



Schedule  
Contract



# GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

## Temporary Administrative and Professional Staffing Services (TAPS) Schedule 736

SIN 736-1, SIN 736-2, SIN 736-3, SIN 736-4, SIN 736-5

## Disaster Recovery Purchasing

SIN 736-1RC, SIN 736-2RC,  
SIN 736-3RC, SIN 736-4RC,  
SIN 736-5RC

### CONTRACT NUMBER:

**GS-02F-050CA**

### PERIOD COVERED BY CONTRACT:

**JUNE 30, 2015 – JUNE 29, 2020**

**BUSINESS SIZE: Small, Woman Owned Small Business**

#### Submitted by:

Cognitive Professional Services, Inc. (WOSB)  
16333 South Great Oaks Drive, Suite 201  
Round Rock, Texas 78681

**CAGE Code:** 02WQ8

**DUNS:** 624531141

**POC:** Marcus Gomez

**O:** 703-562-0530, **M:** 703-562-0531

[Marcus.Gomez@cog-ps.com](mailto:Marcus.Gomez@cog-ps.com) or [Contracts@cog-ps.com](mailto:Contracts@cog-ps.com)

#### Submitted to:

General Services Administration  
Federal Acquisition Service (FAS)  
National Administrative Services and Office  
Supplies Acquisition Center (2QSA)

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

**736-1**, Administrative and Clerical Occupations

**736-2**, Automatic Data Processing Occupations

**736-3**, General Services and Support

**736-4**, Information & Arts Occupations, Including Miscellaneous Occupations

**736-5**, Technical and Professional Occupations

**1b. Job Descriptions** (corresponding with SINs) – See Labor Category Descriptions

**2. Maximum order:** \$100,000 per SIN \$1,000,000 Total Order (Contact the Contractor for Higher Maximum Order Limitations)

**3. Minimum order:** \$100.00

**4. Geographic Coverage** - District of Columbia, the 48 Continental U.S. States, Alaska, and Hawaii.

**5. Point(s) of Production:** Same as Company Address

**6. Discount from List Prices or Statement of Net Price:**  
Government Net Prices (discount already deducted)

**7. Quantity Discounts:** Additional 2% above \$500,000, negotiated for BPAs and orders greater than \$1M

**8. Prompt Payment Terms:** Net Due 30 Days

**9a. Government Purchase Card Below the micro-purchase level:** Yes

**9b. Government Purchase Card Above the micro-purchase level:** Yes

**10. Foreign Items:** None

**11a. Time of Delivery:** Specific in the Task Order

**11b. Expedited Delivery:** Contact Contractor

**11c. Overnight, Urgent or 2-day Delivery:** Contact Contractor

**12. F.O.B. Point(s):** Destination

**13a. Ordering Address:**

**Cognitive Professional Services, Inc. (WOSB)**  
**Attention: Cassandra Coleman**  
**16333 South Great Oaks Drive – Suite 201**  
**Round Rock, Texas 78681**

Other Authorized Ordering Offices: Authorized Dealers

**ProSphere Tek, Inc. (SDVOSB)**  
**Attention: Rodger Blevins**  
**1101 King Street, Suite 200**  
**Alexandria, VA 22314**

**ProForce, Inc. (SDVOSB)**  
**Attention: Bruce McGraw**  
**15808 Ranch Road 620 N, Ste 205**  
**Austin, TX 78717**

**13b. Blanket Purchase Agreements:**

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) and a sample BPA can be found at the GSA/FSS Schedule homepage ([www.fss.gsa.gov/schedules](http://www.fss.gsa.gov/schedules)).

**14. Payment Address:**

Same as Ordering Address

**15. Warranty Provision:** Cognitive warrants and implies that the services rendered under the contract are merchantable and fit for the particular purpose described in the contract.

**16. Export Packing Charges:** N/A

**17. Terms and Conditions of Government Purchase Card Acceptance:** All purchase card orders are accepted by the company.

**18. Terms and Conditions of Rental, Maintenance, and Repair (if applicable):** N/A

**19. Terms and Conditions of Installation (if applicable):** N/A

**20. Terms and Conditions of Repair Parts (if applicable):** N/A

**20a. Terms and Conditions for Any Other Services (if applicable):** N/A

**21. List of Services and Distribution Points (if applicable):** N/A

**22. List of Participating Dealers (if applicable):** See 13a above.

**23. Preventative Maintenance (if applicable):** N/A

**24a. Special Attributes such as Environmental Attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A

- 24b. Section 508 Compliance:** The Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at [www.Section508.gov/](http://www.Section508.gov/). Contact Skyline for details on 508 compliance information with regard to products and services.
  
- 25. Data Universal Number System (DUNS) number:** 624531141
  
- 26. Notification regarding registration in Central Contractor Registration (CCR database):** Registered – Systems for Award Management (SAM)
  
- 27. Uncompensated Overtime:** None

# Pricing Tables

## GSA Customer-Site Government Rates

### SIN 736-1: Administrative Support & Clerical Operations Fiscal Year 2015

Labor Category	Hourly Rate
01011 - Accounting Clerk I	\$33.50
01012 - Accounting Clerk II	\$36.99
01013 - Accounting Clerk III	\$40.78
01020 - Administrative Assistant	\$54.06
01051 - Data Entry Operator I	\$29.47
01052 - Data Entry Operator II	\$31.71
01060 - Dispatcher, Motor Vehicle	\$51.30
01070 - Document Preparation Clerk	\$29.69
01090 - Duplicating Machine Operator	\$29.69
01111 - General Clerk I	\$30.26
01112 - General Clerk II	\$32.55
01113 - General Clerk III	\$36.16
01120 - Housing Referral Assistant	\$50.83
01141 - Messenger Courier	\$27.61
01191 - Order Clerk I	\$32.01
01192 - Order Clerk II	\$34.57
01261 - Personnel Assistant (Employment) I	\$36.48
01262 - Personnel Assistant (Employment) II	\$39.80
01263 - Personnel Assistant (Employment) III	\$44.25
01270 - Production Control Clerk	\$49.60
01280 - Receptionist	\$32.37
01290 - Rental Clerk	\$35.91
01300 - Scheduler, Maintenance	\$41.74
01311 - Secretary I	\$41.76
01312 - Secretary II	\$46.12
01313 - Secretary III	\$50.83
01320 - Service Order Dispatcher	\$50.56
01410 - Supply Technician	\$54.06
01420 - Survey Worker	\$41.12
01531 - Travel Clerk I	\$29.51
01532 - Travel Clerk II	\$32.58
01533 - Travel Clerk III	\$36.05
01611 - Word Processor I	\$38.02
01612 - Word Processor II	\$42.09
01613 - Word Processor III	\$46.46
31020 - Bus Aide	\$27.89
31030 - Bus Driver	\$36.82
31043 - Driver Courier	\$33.26

**SIN 736-1: Administrative Support & Clerical Operations (Cont.)**

31260 - Parking and Lot Attendant	\$24.89
31290 - Shuttle Bus Driver	\$35.56
31310 - Taxi Driver	\$29.56
31361 - Truckdriver, Light	\$35.56
31362 - Truckdriver, Medium	\$37.81
31363 - Truckdriver, Heavy	\$40.59
31364 - Truckdriver, Tractor-Trailer	\$40.59

**SIN 736-2: Automatic Data Processing Occupations**

Labor Category	Hourly Rate
14041 - Computer Operator I	\$36.48
14042 - Computer Operator II	\$40.25
14043 - Computer Operator III	\$44.25
14044 - Computer Operator IV	\$48.61
14045 - Computer Operator V	\$52.51
14071 - Computer Programmer I**	\$48.89
14072 - Computer Programmer II**	\$63.20
14073 - Computer Programmer III**	\$78.72
14074 - Computer Programmer IV**	\$89.58
14101 - Computer Systems Analyst I**	\$56.08
14102 - Computer Systems Analyst II**	\$69.24
14103 - Computer Systems Analyst III**	\$86.79
14150 - Peripheral Equipment Operator	\$36.48
14160 - Personal Computer Support Technician	\$48.61

**SIN 736-3: General Services & Support**

Labor Category	Hourly Rate
05005 - Automobile Body Repairer, Fiberglass	\$44.34
05010 - Automotive Electrician	\$44.34
05040 - Automotive Glass Installer	\$39.35
05070 - Automotive Worker	\$44.34
05110 - Mobile Equipment Servicer	\$39.26
05130 - Motor Equipment Metal Mechanic	\$46.11
05160 - Motor Equipment Metal Worker	\$42.62
05190 - Motor Vehicle Mechanic	\$45.77
05220 - Motor Vehicle Mechanic Helper	\$37.15
05250 - Motor Vehicle Upholstery Worker	\$40.95
05280 - Motor Vehicle Wrecker	\$42.62
05310 - Painter, Automotive	\$44.34
05340 - Radiator Repair Specialist	\$42.62
05370 - Tire Repairer	\$32.73
05400 - Transmission Repair Specialist	\$46.11

**SIN 736-3: General Services & Support (Cont.)**

07010 - Baker	\$34.01
07041 - Cook I	\$31.13
07042 - Cook II	\$36.89
07070 - Dishwasher	\$24.82
07130 - Food Service Worker	\$24.82
07210 - Meat Cutter	\$34.01
07260 - Waiter/Waitress	\$26.49
11030 - Cleaner, Vehicles	\$25.64
11060 - Elevator Operator	\$27.44
11090 - Gardener	\$42.82
11122 - Housekeeping Aide	\$28.69
11150 - Janitor	\$28.69
11210 - Laborer, Grounds Maintenance	\$34.08
11240 - Maid or Houseman	\$25.38
11270 - Tractor Operator	\$39.31
11330 - Trail Maintenance Worker	\$34.08
11360 - Window Cleaner	\$30.58
21020 - Forklift Operator	\$36.50
21030 - Material Coordinator	\$49.60
21040 - Material Expediter	\$49.60
21050 - Material Handling Laborer	\$31.54
21071 - Order Filler	\$29.82
21080 - Production Line Worker (Food Processing)	\$36.11
21110 - Shipping Packer	\$33.29
21130 - Shipping/Receiving Clerk	\$33.29
21140 - Store Worker I	\$28.14
21150 - Stock Clerk	\$36.82
21210 - Tools And Parts Attendant	\$36.11
21410 - Warehouse Specialist	\$36.11
23110 - Appliance Mechanic	\$41.34
23120 - Bicycle Repairer	\$34.53
23125 - Cable Splicer	\$53.99
23130 - Carpenter, Maintenance	\$46.45
23140 - Carpet Layer	\$44.90
23160 - Electrician, Maintenance	\$64.15
23181 - Electronics Technician Maintenance I	\$53.55
23182 - Electronics Technician Maintenance II	\$56.29
23183 - Electronics Technician Maintenance III	\$59.07
23260 - Fabric Worker	\$43.44
23290 - Fire Alarm System Mechanic	\$47.54
23310 - Fire Extinguisher Repairer	\$42.09
23311 - Fuel Distribution System Mechanic	\$52.92
23312 - Fuel Distribution System Operator	\$42.75
23370 - General Maintenance Worker	\$40.78
23380 - Ground Support Equipment Mechanic	\$51.13
23381 - Ground Support Equipment Servicer	\$44.06

**SIN 736-3: General Services & Support (Cont.)**

23382 - Ground Support Equipment Worker	\$46.42
23391 - Gunsmith I	\$42.09
23392 - Gunsmith II	\$47.07
23393 - Gunsmith III	\$51.86
23410 - Heating, Ventilation And Air-Conditioning Mechanic	\$50.01
23411 - Heating, Ventilation And Air Conditioning Mechanic (Research Facility)	\$52.33
23430 - Heavy Equipment Mechanic	\$53.72
23440 - Heavy Equipment Operator	\$57.76
23460 - Instrument Mechanic	\$55.92
23465 - Laboratory/Shelter Mechanic	\$49.36
23470 - Laborer	\$30.47
23510 - Locksmith	\$39.70
23530 - Machinery Maintenance Mechanic	\$49.96
23550 - Machinist, Maintenance	\$48.36
23580 - Maintenance Trades Helper	\$32.02
23640 - Millwright	\$56.48
23760 - Painter, Maintenance	\$45.14
23790 - Pipefitter, Maintenance	\$55.31
23810 - Plumber, Maintenance	\$54.78
23820 - Pneudraulic Systems Mechanic	\$51.86
23850 - Rigger	\$49.24
23870 - Scale Mechanic	\$47.07
23890 - Sheet-Metal Worker, Maintenance	\$54.43
23910 - Small Engine Mechanic	\$38.74
23931 - Telecommunications Mechanic I	\$49.69
23932 - Telecommunications Mechanic II	\$51.99
23950 - Telephone Lineman	\$46.77
23960 - Welder, Combination, Maintenance	\$41.87
23965 - Well Driller	\$51.32
23970 - Woodcraft Worker	\$51.86
23980 - Woodworker	\$40.15
25010 - Boiler Tender	\$65.68
25040 - Sewage Plant Operator	\$57.11
25070 - Stationary Engineer	\$65.68
25190 - Ventilation Equipment Tender	\$49.34
25210 - Water Treatment Plant Operator	\$57.11
27004 - Alarm Monitor	\$50.72
27007 - Baggage Inspector	\$27.82
27008 - Corrections Officer	\$66.02
27010 - Court Security Officer	\$67.66
27030 - Detection Dog Handler	\$45.32
27040 - Detention Officer	\$66.02
27070 - Firefighter	\$62.53
27101 - Guard I	\$27.82
27102 - Guard II	\$45.32
27131 - Police Officer I	\$73.18
27132 - Police Officer II	\$80.02



**SIN 736-4: Information & Arts Occupations, Including  
Miscellaneous Occupations**

<b>Labor Category</b>	<b>Hourly Rate</b>
12010 - Ambulance Driver	\$42.33
12011 - Breath Alcohol Technician	\$42.33
12012 - Certified Occupational Therapist Assistant	\$45.98
12015 - Certified Physical Therapist Assistant	\$49.43
12100 - Medical Assistant	\$38.37
12130 - Medical Laboratory Technician	\$41.66
12160 - Medical Record Clerk	\$38.39
12190 - Medical Record Technician	\$42.33
12195 - Medical Transcriptionist	\$37.68
12317 - Scheduler (Drug and Alcohol Testing)	\$59.07
13011 - Exhibits Specialist I	\$45.80
13012 - Exhibits Specialist II	\$55.53
13013 - Exhibits Specialist III	\$66.76
13041 - Illustrator I	\$43.28
13042 - Illustrator II	\$52.40
13043 - Illustrator III	\$62.96
13047 - Librarian	\$61.63
13050 - Library Aide/Clerk	\$38.08
13054 - Library Information Technology Systems Administrator	\$54.38
13058 - Library Technician	\$46.40
13061 - Media Specialist I	\$40.64
13062 - Media Specialist II	\$44.88
13063 - Media Specialist III	\$49.45
13071 - Photographer I	\$37.44
13072 - Photographer II	\$41.27
13073 - Photographer III	\$49.88
13074 - Photographer IV	\$59.93
13075 - Photographer V	\$71.44
13110 - Video Teleconference Technician	\$42.04
24570 - Child Care Attendant	\$26.60
24580 - Child Care Center Clerk	\$32.45
24610 - Chore Aide	\$23.20
24620 - Family Readiness And Support Services Coordinator	\$34.45
24630 - Homemaker	\$32.25
28210 - Gate Attendant/Gate Tender	\$33.68
28310 - Lifeguard	\$27.00
28350 - Park Attendant (Aide)	\$37.12
28510 - Recreation Aide/Health Facility Attendant	\$29.35
28515 - Recreation Specialist	\$38.44
28630 - Sports Official	\$30.58
28690 - Swimming Pool Operator	\$40.09
99030 - Cashier	\$26.18
99050 - Desk Clerk	\$26.77
99730 - Refuse Collector	\$41.01

**SIN 736-4: Information & Arts Occupations, Including  
Miscellaneous Occupations (Cont.)**

99810 - Sales Clerk	\$29.69
99820 - School Crossing Guard	\$26.89
99830 - Survey Party Chief	\$69.66
99831 - Surveying Aide	\$42.40
99832 - Surveying Technician	\$49.11
99840 - Vending Machine Attendant	\$29.81
99841 - Vending Machine Repairer	\$34.01
99842 - Vending Machine Repairer Helper	\$29.81

**SIN 736-5 Technical & Professional Occupations**

<b>Labor Category</b>	<b>Hourly Rate</b>
15050 - Computer Based Training Specialist / Instructor	\$63.74
15060 - Educational Technologist	\$55.90
15070 - Flight Instructor (Pilot)	\$89.77
15080 - Graphic Artist	\$55.49
15090 - Technical Instructor	\$50.24
15095 - Technical Instructor/Course Developer	\$60.33
15110 - Test Proctor	\$41.52
15120 - Tutor	\$41.52
30021 - Archeological Technician I	\$42.30
30022 - Archeological Technician II	\$49.19
30023 - Archeological Technician III	\$59.74
30030 - Cartographic Technician	\$59.74
30040 - Civil Engineering Technician	\$55.33
30061 - Drafter/CAD Operator I	\$44.53
30062 - Drafter/CAD Operator II	\$49.19
30063 - Drafter/CAD Operator III	\$54.25
30064 - Drafter/CAD Operator IV	\$65.63
30081 - Engineering Technician I	\$35.06
30082 - Engineering Technician II	\$38.76
30083 - Engineering Technician III	\$42.71
30084 - Engineering Technician IV	\$51.74
30085 - Engineering Technician V	\$62.19
30086 - Engineering Technician VI	\$74.15
30090 - Environmental Technician	\$48.74
30210 - Laboratory Technician	\$42.23
30240 - Mathematical Technician	\$62.03
30361 - Paralegal/Legal Assistant I	\$42.41
30362 - Paralegal/Legal Assistant II	\$51.30
30363 - Paralegal/Legal Assistant III	\$61.65
30364 - Paralegal/Legal Assistant IV	\$73.51
30390 - Photo-Optics Technician	\$62.03
30461 - Technical Writer I	\$46.37
30462 - Technical Writer II	\$55.41

## **SIN 736-5 Technical & Professional Occupations (Cont.)**

30463 - Technical Writer III	\$65.86
N/A - Program Analyst	\$79.31
N/A - Senior Program Analyst	\$104.66
N/A - Systems Architect	\$133.69
N/A - Web Developer	\$54.27
N/A - SharePoint Developer	\$88.42

# **Labor Category Descriptions**

## **SIN 736-1, Administrative Support & Clerical Operations**

### **01011 Accounting Clerk I**

Performs very simple and routine accounting clerical operations, for example, recognizing and comparing easily identified numbers and codes on similar and repetitive accounting documents, verifying mathematical accuracy, and identifying discrepancies and bringing them to the supervisor's attention. Supervisor gives clear and detailed instructions for specific assignments. Employee refers to supervisor all matters not covered by instructions. Work is closely controlled and reviewed in detail for accuracy, adequacy, and adherence to instructions.

### **01012 Accounting Clerk II**

Performs one or more routine accounting clerical operations, such as: examining, verifying, and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures.

### **01013 Accounting Clerk III**

Uses a knowledge of double entry bookkeeping in performing one or more of the following:

- Posts actions to journals,
- identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes;
- reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings,
- and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material.
- On routine assignments, employee selects and applies established procedures and techniques.

Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy.

## **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.

## **01050 Data Entry Operator (Occupational Base)**

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.

## **01051 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.

## **01052 Data Entry Operator II**

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

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

## **01060 Dispatcher, Motor Vehicle**

Assigns motor vehicles and drivers for conveyance of freight or passengers. Compiles list of available vehicles. Assigns vehicles according to factors, such as length and purpose of trip, freight or passenger requirements and preference of user. Issues keys, record sheets, and credential to drivers. Records time of departure, destination, cargo, and expected time of return. Investigates overdue vehicles. May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise. May maintain record of mileage, fuel used, repairs made and other expenses. May establish service or delivery routes. May supervise loading and unloading. May issue equipment to drivers, such as handtrucks, dollies, and blankets. May direct activities of drivers, using two-way radio. May assign helpers to drivers. May work at vehicle distribution center and assign vehicles to customer agencies.

## **01070 Document Preparation Clerk**

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

## **01090 Duplicating Machine Operator**

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

## **01111 General Clerk I**

Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing precoded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

## **01112 General Clerk II**

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

## **01113 General Clerk III**

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

## **01120 Housing Referral Assistant**

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

## **01141 Messenger Courier**

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

## **01191 Order Clerk I**

Handles orders involving items which have readily identified uses and applications. May refer to a catalog, manufacturer's manual or similar document to insure that proper item is supplied or to verify price of ordered item.

## **01192 Order Clerk II**

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

## **01261 Personnel Assistant (Employment) I**

Performs routine tasks which require a knowledge of personnel procedures and rules, such as: providing simple employment information and appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to obtain additional information; ensuring that the proper forms are completed for name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple factual information, such as verification of dates of employment in response to telephone credit checks of employees. some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often on a daily basis.

## **01262 Personnel Assistant (Employment) II**

Examines and/or processes personnel action documents using experience in applying personnel procedures and policies. Ensures that information is complete and consistent and determines whether further discussion with applicants or employees is needed or whether personnel information must be checked against additional files or listings. Selects appropriate precedents, rules, or procedures from a number of alternatives. Responds to varied questions from applicants, employees, or managers for readily available information which can be obtained from file material or manuals; responses require skill to secure cooperation in correcting improperly completed personnel documents or to explain regulations and procedures. May provide information to managers on availability of applicants and status of hiring actions; may verify employment dates and places supplied on job applications; may maintain personnel records; and may administer typing and stenography test. Completes routine assignments independently. Detailed guidance is available for situations which deviate from established precedents. Clerks/assistants are relied upon to alert higher level clerks/assistants or supervisor to such situations. Work may be spot checked periodically.

## **01263 Personnel Assistant (Employment) III**

Serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals and in providing information when it is necessary to consolidate data from a number sources, often with short deadlines. Screens applications for obvious rejections. Resolves conflicts in computer listings or other sources of employee information. Locates lost documents or reconstructs information using a number of sources. May check references of applicants when information in addition to dates and places of past work is needed, and judgment is required to ask appropriate routine follow-up questions. May provide guidance to lower level clerks. Supervisory review is similar to level II. AND/OR Performs routine personnel assignments beyond the clerical level, such as: orienting new employees to programs, facilities, rules on time and attendance, and leave policies; computing basic statistical information for reports on manpower profiles, EEO progress and accomplishments, hiring activities, attendance and leave profiles, turnover, etc.; and screening applicants for well-defined positions, rejecting those who do not qualify for available openings for clear cut reasons, referring others to appropriate employment interviewer. Guidance is provided on possible sources of information, methods of work, and types of reports needed. Completed written work receives close technical review from higher level personnel office employees; other work may be checked occasionally.

## **01270 Production Control Clerk**

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

---

## **01280 Receptionist**

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

## **01290 Rental Clerk**

Performs clerical duties concerned with rental and management of public housing projects. Answers telephone and responds to requests for maintenance, complaints, rental information or, as appropriate, forwards calls to senior officials. Receives rental payments and other income, assesses late charges, applies cancellation stamp required by government housing agency, writes receipts, and prepares rental transmittal forms and collection logs for government accounting system. Receives security deposits and prepares tenant receipts. Prepares bank deposits. Maintains tenant files. Follows up on income recertifications.

## **01300 Scheduler, Maintenance**

Schedules repairs and lubrication of motor vehicles for vehicle-maintenance concern or company automotive-service shop. Schedules vehicles for lubrication or repairs based on date of last lubrication and mileage traveled or urgency of repairs. Contacts garage to verify availability of facilities. Notifies parking garage workers to deliver specified vehicles. Maintains file of requests for services.

## **01311 through 01313 Secretary I through III (Occupational Base)**

Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. 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. Performs varied clerical and secretarial duties requiring a knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.

### **Classification by Level:**

Secretary jobs which meet the required characteristics are matched at one of five 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; and internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups which 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, e.g., 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. Selects the guideline or reference which fits the specific case. Supervisor provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following:

- Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff. Controls mail and assures timely staff response; may send form letters;
- As instructed, maintains supervisor's calendar, makes appointments, and arranges for meeting rooms;
- Reviews materials prepared for supervisor's approval for typographical accuracy and proper format;
- Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
- Requisitions supplies, printing, maintenance, or other services. Types, takes and transcribes dictation, and establishes and maintains 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:

- Screens telephone calls, visitors, and incoming correspondence; personally responds to requests for information concerning office procedures; determines which requests should be handled by the supervisor, appropriate staff member or other offices. May prepare and sign routine, nontechnical correspondence in own or supervisor's name;
- Schedules tentative appointments without prior clearance. Makes arrangements for conferences and meetings and assembles established background materials, as directed. May attend meetings and record and report on the proceedings;
- Reviews outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assures that proper clearances have been obtained, when needed;
- Collects information from the files or staff for routine inquiries on office program(s) or periodic reports. Refers non-routine requests to supervisor or staff;
- Explains to subordinate staff supervisor's requirements concerning office procedures. Coordinates 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:

- Based on a knowledge of the supervisor's views, composes correspondence on own initiative about administrative matters and general office policies for supervisor's approval;
  - Anticipates and prepares materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;
  - Reads publications, regulations, and directives and takes action or refers those that are important to the supervisor and staff;
  - Prepares 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;
  - Advises secretaries in subordinate offices on new procedures; requests information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc. Shifts clerical staff to accommodate workload needs.
-

LR-4 Handles a wide variety of situations and conflicts involving the clerical or administrative functions of the office which often cannot be brought to the attention of the executive. The executive sets the overall objectives of the work. Secretary may participate in developing the work deadlines. Duties include or are comparable to the following:

- Composes correspondence requiring some understanding of technical matters; may sign for executive when technical or policy content has been authorized;
- Notes commitments made by executive during meetings and arranges for staff implementation. On own initiative, arranges for staff member to represent organization at conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations;
- Reads outgoing correspondence for executive's approval and alerts writers to any conflict with the file or departure from policies or executive's viewpoints; gives advice to resolve the problems;
- Summarizes the content of incoming materials, specially gathered information, or meetings to assist executive; coordinates the new information with background office sources; draws attention to important parts or conflicts;
- In the executive's absence, ensures that requests for action or information are relayed to the appropriate staff member; as needed, interprets request and helps implement action; makes sure that information is furnished in timely manner; decides whether executive should be notified of important or emergency matters.

**Excludes secretaries performing any of the following duties:**

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

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

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), Secretary IV (01314), and Secretary V (01315)

	<b>LR-1</b>	<b>LR-2</b>	<b>LR-3</b>	<b>LR-4</b>
<b>LS-1</b>	I 01311	II 01312	III 01313	IV 01314
<b>LS-2</b>	I 01311	III 01313	IV 01314	V 01315
<b>LS-3</b>	I 01311	IV 01314	V 01315	V 01315

## 01320 Service Order Dispatcher

Receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company. Records information, such as name, address, article to be repaired, or service to be rendered. Prepares work order and distributes to service crew. Schedules service call and dispatches service crew. Calls or writes customer to insure satisfactory performance of service. Keeps record of service calls and work orders. May dispatch orders and relay messages and special instructions to mobile crews and other departments, using radio telephone equipment.

## 01410 Supply Technician

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

### Assignments require

- a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines;
- an understanding of the needs of the organization serviced; and
- analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data, to establish the facts, and to take or recommend action based upon application or interpretation of established guidelines.

### Illustrative Assignments:

1. Inventory management: Responsible for inventory management of decentralized and decontrolled items, including supplies, and equipment. Items managed typically are of low unit or annual demand value, involve short procurement lead time (less than 9 months), are obtained from standard or other readily available sources of supply, and reflect relatively stable patterns of demand. Items usually are of a general, common-use type, non-reparable and seldom require intensive investigation of atypical variations in their supply and demand patterns. Positions are located in local, regional, or headquarters offices for which the military supply management organization has overall inventory management responsibility. The work includes requirements determination and forecasting, distribution or redistribution of material, procurement authorization, limited funds management, or other related work.
  2. Material coordination: Performs material coordination duties for special programs, maintenance, or production shops. Duties are performed on the basis of practical experience in processing and expediting supply transactions related to the particular organizations serviced.
  3. Cataloging: Writes item descriptions for a range of new items entering the supply channels of a particular agency or field establishment. Applies requirements selecting the appropriate description pattern and answering the requirements contained in the pattern. Reviews existing stock catalogs, manufacturers' catalogs, drawings, or other resource materials, for the purpose of matching characteristics or part numbers to identify duplicate items already catalogued or otherwise recorded in the supply system.
-

**Level of Responsibility:**

1. Works within a framework of established supply regulations, policies, and procedures, or other governing supply management guidelines.
2. Deals with a variety of operating officials regarding limited aspects of program needs of the organization serviced. Contacts may relate to inventory requirements in a stable or standardized organization and to the adequate description or identification of less complex items which are new to the system. May contact representatives of commercial firms to obtain information regarding new items of supply, item characteristics, or procurement lead time; or representatives of government agencies (Federal, State or local) regarding the utilization of property.

## 01420 Survey Worker

Interviews people to obtain information on topics such as public issues or consumer buying habits. Contacts people at home or place of business or by telephone following specified sampling procedures, or approaches them at random on street. Asks questions relative to items on form or questionnaire, records answers, and assists persons in filling out forms. May review, sort, classify and file forms according to specified procedures and criteria. May participate in Federal, state or local census surveys.

## 01531 Travel Clerk I

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

## 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 through the use of readily obtainable timetables or guides.

Travel is frequently recurrent. A substantial number of problems arise as a result of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line or established connecting points and normal modes of transportation. Travel is not always planned well in advance, so there may be major problems of scheduling or accommodations.

Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination.

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.

### **01533 Travel Clerk III**

At this level, all major modes of transportation are used, and most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, replanning, or rearranging, with many side trips, requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections.

A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information.

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 responsible as the principal point of liaison with other elements and with carriers and other facilities.

### **01611 Word Processor I**

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

### **01612 Word Processor II**

Uses a knowledge of varied and advanced functions of one software type, a knowledge of varied functions of different types of software, or a knowledge of specialized or technical terminology to perform such typical duties as:

- Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations.
- Transcribing scientific reports, lab analyses, 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.

### **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.

---

### **31020 Bus Aide**

The Bus Aide assist drivers and passengers to maintain safe and orderly travel, may monitor students to maintain order on school buses, assist passengers in boarding the bus, and assist in the transportation of medical patients and disabled persons.

### **31030 Bus Driver**

Drives bus to transport passengers over specified routes to local or distant points according to time schedule. Assists passengers with baggage and collects tickets or cash fares. Regulations heating, lighting, and ventilating systems for passenger comfort. Complies with local traffic regulations. Reports delays or accidents. Records cash receipts and ticket fares. May make repairs and change tires. May inspect bus and check gas, oil, and water before departure. May load or unload baggage or express checked by passengers in baggage compartment. May transport pupils between pickup points and school. May drive diesel or electric powered transit bus to transport passengers over established city route.

### **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.

### **31260 Parking and Lot Attendant**

Operates daily activity in a parking lot. Checks vehicles in and out of lot. May be required to move and/or park vehicles. Controls authorized entry and use of lot. Refers parking related problems arising within the facility to appropriate authorities for administrative action, ticketing or other law enforcement activity deemed warranted.

### **31290 Shuttle Bus Driver**

Drives minibus or van to transport clients, trainees, or company personnel: Drives vehicle from individual or central loading area to social services or rehabilitation center, training location, job site, or other destination according to assigned schedule. May assist disabled passengers into and out of vehicle. May secure passengers' wheelchairs to restraining devices to stabilize wheelchairs during trip. May operate radio or similar device to communicate with base station or other vehicles to report disruption of service. May clean and/or service vehicle with fuel, lubricants, and accessories. May keep records of trips and/or behavior of passengers. May perform other duties when not driving, such as custodial and building maintenance tasks.

### **31310 Taxi Driver**

Drives motor vehicle, with or without a taximeter, to transport passengers for a fee. Picks up passengers while cruising streets or in response to radio or telephone relayed request for service. Collects fee recorded on taximeter or based on mileage or time factor, and records transaction on log. Reports by radio or telephone to central location on completion of trip.

### **31361 Truckdriver, Light**

Straight truck, under 1 1/2 tons, usually 4 wheels.

### **31362 Truckdriver, Medium**

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

### **31363 Truckdriver, Heavy**

Straight truck, over 4 tons, usually 10 wheels.

### **31364 Truckdriver, Tractor-Trailer**

Rated capacity is the gross vehicle weight minus the empty weight of the vehicle.

## **SIN 736-2: Automatic Data Processing Occupations**

### **14041 Computer Operator I**

Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems. May serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

### **14042 Computer Operator II**

Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.

### **14043 Computer Operator III**

Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (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, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.

### **14044 Computer Operator IV**

Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g., reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems. Typically, completed work is submitted to users without supervisory review.



## 14045 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. 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 in resolving problems.

## 14071 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. May perform routine programming assignments (as described in Level II) under close supervision.

In addition, to assist higher level staff, 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.); reports 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.

## 14072 Computer Programmer II

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

Maintains and modifies routine programs. Makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes. Tests and documents modifications and writes operator instructions. May write routine new programs using prescribed specifications; may confer with EDP personnel to clarify procedures, processing logic, etc.

In addition, may evaluate simple interrelationships in the immediate programming area, e.g., whether a contemplated change in one part of a simple program would cause unwanted results in a related part; 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.

Reviews objectives and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress; all work is reviewed upon completion for accuracy and compliance with standards.

---

## 14073 Computer Programmer III

As a fully qualified computer programmer, applies standard programming procedures and detailed knowledge of pertinent subject matter (e.g., work processes, governing rules, clerical procedures, etc.) 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. 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. Recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment. Solves conventional programming problems. (In small organizations, may maintain programs which concern or combine several operations, i.e., users, or develop programs where there is one primary user and the others give input.)

Performs such duties as: develops, modifies, and maintains assigned programs; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (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.) Tests and documents work and writes and maintains operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

In addition, 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. May 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. May assist in the review and analysis of detailed program specifications and in program design to meet changes in work processes.

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

## **14074 Computer Programmer IV**

Applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. Plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements which are usually from different sources; solves difficult programming problems. Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.

Performs such duties as: develops, modifies, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; working with problems or concepts, develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g., a critical path analysis program to assist in managing a special project. Tests, documents, and writes operating instructions for all work. Confers with other EDP personnel to secure information, investigate and resolve problems and coordinate work efforts.

In addition, performs such programming analysis as: investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources; on typical maintenance projects and smaller scale, limited new projects, assisting user personnel in defining problems or needs and determining work organization, the necessary files and records, and their interrelation with the program; or on large or more complicated projects, participating as a team member along with other EDP personnel and users and having responsibility for a portion of the project.

Works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications. Modifies and adapts precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May function as team leader or supervise a few lower level programmers or technicians on assigned work.

## **14101 Computer Systems Analyst I**

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. 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.

Carries out fact finding and analysis as assigned, usually of a single activity or a routine problem; applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, 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. May supervise technicians and others who assist in specific assignments.

## **14102 Computer Systems Analyst II**

Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., 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. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

Reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; orients user personnel on new or changed procedures. 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.

Works independently under overall project objectives and requirements; appraises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. Adapts design approaches successfully used in precedent systems. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May provide functional direction to lower level assistants on assigned work.

### **OR**

Works on a segment of a complex data processing scheme or broad system, as described for computer systems analyst, level III. Works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system.

## 14103 Computer Systems Analyst III

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

Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. 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.

## 14150 Peripheral Equipment Operator

Operates peripheral equipment which directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, card readers/punchers, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

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

- Loading printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy;
- Labeling tape reels, disks or card decks;
- Checking labels and mounting and dismounting designated tape reels or disks on specified units or drives;
- Setting controls which regulate operation of the equipment;
- Observing panel lights for warnings and error indications and taking appropriate action;
- Examining tapes, cards, or other material for creases, tears, or other defects which could cause processing problems.

### **Excludes workers**

1. who monitor and operate a control console or a remote terminal, or
2. whose duties are limited to operating decollators, busters, separators, or similar equipment.

## **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.

### **SIN 736-3: General Services & Support**

#### **05005 Automobile Body Repairer, Fiberglass**

This position repairs damaged fiberglass automobile bodies using pneumatic tools and knowledge of fiberglass repair techniques, cuts away damaged fiberglass, using air grinder, smooths edges of painted surface using sandpaper or air-powered sander, masks surrounding undamaged surface, using masking tape, cuts plastic separating film using shears, and tapes film to outside repair area. The Automobile Body Repairer mixes polyester resin and hardener according to specifications and applies mixture to repair area, soaks matting in resin mixture and layers matting over repair area to specified thickness, peels separating film from repair area and washes surface with water, occasionally secures new panel to repair area using C-clamp. The Repairer applies and spreads body filler manually to reestablish surface. The Repairer also manually files away excess filler to match original contour, smooths filler, using air sander, and cleans repair area with air gun.

#### **05010 Automotive Electrician**

This position tests, repairs, overhauls, modifies, and maintains electrical equipment of a specialized nature such as automatic alternator synchronizing equipment, amplifying control units, voltage regulating equipment, generators, switching and control panels, and junction boxes, in motor vehicles such as automobiles, buses and trucks.

#### **05040 Automotive Glass Installer**

This position replaces broken or pitted windshields and window glass in motor vehicles, removes broken glass by unscrewing frame, using hand tools. The Automotive Glass Installer cuts flat safety glass according to specified pattern, using glasscutter; smooths cut edge of glass by holding against abrasive belt; applies moisture proofing compound along cut edges and installs glass in vehicle; weatherproofs window or windshield and prevents it from rattling by installing rubber channeling strips around sides of glass; installs precut replacement glass to replace curved windows; and may replace or adjust parts in window-raising mechanism.

## **05070 Automotive Worker**

The Automotive Worker performs a variety of minor repairs and services to maintain motor vehicles. The Automated Worker places and maintains decals on vehicles, checks and replaces batteries, rotates, repairs, and replaces tires, washes, polishes, and cleans interiors and exteriors of vehicles, drains, flushes, and replaces engine, transmission, and differential grease and oils, checks, cleans, calibrates, and replaces spark plugs, cleans and replaces oil and air filters. The Automotive Worker adjusts brakes, replaces windshield wipers, and similar minor parts, assists on major overhaul jobs by disassembling and cleaning parts, repairing components such as generators and water pumps, and replacing thermostats, points, electrical wiring and other items, maintains tools and equipment, and cleans work areas.

## **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.

## **05130 Motor Equipment Metal Mechanic**

The Motor Equipment Metal Mechanic (Motor Vehicle Body Repairer) repairs damaged bodies and body parts of automotive vehicles, such as automobiles, buses, and light trucks according to repair manuals, using hand tools and power tools, removes upholstery, accessories, electrical and hydraulic window, seat-operating equipment, and trim to gain access to vehicle body and fender, positions block against surface of dented area and beats opposite surface to remove dents using hammer, and fills depressions with solder or other plastic material. This worker removes damaged fenders, panels, and grills, using wrenches and cutting torch, and bolts or welds replacement, straightens bent frames, using hydraulic jack and pulling device, files, grinds, and sands repaired surfaces, using power tools and hand tools. Refinishes repaired surface, using paint spray gun and sander, aims headlights, aligns wheels, bleeds hydraulic brake system, and may paint surface after performing body repairs.

## **05160 Motor Equipment Metal Worker**

The Motor Equipment Metal Worker assists the Motor Equipment Metal Mechanic by performing routine metal repairs to vehicle bodies and main frames, and other routine duties.

## **05190 Motor Vehicle Mechanic**

The Motor Vehicle Mechanic repairs, rebuilds, or overhauls major assemblies of internal combustion automobiles, buses, trucks or tractors. Work involves most of the following: Diagnosing the source of trouble and determining the extent of repairs required; replacing worn or broken parts such as piston rings, bearings, or other engine parts; grinding and adjusting valves; rebuilding carburetors; overhauling transmissions; and repairing fuel injection, lighting, and ignition systems. In general, the work of the Motor Vehicle Mechanic requires rounded training and experience usually acquired through a formal apprenticeship or equivalent.

## **05220 Motor Vehicle Mechanic Helper**

The Motor Vehicle Mechanic Helper performs a variety of tasks such as washing, cleaning, and lubricating vehicles; loading, unloading, and storing automotive parts and supplies; and maintaining work areas.

---

## **05250 Motor Vehicle Upholstery Worker**

The Motor Vehicle Upholstery Worker repairs and replaces upholstery, including fabrics, springs, webbing, filling, and padding, in automobiles, trucks, buses, and other motor vehicles.

## **05280 Motor Vehicle Wrecker**

The Motor Vehicle Wrecker (Tow Truck Operator; Wrecker Operator) operates gasoline, diesel, or electric-powered vehicle equipped with special equipment used to tow vehicles or equipment.

## **05310 Painter, Automotive**

The Painter, Automotive Worker coats surfaces of motor vehicles such as automobiles, buses, and trucks with paint, lacquer, epoxy, resin or other material, using brushes, rollers, spray guns and other devices, removes old paint from vehicle, using liquid paint remover and scraper, smoothes surface with sandpaper and steel wool. The Painter, Automotive Worker roughens aluminum surfaces with acid solution and steel wool to ensure that paint adheres to surface, masks and covers portions of surfaces not to be painted, paints vehicle or specified portion of vehicle and may paint insignia, letters or numerals on vehicle surface using stencils.

## **05340 Radiator Repair Specialist**

The Radiator Repair Specialist (Automobile Radiator Mechanic) repairs, modifies, and tests automotive radiators, air coolers, and oil temperature regulators made of various kinds of metals, locates and repairs leaks, removes defective parts, and installs new parts.

## **05370 Tire Repairer**

The Tire Repairer repairs damaged tires of automobiles, buses, trucks, and other automotive vehicles, raises vehicle, using hydraulic jack, and unbolts wheel, using lug wrench, removes wheel from vehicle by hand or, when repairing giant tires of heavy equipment, by use of power hoist, locates puncture in tubeless tire by visual inspection or by immersing inflated tire in water bath and observing air bubbles emerging from puncture, and seals puncture in tubeless tire by inserting adhesive material and expanding rubber plug into puncture, using hand tools.

Job task for the Tire Repairer also includes separating tubed tire from wheel, using rubber mallet and metal bar or mechanical tire changer, removing inner tube from tire and inspects tire casing for defects, such as holes and teas, gluing boot (tire patch) over rupture in tire casing using rubber cement, inflating inner tube and immerses it in water to locate leak, buffing defective area of inner tube, using scraper, and patches tubes with adhesive rubber patch or seals rubber patch to tube, using hot vulcanizing plate. The Tire Repairer reassembles tire onto wheel, and places wheel on balancing machine to determine counterweights required to balance wheel, hammers required counterweights onto rim of wheel.

## **05400 Transmission Repair Specialist**

The Transmission Repair Specialist (Transmission Mechanic) repairs manual and automatic transmissions in automobiles, buses, trucks, and other automotive vehicles, raises vehicle, using jacks or hoists, and removes transmission, using mechanic's hand tools, disassembles transmission and replaces broken or worn parts, such as bands, gears, seals, and valves, adjusts pumps, bands, and gears as required, using wrenches, installs repaired transmission and fills it with specified fluid, adjusts operating linkage and tests operation on road. The Specialist may adjust a carburetor, verify idle speed of motor, using equipment, such as tachometer, and make required adjustments.



## **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.

## **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.

### **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.

## **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.

## **07130 Food Service 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.

## **07210 Meat Cutter**

Utilizing standardized meat cutting methods, the Meat Cutter breaks down meat carcasses and wholesale cuts; bones and cuts meat into roasts, steaks, chops, etc, cleans and cuts fish into fillets and steaks, draws dresses and cuts poultry. Must know methods for handling and storing meats (including fish and fowl).

## **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.

## **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.

## **11060 Elevator Operator**

The Elevator Operator operates elevator to transport passengers or freight between floors of a building such as a department store, hotel, office building, apartment house, or manufacturing plant, pushes buttons or moves levers on signal or instructions from passengers or others to control movement of elevator, opens and closes safety gate and elevator door at each floor where stop is made, may supply information to passengers concerning location of offices, merchandise, and individuals, distribute mail to various floors, answer telephone, and prevent unauthorized persons from entering building; may load or unload freight or assist other employees to do so, transport freight from elevator to designated area, using hand truck, and may sweep or vacuum elevator.

## **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.

## 11122 Housekeeping Aide

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

## 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.

### 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.

## **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.

## **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.

## **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.

## **11360 Window Cleaner**

The Window Cleaner cleans windows, glass partitions, mirrors, and other glass surfaces of building interior or exterior, using pail of soapy water or other cleaner, sponge, and squeegee, crawls through windows from inside and hooks safety belt to brackets for support; sets and climbs ladder to reach second or third story; uses basin chair, swings stage or other scaffolding lowered from roof to reach outside windows; or stands to reach first floor or inside windows.

## **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.

## **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.

## 21040 Material Expediter

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.

## 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.

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.

---

## 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.

## 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.

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; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, insuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received.

## 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.

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

## 21150 Stock Clerk

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.

## 21210 Tools and Parts 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.

## 21410 Warehouse Specialist

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

**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).

## 23110 Appliance Mechanic

The Appliance Mechanic installs, services and repairs stoves, refrigerators, dishwashing machines, and other electrical household or commercial appliances, using hand tools, test equipment and following wiring diagrams and manufacturer's specifications. This person connects appliance to power source and test meters, such as wattmeter, ammeter, or voltmeter, observes readings on meters and graphic recorders, examines appliance during operating cycle to detect excess vibration, overheating, fluid leaks and loose parts, and disassembles appliances and examines mechanical and electrical parts. The worker traces electrical circuits, following diagram and locates shorts and grounds, using ohmmeter, calibrates timers, thermostats and adjusts contact points, and cleans and washes parts, using wire brush, buffer, and solvent to remove carbon, grease and dust. This person replaces worn or defective parts, such as switches, pumps, bearings, transmissions, belts, gears, blowers and defective wiring, repairs and adjusts appliance motors, reassembles appliance, adjusts pulleys and lubricates moving parts, using hand tools and lubricating equipment.

---

## 23120 Bicycle Repairer

The Bicycle Repairer does the following job duties: repairs and services bicycles, using power tools and hand tools, tightens and loosens spokes to align wheels, disassembles axle to repair coaster brakes and to adjust and replace defective parts, using hand tools, and adjusts cables or replaces worn or damaged parts to repair hand brakes. This incumbent also performs these tasks: installs and adjusts speed and gear mechanisms, shapes replacement parts, using bench grinder, installs, repairs, and replaces equipment or accessories, such as handle bars, stands, lights, and seats, rubs tubes with scraper and places patch over hole to repair tube. The Bicycle Repairer may paint bicycle frame, using spray gun or brush, weld broken or cracked frame together, using oxyacetylene torch and welding rods, and assemble new bicycles and accessories.

## 23125 Cable Splicer

A Cable Splicer installs, maintains, repairs, and modifies cable systems. This worker uses engineered drawings, statements of work, and technical manuals to determine requirements for underground, buried, and aerial cable systems, prepares and installs distribution equipment, terminates tip cables on main distribution frames, and installs, maintains, and repairs dry air compressors and continuous flow and static pressurization systems. This incumbent ensures techniques, materials, and accomplishments are according to technical standards and specifications and engineered directives; locates, repairs, and/or replaces splice cases, performs pneumatic troubleshooting to locate faulty splice cases and pressure component assemblies, using resistance measurements and pressure gradients, and determines course of signal deterioration in voice and data circuits over cable by using test equipment. This person also interprets compressor meter readings and adjusts controls, and troubleshoots pneumatic and electrical malfunctions in cable air-dryer compressors.

## 23130 Carpenter, Maintenance

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

## 23140 Carpet Layer

The Carpet Layer prepares floor by removing old carpet or other covering, stripping, patching, or cleaning floor, measures and cuts carpeting to size, using carpet knife; lays padding and places carpeting on top of padding, cuts, trims, and stretches carpeting to fit along wall edges, openings, and projections, installs metal edging and metal door strips; may lay carpet tiles, applying adhesive to floor, and transport carpeting to installation site.



## **23160 Electrician, Maintenance**

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

## **23180 Electronics Technician, Maintenance (Occupational Base)**

The Electronics Technician, Maintenance maintains, repairs, troubleshoots, modifies and installs various types of electronic equipment and related devices such as electronic transmitting and receiving equipment (e.g., radar, radio, television, telecommunication, sonar, and navigational aids); personal and main frame computers and terminals, industrial, medical, measuring, and controlling equipment; and industrial robotic devices. The successful incumbent applies technical knowledge of electronics principles in determining equipment malfunctions, and applies skill in restoring equipment operation, evaluates performance and reliability of prototype or production mode, and recommends changes in circuitry or installation specifications to simplify assembly and maintenance.

## **23181 Electronics Technician Maintenance I**

The Electronics Technician Maintenance I applies basic technical knowledge to perform simple or routine tasks following detailed instructions, performs such tasks as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers, and oscilloscopes. This person works under close supervision receiving technical guidance from supervisor or higher-level technician. Work is checked frequently for accuracy.

## **23182 Electronics Technician Maintenance II**

The Electronics Technician Maintenance II applies basic and some advanced technical knowledge to solve routine problems by interpreting manufacturers' manuals or similar documents. Work requires familiarity with the interrelationships of circuits and judgment in planning work sequence, in selecting tools, testing instruments, and is reviewed for compliance with accepted practices. This technician works under immediate supervision and achieves technical guidance, as required, from supervisor or higher-level technician.

## **23183 Electronics Technician Maintenance III**

The Electronics Technician Maintenance III applies advanced technical knowledge to solve complex problems that typically cannot be solved solely by referencing manufacturers' manuals or similar documents. Examples of such problems include determining the location and density of circuitry, evaluating electromagnetic radiation, isolating malfunctions, and incorporating engineering; changes. Work typically requires an understanding of the interrelationships of circuits, exercising independent judgment in performing such tasks as making circuit analyses, calculating wave forms, and tracing relationships in signal flow, using complex test instruments such as high frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment. Work may be reviewed by supervisor for general compliance with accepted practices. This position may provide technical guidance to lower level technicians.

---

## **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.

## **23290 Fire Alarm System Mechanic**

The Fire Alarm System Mechanic inspects, tests, maintains, and repairs installed fire alarm detection and suppression systems in accordance with manufacturer's specifications and National Fire Protection Association standards, inspects fire alarm equipment visually and replaces defective components, tests initiating and signal circuits, detectors, and system transmitter, makes needed repairs, and checks pressure gauges on suppression system storage containers and recharges or replaces containers.

## **23310 Fire Extinguisher Repairer**

The Fire Extinguisher Repairer performs the following duties: repairs and tests fire extinguishers in repair shops and in establishments, such as factories, homes, garages, and office buildings. Using hand tools and hydrostatic test equipment, this repairer dismantles extinguisher and examines tubings, horns, head gaskets, cutter disks, and other parts for defects, and replaces worn or damaged parts. Using hand tools, this repairer cleans extinguishers and recharges them with materials, (such as soda water and sulfuric acid, carbon tetrachloride, nitrogen or patented solutions); tests extinguishers for conformity with legal specifications using hydrostatic test equipment, and may install cabinets and brackets to hold extinguishers.

## **23311 Fuel Distribution System Mechanic**

The Fuel Distribution System Mechanic maintains and repairs fuel storage and distribution systems, using hand and power tools and testing instruments, inspects fuel receiving, storage, and distribution facilities to detect and correct leakage, corrosion, faulty fittings, and malfunction of mechanical units, meters, and gauges, (such as distribution lines, float gauges, piping valves, pumps, and roof sumps); inspects electrical wiring, switches, and controls for safe-operating condition, grounding, and adjustment, lubricates and repacks valves; lubricates pumps, replaces gaskets, seals and corrects pumping equipment misalignment, and cleans strainers and filters.

This mechanic services water separators, checks meters for correct delivery and calibration, overhauls system components such as pressure regulating valves and excess valves, disassembles, adjusts, aligns, and calibrates gauges and meters or replaces them, removes and installs equipment such as filters and piping to modify system or repair and replace system component. Duties include: cleaning fuel tanks and distribution lines, removing corrosion and repainting surfaces, overhauling vacuum and pressure vents, floating roof seals, hangers, and roof sumps, and maintaining record of inspections and repairs.

## 23312 Fuel Distribution System Operator

The Fuel Distribution System Operator receives, stores, transfers, and issues fuel through pipelines at main line or terminal stations, receives fuel by tanker, ships fuel by pipeline, tank car, tank truck, and barge, prepares and checks receiving or ship's documents, connects lines, grounding wires, and loading and off-loading arms or hoses to pipelines; and visually inspects samples of fuel, and checks gravity and flashpoint. This operator gauges tanks for water, temperature, and fuel levels, checks pumping systems for correct operating pressure or unusual noises, performs preventive maintenance and repairs on terminal systems, assists in maintenance of government-owned railroad loading and switch area, performs general housekeeping and grounds maintenance for terminal, pipeline and dock areas.

## 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.

### 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.

### **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.

### **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.

---

## **23390 Gunsmith (Occupational Base)**

The Gunsmith can design, fabricate, modify, repair and service foreign and domestic firearms, weapons and accessories. Employee possesses required knowledge in the use of hand tools, machine tools, and other equipment necessary to perform assigned duties, has the knowledge and skill to design and construct prototype small arms from drawings or customer input. This employee is capable of designing computer prototypes from customer input, has necessary knowledge of munitions and ballistics to accomplish assigned tasks. All required knowledge is typically obtained through technical schools and/or on the job experience. This incumbent plans and conducts training as required.

## **23391 Gunsmith I**

The Gunsmith I is responsible to: perform detailed assembly and disassembly of foreign and domestic small arms weapons including t small arms inspection, maintenance, and minor repairs. This employee possesses knowledge of the tools (i.e. hammers, punches, files, stones, etc.) and gauges needed to perform assigned duties, has limited knowledge in the operation of gun-smiting machinery such as lathes, milling machines, surface grinders, etc., as well as limited knowledge of tooling used with those machines. The Gunsmith I has knowledge of basic shop safety procedures needed to work in a small arms environment, performs support functions for the shop, to include bead blasting and preparing metal parts for refinishing. Other support functions include, but are not limited to, ammo inventory and residue turn-in, publication and catalogue updates, tool and capital equipment maintenance, calibration control, weapons cleaning and organizational level weapons maintenance. This person may assist primary instructor in conducting Armorer's courses on specific small arms systems.

## **23392 Gunsmith II**

In addition to performing all functions of Level I Gunsmith, the level II usually requires attendance at factory Armorer's courses of small arms in the arms room inventory, performs major repairs on foreign and domestic standard and non-standard small arms weapons, can build either custom pistols or rifles with little or no supervision, possesses excellent knowledge of gun-smiting tools and procedures, and possesses moderate knowledge of firearms operating principles and ballistics. This worker has a thorough understanding of firearm operation principles, has a moderate knowledge of internal/external ballistic theories, can fabricate special jigs, fixtures and other special tooling with some supervision, can read and understand blueprint drawings, and can work from those drawings under direct supervision. The Gunsmith II can perform as primary instructor on most standard and non-standard small arms weapon systems. This position may require computer literacy.

## **23393 Gunsmith III**

Qualification for this position usually requires attendance at a formal one to two year accredited in-house gun-smithing course, or equivalent work experience. This worker has a thorough understanding of, and can instruct in external/internal and terminal ballistics, can build custom pistols and rifles, as well as other types of weapons systems with no supervision, and has a thorough understanding of machine tools and equipment. In addition, this incumbent can do the following: work from blueprints without supervision, design, fabricate and develop prototype small arms systems from a drawing or form customer input, work to Special Repair Facility Level maintenance, and can design computer prototypes from customer input. The Gunsmith III consults with government officials in all facets concerning the Weapons Department, such as, but not limited to, indoor/outdoor range design, ammunition fundamentals ballistics, weapons mounts, suppressors, optic systems, prototype development and reverse engineering projects, and performs direct supervision and training of subordinate gunsmiths.

---

## 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 insure proper operation, test joints and connections for gas leaks, using gauges or soap-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.

## 23411 Heating, Ventilation And Air Conditioning Mechanic (Research Facility)

The Heating, Ventilation, and Air Conditioning Mechanic (Research Facility) installs, modifies and repairs refrigeration – hermetic, semi-hermetic, mechanical, screw, scroll and centrifugal units to 1100 tons; air conditioning, ventilation; reverse osmosis systems, computer rooms; process coolers; ice machines; evaporative cooling; air compressing and related control systems, including pneumatic, DDC, and building control systems equipment. This person performs difficult installation tasks involving assembly, testing, calibrating, and adjusting of temperature control and environmental control systems such as air conditioning plants, air environmental control systems, air distribution systems and complex dual equipment cooling installations, specialized refrigerated warehouses and facilities, and evaporative mechanical ventilation, and dehumidification systems.

The Heating, Ventilation, and Air Conditioning Mechanic (Research Facility) installs new or repaired component and performs complex modifications of systems and components in accordance with applicable electrical publications and directives, and will maintain and repair specialized laboratory equipment such as fume hoods, de-ionized water systems, bio-clean systems, vacuum systems, cascade refrigeration systems, and laboratory sinks. This mechanic may perform complex repair of systems component such as compressors, condensers, heat pumps regulators, fluid and refrigerant gas lines valves, meters, gages, thermostats, pumps, mechanical linkage, and electrical sensing, switching and controlling devices including pneumatic controls, variable speed drives, digital controlled devices, electronic, hydraulic heating and cooling and economizer systems.

### **23430 Heavy Equipment Mechanic**

The Heavy Equipment Mechanic analyzes malfunctions and repairs, rebuilds and maintains power equipment, such as cranes, power shovels, scrapers, paving machines, motor graders, trench-digging machines, conveyors, bulldozers, dredges, pumps, compressors and pneumatic tools. This worker operates and inspects machines or equipment to diagnose defects, dismantles and reassembles equipment, using hoists and hand tools, examines parts for damage or excessive wear, using micrometers and gauges, replaces defective engines and subassemblies, such as transmissions, and tests overhauled equipment to insure operating efficiency. The mechanic welds broken parts and structural members, may direct workers engaged in cleaning parts and assisting with assembly and disassembly of equipment, and may repair, adjust and maintain mining machinery, such as stripping and loading shovels, drilling and cutting machines, and continuous mining machines.

### **23440 Heavy Equipment Operator**

The Heavy Equipment Operator operates heavy equipment such as cranes, clamshells, power shovels, motor graders, heavy loaders, carryalls, bulldozers, rollers, scrapers, and large industrial tractors with pan or scrapper attachments. Equipment is used to excavate, load, or move dirt, gravel, or other materials. Operator may read and interpret grade and slope stakes and simple plans, and may grease, adjust and make emergency repairs to equipment.

### **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 insure 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.

### **23465 Laboratory/Shelter Mechanic**

The Laboratory/Shelter Mechanic performs and, on occasion, will work alone performing removal, repair and installation to a variety of items pertaining to rebuilding and the repair of air transport galley laboratories, communications shelters, trailers and vans; this worker removes, repairs or replaces broken screws, bolts riv-nuts, pop rivets, brackets, skids, floors, and luge, etc. This person fills holes, dents and grooves on the various shelters with filer materials such as Scotch Weld, silastic, and plastic filler, fits positions and attaches patches, removes old and worn gaskets and replaces insuring that gasket is fitted properly to assure water tightness. On occasion, this mechanic removes, makes minor repairs, installs minor appliances, installs the various marking and identifications plates, works with higher-grade employees in providing estimates as to man-hours required to accomplish repairs. On familiar projects, this mechanic works with technical manuals and repair specifications and procedures, properly laying out and installing equipment racks, brackets, tool boards, holding devices, benches, mounts tables, etc.

This mechanic removes, repairs and/or replaces filters, blowers and heaters, visually locates defective operating hardware making repairs as required to items such as doors, handles, locks, hinges, fastening devices, etc., and checks all exterior seams for tightness and fit, making repairs as necessary. The Laboratory/Shelter Mechanic works with higher graded employees in performing structural repair, assists higher graded employee in the water test area performing high and low pressure tests and fording tests, performs pull test on shelter lifting eyes according to specifications, and inspects the shelter during these tests watching for any deficiencies. When deficiencies are noted, he/she makes on the spot repair or returns shelter to the line for necessary repair.

### **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.

### **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.

### **23530 Machinery Maintenance Mechanic**

The Machinery Maintenance Mechanic repairs machinery or mechanical equipment. Work involves most of the following: examining machines and mechanical equipment to diagnose source of trouble, dismantling or partly dismantling machines and performing repairs that mainly involve the use of hand tools in scraping and fitting parts. Responsibilities include replacing broken or defective parts with items obtained from stock, and ordering the production of a replacement part by a machine shop or sending the machine to a machine shop for major repairs. Duties also include preparing written specifications for major repairs or for the production of parts ordered from machine shops, reassembling machines and making all necessary adjustments for operation. In general, the work of a Machinery Maintenance Mechanic requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Excluded from this classification are workers whose primary duties involve setting up or adjusting machines.**



### **23550 Machinist, Maintenance**

The Machinist, Maintenance produces replacement parts and new parts in making repairs of metal parts of mechanical equipment. Work involves most of the following: interpreting written instructions and specifications, planning and laying out of work, using a variety of machinist's hand tools and precision measuring instruments, setting up and operating standard machine tools. This incumbent is responsible for the shaping of metal parts to close tolerances, making standard shop computations relating to dimensions of work, tooling, feeds, and speeds of machining; knowledge of the working properties of the common metals, selecting standard materials, parts, and equipment required for this work; and fitting and assembling parts into mechanical equipment. In general, the machinist's work normally requires a rounded training in machine-shop practice, usually acquired through a formal apprenticeship or equivalent training and experience.

### **23580 Maintenance Trades Helper**

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

### **23640 Millwright**

The Millwright installs new machines or heavy equipment, and dismantles and installs machines or heavy equipment when changes in the plant layout are required. Work involves most of the following: planning and laying out work; interpreting blueprints or other specifications, using a variety of hand tools and rigging; making standard shop computations relating to stresses, strength of materials, and centers of gravity, aligning and balancing equipment, selecting standard tools, equipment and parts to be used, and installing and maintaining in good order power transmission equipment such as drives and speed reducers. In general, the Millwright's work normally requires a rounded training and experience in the trade acquired through a formal apprenticeship or equivalent training and experience.

### **23760 Painter, Maintenance**

The Painter, Maintenance paints and redecorates walls, woodwork and fixtures. Work involves the following: knowledge of surface peculiarities and types of paint required for different applications, preparing surface for painting by removing old finish or by placing putty or filler in nail holes and interstices, and applying paint with spray gun or brush. This person may mix colors, oils, white lead and other paint ingredients to obtain proper color or consistency. In general, the work of the maintenance painter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

## 23790 Pipefitter, Maintenance

The Pipefitter, Maintenance installs or repairs water, steam, gas or other types of pipe and pipefitting. Work involves most of the following: laying out work and measuring to locate position of pipe from drawings or other written specifications, cutting various sizes of pipe to correct lengths with chisel and hammer, oxyacetylene torch or pipe-cutting machines, threading pipe with stocks and dies. This person is responsible for bending pipe by hand-driven or power-driven machines, assembling pipe with couplings and fastening pipe to hangers, making standard shop computations relating to pressures, flow and size of pipe required; and making standard tests to determine whether finished pipes meet specifications. In general, the work of the Maintenance Pipefitter requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

**Workers primarily engaged in installing and repairing building sanitation or heating systems are excluded.**

## 23810 Plumber, Maintenance

The Plumber, Maintenance assembles, installs, and repairs pipes, fittings, and fixtures of heating, water, and drainage systems, according to specifications and plumbing codes, studies building plans and working drawing to determine work aids required, and sequence of installations. This worker inspects structure to ascertain obstructions to be avoided and prevent weakening of structure resulting from installation of pipe, and locates and marks position of pipe and pipe connections and passage holes for pipes in walls and floors. This worker cuts openings in walls and floors to accommodate pipe and pipe fittings, using hand tools and power tools, cuts, and threads pipe, using pipe cutters, cutting torch, and pipe-threading machine, bends pipe to required angle by use of pipe-bending machine, or by placing pipe over block and bending it by hand.

The Plumber, Maintenance assembles and installs valves, pipefittings, and pipes composed of metals, such as iron, steel, brass and lead, and nonmetals, such as glass, vitrified clay, and plastic. This person joins pipe by use of screws, bolts, fittings, solder, plastic solvent, and caulks joints, fills pipe system with water or air and reads pressure gauges to determine whether system is leaking, installs and repairs plumbing fixtures, such as sinks, commodes, bathtubs, water heaters, hot water tanks, garbage disposal units, dishwashers, and water softeners. This person repairs and maintains plumbing by replacing washers in leaky faucets, mending burst pipes, and opening clogged drains, and may weld holding fixtures to steel structural members.

## 23820 Pneudraulic Systems Mechanic

The Pneudraulic Systems Mechanic maintains, modifies, and repairs hydraulic and pneumatic systems and components that actuate mechanisms or produce, control, and regulate the flow of fluids (liquids and gases), tests for and isolates malfunctions in hydraulic and pneumatic systems or components, utilizing technical manuals and schematics, and modifies, repairs or disassembles and overhauls systems or components.

## 23850 Rigger

A Rigger assembles rigging to lift and move equipment or material in manufacturing plant or shipyard, selects cables, ropes, pulleys, winches, blocks, and sheaves, according to weight and size of load to be moved, attaches pulley and blocks to fixed overhead structures, such as beams, ceilings, and gin pole booms, with bolts and clamps, attaches load with grappling devices, such as loops, wires, ropes and chains, to crane hook, gives directions to Bridge-or-Gantry-Crane Operator or Hoisting Engineer engaged in hoisting and moving loads to insure safety of workers and material handled, using hand signals, loudspeaker, or telephone. The Rigger also sets up, braces, and rigs hoisting equipment, using hand tools and power wrenches, splices rope and wire cables to make or repair slings and tackle, and may direct workers engaged in hoisting machinery and equipment into ships.

## 23870 Scale Mechanic

The Scale Mechanic installs, calibrates, and repairs weighing scales, using hand tools, power tools, and standard test weights, moves scale into position, using hoists and rollers, inserts shims between scale base and foundation to level scale, secures scale to foundation, using hand tools. This worker tests scale, using certified weights, and adjusts pivots, dial settings, and pendulums to ensure that weight indication meets legal specifications, turns setscrews to adjust spring scales disassembles scales and repairs or replaces worn or damaged parts, such as pivots and bearings. This worker straightens, cleans, and repaints structural parts of scale, and may install, adjust and repair electronically controlled scales.

## 23890 Sheet-Metal Worker, Maintenance

The Sheet-Metal Worker, Maintenance fabricates, installs and maintains in good repair the sheet-metal equipment and fixtures (such as machine guards, grease pans, shelves, lockers, tanks, ventilators, chutes, ducts, metal roofing) of an establishment. Work involves most of the following: planning and laying out all types of sheet-metal maintenance work from blueprints, models, or other specifications, setting up and operating all available types of sheet-metal working machines, using a variety of hand tools in cutting, bending, forming, shaping, fitting and assembling, and installing sheet-metal articles as required. In general, the work of the maintenance sheet-metal worker requires rounded training and experience usually acquired through a formal apprenticeship or equivalent training and experience.

## 23910 Small Engine Mechanic

The Small Engine Mechanic repairs fractional-horsepower gasoline engines used to power lawnmowers, garden tractors, and similar machines, using hand tools, locates causes of trouble, dismantles engines, using hand tools, and examines parts for defects, replaces or repairs parts, such as rings and bearings, cleans and adjusts carburetor and magneto, starts repaired engines and listens to sounds to test performance.

## 23930 Telecommunications Mechanic (Occupational Base)

The Telecommunications Mechanic installs, removes, tests, troubleshoots, programs, maintains, and repairs voice and non-voice communications systems including intercom and public address systems, alarm systems, digital switching equipment, miscellaneous telephone, radio, fire alarms, intrusion alarms and compute data circuits, and related apparatus required in central switching office.

## 23931 Telecommunications Mechanic I

The Telecommunications Mechanic I installs, removes, maintains, modifies, troubleshoots, and repairs voice and/or non-voice communications systems including intercom and public address systems, alarm systems, teletype equipment, and electronic and electromechanical telephone key systems/PBAXs; terminal and communications equipment, including line drivers. This mechanic runs cables, key cables, or house wire to all telephone sets, terminal connectors, lugs, pins, or screws, associated with key telephone equipment and/or terminating equipment for non-voice circuits.

## 23932 Telecommunications Mechanic II

The Telecommunications Mechanic II installs, tests, troubleshoots, programs, maintains, and repairs digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus required in the central switching office. This worker analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. Employees in this position maintain manual and/or computerized central office records, including detail records, traffic analysis records, cable records, line records, subscriber service records, and spare parts inventories.

## 23950 Telephone Lineman

This occupation includes jobs that involve installing, and repairing aerial and underground communications lines and auxiliary equipment such as conduits, insulators, and poles. The work does not require completing line connections.

## 23960 Welder, Combination, Maintenance

This incumbent welds metal components together to fabricate or repair products, such as machine parts, plant equipment, mobile homes, motors and generators, according to layouts, blueprints or work orders, using brazing and a variety of arc and gas welding equipment. This worker welds metal parts together, using both gas welding or brazing and any combination of arc welding processes, performs related tasks such as thermal cutting and grinding, repairs broken or cracked parts, fills holes and increases size of metal parts, positions and clamps together components of fabricated metal products preparatory to welding. This worker may locate and repair cracks in industrial engine cylinder heads, using inspection equipment and gas torch, may perform repairs only and be required to pass employer performance tests or standard tests to meet certification standards of governmental agencies or professional and technical associations.

**Note: Employees welding aircraft and ground support equipment should be classified as an Aerospace Structural Welder.**

## 23965 Well Driller

This incumbent sets up and operates portable drilling rig (machine and related equipment) to drill wells, extends stabilizing jackscrews to support and level drilling rig, moves levers to control power-driven winch that raises and extends telescoping mast. This person bolts trusses and guy wires to raise mast and anchors them to machine frame and stakes, and assembles drilling tools, using hand tools or power tools. The Well Driller moves levers and pedals to raise tools into vertical drilling position and lowers well casing (pipe that shores up walls of well) into well bore, using winch, moves levers and pedals and turns hand wells to control reciprocating action of machine and to drive or extract well casing.

This employee pumps water into well to facilitate drilling by cooling drill bit and removing drillings, listens to sounds of drilling machine and feels cable or brake to determine drilling conditions and to identify variations such as entering new strata or striking rock, moves levers to adjust stroke and impact of cable tool drilling machine or changes drill bits of rotary drilling machine to fit changing conditions, and replaces drill bit with tool to collect samples of earth or rock being penetrated. This worker examines samples to determine nature of strata encountered or submits samples to laboratory for analysis, records drilling progress and geological data, and splices worn or broken cable. This incumbent may sharpen bits by heating them in forging furnace and hammering edges on anvil, build up worn drill bits by arc welding, tempering bits in furnace, and by quenching them in water, retrieve lost equipment from bore holes, using specialized retrieval tools and equipment, may fabricate well casings, or restore wells to active production.

### **23970 Woodcraft Worker**

The Woodcraft Worker makes and repairs high-grade wooden items such as fine cabinets and furniture, studies blueprints or drawings of articles to be constructed or repaired, and plans sequence of cutting or shaping operations to be performed. This worker marks outline or dimensions of parts on paper or lumber stock, according to blueprint or drawing specifications, matches materials for color, grain, or texture, sets up and operates woodworking machines, such as power saws, jointer, mortiser, tenoner, molder, and shaper, to cut and shape parts from woodstock. This worker trims component parts of joints to insure snug fit, using hand tools, such as planes, chisels, or wood files; bores holes for insertion of screws or dowels by hand or using boring machine, glues, fits, and clamps parts and subassemblies together to form complete unit using clamps or clamping machine, and drives nails or other fasteners into joints at designated places to reinforce joints. This worker sands and scrapes surfaces and joints of articles to prepare articles for finishing, may dip, brush, or spray assembled articles with protective or decorative materials, such as stain, varnish or paint, and may install hardware, such as hinges, catches, and drawer pulls.

### **23980 Woodworker**

The Woodworker constructs and repairs items such as boxes, crates, pallets, and storage bins from wood and wood substitutes, studies specifications; and measures, marks, and cuts boards, using patterns, templates, ruler, pencil, and hand and power saws. This worker fastens or installs parts, using hammer, nailing machine, or power staple, repairs defective containers by replacing damaged parts, inserts wood bracings, cardboard files, and felt pads in containers. This incumbent may build crate around object, using ruler, hand tools, and pneumatic nailer, may fabricate, repair, modify, and replace woodwork on vehicle sides and beds, apply preservative to prolong wood life, and may pack, seal, band, and apply markings to crates and containers.

### **25010 Boiler Tender**

The Boiler Tender tends one or more boilers to produce steam or high-temperature water for use in an establishment, fires boiler, observes and interprets readings on gauges, meters, and charts which register various aspects of boiler operation, adjusts controls to insure safe and efficient boiler operation and to meet demands for steam or high-temperature water. This incumbent may also do one or more of the following: maintain a log in which various aspects of boiler operation are recorded; clean, oil, make minor repairs or assist in repair to boiler room equipment; and following prescribed methods, treat boiler water with chemicals and analyze boiler water for such things as acidity, causticity, and alkalinity.

## 25040 Sewage Plant Operator

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

## 25070 Stationary Engineer

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

## 25190 Ventilation Equipment Tender

This incumbent tends ventilating and heating equipment, such as fans, vacuum pumps, air compressors, vents and ducts, and lubrication-oil coolers used in buildings or industrial processes; adjusts valves to regulate temperature of lubrication oil and flow of water through system, moves controls to regulate speed of fans, adjust vents and ducts, records gauge readings, and repairs completed, and time lost because of inoperative equipment. This worker writes repair work order tickets and out-of-order tags preparatory to equipment repair, inspects equipment to detect excessive noise and heat, replaces gauges and tightens and chalks leaky fittings, using wrenches, hammers, and chalking tool, cleans carbon deposits, pitch, and grease from fans, vents and ducts, using scrapers, hammer, and compressed air or steam.

## 25210 Water Treatment Plant Operator

This position controls treatment plant machines and equipment to purify and clarify water for human consumption and for industrial use. This person operates and controls electric motors, pumps, and valves to regulate flow of raw water into treating plant and dumps specified amounts of chemicals such as chlorine, ammonia, and lime into water, or adjusts automatic devices that admit specified amounts of chemicals into tanks to disinfect, deodorize, and clarify water. This person starts agitators to mix chemicals and allows impurities to settle to bottom of tank, turns valves to regulate water through filter beds to remove impurities, pumps purified water into water mains, monitors panel board and adjusts controls to regulator flow rates, loss of head pressure and water elevation and distribution of water.

This operator cleans tanks and filter beds, using backwashing (reverse flow of water), repairs and lubricates machines and equipment, using hand- and power tools, tests water samples to determine acidity, color, and impurities, using colorimeter, turbidimeter, and conductivity meter. Work includes dumping chemicals such as alum into tanks to coagulate impurities and reduce acidity, recording data, such as residual content of chemicals, water turbidity, and water pressure. This operator may operate portable water-purification plant to supply drinking water, and purify wastewater from plant preparatory to pumping water into rivers and streams or city mains.

### **27004 Alarm Monitor**

The Alarm Monitor operates communication equipment to receive incoming calls for assistance and dispatches personnel and equipment to scene of emergency, operates telephone console to receive incoming calls for assistance, questions caller to determine nature of problem and type and number of personnel and equipment needed, following established guidelines, and scans status charts and computer screen to determine units available. This worker monitors alarm system signals that indicate location of fire or other emergency, operates two-way radio to dispatch police, fire, medical, and other personnel and equipment, and to relay instructions or information to remove units. This worker types commands on computer keyboard to update files and maintain logs, tests communications and alarm equipment, and backup systems to ensure serviceability. The Alarm Monitor may provide pre-arrival instructions to caller, utilizing knowledge of emergency medical techniques, and activate alarm system to notify fire stations.

### **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.

### **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.

#### **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.

## **27030 Detection Dog Handler**

The Detection Dog Handler utilizes a trained explosives or narcotic detection dog to conduct searches and inspections of structures, objects, ships and watercraft, aircraft and open areas, works with canine partner to maintain control and develop skills. This handler may require canine and kennels support including the grooming and feeding canine partner, and use of two-way radio communication devices, cellular phones, communications devices and other devices as necessary to communicate. This worker maintains a log, written reports and canine and handler records, and may perform duties in a uniform or in civilian clothes.

## **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.

## **27070 Firefighter**

The Firefighter controls and extinguishes fires. They may drive vehicle to scene of fire following predetermined route, or selecting alternate route when necessary. This worker positions vehicle considering such factors as wind direction, sources of water, hazards from falling structures, and location of armaments or aircraft, operates pumps, foam generators, boom and ground sweeps nozzles, and other similar equipment, uses a variety of special protective gear in situations where poisonous gases, radioactive materials, and hazardous biological products are involved. The Firefighter determines proper pressures for the distances to be pumped and the number of lines being used. When operating a crash truck, this incumbent maneuvers the vehicle to keep the fire in optimum range while ensuring that backflash will not occur, maintains a constant awareness of water levels in self-contained tanks and warns handline and rescue man when tanks are close to running dry. This worker performs daily preventive maintenance inspection of vehicle and equipment, minor maintenance such as oil changes, replacing packing in pumps, and draining and flushing tanks, and otherwise ensuring that all equipment is in usable condition.

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

## 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.

## 27130 Police Officer (Occupational Base)

The Police Officer enforces laws established for the protection of persons and property, by detaining, arresting, interrogating, and incarcerating suspected violators, and appearing as a witness at trials. Work is performed in uniform or civilian clothes, and officers are typically armed.

### **Excluded are:**

- a. Supervisory positions.
- b. Criminal investigators.
- c. Police detectives and specialists performing duties above those described for Police Officer II.
- d. Positions requiring the operation of aircraft.

Police academy cadets and positions receiving on-the-job training and experience in basic police activities.

## 27131 Police Officer I

This officer carries out general and specific assignments from superior officers in accordance with established rules and procedures, maintains order, enforces laws and ordinances, and protects life and property in an assigned patrol district or beat by performing a combination of duties. These duties could include: patrolling a specific area on foot or in a vehicle, directing traffic, issuing traffic summonses, investigating accidents; apprehending and arresting suspects, processing prisoners, and protecting scenes of major crimes. This officer may participate with detectives or investigators in conducting surveillance operations.

## 27132 Police Officer II

In addition to the basic police duties described at level I, the Police Officer II receives additional compensation to specialize in one or more activities, such as: canine patrol, special reaction teams, juvenile cases, hostage negotiations, and participating in investigations or other enforcement activities requiring specialized training and skills.

---

## **SIN 736-4: Information & Arts Occupations, Including Miscellaneous Occupations**

### **12010 Ambulance Driver**

The Ambulance Driver drives an ambulance to transport sick, injured or convalescent persons, places patients on stretcher and loads stretcher into ambulance (usually with help of ambulance attendant), takes sick or injured persons to hospital or convalescents to destination, using knowledge and skill in driving to avoid sudden motions detrimental to patients, changes soiled linen on stretcher, administers first aid as needed; may shackle violent patients, and may report facts concerning accident or emergency to hospital personnel or law enforcement officials.

### **12011 Breath Alcohol Technician (BAT)**

The Breath Alcohol Technician instructs and assists individuals in the alcohol testing process and operates the Evidential Breath Testing (EBT) devices. He or she must complete a course of instruction which includes: the principles of EBT methodology, operation, and calibration checks; the fundamentals of breath analysis for alcohol content; the agency testing procedures; and, interpretation and recording of EBT results. The BAT is trained to proficiently use approved EBT devices, and is familiar with the alcohol testing procedures. The BAT may independently perform external calibration checks by preparing the breath alcohol simulator or alcohol standard and may perform other maintenance and calibration functions. Specific Duties can include: Maintenance and safekeeping of the EBT, assuring there are sufficient testing supplies/materials available, explaining the breath testing process to subjects, operating an EBT and documenting test results.

### **12012 Certified Occupational Therapist Assistant**

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

### **12015 Certified Physical Therapist Assistant**

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

### **12100 Medical Assistant**

The Medical Assistant assists physicians in examination and treatment of patients, and performs clerical tasks related to administration of office. The Medical Assistant prepares treatment rooms for examination of patient. Interviews patient and checks pulse, temperature, blood pressure, weight and height, drapes patient with covering correctly positions instruments and equipment, hands instruments and materials to doctor as directed, collects and prepares specimens for shipment to medical laboratories, takes electrocardiograms, telephones prescriptions to pharmacy, and authorizes refills as directed. This person schedules appointments, arranges for hospital admission and laboratory services, receives money for bills, completes insurance forms, maintains financial records, and records and files patient charts and medical records. Medical Assistants may use computer to perform administrative duties.

## **12130 Medical Laboratory Technician**

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

## **12160 Medical Record Clerk**

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

## **12190 Medical Record Technician**

The Medical Record Technician (Medical Record Administrator) maintains medical records of hospital and clinic patients, reviews medical records for completeness and accuracy, codes diseases, operations, diagnoses and treatments, compiles medical care and census data for statistical reports, and maintains indexes on patient, disease, operation, and other categories. The Medical Record Technician directs routine operation of medical record department, files, or directs Medical Record Clerk to file, patient records, maintains flow of medical records and reports to departments, and may assist medical staff in special studies or research.

## **12195 Medical Transcriptionist**

The Medical Transcriptionist transcribes medical dictation by physicians and other medical practitioners pertaining to patients' assessments, diagnostics, therapy and other medical reports. This position usually requires a high school diploma or equivalent and coursework in medical terminology and two years of related work experience. Prospects must be familiar with standard concepts, practices and procedures within a medical field, be able to perform a variety of tasks and utilize limited experience and independent judgment to accomplish goals.

## **12317 Scheduler (Drug and Alcohol Testing)**

Drug and Alcohol Testing Schedulers are responsible for a variety of functions related to the planning, scheduling, and modification of plans and schedules for workplace alcohol or drug testing as well as reporting of alcohol or drug tests. These functions are carried out as a centralized operation coordinating the client's request for a certain number and type of test to be accomplished at specific dates, times and places on a national scale. These tests could be accomplished anywhere in the USA, Puerto Rico, and American Trust Territories, for any of the type of alcohol or drug tests required, i.e., random, pre-employment, post-accident, reasonable suspicion, return-to-duty, or follow-up.

Requests for testing will occur well in advance for random and follow-up testing and will typically involve a large volume of tests. The Scheduler must determine the appropriate offices, Breath Alcohol Technician (BAT), and/or subcontractor performing the tests according to location or other factors. The request must be communicated to the responsible offices with the dates/times, etc. confirmed with the client. Any subsequent changes must be coordinated with all parties. If travel costs involving air travel, hotel, rental car, or mileage over 100 miles, this must be pre-approved by the client. The Scheduler is expected to choose the most cost-effective approach to completing the test requirements.

## **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.

## 13012 Exhibits Specialist II

At this level, the Exhibits Specialist perform independently 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.

## 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.

## 13041 Illustrator I

Duties require the ability to use common media such as tempera, oils, pen-and-ink, or pencil with average skill. Copies drawings, either by tracing or freehand. Applies coloring or wash to line drawings; letters by hand or by use of templates; and does detail or background work on illustrations which have been prepared by an illustrator of higher grade.

When working with scientific subjects and technical equipment, acquires basic knowledge of subject matter field and develops information about the field of work that will be illustrated. When working in the general fields of illustrating, acquires necessary information about subject of the illustrations or applies general knowledge to the subject.

## 13042 Illustrator II

This worker usually is assigned to projects involving several of the common art media such as pen-and-ink, pencil, tempera, wash, oils, and airbrush over a period of time. These projects require the illustrator to be proficient in the use of these media and in executing acceptable drawings in many styles. Generally speaking, Illustrator II executes drawings that have been conceived by others and presented in the form of rough sketches.

Does not exercise an extensive knowledge of the subject matter involved when preparing medical, scientific or technical equipment illustrations. Acquires information about the subject assigned to illustrate and develop a background of subject matter knowledge through carrying out these illustrating assignments. However, the kind of illustrating work assigned does not require an extensive prior knowledge about the subjects illustrated.

### **13043 Illustrator III**

The projects to which this worker is assigned usually involve several of the common art media (as in the case of Illustrator II), but the illustrations themselves typically require a higher degree of skill in the use of many of the media. This degree of skill is required because (a) the speed with which the illustration must be completed requires the ability to work quickly and competently in order to produce an acceptable finished product within the available time limit; (b) the illustration calls for the use of fine detail, special artistic effects, or an unusual use of the chosen medium; or (c) the method of reproduction, the use to which the illustration is to be put, or the information or artistic results desired calls for exceptional care and skill in the use of the medium.

The themes illustrated may be either concrete in nature or they may represent ideas and abstract concepts. The illustrations differ from those typical of Illustrator II in that they are expected to interpret the publications, chart, poster, or exhibit in which they appear, while Illustrator II presents factual rather than interpretative material.

Illustrator III is required to have a knowledge of a specialized subject matter field such as medicine, science, or technical equipment. Prepares illustrations that are designed to reproduce the appearance of specific medical or scientific specimens or of pieces of technical equipment.

### **13047 Librarian**

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

### **13050 Library Aide/Clerk**

The Library Aide/Clerk works under the supervision of Librarian and Library Technician at the main circulation desk following simple repetitive tasks including; issuing library cards, explaining library rules and borrowing procedures, recording information such as reports of lost or damaged items, requests for materials, and overdue materials and refers this information to Library Technician or Librarian. This Worker contacts borrowers by telephoning or issuing overdue notices, shelves books, magazines, and other materials under supervision of Library Technician or Librarian, accesses and enters limited routine information in a few screens of automated database, performs routine clerical duties such as referring callers or visitors to appropriate staff, and assists Library Technician with processing duties such as labeling and stamping and preparing materials such as posters or book lists for events.

### **13054 Library Information Technology Systems Administrator**

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

---

## 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.

## 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.

## 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.

## 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.

## **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.

## **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.



---

### 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.

### 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.

## **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.

## **13110 Video Teleconference Technician**

The Video Teleconference Technician operates video conferencing 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.

## **24570 Child Care Attendant**

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

## **24580 Child Care Center Clerk**

This incumbent performs clerical and administrative support duties in childcare center that provides dependent care and preschool programs, enrolls children in day care and preschool programs, assists parents in completing enrollment forms, receives and confirms reservations by telephone, and assigns children to rooms. This clerk ensures space is available for regular and hourly patrons, greets patrons and helps children make transition to center environment, and remains alert to detect early signs of distress, abnormal behavior, or suspected illnesses or diseases in children. This clerk keeps enrollment records, ensures that enrollment forms including immunization records are updated, as necessary, compiles hourly and daily registration reports, compiles records of children who will be present for meals and snacks, advises cook of meal requests, updates reservation records, labels children's belongings, and ensures that parents fill out daily information or medication forms, if needed.

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

## **24610 Chore Aide**

The Chore Aide provides basic housekeeping services in homes of elderly or disabled adults, cleans house, apartment, or room in accordance with instructions provided in service plan prepared by supervisor and to satisfy client to extent possible, using devices normally found in private homes, including brooms, light mops, dust cloths, vacuum sweepers, and washing machines and dryers for laundry. Specific cleaning tasks include sweeping, mopping and/or vacuuming floors, dusting furniture, wiping counter tops and stove tops, defrosting refrigerators, removing trash, and cleaning metal and porcelain bathroom fixtures. This aide makes beds and changes linens, does laundry; goes grocery shopping following a prepared grocery list, prepares meals, and runs errands.

## **24620 Family Readiness And Support Services Coordinator**

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

## **24630 Homemaker**

The Homemaker advises family in private home in how to deal with problems, such as those concerning nutrition, cleanliness, and household utilities, advises and assists family members in planning nutritious meals, purchasing and preparing foods, and utilizing commodities from surplus food programs. This person assists the head of household in training and disciplining children, assigns and schedules housekeeping duties to children according to their capabilities. The Homemaker also encourages parents to take interest in children's schoolwork and assists them in establishing good study habits, explains fundamental hygiene principles and renders bedside care to individuals who are ill, and trains other family members to provide required care, participates in evaluating needs of individuals served, and confers with a caseworker to plan for continuing additional services.

## **28210 Gate Attendant/Gate Tender**

Gate Attendant duties include, but are not limited to, opening and closing the park entrance gate, posting shelter reservations, issuing entrance passes and brochures, handling emergency communications for ranger and/or medical services, disseminating information to and answering questions from the public regarding park rules, available facilities, etc. All attendant interaction with the public shall be performed diplomatically, courteously, and promptly.

## **28310 Lifeguard**

The Lifeguard monitors activities at swimming pool to prevent accidents and to provide assistance to swimmers, maintains order in pool and pool areas, rescues swimmers in danger of drowning and administers first aid, inspects facilities for cleanliness, cleans pool and pool areas including bathhouse, determines chlorine content and pH value of water using water testing kit, and records readings. This person may check in and out items such as towels and personal items, may conduct or officiate at swimming meets, and may give swimming instruction.

## **28350 Park Attendant (Aide)**

This incumbent assists in operation of state or national parks, monument, historic site, or recreational areas, performing a combination of clerical and other duties. This attendant greets visitors at facility entrance, hands out informational pamphlets, maps, explains regulations, and other information concerning camping and visiting the facility. The Park Attendant assigns campground or recreational sites, collects fees, fills out camping and visitor permits, and maintains register of campers and visitors, maintains campgrounds and other areas, cautions visitors against infractions of rules, and reports all disturbances and problems to superior officer or as a last resort to local law enforcement officers. This attendant replenishes firewood, and assists in maintaining camping and recreational areas in clean and orderly condition, and conducts tours of premises and answers visitors' questions when stationed at historic park, site or monument.

The Park Attendant operates projection and sound equipment and assists in presentation of interpretive programs, provides simple first aid treatment to visitors injured on premises, and assists persons with more serious injuries to obtain appropriate medical care, and participates in carrying out fire-fighting or conservation activities. This worker assists other workers in activities concerned with restoration of buildings and other facilities, or excavation and presentation of artifacts when stationed at historic or archeological site, keeps a record of all complaints and criticisms of park facilities, and reports maintenance items to superior.

## 28510 Recreation Aide/Health Facility Attendant

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

## 28515 Recreation Specialist

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

## 28630 Sports Official

The Sports Official officiates at competitive games or other sporting events such as baseball, basketball, football, soccer, softball, swimming, and volleyball, performing one or more of the following tasks: starting competition, race or other event and controls progress of event according to established rules. This official observes actions of participants to detect infractions of the rules, and cautions or penalizes offenders, gives rulings on disputable matters, inspects game equipment and playing surfaces to ensure safety of players and officials. This worker keeps records such as scores, duration of races and finishing positions, depending on type of event, and postpones or forfeits games due to misconduct or inclement weather.

## 28690 Swimming Pool Operator

The Swimming Pool Operator operates and maintains swimming pool and auxiliary equipment, fills pool and tests water for proper chlorine content, regulates feeders and puts in prescribed amounts of soda ash and chlorine according to specific instructions to purify water, checks heating and pumping equipment, and adjusts or makes minor repairs using mechanic's hand tools. This operator changes chlorine tanks, as required, removes leaves and other debris from water, using net, cleans bottom and sides of pool, using such aids as underwater vacuum cleaner, hose, brush, detergent, acid solution, and sander. Inspects and replaces loose or damaged tile, cleans and repairs filter system. Reports emergencies or unusual malfunctions to superior, and prepares report of materials used and work performed.

## 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 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 machine, 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.

## 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.

## 99730 Refuse Collector

The Refuse Collector picks up garbage, trash, or refuse from homes, businesses and other locations and deposits it in a truck.

## 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.

## 99820 School Crossing Guard

The School Crossing Guard controls traffic at the school crosswalk to insure safety during school hours, when children/pedestrians are going to or coming from school, instructs children/pedestrians to remain on the curb until signaled to cross and enforces instructions, directs action of traffic at street intersection to insure safe crossing of children/pedestrians. This incumbent must be knowledgeable of the traffic hand and arm signals as prescribed, uses the prescribed hand and arm signals (sequentially), stops all vehicles (except emergency vehicles), signals pedestrians to cross, and signals the resumption of vehicle traffic. This worker observes the areas adjacent to the crosswalks/intersection and reports to the police any suspicious activity (loitering, drug dealing, etc.), license numbers of vehicles disregarding traffic signals and any other vehicle moving violations. This person must be knowledgeable of state laws for school buses and school crosswalks, may escort children across the street, may place caution signs at designated points before duty and remove them at end of shift, and may stop vehicles and warn drivers and direct traffic in vicinity.

## 99830 Survey Party Chief

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

## 99831 Surveying Aide

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

## 99832 Surveying Technician

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

## 99840 Vending Machine Attendant

The Vending Machine Attendant receives items from food and retail facilities or from immediate supervisor, and delivers items to vending machines, removes aged food or other merchandise from machines, as required by established procedures, replenishes machines, and makes appropriate notations on required records, gives locked moneyboxes to supervisor or designated cashier. This worker inspects machines frequently to ensure that they are adequately stocked, in good working order, and are in a sanitary condition, monitors brands and prices to ensure compliance with contract terms when vending services are provided on a contract basis.

The Vending Machine Attendant receives items from food and retail facilities or from immediate supervisor, and delivers items to vending machines, removes aged food or other merchandise from machines, as required by established procedures, replenishes machines, and makes appropriate notations on required records, gives locked moneyboxes to supervisor or designated cashier. This worker inspects machines frequently to ensure that they are adequately stocked, in good working order, and are in a sanitary condition, monitors brands and prices to ensure compliance with contract terms when vending services are provided on a contract basis.

## 99841 Vending Machine Repairer

The Vending Machine Repairer installs, services, adjusts, and repairs vending, amusement, and other coin-operated machines, assembles machines following specifications, using hand tools and power tools, fills machines with ingredients or products and tests ice making, refrigeration, carbonation, evaporation, dispensing, electrical, and coin-handling systems. This worker examines defective machines visually or by using test equipment such as voltage meters, circuit testers and pressure and dial gauges to determine causes of malfunctions, adjusts and repairs machines, replacing worn or defective electrical or mechanical parts using hand tools such as hammers, pliers, screwdrivers, soldering irons, and wrenches. Duties may include the following: drive to designated locations to transport, install, or service machines, keep vending records and participate in taking inventories, collect coins from machines and make settlements with concessionaires, and replenish machines.

## 99842 Vending Machine Repairer Helper

The Vending Machine Repairer Helper assists in the maintenance and repair of vending machines, handles or holds tools and materials, cleans work and repair shop areas, may disassemble machines and clean equipment, and may drive truck to haul materials and equipment to and from work areas.

---

## **SIN 736-5 Technical & Professional Occupations**

### **15050 Computer Based Training Specialist / Instructor**

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

### **15060 Educational Technologist**

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

### **15070 Flight Instructor (Pilot)**

The Flight Instructor provides individual flight, and ground instructions to military, civilian or international student pilots in a highly structured training environment. Flight instruction may be performed in a high performance aerobatic aircraft with students who have limited or no previous flight experience. Instruction is based on highly structured syllabus of instruction. Instructors must be able to tailor instruction to students' individual progress and previous qualifications. Instructors must be skilled in providing instructions limited by daily flight schedule.

This person maintains training folders that accurately reflect student performance and progress, documents student deficiencies and suggests corrective actions, and motivates students having problems with performance or adaptation to the flight environment.

Instructors may also be required to qualify as an observer, monitoring aircraft in the traffic pattern and providing aircraft clearance information to maintain safe and efficient traffic flow. Instructors may also be required to qualify as an area controller who assigns areas to and monitors aircraft in the local training areas, including providing for aircraft separation for arriving and departing aircraft.

### **15080 Graphic Artist**

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



## **15090 Technical Instructor**

The Technical Instructor teaches one or more short courses in a technical trade or craft such as electricity, electronics, surveying, aircraft or ship fundamentals, prepares an instructional program in accordance with training or other course requirements, assembling materials to be presented. The incumbent teaches assigned topics in accordance with approved curriculum effectively utilizing all allotted time, maintains proficiency in instructional techniques, incorporates current examples in the teaching process (e.g. develops clarification or real world examples of application related to the subject matter); develops and maintains classroom techniques that reflect professionalism, good discipline and enhance teaching. The Technical Instructor alternates teaching techniques in order to maintain high motivation and interest in the subject areas, administers grades, records and critiques examinations; prepares and administers remedial assignments, submits written recommendations for curriculum updates to ensure consistency with changes and innovations in latest applicable publications or documents.

## **15095 Technical Instructor/Course Developer**

The Technical Instructor/Course Developer is primarily responsible for curriculum revision and maintenance. Technical curriculum may involve electronics, welding, or more highly technical areas such as radio and electronics repair or operation of weapons systems. This instructor uses a computer to organize and draft a curriculum that breaks a complex subject into blocks or units of instruction, creates graphics, and integrates them into curriculum. Courses may be instructor based, computer-based, simulator based, interactive, or non-interactive. This instructor also teaches short technical courses in accordance with approved curriculum to maintain proficiency and to evaluate and develop new instructional techniques/courses. Job duties also include the following: incorporation of new curriculum in the teaching process (e.g., develops clarification or examples of application related to the subject matter), development and maintenance of classroom techniques that reflect professionalism and good discipline and enhance teaching, development of alternative teaching techniques and scenarios to maintain high motivation and interest in the subject areas, and while acting as the testing officer, the conducting of test analysis and development or revision of test items.

## **15110 Test Proctor**

The Test Proctor administers, safeguards, and physically controls a wide variety of tests. This worker may arrange for testing rooms and facilities, and become thoroughly familiar with the Examiner's Manual for the test(s) prior to testing. The Test Proctor issues all materials required for test administration, positively identifies all test takers, observes examinees during the test, conducts a page check of each examination prior to and following administration, may compile student assessment reports, and administer make-up tests in accordance with agency or contractual requirements. Testing materials are controlled items and are handled, stocked, safeguarded, inventoried, and administered in strict compliance with applicable regulations.

## **15120 Tutor**

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

### **30020 Archeological Technician (Occupational Base)**

This class provides technical support to professional Archeologist, utilizing a basic understanding of anthropological and archeological field techniques in connection with locating, testing and evaluating cultural resource sites, conducts pre-field office research, field surveys, and site testing, using a variety of reference materials. These worker interview with source individuals, aerial photographs and technical instruments, search areas of proposed projects for evidence of historic and re-historic archeological remains, and determine exact locations of sites and marks them on maps and aerial photographs.

### **30021 Archeological Technician I**

Under the direct supervision of archaeological crew chiefs and under the general supervision of field director/project, the Archeological Technician I performs unskilled and semi- skilled tasks at archaeological field sites. This person assists crew chief in activities associated with the excavation of project areas and found features, walks over project searching for archaeological materials such as historic and prehistoric remains, excavates, screens, back-fills excavated areas, assists in preparation of sketch maps and forms, and field photography, conducts simple surveys using compass, topographical map and aerial photographs. This worker determines the exact locations of sites and marks them on maps and/or aerial photographs, records information on archeological site survey form and prepares simple reports, and cleans, packages, and labels artifacts recovered from inventories and excavations and assists in the flotation of soil samples.

### **30022 Archeological Technician II**

Under the general supervision of field director/project, this archaeologist, performs skilled tasks, conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician performs flotation of soil samples, walk over, and shovel testing, catalogs, packages and labels archaeological artifacts, maintains field equipment and supplies, and conducts inventories of cultural resources in areas of proposed projects. This incumbent researches reference material such as state and national register files, historic documents, archeological reports, maps and aerial photos, and interviews source individuals concerning project areas, performs on-the-ground area searches for surface and subsurface evidence of historic and prehistoric archeological remains.

This technician identifies and records historic and prehistoric cultural resource sites prepares Archeological Reconnaissance Reports (AARF's) and maps, and ensures that archeology work assignments are carried out in safe, timely manner according to established standards and procedures. This technician maintains the Archeological Reconnaissance schedule by estimating and reporting and expected time of completion of each project and updating the project planning board, reviews work in progress to see that standards for pre-field research, survey design, site recording, graphics and final report are being met, and advises other employees on methods of cultural resource inventory. This worker also provides written instructions, research materials and supplies to all involved in planning and operation of natural resource activities.

---

### 30023 Archeological Technician III

This incumbent serves as lead archeological technician, under the general supervision of field directory/project archaeologist, and performs skilled tasks at archaeological field sites; conducts hand excavations, completes plan and profile maps of excavated units, and completes standard feature and level forms, screens soils to recover artifacts. This technician performs flotation of soil samples and shovel testing, packages and labels archaeological artifacts, and maintains field equipment and supplies. This technician conducts inventories of forest cultural resources in areas of proposed forest service projects, researches reference materials such as state and national register files, historic documents, and archeological remains. Identifies and records historic and prehistoric cultural resource sites, and prepares Archeological Reconnaissance Reports (AAR's) and maps. The incumbent ensures that archeology work assignments are executed in a safe, timely manner according to established standards and procedures, maintains the Archeological Reconnaissance schedule by estimating and reporting an expected time of completion of each project. This worker updates the project planning board, and reviews work in progress to see that standards for pre-field research, survey design, site recording, graphics and final report are being met.

This technician advises other employees on methods of cultural resource inventory, provides written instructions, research materials and supplies to all involved in planning and operation of natural resource activities, and provides site recording and implements field data strategies. This technician also provides leadership to at least three lower graded Archeological Aids or Technicians. Leadership responsibilities are regular and recurring and occupy about 25 percent of the work time. As crew leader, this technician assures the work assignments of employees are carried out, assigns tasks, monitors status, and assures timely accomplishment of workload, instructs employees in special tasks and job techniques, checks work in progress and amends or rejects work not meeting established standards, and reports employee performance, progress, etc., to supervisor.

### 30030 Cartographic Technician

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

### 30040 Civil Engineering Technician

This technician assists the Civil Engineer in application of principles, methods, and techniques of civil engineering technology, reviews project specifications and confers with the Civil Engineer concerning assistance required, such as plan preparation, acceptance testing, and evaluation of field conditions, design changes, and reports. This worker conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests, prepares reports detailing tests conducted and their results. The Civil Engineering Technician surveys project sites to obtain and analyze topographical details of sites, using maps and surveying equipment, drafts detailed dimensional drawings such as those needed for highway plans, structural steel fabrication, and water control projects. This work involves performing duties as described under Drafter, and calculating dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator.

## **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, duct 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 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, photos.
-

## 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.
- a. 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.

## 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.  
Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering designs, lays out plan, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

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

### **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.

### **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 draws simple curves and graphs.

### **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.

### **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 records 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.

### **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 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.

### **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.

## **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.

## **30090 Environmental Technician**

The Environmental Technician conducts tests and field investigations to obtain data for use by environmental, engineering and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. This worker conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment.

This worker collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants; collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem, and collects soil, silt, or mud to determine chemical composition and nature of pollutants. This worker prepares sample for testing, records data, and prepares summaries and charts for review, sets monitoring equipment to provide flow of information, installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation.

---

This worker may operate fixed or mobile monitoring or data collection station, may conduct bacteriological or other tests related to research in environmental or pollution control activity, may collect and analyze engine exhaust emissions to determine type and amount of pollutants, and may specialize in one phase or type of environmental pollution or protection and be identified according to specialty.

### **30210 Laboratory Technician**

The Laboratory Technician (Laboratory Tester) performs laboratory tests according to prescribed standards to determine chemical and physical characteristics or composition of solid, liquid, or gaseous materials and substances for purposes such as quality control, process control, product development, or determining conformity to specifications. This incumbent sets up and adjusts laboratory apparatus, and operates grinders, agitators, centrifuges, ovens, condensers, and vibrating screens to prepare material for testing according to established laboratory procedure. This worker performs physical tests on samples of cement or raw materials and controls quality of materials and mix during manufacturing process.

Work involves running tests of the following: raw materials, such as aggregate, limestone, and sand, for such qualities as permeability, load-bearing capacity, or cohesiveness; dry and liquid substances used as ingredients in adhesives, propellants, lubricants, refractories, synthetic rubber, paint, paper, and other compounds for purity, viscosity, density, absorption or burning rate, melting point, or flash point, using viscometer, torsion balance scale, and pH meter; solutions used in processes, such as anodizing, waterproofing, cleaning, bleaching, and pickling, for chemical strength, specific gravity, or other specifications; materials for presence and content of elements or substances, such as hydrocarbons, manganese, natural grease or impurities, tungsten, sulfur, cyanide, ash or dust, and samples of manufactured products, such as cellophane or glassware, to verify conformity with heat resistance, tensile strength, ductility, and other specifications, and examines materials, using microscope.

The Laboratory Technician (Laboratory Tester) records test results on standard forms, writes test reports describing procedures used, and prepares graphs and charts, cleans and sterilizes laboratory apparatus, may prepare chemical solutions according to standard formulae, and may add chemicals or raw materials to process solutions or product batches to correct deviations from specifications.

### **30240 Mathematical Technician**

The Mathematical Technician applies standardized mathematical formulas, principles, and methodology to technological problems in engineering and physical sciences in relation to specific industrial and research objectives, processes, equipment, and products. They confer with professional, scientific, and engineering personnel to plan project, analyzes raw data recorded on magnetic tape, punched cards, photographic film or other media, and select most practical and accurate combination and sequence of computational methods using algebra, trigonometry, geometry, vector analysis and calculus to reduce raw data to meaningful and manageable terms.

This technician selects most economical and reliable combination of manual, mechanical, or electronic data processing methods and equipment consistent with data reduction requirements, modifies standard formulas to conform to data processing method selected, translates data into numerical values, equations, flow charts, graphs or other media, analyzes processed data to detect errors. This worker may operate card punching or sorting machines, calculators, or data processing equipment.

---

## 30360 Paralegal/Legal Assistant (Occupational Base)

The Paralegal/Legal Assistant performs a variety of legal assistance duties in an office providing legal assistance to attorneys or litigation teams. The Paralegal Assistant analyzes the legal impact of legislative developments and administrative and judicial decisions, opinions, determinations, and rulings, conducts research for the preparation of legal opinions on matters of interest; performs substantive legal analysis of requests for information under the provisions of various acts; or other similar legal support functions which require discretion and independent judgment in the application of specialized knowledge of laws, precedent decisions, regulations, agency policies, and judicial or administrative proceedings. Such knowledge is less than that represented by graduation from a recognized law school and may have been gained from formalized, professionally instructed agency, educational institution training, or from professionally supervised on-the-job training. While the paramount knowledge requirements of this occupational class are legal, some positions may also require a practical knowledge of subject matter areas related to the agency's substantive programs.

## 30361 Paralegal/Legal Assistant I

The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following:

- a. Consult prescribed sources of information for facts relating to matters of interest to the program;
- b. Review documents to extract selected data and information relating to specific items;
- c. Review and summarize information in prescribed format on case precedent and decisions;
- d. Search and extract legal references in libraries and computer-data banks;
- e. Attend hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information.

## 30362 Paralegal/Legal Assistant II

At this level, the Paralegal/Legal Assistant II exercises more independent judgment than at the level I position. In this capacity the incumbent:

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

---

### 30363 Paralegal/Legal Assistant III

At this level, the Paralegal/Legal Assistant III participates in the substantive development of cases. In this capacity, the incumbent performs the following:

- a. Analyzes and evaluates case files against litigation worthiness standards;
- b. Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney;
- c. Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys;
- d. Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity;
- e. Interviews relevant personnel and potential witnesses to gather information;
- f. Reviews and analyzes relevant statistics;
- g. Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation;
- h. Consults with statistical experts on reliability evaluations;
- i. May testify in court concerning relevant data.

### 30364 Paralegal/Legal Assistant IV

At this level, the Paralegal/Legal Assistant IV assists in the evaluation, development, and litigation of cases. In this capacity, the incumbent performs the following duties:

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

### **30390 Photo-Optics Technician**

The Photo-Optics Technician sets up and operates photo-optical instrumentation to record and photograph data for scientific and engineering projects, operates and calibrates photo-optical equipment according to formalized procedures, maintenance manuals, and schematic diagrams, operates test equipment and performs analysis of data for engineering and scientific personnel. The Photo-Optic Technician may install and calibrate optical and photographic data collection equipment in missiles, aircraft, weaponry, weather or communication satellites, underwater devices, or other installations, may evaluate adequacy of data obtained to determine need for future changes in instrumentation, and may modify existing equipment and participate in planning and testing modified equipment and instrumentation procedures.

### **30460 Technical Writer (Occupational Base)**

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

### **30461 Technical Writer I**

The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer's catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.

This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

### **30462 Technical Writer II**

In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating procedures and details.

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

---

### **30463 Technical Writer III**

The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment.

The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.

### **Program Analyst**

Knowledge of the principles, policies, and practices relevant to a required program and plan, organize, and coordinate critical aspects of the development, production, and deployment of systems, subsystems, and equipment.

Requires a Bachelor's Degree or technical training in a Business, Management or "Relevant Technical Discipline.

Requires as least four (4) years of experience in program management, technical or business analysis discipline; and included in the four (4) years, there must be two (2) years professional experience in program development.

### **Senior Program Analyst**

Must demonstrate the knowledge of the principles, policies, and practices relevant to a required program and be capable of planning, organizing, and coordinating critical aspects of the development, production, and deployment of systems, subsystems, and equipment.

At least ten (10) years' experience as a Program or Management Analyst involved in program management, or other technical or business analysis discipline; and a minimum of five (5) years out of 10 years of recent professional experience in systems life cycle development.

MS or MA degree in a Science, Engineering or related Business Management "Relevant Technical Discipline" ALLOWABLE SUBSTITUTION: A BS or BA degree and an additional four (5) years of experience can be substituted for an MS or MA degree.

## Systems Architect

Acts in a strategic role in the development and maintenance of architectures for a line of business or infrastructure sub-domain that are in compliance with the Enterprise Architecture. Responsible for working on medium to high architectural impact projects, recommending exceptions to the Enterprise Architecture for high level projects, reviewing and approving medium architectural impact designs, communicating the Enterprise Architecture strategy and direction to both management and systems related teams within their line of business or infrastructure sub-domain (organizational unit) and directing implementation of the architecture for their organizational unit. Serves as the highest-level technical consultant to internal clients and technical management to ensure conformity with Enterprise Architecture, having expertise across a broad portion of the organizational unit's architecture, or in-depth expertise within a more specific portion of the architecture.

10+ years design and planning experience in systems, program applications or IT Architecture.

MS or MA degree in Computer Science, or Engineering. May qualify with a Bachelor's Degree with significant expertise in IT Architecture and explicit customer approval.

## Web Developer

The role is responsible for designing, coding and modifying websites, from layout to function and according to a client's specifications. Strive to create visually appealing sites that feature user-friendly design and clear navigation.

Minimum five (5) years of experience with Web Applications and programming languages such as HTML, CSS, JavaScript, JQuery and API's. Exceptional interpersonal and communication skills. Strong analytical and PC skills.

Requires a Bachelor's Degree or technical training equivalent in a subject matter related field.

## SharePoint Developer

Assisting in project development, defining technical requirements and developing solutions; on-going support for applications; designing and customizing SharePoint solutions; overseeing architectural design and integration content management, portals, collaboration, business process or other solutions; planning and implementing software version upgrade releases; troubleshooting and debugging SharePoint sites; and working as a consultant on SharePoint customization projects.

Minimum five (5) years of experience in a combination of the following areas: SharePoint Server, ADO.NET, VB, HTML, CSS, JavaScript, jQuery, XML, SQL Server, Web Services, security, instrumentation, exception handling, SharePoint branding and support of large, complex, or enterprise-wide solutions. Exceptional interpersonal and communication skills. Strong analytical and PC skills.

Requires a Bachelor's Degree and technical training equivalent in a subject matter related field.