exercises surveillance over detainees, and maintains order and discipline, attends to sheltering, feeding, and physical well-being of detainees, and counseling of alien detainees on personal matters. This worker guards detainees at deportation or exclusion hearings, recognizes potentially hazardous health, safety, security, or discipline problems, supervises voluntary work details, and encourages participation in organized recreational activities. Detention Officer requires a high school diploma or high school equivalent and 0 years of experience.

27100 GUARD (Occupational Base)

This guard protects property from theft or damage, or persons from hazards or interference. Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property. This worker may be deputized to make arrests, and may help visitors and customers by answering questions and giving directions. This person may be required to demonstrate proficiency in the use of firearms and other special weapons and continuing physical fitness.

For wage study purposes, Guards are classified as follows:

27101 GUARD I

This guard carries out detailed instructions and procedures primarily oriented to ensure 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 I requires a high school diploma or high school equivalent and 0 years of experience.

27102 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. Guard II requires a high school diploma or high school equivalent plus one year of relevant experience.

30000 TECHNICAL OCCUPATIONS

31043 DRIVER/COURIER

The Driver/Courier drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies, may occasionally transport office personnel and visitors, perform miscellaneous errands, such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. The Driver Courier may obtain receipts for articles delivered and keep a log of items received and delivered, and deliver items to offices and departments within an establishment. Driver/Courier requires a high school diploma or high school equivalent and 0 years of experience.

07000 FOOD PREPARATION AND SERVICE OCCUPATIONS

07010 BAKER

The Baker applies full knowledge of baking trade and is responsible for producing standard baked goods such as bread, rolls, cakes, cookies, biscuits, muffins, and various types of puddings, and ice cream or sherbets. Baker requires a high school diploma or high school equivalent and 0 years of experience.

07040 COOK (Occupational Base)

The Cook prepares food, using various cooking methods, i.e., boiling, roasting, baking, broiling, to make suitable for eating.

07041 COOK I

The Cook I independently performs moderately difficult tasks in preparing small quantities of quickly prepared food such as steaks, chops, cutlets, hamburgers, eggs, salads and other similar items. Excludes workers who exercise general supervision over kitchen activities. Cook I requires a high school diploma or high school equivalent and 0 years of experience.

07042 COOK II

The Cook II prepares in large quantities, by various methods of cooking, meat, poultry, fish, vegetables, seasons and cooks all cuts of various meats, fish and poultry, boils, steams or fries vegetables, makes gravies, soups, sauces, roasts, meat pies, fricassees, casseroles, and stews. Excludes food service supervisors and head cooks who exercise general supervision over kitchen activities. Cook II requires a high school diploma or high school

equivalent plus one year of experience.

07070 DISHWASHER

The Dishwasher manually or mechanically washes and rinses dishes, glasses and silverware; maintains proper temperature for sterilization and adds soap as needed, and performs other duties as assigned. Dishwasher requires a high school diploma or high school equivalent and 0 years of experience.

07130 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. Food Service Worker requires a high school diploma or high school equivalent and 0 years of experience.

07260 WAITER/WAITRESS

The Waiter/Waitress serves food and beverages to patrons at counters and tables in coffee shops, lunchrooms, and other dining establishments. This worker presents menus to customers, answers questions, and makes suggestions regarding food and service. Duties include: memorizing or writing order on check, relaying order to kitchen and serving course from kitchen and service bars. The Waiter/Waitress observes guests to fulfill any additional requests and to perceive when meal has been completed, totals bill and accepts payment or refers patron to Cashier. The Waiter/Waitress may ladle soup, toss salads, portion pies and desserts, brew coffee, perform other services as determined by establishment's size and practices, and may clear and reset counters or tables at conclusion of each course or meal. Waiter/Waitress requires a high school diploma or high school equivalent and 0 years of experience.

13000 INFORMATION AND ARTS OCCUPATIONS

13010 EXHIBITS SPECIALIST (Occupational Base)

The Exhibits Specialist constructs and installs exhibit structures, electric wiring, and fixtures of materials, such as wood, plywood, and fiberglass, using hand tools and power tools. This

Specialist studies sketches or scale drawings for temporary or permanent display or exhibit structures to determine type, amount, and cost of material needed. The Specialist confers with exhibit planning and art personnel to discuss structural feasibility of plans and to suggest alternate methods of displaying objects in exhibit; cuts, assembles, and fastens parts to construct framework, panels, shelves, and other exhibit components of specified materials, using hand tools and power tools. The Exhibits Specialist sprays or brushes paint, enamel, varnish, or other finish on structures, or creates special effects by applying finish with cloth, sponge, or fingers to prepare structure for addition of fittings.

This Specialist would mount fittings and fixtures, such as shelves, panel boards, and shadow boxes to framework, using hand tools or adhesives; install electrical wiring, fixtures, apparatus, audiovisual components, or control equipment in framework, according to design specifications, install or affix murals, photographs, graphs, mounted legend materials, and graphics in framework or on fixtures assemblies. Typically, the Exhibits Specialist duties also include the following: installing or arranging structures in exhibit galleries working with maintenance and installation personnel, tests electrical, electronic, and mechanical components of exhibit structure to verify operation, may maintain inventory of building materials, tools, and equipment, and order supplies as needed for construction of exhibit fixtures; assigning duties to, and supervising work of carpentry, electrical, and other craft workers engaged in constructing and installing exhibit components.

13011 EXHIBITS SPECIALIST I

At this level, the Exhibits Specialist brings to the job manual dexterity, mechanical skill, and/or artistic skill, plus aptitude for learning exhibits techniques. They perform duties related to the fabrication, finishing and repair of exhibits while acquiring training in museum or exhibits techniques. Exhibits Specialist I requires a high school diploma or high school equivalent and 0 years of experience.

13012 EXHIBITS SPECIALIST II

At this level, the Exhibits Specialist performs independently of the phases of work in which they are proficient and receive training in the more complex processes. Duties relate to the fabrication, finishing and maintenance of exhibits that require a high degree of manual dexterity and moderate but varied artistic skills. Generally, they work from accurate scale drawings, blueprints or sketches with instructions as to the materials to be used and the colors to be matched. On the phases of the work with which they are thoroughly familiar, and within the framework of accepted and proven methods and techniques, there is considerable latitude of choice in execution. The supervisor checks their work at the completion of each phase on work that involves several processes or stages of development. Exhibits Specialist II requires a high school diploma or high school equivalent plus one year of relevant experience.

13013 EXHIBITS SPECIALIST III

At this level, the Exhibits Specialist is responsible for the construction of portions of more complex exhibits, such as models, three-dimensional training aids, or complex exhibit cases and other exhibit furniture. Complexity of work may be indicated by: (a) subject matter which requires extensive study and search of the literature; (b) the need to demonstrate the significance of an event or development; (c) the need to present the development or

evaluation of an event; and (d) subject matter involving several disciplines. Another area of work at this level includes the planning of detailed work processes and actual restoration work on historic structures or valuable items, or the construction of replicas or models requiring greater skill than is required for the work at the Exhibits Specialist II level. At level III, Exhibits Specialists are comparatively free to use judgment in selecting work methods and materials, and developing techniques and color schemes. Exhibits Specialist III requires a high school diploma or high school equivalent plus two years of relevant experience.

13058 LIBRARY TECHNICIAN

The 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. The incumbent 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. This Technician verifies bibliographic information on order requests, works or directs workers in maintenance of stacks or in section of department or division with tasks 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. Library Technician requires a high school diploma or high school equivalent and 0 years of experience.

13060 MEDIA SPECIALIST (Occupational Base)

The Media Specialist maintains functionality (expiration dates, incorrect labeling, etc.) for a variety of media sources, e.g., tapes, cassettes, microfiche, film, and compact disks/DVDs, in addition to introduction of new media technology. Troubleshoots and resolves media errors and data processing problems; lower-level media specialists focus on preplanned procedures when troubleshooting, while higher level media specialist may deviate from standard operating procedures.

13061 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 I requires a high school diploma or high school equivalent and 0 years of experience.

13062 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

13063 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. Media Specialist III requires a high school diploma or high school equivalent plus two years of relevant experience.

13070 PHOTOGRAPHER (Occupational Base)

The Photographer takes pictures requiring knowledge of photographic techniques, equipment, and processes. Typically, some familiarity with the organization's activities (i.e., scientific, engineering, industrial, technical, retail, commercial, etc.) and some artistic ability are needed at higher levels. Depending on the objectives of the assignment, photographers use standard equipment (including simple still, graphic, and motion picture cameras, video and television hand cameras, and similar commonly used equipment) and/or use special-purpose equipment (including specialized still and graphic cameras, motion picture production, television studio, and high-speed cameras and equipment). At the higher levels, a complex accessory system of equipment may be used, as needed, with sound or lighting systems, generators, timing or measurement control mechanisms, or improvised stages or environments, etc. Work of photographers at all levels is reviewed for quality and acceptability. The Photographer may also develop, process, and edit film or tape, serve as a lead photographer to lower-level workers, or may perform work described at lower levels as needed.

Positions are matched to the appropriate level based on the difficulty of, and responsibility for the photography performed, including the subject-matter knowledge and artistry required to fulfill the assignment. While the equipment may be an indication of the level of difficulty, photographers at the higher level may use standard equipment, as needed.

13071 PHOTOGRAPHER I

The Photographer I takes routine pictures in situations where several shots can be taken. This Photographer 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. Photographer I requires a high school diploma or high school equivalent and 0 years of experience.

13072 PHOTOGRAPHER II

This Photographer 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, this Worker determines shutter speeds, lens settings and filters, camera angles, exposure times, and type of film. This position requires familiarity with the situation gained from similar past experience to arrange for specific emphasis, balanced lighting, and correction for distortion, etc., as needed. The Photographer II may use 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. This Photographer consults with supervisor or photographers that are more experienced when problems are anticipated. Photographer II requires a high school diploma or high school equivalent plus one year of relevant experience.

13073 PHOTOGRAPHER III

The 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. Job tasks require this worker to discuss technical requirements with operating officials or supervisor and customize treatment for each situation according to a detailed request, vary camera processes and techniques, and use 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 can be performed using some special-purpose equipment under closer supervision.

In typical assignments, the Photographer III photographs the following: (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. This person works independently; solves most problems through consultations with more experienced photographers, if available, or through reference sources. Photographer III requires a high school diploma or high school equivalent plus two years of relevant experience.

13074 PHOTOGRAPHER IV

The 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. This Worker 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. This photographer 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. This person works under guidelines and requirements of the subject-matter area to be photographed and consults with supervisors only when dealing with highly unusual problems or altering existing equipment. Photographer IV requires a high school diploma or high school equivalent plus three years of relevant experience.

13075 PHOTOGRAPHER V

As a top technical expert, the Photographer V exercises imagination and creative ability in response to photography situations requiring novel and unprecedented treatment. This worker 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.

The Photographer V Independently develops, plans, and organizes the overall technical photographic aspects of assignments in collaboration with operating officials who are responsible for project substance. This worker uses imagination and creative ability to implement objectives within the capabilities and limitations of cameras and equipment, may exercise 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. Photographer V requires a high school diploma or high school equivalent plus four year of relevant experience.

13110 VIDEO TELECONFERENCE TECHNICIAN

The Video Teleconference Technician operates video teleconferencing equipment including powering up teleconferencing equipment, checking equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup; operate or assist in operating session control panel, studio control unit, and high-resolution graphics. Job tasks require this technician to provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitor VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair. The Video Teleconference Technician's responsibilities may include operation of briefing computers, projectors or other audiovisual equipment in conjunction with video teleconferencing services; may include scheduling video teleconferencing sessions, training personnel in operation of video teleconferencing equipment, and other audiovisual equipment associated with video teleconferencing services. Video Teleconference Technician requires a high school diploma or high school equivalent and 0 years of experience.

99000 MISCELLANEOUS OCCUPATIONS

99030 CASHIER

The Cashier receives cash from customers or employees in payment for goods or services and records amounts received, computes or re-computes bills, 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, prepares reports of transactions, reads and records totals shown on cash register tape and verifies against cash on hand. The Cashier may make credit card transactions and may be required to know the value and features of items for which money is received. This worker may give cash refunds or issue credit memorandums to customers for returned merchandise, operate ticket-dispensing machines, sell candy, cigarettes, gum and gift certificates, and issue trading stamps. This person is usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments. Cashier requires a high school diploma or high school equivalent and 0 years of experience.

99050 DESK CLERK

The 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 bills, collects payments, and makes changes for guests. The Desk Clerk makes and confirms room reservations, may post charges such as room, food, liquor, or telephone to casebooks by hand or machine, make restaurant, transportation, or entertainment reservations, and arrange for tours, may deposit guests' valuables in safe or safe-deposit box, and may sell tobacco, candy, and newspapers. Desk Clerk requires a high school diploma or high school equivalent and 0 years of experience.

99810 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. Sales Clerk requires a high school diploma or high school equivalent and 0 years of experience.

TECHNICAL, SCIENTIFIC, LEGAL, MEDICAL, PROTECTIVE, and PROFESSIONAL OCCUPATIONS

30060 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.

30061 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, and/or photos

Draft/CAD Operator I requires a high school diploma or high school equivalent and 0 years of experience.

30062 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 II requires a high school diploma or high school equivalent plus one year of relevant experience.

30063 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.
- e. 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 III requires a high school diploma or high school equivalent plus two years of relevant experience.

30064 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. Drafter/CAD Operator IV requires a high school diploma or high school equivalent plus three years of relevant experience.

30080 ENGINEERING TECHNICIAN (Occupational Base)

To be covered by these definitions, employees must meet all of the following criteria: Be able to provide semi-professional technical support for engineers working in such areas as research, design, development, testing, or manufacturing process improvement. Work pertains to electrical, electronic, or mechanical components or equipment. These technicians are required to have some practical knowledge of science or engineering. Some positions may require a practical knowledge of mathematics or computer science. Included are workers who prepare design drawings and assist with the design, evaluation, and/or modification of machinery and equipment.

Excluded are:

- a. Production and maintenance workers, including workers engaged in calibrating, repairing, or maintaining electronic equipment (see Maintenance Electronics Technicians);
- b. Model Makers and other craft workers.
- c. Quality Control Technicians and Testers.
- d. Chemical and other non-engineering laboratory technicians.
- e. Civil Engineering Technicians and Drafters.
- f. Positions (below Level I) which are limited to simple tasks such as: measuring items or regular shapes with a caliper and computing cross-sectional areas; identifying, weighing, and marking easy-to-identify items; or recording simple instrument readings at specified intervals; and engineers required to apply a professional knowledge of engineering theory and principles.

30081 ENGINEERING TECHNICIAN I

This technician performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. This person performs one or a combination of such typical duties as:

- a. Assembling or installing equipment or parts requiring simple wiring, soldering, or connecting.
- b. Performing simple or routine tasks or tests such as tensile or hardness tests; operating and adjusting simple test equipment; records test data.
- c. Gathering and maintaining specified records of engineering data such as tests, drawings, etc.; performing computations by substituting numbers in specified formulas; plotting data and drawing simple curves and graphs.

Engineering Technician I requires a high school diploma or high school equivalent and 0 years of experience.

30082 ENGINEERING TECHNICIAN II

The 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; non-routine work may be reviewed in progress. This technician performs at this level, one or a combination of such typical duties as:

- a. Following specific instructions, assembles or constructs simple or standard equipment or parts, servicing or repairing simple instruments or equipment.
- b. Conducting a variety of tests using established methods, preparing test specimens, adjusting and operating equipment, recording test data, and pointing out deviations resulting from equipment malfunction or observational errors.
- c. Extracting engineering data from various prescribed but non-standardized sources, processing the data following well-defined methods including elementary algebra and geometry, and presenting the data in prescribed form.

Engineering Technician II requires a high school diploma or high school equivalent plus two years of relevant experience.

30083 ENGINEERING TECHNICIAN III

The 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. This technician performs at this level one or a combination of such typical duties as:

- a. Constructing components, subunits, or simple models or adapts standard equipment; may troubleshoot and correct malfunctions.
- b. Following specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.
- c. Conducting various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement, selecting, preparing, and operating standard test equipment and recording test data.
- d. Extracting and compiling a variety of engineering data from field notes, manuals, lab reports, etc., processing data, identifying errors or inconsistencies, selecting methods of data presentation.
- e. Assisting in design modification by compiling data related to design, specifications, and materials that are pertinent to specific items of equipment or component parts; developing information concerning previous operational failures and modifications and using judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

Engineering Technician III requires a high school diploma or high school equivalent plus four years of relevant experience.

30084 ENGINEERING TECHNICIAN IV

The Engineering Technician IV performs non-routine assignments of substantial variety and complexity, using operational precedents that are not fully applicable, such assignments that are typically parts of broader assignments, are screened to eliminate unusual design problems. This incumbent may plan such assignments. This technician receives technical advice from a supervisor or engineer. Work is reviewed for technical adequacy (or conformity with instructions). This position may be assisted by lower-level technicians and

have frequent contact with professionals and others within the establishment, and performs one or a combination of such typical duties as:

- a. Developing or reviewing designs by extracting and analyzing a variety of engineering data, applying 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).
- b. Conducting tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures, preparing and operating equipment, recording data, measuring and recording problems of significant complexity that sometimes require resolution at a higher level, and analyzes data and prepares test reports.
- c. Applying methods outlined by others to limited segments of research and development projects, constructing experimental or prototype models to meet engineering requirements; conducts tests or experiments and redesigns as necessary and recording and evaluating data and reports findings.

Engineering Technician IV requires a high school diploma or high school equivalent plus six years of relevant experience.

30085 ENGINEERING TECHNICIAN V

This technician performs non-routine 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. This incumbent may train and be assisted by lower-level technicians, and performs one or a combination of the following:

- a. 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.
- b. From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements that 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. May check and analyze drawings or equipment to determine adequacy of drawings and design.
- c. 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.

Engineering Technician V requires a high school diploma or high school equivalent plus eight years of relevant experience.

30086 ENGINEERING TECHNICIAN VI

This technician independently plans and accomplishes complete projects or studies of broad scope and complexity, or 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. This worker may supervise or train and be assisted by lower-level technicians, and performs, one or a combination of the following:

- a. 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).
- b. 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.
- c. 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. May advise equipment users on redesign to solve unique operational deficiencies.
- d. 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.

Engineering Technician VI requires a high school diploma or high school equivalent plus ten years of relevant experience.

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 area of specialty 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 I requires a bachelor's degree or four years of combined education and relevant experience.

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 area of specialty 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. Accountant II requires a bachelor's degree plus two years of relevant experience or six years of combined education and experience.

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 area of specialty, 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. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. Accountant III requires a bachelor's degree plus four years of relevant experience or eight years of combined education and experience.

ADMINISTRATIVE OPERATIONS MANAGER I

Solves problems through analysis and evaluation of the facts. Distinguishes issues and circumstances that make each case distinct, then formulates alternative solutions, taking into account the relative benefits and consequences that must be considered. Develops program goals, objectives and organizational plans for the efficient delivery of services. Facilitates local level advisory group. Provides direction to the group in order to improve the delivery of good and services to citizens, customers, and clients. A Bachelor's Degree in any field of study from an accredited college or university and six (6) years of professional level experience with a tactical impact directly related to the purpose of the position defined by the agency at the time of recruitment. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience.

ADMINISTRATIVE OPERATIONS MANAGER II

Solves problems through analysis and evaluation of the facts. Distinguishes issues and circumstances that make each case distinct, then formulates alternative solutions, taking into account the relative benefits and consequences that must be considered. Develops program goals, objectives and organizational plans for the efficient delivery of services. Facilitates local level advisory group. Provides direction to the group in order to improve the delivery of good and services to citizens, customers, and clients. A Bachelor's Degree in

any field of study from an accredited college or university and eight (8) years of professional level experience with a tactical impact directly related to the purpose of the position defined by the agency at the time of recruitment. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience.

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. Auditor I requires a bachelor's degree or four years of combined education and relevant experience.

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 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. Auditor II requires a bachelor's degree plus two years of relevant experience or four years of combined education and relevant experience.

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. Auditor III requires a bachelor's degree plus four years of relevant experience or eight years of combined education and relevant experience.

COMMUNITY ENGAGEMENT COORDINATOR

MA in Education, Social Work or a related field preferred, or a BA and a minimum of 6 years of experience in human service or related fields involving support to underserved youth and their families. Will act as a community/school facilitator and mobilizer, intentionally involving community members and school staff in a range of activities that address non-academic barriers to learning, with concentration on extended learning, health and wellness, positive school climate, and socioeconomic disparities. Will also advance full-service community school programmatic and integration goals, assuring that Elev8 component services (extended learning, school-based health care, and family engagement and supports) connect to school goals and other community services/supports. Will support a linkage between the local community issues and national education and health reform efforts. Must be able to read, write & understand English. Must be computer literate. Community Engagement Coordinator Auditor II requires a bachelor's degree plus six years of relevant experience or a master's degree.

COMPLIANCE OFFICER

Examines, evaluates, and investigates eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and other compliance and enforcement inspection activities not classified elsewhere. Compliance Officer requires a high school diploma or high school equivalent plus one year of relevant experience.

CONTRACT SPECIALIST I

Aids in the preparation of contractual provisions and the administration of contract proposals. Responsible for preparing bids and negotiating specifications and contractual provisions. Requires a bachelor's degree and 0-2 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 direct supervision; typically reports to a manager.

CONTRACT SPECIALIST II

Aids in the preparation of contractual provisions and the administration of contract proposals. Responsible for preparing bids and negotiating specifications and contractual provisions. 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; typically reports to a manager.

CONTRACT SPECIALIST III

Aids in the preparation of contractual provisions and the administration of contract proposals. Responsible for preparing bids and negotiating specifications and contractual provisions. Requires a bachelor's degree and at least 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 complex tasks. Works under general supervision; typically reports to a manager.

DESKTOP PUBLISHER

Desktop publishers use computer software to design page layouts for newspapers, books,

brochures, and other items that are printed or published online. Desktop publishers typically do the following:

- a. Review text, graphics, or other materials created by writers and designers
- b. Edit graphics, such as photographs or illustrations
- c. Import text and graphics into publishing software
- d. Integrate images and text to create cohesive pages
- e. Adjust text properties, such as size, column width, and spacing
- f. Revise layouts and make corrections as necessary
- g. Submit or upload final files for printing or online publishing
- h. Desktop publishers use publishing software to create page layouts for print or electronic publication. They may edit text by correcting its spelling, punctuation, and grammar.

Desktop publishers often work with other design, media, or marketing workers, including writers, editors, and graphic designers. For example, they work with graphic designers to come up with images that complement the text and fit the available space. Desktop Publisher requires a high school diploma or high school equivalent and 0 years of experience.

FINANCIAL ANALYST

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.

GENERALIST

Employees in this classification help organizations effectively use employee skills, provide training and development opportunities to improve those skills, and increase employees' satisfaction with their jobs and working conditions. Generalist I requires a high school diploma or high school equivalent plus two years of relevant experience. Generalist II requires a high school diploma or high school equivalent plus four years of relevant experience, an associate's degree plus two years of relevant experience, or a bachelor's degree.

INVESTIGATION CASE WORKER

The CPS Investigation Case Worker initiates CPS investigations and conducts case management of Child Protective Services investigations cases (family services and legal) consistent with policy and procedures so as to permit the attainment of federal standards and performance based budget measures - assigned investigations per month or a combination of investigations and permanency cases which are of equal weight. The CPS Investigation Case Worker assesses safety of children alleged to be maltreated and ensures that the appropriate safety decision is made, and that services are provided to parents and children to mitigate identified safety threats. Requires a bachelor's degree and two years of relevant experience.

INVESTIGATOR

Investigators perform professional investigative work in the enforcement of state and federal laws, rules and regulations, or the enforcement of state agency promulgated rules and regulations. They gather and documents facts, conduct interviews, examine records and collect evidence for violations of law or agency governing statutes, rules or regulations. Requires a bachelor's degree and two years of relevant experience or six combined years of education and experience.

MARKET RESEARCH ANALYST

Research market conditions in local, regional or national areas to determine potential sales of a product or service. May gather information on competitors, prices, sales and methods of marketing and distribution. May use survey results to create a marketing campaign based on regional preferences and buying habits. Requires a high school diploma or high school equivalent plus one year of relevant experience.

OIL & GAS ROYALTY CONSULTANT

This position will assist in training the Royalty Management Division (RMD) on industry practices related to oil and gas royalty reporting, NM State Land Office (SLO) statutory and regulatory requirements, and SLO internal procedures, computer systems, and databases to assure staff possess the skills necessary to successfully perform their duties. This position will also train on researching and issuing production unit numbers, resolving suspense, and all aspects of the RMD audit program including assisting with conducting external field and desk audits of oil and gas companies that consist of highly complex, technical, and legal issues. This position will support RMD Management in training on SLO business related activity such as revenue forecasts, legislative bill analysis, fiscal budget management, the agency's financial audit, PUN development, unit and communitization revamp, web report development, and RAPs queries.

PROJECT ASSISTANT

The Project Assistant supports a project manager with administrative tasks to ensure the project can proceed according to plan. They often write reports, attend meetings, analyze data, manage resources, create schedules, update and file documentation, and track progress toward milestones. They may also provide direction to project team members or assist them with their duties to meet deadlines. Project Assistant requires a high school diploma or high school equivalency and 0 years of experience.

PROJECT MANAGER

Plan, direct, or coordinate, personnel and activities concerned with the design and construction and maintenance of commercial or industrial structures, facilities, and systems. Participate in the conceptual development of construction projects and oversee their organization, scheduling, budgeting, and implementation; includes managers in specialized construction fields, such as carpentry, plumbing, electrical and structural elements. Requires a bachelor's degree and six years of experience or ten years of combined education and experience.

PROGRAM ANALYST

The Program Analyst's responsibilities include supporting the project manager with overseeing and coordinating projects, contributing to project planning, preparing and maintaining documentation, reviewing contracts and financials, monitoring project activities, and evaluating the overall project. Program Analyst requires a high school diploma or high school equivalency and 0 years of experience.

PROGRAM MANAGER

The program manager coordinates activities between multiple projects to ensure they align with the organization's goals. The exact program manager's duties may vary between companies and by the department. Requires a bachelor's degree and three years of relevant experience.

RESEARCHER

Identify research goals, establish methods, and gather accurate information for research projects. Researcher requires a high school diploma or high school equivalency and 0 years of experience.

SECURITY GUARD

Security guards patrol and inspect property to protect against fire, theft, vandalism, terrorism, and illegal activity. They protect their employer's property, enforce laws on the property, deter criminal activity, and other problems. These workers may be armed. They use various forms of telecommunications to call for assistance from police, fire, or emergency medical services. Security guards write comprehensive reports outlining their observations and activities during their assigned shift. They also may interview witnesses or victims, prepare case reports, and testify in court.

In contrast, guards assigned to mobile patrol drive or walk from one location to another and conduct security checks within an assigned area. They may detain or arrest criminal violators, answer service calls concerning criminal activity or other safety concerns, and issue traffic violation warnings. Guards maintain order and protect the institution's customers, staff, and property. Security officers protect information, products, computer codes, and defense secrets, and check the credentials of people and vehicles entering and leaving the premises.

All security officers must show good judgment and common sense, follow directions, testify accurately in court, and follow company policy and guidelines. In an emergency, they must be able to take charge and direct others to safety. Security Guard I requires a high school diploma or high school equivalent and 0 years of experience. Security Guard II requires a high school diploma or high school equivalent plus one year of relevant experience.

SENIOR CASE MANAGER

BA or BS in sociology, psychology or related field of study. Minimum of two years of experience, one of these years must have been in a supervisory capacity. Will work with public, private youth and human services agencies. Provide crisis intervention services to clients when necessary. Must be able to read, write & understand English.

CAPITAL FUND ADMINSTRATOR

Track appropriations, funding agreements, notices of obligation, grant balance, reimbursements, grant balance and related documents; Support department and division staff in drafting, editing, submitting, and presenting packets for Governing Body approval and execution of funding agreements; Maintain complete and organized electronic files related to all grant actions; Assist department in fiscal year-end capital budget reconciliation, capital carry-forward budgeting, and capitalization of assets; Facilitate City project managers to submit progress reports as required by granting authorities; Facilitate City project managers to post and maintain up-to-date project status on public works capital projects public dashboard; Coordinate with funding agency for administration of the legislative appropriation grants; Coordinate with fiscal agent; Assist with the City's annual Infrastructure Capital Improvement Plan submittal to the State of New Mexico. Requires a bachelor's degree and one year of relevant experience.

ENGINEERING TECHNICIAN SUPERVISOR II

Accountable for planning, organizing, and allocating resources and reviewing assigned engineering technician assignments. The primary focus of positions at this level is supervision of engineering technical supervisory staff. Requires eight years of relevant experience.

ENGINEERING TECHNICIAN SUPERVISOR III

Accountable for planning, organizing, budgeting, allocating resources and reviewing assigned engineering technician resource's functions and staff. The primary focus of positions at this level is the supervision of engineering technical supervisors and other engineering technical staff. Requires ten years of relevant experience.

ENGINEER GRADUATE

This position is an entry-level engineering position accountable for verification of accuracy and completion of submissions based on prescribed templates. The person in this position receives close supervision from a Licensed Professional Engineer. Engineer Graduate requires a bachelor's degree and 0 years of experience.

MANAGEMENT ANALYST I

Employees in this Role receive on-the-job training in agency operating practices, functions, and procedures, in conducting organizational studies and evaluations, in designing systems procedures and measurement studies, and in preparing operations and procedures manuals that assist management in operating programs and/or data collection systems more efficiently and effectively; employees perform standardized work procedures that support the development of the above documents and reports. Management Analyst I requires high school or high school equivalent plus two years of relevant experience.

MANAGEMENT ANALYST II

Employees in this Role assist in management studies and carry out well-defined projects involving relatively independent work processes; employees conduct studies in the following areas of management: organizational structure and design, methods and procedures development, management surveys or other research, forms development and control, work flow and/or manpower management, report management, record management, contract management and communication analysis and design; employees conduct surveys, interviews, and compile databases, prepare analysis files, research/review pertinent regulations, laws, manuals and procedures, and prepare analytical reports. Management Analyst II requires an associate's degree plus two years of relevant experience or four years combined education and experience.

MANAGEMENT ANALYST III

Employees in this Role apply advanced research and/or management analysis to complex problems, acting as team leaders for special projects and providing coordination with computer systems personnel; employees apply advanced program analyses, oversight, and planning and consultation services to/for Local Governments; employees deal with complex interrelated management problems and may serve as consultants on local, district, state, regional, or federal comprehensive planning programs; employees perform independently, have special expertise in a field and may be involved in the training of others. Management Analyst III requires a bachelor's degree plus two years of relevant experience or six years combined education and experience.

SCIENTIST ESAA

Employee will review applications, preliminary and final plans, and specifications for proposed plants, facilities, and/or equipment to determine completeness, technical feasibility, engineering accuracy, and compliance. Employee will conduct supplementary investigations, research and surveys as needed; announce and conduct public hearings; issue permits and approvals and notify concerned public of the action; participate in inspections, cost estimates, progress reports, and design change orders; perform tests and audits test results to determine conformity; and compile findings and technical data for reports and projections. This role requires a bachelor's degree plus four years of relevant experience.

PROGRAM COORDINATOR I

Plan, develop and implement effective program procedures for efficient, targeted, and measurable services and outcomes. Direct logistical activities to promote the success of programs. Prepares grants and grant proposals, RFPs, and/or other funding-related requests related to program(s), implement and monitor programming to meet desired outcomes, monitor program activities in relation to established program goals and report on progress, correct deficiencies, updates operating manuals and policies, provide information, guidance and technical support to program participants, the public, and partner organizations, use statistical and database management programs to analyze data and prepare summary narrative reports, graphs, tables, charts and illustrations,

monitor trends using collected data and determine if further study/assessment is indicated, develop training/educational material, brochures and related program marketing and informational material for varied audiences, organize and establish regular meetings with designated groups to foster positive relationships and promote program success, recommend policy and procedure changes to improve program outcomes. Program Coordinator requires a bachelor's degree plus three years of relevant experience.



Offer to:

Carla Monroe
 Public Utilities Program Manager- Consultant
 City of Santa Fe Public Utilities
 801 West San Mateo
 Santa Fe, NM 87505
 Phone: 505-504-8240
 Email: cdmonroe@santafenm.gov

Position Title	Location	Dates of Service	Hourly Rate	Weeks	Weekly Units	Unit totals	Max Bill Rate	Subtotals	GRT Rate	GRT	Total Budget
SENIOR QA TESTER	SF	2/23/2026 - 8/30/2026	\$45.00	6	20	120	\$65.25	\$7,830.00	8.1875%	\$ 641.08	\$8,471.08
SENIOR QA TESTER	SF	2/23/2026 - 8/30/2026	\$45.00	6	40	240	\$65.25	\$15,660.00	8.1875%	\$ 1,282.16	\$16,942.16
SENIOR QA TESTER	SF	2/23/2026 - 8/30/2026	\$40.00	6	40	240	\$58.00	\$13,920.00	8.1875%	\$ 1,139.70	\$15,059.70
QA TESTER	SF	2/23/2026 - 8/30/2026	\$35.00	6	40	240	\$50.75	\$12,180.00	8.1875%	\$ 997.24	\$13,177.24
QA TESTER	SF	2/23/2026 - 8/30/2026	\$30.00	6	20	120	\$43.50	\$5,220.00	8.1875%	\$ 427.39	\$5,647.39
											\$59,297.57

Statewide Price Agreement
 Price Agreement Number: 40-00000-23-00027
 Title: Temporary Administrative and Professional Staffing (GS-02F-006CA)
 Term: December 9, 2024 - December 8, 2029

Lola Priest

Signature

Tuesday, February 10, 2026

Date



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/25/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Barrow Group 110 E. Crogan Street Lawrenceville GA 30046	CONTACT NAME: Molly Stearns PHONE (A/C, No, Ext): (800) 874-4798 FAX (A/C, No): E-MAIL ADDRESS: mstearns@barrowgroup.com
	INSURER(S) AFFORDING COVERAGE INSURER A: Philadelphia Indemnity Insurance Co INSURER B: QBE Insurance Corporation INSURER C: INSURER D: INSURER E: INSURER F:
INSURED ItsQuest Inc. 4505 82nd Street Suite 3 Lubbock TX 79424	

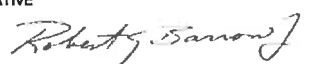
COVERAGES **CERTIFICATE NUMBER:** 2025 w/ WC **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	ISUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRU <input type="checkbox"/> LOC <input type="checkbox"/> JEC1 OTHER:			PHPK2659377-003	02/27/2025	02/27/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Abuse & Molestation \$ 1,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			PHPK2659377-003	02/27/2025	02/27/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB901911-003	02/27/2025	02/27/2026	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N	N / A	202000784	09/01/2025	09/01/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

A Employment Practices Liability PHPK2659377-003 02/27/2025 02/27/2026 \$1,000,000/\$1,000,000
 A Professional Liability PHPK2659377-003 02/27/2025 02/27/2026 \$1,000,000/\$2,000,000
 A Crime Bond PHPK2659377-003 02/27/2025 02/27/2026 \$500,000

CERTIFICATE HOLDER City of Santa Fe 200 Lincoln Ave. Santa Fe NM 87501	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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Signature: Nancy L. Jimenez
Nancy L. Jimenez (Feb 26, 2026 08:59:27 MST)
Email: nljimenez@santafenm.gov

Signature: 
Email: jdroach@santafenm.gov

Signature: *BRIAN MOYA*
Email: bjmoya@santafenm.gov