

Position Title	Classification	Position Description, Skills & Knowledge
Accountant	Accounting/ Finance	<ul style="list-style-type: none"> • Conducts P&L, Balance Sheet, Cash Flow, Tax, and Reconciliation analysis. • Compiles and analyzes financial information to prepare entries to accounts, such as general ledger accounts and documenting business transactions. • Reviews internal reports checking coding and making adjustments prior to printing and assembling the final product for mailing. • Independently performs a variety of accounting functions. • Inputs standard journal entries. • Performs audit functions. • Produces billing and inventory reports. • Performs other related or assigned duties. <p>Highly proficient in Microsoft Office.</p> <ul style="list-style-type: none"> • Comprehensive knowledge of standard accounting procedures. • Strong written and communication skills. • Strong analytical and quantitative skills. • Knowledge of stock, bonds and capital gains. <p><u>BA/BS, Accounting, Finance, or Business Administration</u></p>
Accountant Senior	Accounting/ Finance	<ul style="list-style-type: none"> • All responsibilities of Accountant. • Performs advanced and complex accounting functions of considerable difficulty requiring the analysis and interpretation of fiscal data and the application of accounting theory and principles. • Assembles, analyzes and prepares reports and statements coding complex financial data. • Performs other related or assigned duties. <p>All skills / knowledge of Accountant.</p> <ul style="list-style-type: none"> • Proven knowledge and understanding of generally accepted accounting principles and practices including cost accounting. • Demonstrated ability to assemble, analyze and prepare reports and statements covering complex financial data. • Accounts payable / receivable may require experience with an automated system. <p><u>BA/BS, Accounting, Finance, or Business Administration</u></p>
Accounting Manager A	Accounting/ Finance	<ul style="list-style-type: none"> • Manages professional accounting work of considerable difficulty. • Serves as assistant to Finance Director. • Manages at least two complex fiscal and accounting functions. • Responsible for complex accounting functions which require the assignment of a staff of professional accountants. • Supervises professional accountants, technicians, and clerks. • Effects a high degree of financial control and have the authority to approve or reject financial transactions. • Interprets accounting data. • Establishes standard procedures for fiscal and accounting operations. <p>Considerable knowledge of payroll policies and procedures.</p> <ul style="list-style-type: none"> • Considerable knowledge of State and federal laws and regulations concerning payroll and payroll deductions. • Considerable knowledge of federal wage/hour regulations; • Considerable knowledge of automated accounting systems and data base management. • Considerable knowledge of generally accepted accounting principles. • Considerable knowledge of management and supervisory principles and practices. • Demonstrated ability to manage a multiple category, automated payroll system and associated professional staff. • Ability to analyze financial data, interpret tax laws and regulations, and work effectively with university departments and administrators. • Ability to communicate verbally and in writing. <p><u>BA/BS, Accounting, Finance, or Business Administration</u></p>
Accounting Manager B	Accounting/ Finance	<ul style="list-style-type: none"> • Manages professional accounting work of considerable difficulty. • Services as assistant to Finance Director. • Supervises professional accountants, technicians, and clerks. • Manages activities of all fiscal and accounting functions. • Interprets accounting manuals, policies, and procedures. • Reviews and evaluates accounting procedures of subordinate agency/institution elements. • Develops automated accounting systems. • Coordinates preparation of reports and financial statements. • Manages general accounting operations. • Manages the activities of a centralized accounts receivable operation. • Manages payroll and invoice processing operations. • Prepares agency or institution financial statements and reports. <p>Considerable knowledge of payroll policies and procedures.</p> <ul style="list-style-type: none"> • Considerable knowledge of State and federal laws and regulations concerning payroll and payroll deductions. • Considerable knowledge of federal wage/hour regulations; • Considerable knowledge of automated accounting systems and data base management. • Considerable knowledge of generally accepted accounting principles. • Considerable knowledge of management and supervisory principles and practices. • Demonstrated ability to manage a multiple category, automated payroll system and associated professional staff. • Ability to analyze financial data, interpret tax laws and regulations, and work effectively with university or medical center departments and administrators. • Ability to communicate verbally and in writing. <p><u>BA/BS, Accounting, Finance, or Business Administration</u></p>

Accounting Manager C	Accounting/ Finance	<ul style="list-style-type: none"> • Manages professional accounting work of unusual difficulty. • Serves as an assistant to a Controller in a complex financial organization. • Manages financial reporting, financial analysis, and financial control operations. • Supervises professional accountants, technicians, and clerks. • Coordinates the preparation of reports and financial statements. • Analyzes accounting procedures. • Establishes and maintains agency financial policy manuals and associated procedures. • Develops and implements automated accounting systems. • Interprets policies and procedures and advises staff and agency or institution management. • Manages all internal and external financial reports and statements. • Plans, monitors, and reviews the agency or institution programs for compliance with state and federal financial policies and procedures. • Analyzes and interprets agency/institution operating results based on various financial reports. • Comprehensive knowledge of generally accepted accounting principles and practices. • Comprehensive knowledge of fiscal and accounting functions and their adaptability to agency or institution fiscal and accounting operations. • Considerable knowledge of agency, state and federal guidelines concerning accounting and finance operations and reporting. • Demonstrated ability to supervise a staff of professional accountants engaged in all aspects of the agency or institution fiscal and accounting operations. • Demonstrated ability to apply and adapt accounting principles and methods to a variety of agency or institution fiscal needs. • Demonstrated ability to develop and implement accounting policies and procedures. • Demonstrated ability to assemble, analyze, and prepare reports and financial statements covering complex financial data. • Demonstrated ability to present financial reports, either verbally or in writing, to agency or institution management. • Demonstrated ability to analyze financial data and to assess impact on agency or institution operations. <p>BA/BS, Accounting, Finance, or Business Administration</p>
Auditing - External Auditor	Accounting/ Finance	<ul style="list-style-type: none"> • Execute tests of external controls, analyze and document the test results, prepare a concise, logical report of the results. • Performs any other related or assigned duties. • Experience executing audit test steps and forming logical conclusions based on the test result. • Ability to interpret laws, policies and regulations. • Proficient in the use of office automation projects. <p>BA/BS, Accounting, Business, Finance, or Information Systems Major</p>
Auditing - External Auditor Senior	Accounting/ Finance	<ul style="list-style-type: none"> • Execute tests of external controls, analyze and document the test results, prepare a concise, logical report of the results. • Performs any other related or assigned duties. • Experience executing audit test steps and forming logical conclusions based on the test result. • Ability to interpret laws, policies and regulations. • Proficient in the use of office automation projects. <p>BA/BS, Accounting, Business, Finance, or Information Systems Major</p>
Auditing - Internal Auditor	Accounting/ Finance	<ul style="list-style-type: none"> • Execute tests of internal controls, analyze and document the test results, prepare a concise, logical report of the results. • Performs any other related or assigned duties. • Experience executing audit test steps and forming logical conclusions based on the test result. • Ability to interpret laws, policies and regulations. • Proficient in the use of office automation projects. <p>BA/BS, Accounting, Business, Finance, or Information Systems Major</p>
Auditing - Internal Auditor Senior	Accounting/ Finance	<ul style="list-style-type: none"> • Plan an audit project, conduct a preliminary survey, design and execute tests of internal controls, and analyze and document the test results. • Prepares a concise, logical report of the results and present results verbally to management. • Progressively responsible experience planning, executing and reporting on audits of internal controls including effectiveness, efficiency, compliance and financial reviews. • Ability to interpret laws, policies and regulations. • Proficient in the use of office automation projects. • Experience in designing testing of internal controls and forming logical conclusions from test results. <p>BA/BS, Accounting, Business, Finance, or Information Systems Major</p>
Budget Analyst	Accounting/ Finance	<ul style="list-style-type: none"> • Builds spreadsheets to provide analysis of cost impacts, collects budget data, obtains policy information, and conducts research. • Performs any other related or assigned duties. • Working knowledge of the principles and practices of budget formulation, evaluation and execution. • Working knowledge of the principles of public administration and government finance. • Working knowledge of generally accepted accounting principles. • Demonstrated ability to prepare evaluations of complex budgets or related financial proposals or projections. • Demonstrated ability to work with agency supervisors, to communicate verbally and in writing, and to present budgets and recommendations effectively. <p>BA/BS Business Or Public Administration</p>
Budget Analyst Senior	Accounting/ Finance	<ul style="list-style-type: none"> • Builds spreadsheets to provide analysis of cost impacts, collects budget data, obtains policy information, and conducts research. • Performs any other related or assigned duties. • BA/BS Business Or Public Administration • Considerable knowledge of the principles and practices of budget formulation, evaluation and execution. • Considerable knowledge of the principles of public administration and government finance. • Considerable knowledge of generally accepted accounting principles. • Demonstrated ability to prepare evaluations of complex budgets or related financial proposals or projections. • Demonstrated ability to work with agency supervisors, to communicate verbally and in writing, and to present budgets and recommendations effectively. <p>BA/BS Business Or Public Administration</p>

Finance Assistant	Accounting/ Finance	<ul style="list-style-type: none"> • Performs a wide variety of program and administrative support duties based on agency business needs. • Performs general office, secretarial, fiscal, and support activities. • Serves as first point-of-contact for their assigned program. <p>Demonstrated ability to use spreadsheet software and perform detailed work with numerical data.</p> <ul style="list-style-type: none"> • Working knowledge of clerical practices, including typing skills and office procedures. • Experience in business math and basic bookkeeping. • Ability to prepare routine financial reports and to communicate with others in giving and obtaining information. • Ability to follow prescribed operating instructions and preparing routine reports from fiscal data.
Finance Technician	Accounting/ Finance	<ul style="list-style-type: none"> • Maintains complex accounting systems, classifies, proofs and posts transactions to journals and ledgers. • Takes trial balances, makes routine account adjustments. • Receives and classifies remittances and issuing appropriate receipts. • Serves as custodian for designated funds and preparing fund statements, reconciles bank accounts. • Audits fiscal documents for accuracy, completeness and conformity with prescribed procedures. • Computes payroll changes. • Maintains control accounts to compare expenditures to the operating budgets. • Prepares fiscal summaries and reports. • Performs any other related or assigned duties. <p>Light typing skills.</p> <ul style="list-style-type: none"> • Working knowledge of basic bookkeeping / accounting principles and practices. • Knowledge of programmatic and administrative requirements. • Knowledge of applicable computer software/programs.
Finance Technician Senior	Accounting/ Finance	<ul style="list-style-type: none"> • All responsibilities of Finance Technician. • Classifies, proofs and posts transactions to journals and ledgers. • Takes trial balances, makes routine account adjustments. • Maintains control accounts to compare expenditures to the operating budgets. • Screens and processes a variety of fiscal transactions including expenditure and fund transfer requests. • Carries out payroll functions and fixed asset accounting. • Assists professional accountants in implementing procedural changes. <p>All skills / knowledge of Finance Technician.</p> <ul style="list-style-type: none"> • Demonstrated ability to use spreadsheet software and perform detailed work with numerical data.
Customer Service Inbound I	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Receive customer inquiries about a product or service. Provide information to callers regarding a product or service.</p> <p>Record and confirm customer orders, complaints or service information. Direct calls for further problem resolution.</p> <p>Skill in inputting and accessing information on paper, PC or CRT.</p> <p>Skill in using database, data entry or single windows software.</p>
Customer Service Inbound II	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Perform all duties as Customer Service Inbound I</p> <p>Handle large accounts or more difficult issues.</p> <p>Lead, teach, guide and/or motivate teams. First level problem resolution.</p>
Customer Service Outbound I	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Place outbound calls. Gather account status information.</p> <p>Gather customer complaint information. Direct calls for further problem resolution.</p>
Customer Service Outbound II	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Perform all duties as Customer Service Outbound II.</p> <p>Place large volume daily calls. Handle more difficult situations.</p> <p>Manage, guide, and motivate teams.</p>
Detailing Representative I	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Arrange products according to a plan-o-gram. Rotate stock. Replace damaged equipment. Maintain stock and supplies.</p> <p>Monitor conditions and pricing of merchandise. Ability to count materials/items. Ability to identify flaws in objects.</p>

Detailing Representative II	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Perform the duties as Detailing Representative I.</p> <p>Work with detailed plan-o-grams (e.g. 15 ft. plan-o-grams vs. 3 ft. plan-o-grams).</p> <p>Set up merchandise displays. Evaluate product display effectiveness in attracting shoppers' attention.</p> <p>Perform simple record keeping. Ability to record information.</p>
Help Desk Analyst	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Receive and screen incoming calls. Receive and service requests.</p> <p>Create problem reports. Troubleshoot for problem identification and provide recommendations/solutions to complex issues.</p>
Market Research Inbound	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Receive incoming calls resulting from mass mailings or product demonstration.</p> <p>Gather information about caller's experience and/or opinion of product or service.</p> <p>Ability to lead, teach, guide, motivate team.</p>
Market Research Outbound	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Place calls to inquire for opinions. Place outbound calls from master list to survey, interview or gather feedback related to specific topics.</p>
Comparison Shopper I	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Assume the role of customer and "shop the competition" for a company to learn about sales trends, customer preferences, products, prices and services, and follow prepared guidelines.</p> <p>Assume the role of customer for company's own locations to evaluate staff performance following prepared guidelines.</p> <p>Purchase merchandise, check on products, services or prices.</p> <p>Ability to work with little supervision.</p>
Comparison Shopper II	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Perform the duties as Comparison Shopper I.</p> <p>Evaluate a product or service based on specific/detailed guidelines provided by the customer, requiring specialized training.</p> <p>Ability to follow specific instructions.</p>

Demonstrator I	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Set up and conduct product demonstrations. Assist customers in selecting merchandise for purchase.</p> <p>Receive cash and make change. Fill out forms/reports.</p> <p>Ability to convince others to purchase a product. Ability to effectively communicate in front of a group.</p> <p>Skill in operating a calculator, adding machine or cash register.</p>
Demonstrator II	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Perform the duties of Demonstrator I.</p> <p>Sell products/services using a script prepared by the customer. Sell a product geared to a specific audience.</p> <p>Prepare orders for a product and present them to cashier for processing.</p>
Sampler	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Distribute samples of a product or coupon. Describe product benefits. Count materials/items.</p>
Sales Inbound I	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Receive incoming calls. Schedule appointments. Sell a product or service.</p> <p>Ability to work in a goal oriented environment. Upsell as appropriate.</p> <p>Responsible for specific accounts or geographic areas.</p>
Sales Inbound II	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Perform all duties as Sales Inbound I.</p> <p>Receive calls from large accounts or difficult geographic regions.</p> <p>Lead, teach, guide and/or motivate teams.</p>
Sales Outbound I	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Place calls to sell a product or service. Place calls to schedule appointment to sell product or service.</p> <p>Perform with respect to quotas or sales goals. Upsell as appropriate. Handle specific accounts or geographic area.</p>
Sales Outbound II	Call Center/ Customer Service	<p>General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset.</p> <p>Ability to communicate and record information accurately.</p> <p>Ability to question others to determine specific needs.</p> <p>Ability to deal with people patiently.</p> <p>Ability to proofread and correct errors.</p> <p>Receive and place telephone calls, fill out and verify information on forms or records, as well as proofread to verify that forms are completed properly.</p> <p>Perform all duties as Sales Outbound I.</p> <p>work with larger accounts or difficult geographic regions.</p> <p>Lead, teach, guide and/or motivate teams.</p>

Tradeshow Booth Attendant I	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Receive and post messages for attendees of conventions, trade shows or seminars.</p> <p>Greet, screen, and direct visitors using rosters/program schedules to keep track of people's locations so they can be contacted.</p> <p>Ability to work on more than one task at a time.</p>
Tradeshow Booth Attendant II	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Perform the duties of Tradeshow Booth Attendant I.</p> <p>Answer non-technical questions concerning a product or service.</p> <p>Direct giveaway programs or contests. Greet, direct and guide visitors through one or more exhibits.</p> <p>Ability to learn a company's products or services. Ability to effectively communicate to an audience.</p>
Tradeshow Host/Hostess I	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Provide directions and general product information.</p> <p>Distribute flyers and product/service information. Ability to learn company's products or services.</p>
Tradeshow Host/Hostess II	Call Center/ Customer Service	<p>Handle stock/supplies. Count items/materials. Perform simple mathematical calculations.</p> <p>Ability to transport items weighing up to 25 pounds. Ability to stand, sit or walk for long periods of time.</p> <p>Ability to use calculator/10-key calculator/cash register.</p> <p>Answer product questions, distribute flyers, samples, etc. Ability to communicate clearly and accurately.</p> <p>Ability to learn a company's products or services.</p> <p>Greet and assist visitors/delegates/conferees who attend conventions, seminars, trade shows, exhibits or other events.</p> <p>Place, receive, and route phone calls. Take messages. Ability to interact with others using tact and diplomacy. Ability to deal with people patiently.</p> <p>Ability to record information.</p> <p>Perform the duties as Tradeshow Host/Hostess I.</p> <p>Register people at conventions, seminars or other events.</p> <p>Accept registration fees. Perform simple record keeping.</p> <p>Prepare name badges. Check rosters.</p>
Administrative Assistant I	General Administrative	<ul style="list-style-type: none"> • Posts items to accounts, prepares vouchers. • Maintains files, distributes reports, performs simple data entry into internal agency system. • Inventories, receives, and shelves routine supplies. • Reviews invoices/packing slips to ensure shipment is correct. • Schedules rooms, meetings and/or tours. • Produces and/or hand distributes simple documents (e.g. flyers). • Performs routine, simple filing and non-critical copying. Collates documents, distributes mail. • Refers calls, greets visitors, and gives standard information in response to phone or in-person inquiries. • Performs simple data entry into single screen. • Files non-critical records, photocopies non-critical items. <p>Job knowledge is obtained on the job.</p> <ul style="list-style-type: none"> • Ability to process simple data. • Ability to communicate effectively and establish effective working relationships. • Basic keyboarding skills.

Administrative Assistant II	General Administrative	<ul style="list-style-type: none"> • Prepares a variety of standard disbursement forms (e.g., work orders, petty cash) for routing and approval. • Compiles and maintains daily and weekly totals, reports, and financial statements. • Reconciles statements. • Establishes, revises and maintains accounting documents and files. • Performs data entry into corporate system, e.g., routine posting and billing. • Reviews completed forms for accuracy and completeness. • May perform inquiries in internal and external databases to determine discrepancies. • Performs inquiries in CASPS and/or FAMIS. • Performs basic calculations. • Orders, inventories, receives, and/or shelves routine supplies. • Reviews invoices/packing slips to ensure shipment is correct and follows up on discrepancies. • Tracks expenditures. • Verifies employment on a Countywide basis. • Inputs simple or occasional PRISM entries, with review of supervisor (e.g., simple T&A). • Types forms, updates personnel data, sets up agency personnel files, prints out and distributes personnel documents, and files critical records (e.g., performance evaluations, PARS). • Notifies all participants of meetings and other functions in advance. • Schedules routine meetings. • Produces and electronically distributes simple documents (e.g., flyers). • Maintains a system for tracking the progress of work. • Orients new employees on procedures and systems. • Performs alpha and/or numeric filing. • Performs simple screening and sorting of mail. • Responsible for sending dated material. • Refers calls, greets visitors, gives standard information in response to phone or in-person inquiries, and acts as back up to other administrative positions. • Acts as back up to other administrative positions, proofs spelling. • Performs data entry into multiple screens. • Knowledge of a variety of standard office procedures. • Knowledge of specific unit terminology. • Knowledge of work done in related departments. • Ability to read and comprehend relevant documents. • Ability to process and integrate simple data.
Administrative Assistant III	General Administrative	<ul style="list-style-type: none"> • Uses spreadsheets or databases to organize information and produce standard reports. • Prepares a variety of complex disbursement forms (e.g., check requests, travel forms, cash sheets, and journal entries) for routing and approval. • May approve some disbursement forms. • Compiles and maintains monthly, quarterly, semi-annual, and annual totals, reports, and financial statements. • Explains fiscal rules and procedures to employees to insure uniform application. • Sets up accounts through corporate systems. • Reconciles ledgers, prepares status reports, gathers data for use by others in preparing budget. • Prepares transfer vouchers and interfund billing, monitors external accounts for discrepancies. • Prepares wide variety of accounting forms, reconciles daily receipts or accounts receivable/payable, identifies discrepancies and makes corrections, collects required documents, prepares and authorizes expense vouchers and/or invoices within limited authorization levels. • Verifies requests for goods and services against County contracts and funding sources. <ul style="list-style-type: none"> • Orders goods or services and follows up/resolves discrepancies and ensures delivery. • Authorizes requests for goods and services in corporate systems. • Insures appropriate routing and approval of purchase requests. • Maintain(s) calendars, schedules meetings, makes and cancels appointments, schedules rooms for classes, meetings, conferences, etc., coordinates audio visual, training equipment, refreshment requests. • Set up schedules for internal administrative staff to insure that they are available to meet changing work needs. • Composes routine correspondence on behalf of the executive/work unit head. • Provides administrative support and implements procedures, may supervise others. • Establishes/modifies and maintains a system for tracking the progress of work that is the responsibility of the executive/work unit head. • Trains and orients new employees, provides and explains relevant policies and procedures. • Composes routine correspondence on behalf of the executive/work unit head. • Explains departmental policy/procedure but does not interpret them. • Responds to inquiries that require referencing a variety of sources and utilizing knowledge of the department/County operations. • Keys/types complex documents (e.g., technical), proofs spelling and grammar, uses multiple software packages to prepare equations, statistics, tables and/or presentations, compiles reports from edited drafts, uses macros and templates developed by others. • Performs data entry with some knowledge of department/work unit/program, manipulates screens for additional entries, generates routine reports, creates simple spreadsheets, maintains databases. • Compiles routine factual/numerical reports using readily available information. • Processes pay adjustments, transmits on-line T&As, regularly inputs routine PRISM entries, performs payroll functions, trains new employees on how to do on-line time. • Prepares and verifies completeness/accuracy of forms/documents, provides basic new employee benefits information, explains routine personnel policies and procedures, instructs employees in proper completion of routine documents. • Knowledge of standard rules and interpretations within own functional area and a working knowledge of established methods and procedures used in related areas. • Significant nonstandard skill/knowledge is required involving production of an end product such as a report. • Basic skills in the use of Microsoft Word. • Basic Math Skills. • Basic skills in the use of applicable Microsoft Office Suite software. • Ability to write simple documents.
		<ul style="list-style-type: none"> • Reviews and approves disbursement forms, recommends changes to agency/work unit administrative policies, procedures and methods, uses existing spreadsheets and databases to interpret and organize resource information, provides customized reports to analysts or others in the unit. • Approves and authorizes accounts through corporate system, monitors external accounts and resolves discrepancies, reviews and reconciles status reports. • Supervises staff performing clerical accounting duties, resolves problems by performing qualitative review of individual cases, enters data into corporate accounting systems and reconciles a wide variety of accounts receivable/payable, performs petty cash custodial duties, audits clerical accounting procedures in other agencies. • Researches and recommends equipment/vendors and prices, determines substitutes for supplies and low value equipment, verifies the accuracy of and updates the department equipment and/or fixed asset inventory. • Authorizes requests for goods and services in corporate system, monitors contract compliance, may act as procurement card manager.

Administrative Assistant IV	General Administrative	<ul style="list-style-type: none"> Managers supervisor's calendar, researches and negotiates with hotels, etc., makes complex scheduling arrangements involving multiple parties, independently makes and cancels meetings depending on the subject and attendees, determines what confidential information can be disseminated and to whom, arranges for special room or equipment needs and/or multiple locations & individuals, coordinates domestic and foreign travel arrangements for executive/work unit head, unit personnel and visitors; participates in the planning and coordination of national and international meetings. Independently composes original correspondence for the executive/work unit head's review and signature, coordinates data collection and provides information to others, explains policies of the functional area. Performs/supervises several administrative functions, manages a small work unit, analyzes short-term administrative needs of the unit, notifies relevant individuals of work progress and inquires as to its status.
		<ul style="list-style-type: none"> Develops filing systems, internal mailing processes and procedures; prepares non-routine responses to correspondence may supervise general administrative functions. Oversees or resolves non-routine/difficult situations based on knowledge and interpretation of established policies & procedures; interprets rules and regulations. Develops macros, serves as unit expert or lead over other clerical/administrative positions, creates and maintains databases, generates unique reports, creates complex spreadsheets, diagnoses and resolves simple software/hardware problems, maintains web pages, designs and lays out publications.
		<ul style="list-style-type: none"> Prepares routine reports and statistics, determines report format and elements. Prepares and/or supervises preparation of complex payroll, researches payroll issues, interprets policies & procedures. <p>Knowledge and understanding of the programs or activities of the unit served, as well as of the County and departmental administrative guides.</p> <ul style="list-style-type: none"> Knowledge of basic principles and methods of a technical or professional field. Basic math skills. Intermediate skills in the use of Microsoft Office. Intermediate skills in the use of agency specific software applications. Ability to communicate well through written and oral means. Ability to gather, integrate, and analyze simple data. Ability to establish and maintain effective working relationships. Ability to perform complex PRISM functions. Ability to maintain confidentiality and be sensitive to political issues. Supervisory experience. Considerable experience providing administrative support in the assigned functional areas. Initiates the full range of processing for complex personnel actions; conducts new employee orientation within assigned agency, counsels employees on basic benefit questions. Uses PRISM regularly to process departmental HR transactions, updates job descriptions using information obtained from employee, supervisor, evaluations and samples. Resolves personnel processing problems on personnel policy/procedures with interpretation from appropriate resource. Completes job recruitment packages including drafting advertisement language for non-professional job announcements. Serves as liaison between supervisor/manager and HR. Advises supervisor and provides information regarding HR policies and procedures, prepares diversity report. <p>Knowledge and understanding of the programs or activities of the unit served, as well as of the County and departmental administrative guides.</p>
Administrative Assistant V	General Administrative	<ul style="list-style-type: none"> Supervises a group of clerical/accounting personnel. Determines, modifies, and implements administrative policies, procedures and methods to improve office practices; designs spreadsheets and databases, provides customized reports to analysts. Analyzes data and develops budget recommendations; administers several complex funds, projects, contracts, grants; processes journal/budget entries. Reconciles and monitors accounting processes; resolves non-routine and complex problems, prepares wire transfers. Researches and recommends equipment/vendors and prices; determines substitutes for supplies and high value equipment; coordinates the purchase of non-standard items; resolves issues and disputes with vendors; identifies need for increased levels of contract monitoring; acquires insurance via County Risk Management. Provides advice/counsel; exercises discretion in administrative policy interpretation; resolves a wide variety of operational problems requiring sound judgment; acts as the liaison between work unit and external units; recommends exceptions to administrative policies that are subject to review.
		<ul style="list-style-type: none"> Supervises or handles the most complex, non-routine activities; coordinates all logistic activities; schedules/sets up presentation rooms, obtains required audio-visual equipment, schedules order of presentations; verifies travel arrangements made by visitors; directs or performs the scheduling, organizing, coordinating and making of arrangements for national and international meetings; manages the calendar of the executive/work unit head. Independently composes original correspondence; explains and interprets policies; relays messages from executive/work unit head. Supervises several dissimilar or specialized functions; devises procedures for complex or specialized functions; anticipates and develops procedures/tools to prevent problems; provides administrative support; responsible for and determines administrative procedures. Answers questions requiring decisions that tend to establish a precedent; recommends procedural changes; interprets policies. Supervises word processing staff; edits for style, format, and/or layout. Trains staff use of agency information systems/software; researches & selects hardware/software; creates complex spreadsheets; operates/manages complex databases; resolves hardware/software problems. Prepares one of a kind reports, gathers statistics based on information compiled from various sources, draws conclusions, and makes recommendations. Supervises all personnel administrative functions; reviews new departmental policies for HR implications; recommends/implements administrative changes; works with hiring manager to coordinate appointment and review process; reviews class specifications and recommends requested job classification; develops administrative HR-related procedures for agency. <p>Basic knowledge of accounting principles.</p> <ul style="list-style-type: none"> Knowledge of County policies within functional area of responsibility. May need knowledge of an outside institution, dissimilar operational unit. May need knowledge of a professional field. Thorough knowledge of the executive/work unit head's program/area and of Agency's administration and organization. Ability to maintain confidentiality and be sensitive to political issues. Knowledge and sensitivity to issues, priorities, protocol, etc. Basic math skills. Intermediate skills in the use of Microsoft Office. Intermediate skills in the use of agency specific software applications. Ability to communicate well through written and oral means. Ability to speak in front of a group.

Administrative Staff Assistant	General Administrative	<ul style="list-style-type: none"> • Performs a variety of administrative activities to assist an agency head or upper level agency executive management position. • Performs multiple duties related to diverse agency-wide programs, projects and issues which cross major operational and administrative lines. • Reviews, summarizes, prioritizes and expedites daily issues requiring top level review and response. • Working knowledge of the agency's programs, policies, and operations. • Some knowledge of the organization and operations of state government. • Some knowledge of analytical principles, of research methods) and of automated office processes. • Demonstrated ability to work independently and with others. • Ability to communicate effectively both orally and in writing. • Ability to perform routine quantitative and narrative reporting. • Ability to interpret policies, draft procedures, and to conduct research and make sound recommendations.
Administrative Staff Specialist	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Administrative Staff Assistant. • Performs administrative work for an agency head or upper level agency executive management positions. • Represents the agency head to others inside and outside the agency or institution. • Actively influences board, commission, council and/or agency policy decisions. • Provides administrative, analytical and liaison support. • Working knowledge of the agency's programs, policies, and operations. • Working knowledge of the organization and operations of state government. • Working knowledge of analytical processes and research methods. • Some knowledge of office procedures and processes. • Demonstrated ability to work independently and with others. • Demonstrated ability to communicate effectively both orally and in writing. • Demonstrated ability to perform quantitative and narrative reporting. • Demonstrated ability to interpret and implement policies, conduct research, and make sound recommendations and decisions.
Administrative Staff Specialist Senior	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Administrative Staff Specialist. • Executes policy work. • Manages a program, formulates budgets, and drafts legislative bills. • Performs administrative, analytical, legislative, programmatic, budgetary and liaison functions. • Ensures agency compliance with state and federal regulations. • Considerable knowledge of the agency's programs, policies, operations and budget processes. • Considerable knowledge of the organization and operations of state government. • Considerable knowledge of the legislative process and of applicable regulations, i.e., the Administrative Process Act. • Working knowledge of research methods. • Some knowledge of office procedures and processes. • Demonstrated ability to work independently and with others. • Demonstrated ability to communicate effectively both orally and in writing. • Demonstrated ability to perform quantitative and narrative reporting. • Demonstrated ability to interpret and implement policies. • Demonstrated ability to conduct research, and make sound recommendations and decisions.
Agency Management Analyst	General Administrative	<ul style="list-style-type: none"> • Entry-level position. • Conducts agency organization and operations studies. • Recommends most efficient and cost-effective methods of accomplishing work. • Utilizes resources and/or generating revenues. • Performs work of routine difficulty. • Documents findings, makes recommendations, and prepares management reports. • Knowledge of basic data collection techniques. • Ability to apply prescribed analytical and evaluation methods in conducting studies. • BA/BA Bus. Adm. or related curriculum
Agency Management Analyst Lead	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Agency Management Analyst Senior. • Provides primary project leadership / management. • Functions with greater latitude in developing techniques and approaches to technical problems. • Performs work of considerable difficulty in leading, supervising and/or conducting large scale agency-wide studies of manual and automated processes. • Conducts cost / benefit analyses and feasibility studies and develop conversion plans. • Implements plans and model studies for new or changed operations. • Develops new or modifies existing policies and procedures, train departmental employees and evaluate study results. • Knowledge of basic data collection techniques. • Ability to apply prescribed analytical and evaluation methods in conducting studies. • Experience in Management or related field. • BA/BA Bus. Adm. , Public Adm. or related curriculum
Agency Management Analyst Senior	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Agency Management Analyst. • Assists in implementation, communication and training during conversion, reorganization and/or testing phases. • Works independently. • Uses a variety of approaches utilized in research, analysis, implementation and training. • Knowledge of basic data collection techniques. • Ability to apply prescribed analytical and evaluation methods in conducting studies. • Considerable experience in Management or related field. • BA/BA Bus. Adm. or related curriculum
Data Entry Operator	General Administrative	<ul style="list-style-type: none"> • Provides program and operational support. • Performs general work activities in support of office systems. • Strong keyboarding skills. • Ability to follow instructions.
Data Entry Operator Senior	General Administrative	<ul style="list-style-type: none"> • Provides program and operational support. • Performs general work activities in support of office systems. • May lead / instruct junior personnel. • Strong keyboarding skills. • Ability to follow instructions. • Experience in an office setting.
Executive Secretary	General Administrative	<ul style="list-style-type: none"> • Works for senior management • Schedules appointments, travel arrangements and conferences. • Proficient in Microsoft Office. • Ability to manage multi-line phone system and learn voice-mail. • Ability to handle multi-line telephone. • Ability to take clear, concise messages. • Ability to operate standard office equipment (fax, copier, printer). • Excellent at multi-tasking. • Excellent communication and writing skills.

Executive Secretary Senior	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Executive Secretary. • Increased requirement for knowledge of programs and objectives. • Performs in high visibility both internally and externally to the agency. <p>Considerable experience in an office environment.</p> <ul style="list-style-type: none"> • Proficient in Microsoft Office. • Ability to manage multi-line phone system and learn voice-mail. • Ability to handle multi-line telephone. • Ability to take clear, concise messages. • Ability to operate standard office equipment (fax, copier, printer). • Excellent at multi-tasking. • Excellent communication and writing skills.
Legal Assistant	General Administrative	<ul style="list-style-type: none"> • Provides secretarial /paralegal assistance to agency executives in legal environments who have complex program or operational responsibilities. • Performs research, management, and case investigative work. • Drafts affidavits, pleadings, briefs and interrogatories. • Prepares exhibit books. • Reads and summarizes depositions for trial use. • Responds to plaintiff's discovery requests. • Interviews witnesses and defendants to prepare for trial. • Uses word processing system to key, proofread and edit letters, memoranda, briefs, pleadings, expense, travel and miscellaneous forms from handwritten drafts, dictation and t typed drafts. • Takes and transcribes legal dictation. • Types routine correspondence. • Answers telephone, take messages, direct calls, receive clients and distribute deliveries. • Performs other assigned duties such as mail, creating case files and filing, completing and maintaining forms, and making travel arrangements. <p>Working knowledge of the State and/or federal court systems, of legal case management and litigation support techniques.</p> <ul style="list-style-type: none"> • Knowledge of legal terminology, office / administrative management ability with a variety of clerical / administrative duties. • Ability to use word processing software / systems. • Paralegal training or experience.
Legal Assistant Senior	General Administrative	<ul style="list-style-type: none"> • Provides secretarial /paralegal assistance to agency executives in legal environments who have complex program or operational responsibilities. • Performs research, management, and case investigative work. • Drafts affidavits, pleadings, briefs and interrogatories. • Prepares exhibit books. • Reads and summarizes depositions for trial use. • Responds to plaintiff's discovery requests. • Interviews witnesses and defendants to prepare for trial. • Uses word processing system to key, proofread and edit letters, memoranda, briefs, pleadings, expense, travel and miscellaneous forms from handwritten drafts, dictation and t typed drafts. • Takes and transcribes legal dictation. • Types routine correspondence. • Answers telephone, take messages, direct calls, receive clients and distribute deliveries. • Performs other assigned duties such as mail, creating case files and filing, completing and maintaining forms, and making travel arrangements. <p>Considerable knowledge of the State and/or federal court systems, of legal case management and litigation support techniques.</p> <ul style="list-style-type: none"> • Considerable knowledge of legal terminology, office / administrative management ability with a variety of clerical / administrative duties. • Ability to use word processing software / systems. • Paralegal training or experience.
Library Assistant	General Administrative	<ul style="list-style-type: none"> • Performs a variety of library administrative and technical support services. • Performs patron services, research or reference, acquisition and preservation of materials, copy cataloging or description, preparation of finding aids and guides, writing and editing, and records access and retention. • Engages in frequent public contact to provide information and direction. • Works independently within applicable policies and procedures. <p>Knowledge of library/archival operations and processes.</p> <ul style="list-style-type: none"> • Demonstrated skill in customer support and training. • Working knowledge of general support activities for general library and/or archival operations; and federal, state and local policies and procedures.
Medical Assistant I	General Administrative	<p>Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties. Knowledge of basic office equipment. Ability to accurately count materials/items. Knowledge of standard filing systems. Ability to do detailed work. Ability to perform simple mathematical calculations. Ability to follow instructions. Sort and file materials according to an alphabetic, numeric or color-coded system. Create lists or directories. Verify information on forms. Produce documents such as letters, memos, proposals and statistical material following company standards. Transcribe shorthand notes. Transcribe from voice recordings. Proofread and correct documents. Place, receive and route phone calls. Schedule appointments. Make travel or meeting arrangements. Handle incoming and outgoing mail. Compile information and record keeping. Ability to communicate clearly and accurately. Ability to use dictation/transcription equipment, fax, PC and copier.</p> <p>Handle medical administrative detail. Compile medical documents. Follow and create special formats and meet medical documentation requirements. Use single software to perform intermediate word processing</p>

Medical Assistant II	General Administrative	<p>Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties. Knowledge of basic office equipment. Ability to accurately count materials/items. Knowledge of standard filing systems. Ability to do detailed work. Ability to perform simple mathematical calculations. Ability to follow instructions. Sort and file materials according to an alphabetic, numeric or color-coded system. Create lists or directories. Verify information on forms. Produce documents such as letters, memos, proposals and statistical material following company standards. Transcribe shorthand notes. Transcribe from voice recordings. Proofread and correct documents. Place, receive and route phone calls. Schedule appointments. Make travel or meeting arrangements. Handle incoming and outgoing mail. Compile information and record keeping. Ability to communicate clearly and accurately. Ability to use dictation/transcription equipment, fax, PC and copier. Perform the duties of Medical Assistant I.</p> <p>Create medical materials and documentation. Provide administrative support in a medical environment. Use multiple software to perform intermediate to advanced word processing and/or spreadsheet functions. Experience in supporting a medical environment. Handle meeting arrangements, agendas, notifications and deadlines.</p>
Medical Biller I	General Administrative	<p>Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties. Knowledge of basic office equipment. Ability to accurately count materials/items. Knowledge of standard filing systems. Ability to do detailed work. Ability to perform simple mathematical calculations. Ability to follow instructions. Sort and file materials according to an alphabetic, numeric or color-coded system. Create lists or directories. Verify information on forms. Produce documents such as letters, memos, proposals and statistical material following company standards. Transcribe shorthand notes. Transcribe from voice recordings. Proofread and correct documents. Place, receive and route phone calls. Schedule appointments. Make travel or meeting arrangements. Handle incoming and outgoing mail. Compile information and record keeping. Ability to communicate clearly and accurately. Ability to use dictation/transcription equipment, fax, PC and copier.</p> <p>Process participant information from claims. Process provider information from claims. Prepare documentation for mailing. Prepare document files. Skill in using spreadsheet and other software. Knowledge of manual/automated filing systems. Ability to accurately access/input data into computer.</p>
Medical Biller II	General Administrative	<p>Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties. Knowledge of basic office equipment. Ability to accurately count materials/items. Knowledge of standard filing systems. Ability to do detailed work. Ability to perform simple mathematical calculations. Ability to follow instructions. Sort and file materials according to an alphabetic, numeric or color-coded system. Create lists or directories. Verify information on forms. Produce documents such as letters, memos, proposals and statistical material following company standards. Transcribe shorthand notes. Transcribe from voice recordings. Proofread and correct documents. Place, receive and route phone calls. Schedule appointments. Make travel or meeting arrangements. Handle incoming and outgoing mail. Compile information and record keeping. Ability to communicate clearly and accurately. Ability to use dictation/transcription equipment, fax, PC and copier. Perform the duties of Medical Biller I.</p> <p>Prepare claims documentation utilizing ICD-9 and CPT coding, 1500, Ubs. Process/verify documentation for accuracy. Compile medical documentation file. Place/receive phone calls. Obtain insurance authorizations. Intermediate to advanced knowledge of multiple software. Experience with medical coding and insurance authorization procedures.</p>
Medical Records Clerk I	General Administrative	<p>Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties. Knowledge of basic office equipment. Ability to accurately count materials/items. Knowledge of standard filing systems. Ability to do detailed work. Ability to perform simple mathematical calculations. Ability to follow instructions. Sort and file materials according to an alphabetic, numeric or color-coded system. Create lists or directories. Verify information on forms. Produce documents such as letters, memos, proposals and statistical material following company standards. Transcribe shorthand notes. Transcribe from voice recordings. Proofread and correct documents. Place, receive and route phone calls. Schedule appointments. Make travel or meeting arrangements. Handle incoming and outgoing mail. Compile information and record keeping. Ability to communicate clearly and accurately. Ability to use dictation/transcription equipment, fax, PC and copier.</p> <p>File, retrieve, transfer, maintain medical records and reports. Utilize records tracking protocols. Ability to access and input date utilizing single software.</p>
Medical Records Clerk II	General Administrative	<p>Knowledge of medical terminology and medical environment required. Knowledge of basic office equipment including a 10-key calculator. Familiarity/knowledge of basic accounting terminology and concepts. Knowledge of computerized accounting systems. Balance calculated totals with receipts, post credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger). Verify the accuracy of vouchers, purchase orders, invoices or payments. Perform various clerical duties. Knowledge of basic office equipment. Ability to accurately count materials/items. Knowledge of standard filing systems. Ability to do detailed work. Ability to perform simple mathematical calculations. Ability to follow instructions. Sort and file materials according to an alphabetic, numeric or color-coded system. Create lists or directories. Verify information on forms. Produce documents such as letters, memos, proposals and statistical material following company standards. Transcribe shorthand notes. Transcribe from voice recordings. Proofread and correct documents. Place, receive and route phone calls. Schedule appointments. Make travel or meeting arrangements. Handle incoming and outgoing mail. Compile information and record keeping. Ability to communicate clearly and accurately. Ability to use dictation/transcription equipment, fax, PC and copier. Perform the duties of Medical Records Clerk I.</p> <p>File, maintain, and review medical records for completeness. Knowledge of alpha, numeric and terminal digit file systems. Intermediate to advanced knowledge of multiple software. Experience in medical records processing and maintenance.</p>

Office Manager	General Administrative	<ul style="list-style-type: none"> • Performs work of considerable difficulty due to extensive variety of office/administrative activities. • Establishes office guidelines and policies. • Plans, coordinates, manages and reviews the work of several units engaged in a variety of interrelated administrative and clerical functions. • Accomplishes work through the management of subordinate supervisors. • Performs effective personnel management, including training, evaluating and scheduling. • Ability to apply technical and administrative skills to solve problems. • Comprehensive knowledge of office policies, procedures and programmatic requirements. • Considerable knowledge and experience of the principles and practices of office services and the associated procedures and guidelines.
Office Services Aide	General Administrative	<ul style="list-style-type: none"> • Performs basic administrative tasks with minimal guidance, including data entry, copying and faxing. • Serves as first point-of-contact for assigned program. • Maintains a variety of records, such as inventories of supplies and materials. • Produces documents related to assigned office/program area. • May be required to establish and maintain filing systems. • Receives and directs phone calls and handles mail and light correspondence. • Knowledge of office/program support activities • Specific knowledge of work unit programs and activities. • Knowledge of basic math and bookkeeping, telephone procedures, and standard business communication.
Office Services Assistant	General Administrative	<ul style="list-style-type: none"> • Proficient with personal computers in a windows environment including Microsoft Word, Word Perfect, Excel or Lotus. • Working knowledge of office practices, proper grammar, spelling and punctuation, and basic arithmetic. • Ability to manage multi-line phone system and learn voice-mail. • Ability to take clear, concise messages. • Ability to operate standard office equipment (fax, copier, printer). • Ability to keyboard correspondence reports from rough drafts. • Ability to maintain automated and manual filing systems. • Knowledge of office/program support activities. • Specific knowledge of work unit programs and activities. • Knowledge of basic math and bookkeeping, telephone procedures, and standard business communication.
Office Services Specialist	General Administrative	<ul style="list-style-type: none"> • Manipulates data and text, and format documents. • Processes technical reports (i.e., scientific, medical or legal). • Manipulates computer databases to store, retrieve, compile, or analyze data information using commercial software to support office program requirements. • Posts and retrieves data; prepares special reports, tabulations and logs, as well as accurately performs alpha/numeric entry from raw data on CRT or personal computer at 12,000 + k.p.h. • May receive and direct phone calls and handle mail and light correspondence. • Provides general office support and performs any other related assigned duties. • Proficient in the use of personal computers in a Windows environment including Microsoft Word, Word Perfect, Excel or Lotus, and database management software applications. • Working knowledge of office practices and procedures including word processing, filing, etc. • Demonstrated ability to accurately meet established production levels. • Ability to operate standard office equipment (fax, copier, printer). • Ability to handle multi-line telephone.
Office Services Supervisor	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Office Services Specialist. • Performs lead responsibilities in the office environment. • Resolves problems and makes recommendations for improvements. • Interprets and applies policies, procedures and guidelines. • Exercises independent judgment. • May supervise, orient and train others. • All skills / knowledge of Office Services Specialist. • Considerable knowledge of programmatic requirements. • Knowledge and experience of the principles and practices of office services and the associated procedures and guidelines.
Office Services Supervisor Senior	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Office Services Specialist. • Performs lead responsibilities in the office environment. • Resolves problems and makes recommendations for improvements. • Interprets and applies policies, procedures and guidelines. • Exercises independent judgment. • May supervise, orient and train others. • All skills / knowledge of Office Services Specialist. • Considerable knowledge of programmatic requirements. • Considerable knowledge and experience of the principles and practices of office services and the associated procedures and guidelines.
Operator I	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p> <p>Enter data up to 25% of the time. Approximately 5,000-9,000 keystrokes per hour.</p>
Operator II	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p> <p>Enter data more than 25% of the time. Approximately 9,000-12,000 keystrokes per hour.</p>
Operator III (Key Disc Operator)	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p> <p>Production data entry. Enter data more than 50% of the time. Approximately 12,000-15,000 keystrokes per hour.</p>
Operator IV (Key Disc Operator)	General Administrative	<p>Knowledge of basic office equipment including personal computer, mainframe and 10-key calculator. Ability to accurately input information into a computer. Ability to follow instructions. Ability to perform repetitive work. Ability to do detailed work. Ability to proofread and correct errors. Input information into computer. Access information from a computer. Verify information on a screen. Perform various clerical duties.</p> <p>Production data entry. Entering data more than 75% of the time. Approximately 15,000+ keystrokes per hour.</p>

Personal Assistant	General Administrative	<ul style="list-style-type: none"> • Performs work of routine difficulty in more than one specialty area. • Assists with transactions and records management, and file maintenance. • Assists with enrolling employees in benefits programs; employee orientation for new employees, and placing advertisements for recruitment. • Screens applications for employment and collects applicant and hiring data for required employment reports. • Administers payroll or general clerical support to personnel function. • Maintains personnel records and performs any other related assigned duties. <p>Office experience and administrative support work.</p> <ul style="list-style-type: none"> • Knowledge and experience of the principles and practices of human resource administration and the procedures and guidelines associated with processing human resource actions. • Working knowledge of keyboarding or operating other automated office systems. • Ability to apply and interpret human resource policies and guidelines, communicate with managers and employees orally and in writing, and manage administrative details.
Personal Assistant Senior	General Administrative	<ul style="list-style-type: none"> • Performs work of routine difficulty in more than one specialty area. • Assists with transactions and records management, and file maintenance. • Assists with enrolling employees in benefits programs; employee orientation for new employees, and placing advertisements for recruitment. • Screens applications for employment and collects applicant and hiring data for required employment reports. • Administers payroll or general clerical support to personnel function. • Maintains personnel records and performs any other related assigned duties. <p>Office experience and administrative support work.</p> <ul style="list-style-type: none"> • Considerable knowledge and experience of the principles and practices of human resource administration and the procedures and guidelines associated with processing human resource actions. • Considerable knowledge of keyboarding or operating other automated office systems. • Demonstrated ability to apply and interpret human resource policies and guidelines, communicate with managers and employees orally and in writing, and manage administrative details.
Photocopy Supervisor	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Photocopy Technician. • Supervises a staff performing microfilming and/or photocopying. • Receives incoming documents to be photocopied. • Determines priorities and distributes workload to staff. • Prepares assignments ranging from a single document for reproduction to producing complex reports, brochures and multi-colored documents. <p>Knowledge of digital printing and photocopy techniques and equipment.</p> <ul style="list-style-type: none"> • Experience in handling various photocopiers.
Photocopy Technician	General Administrative	<ul style="list-style-type: none"> • Handles requirements for duplicating, punching, and binding, collating, stacking, stapling and other capabilities for handling high volume photocopy work. • Receives customer orders. • Assists with questions regarding material to be copied such as type of paper, method of reproduction and when needed. • Programs machine for job desired and monitors machine operations and takes care of interruptions and assures quality of finished products. • Performs other related or assigned duties. <p>Demonstrated experience in handling various photocopiers.</p> <ul style="list-style-type: none"> • Knowledge of basic offset printing or photocopy equipment.
Photo-Typesetting Specialist	General Administrative	<ul style="list-style-type: none"> • Operates various types of printing or copying equipment. • Performs as a first line supervisor of staff performing duties related to duplicating and producing printed documents. • Duties may include digital, photo-typeset, as well as offset and photocopy printing. <p>Knowledge of digital printing and photocopy techniques and equipment.</p> <ul style="list-style-type: none"> • Fully skilled printing technician.
Photo-Typesetting Supervisor	General Administrative	<ul style="list-style-type: none"> • Operates various types of printing or copying equipment. • Performs as a first line supervisor of staff performing duties related to duplicating and producing printed documents. • Duties may include digital, photo-typeset, as well as offset and photocopy printing. • Independently resolves daily printing issues. <p>Fully skilled printing technician.</p> <ul style="list-style-type: none"> • Experience in specialty area. • Knowledge of supervisory practices.
Postal Aide	General Administrative	<ul style="list-style-type: none"> • Entry-Level support position. • Perform well-defined office duties of a routine and repetitive nature under close supervision. • Alphabetizes, files, photocopies, sorts, delivers mail, and/or processes routine documents. <p>Some knowledge of basic office practices, procedures and current equipment; and manual and/or automated envelope, package handling or sorting systems.</p>
Postal Aide Senior	General Administrative	<ul style="list-style-type: none"> • Perform well-defined office duties of a routine and repetitive nature under close supervision. • Alphabetizes, files, photocopies, sorts, delivers mail, and/or processes routine documents. <p>Considerable knowledge of basic office practices, procedures and current equipment; and manual and/or automated envelope, package handling or sorting systems.</p> <ul style="list-style-type: none"> • Considerable experience in an office environment. • Knowledge of supervisory practices.
Postal Assistant	General Administrative	<ul style="list-style-type: none"> • Performs a wide variety of program and administrative support duties based on agency business needs. • Performs general office, secretarial, fiscal, and support activities. • Serves as first point-of-contact for their assigned program. <p>Knowledge of office/program support activities.</p> <ul style="list-style-type: none"> • Manual dexterity. • Some specific knowledge of work unit programs and activities. • Basic math and communication skills.
Public Relations Coordinator	General Administrative	<ul style="list-style-type: none"> • Directs public relations and/or development for agency program or specialty area(s). • Plans, develops, evaluates, and performs public relations functions. • Serves as single position for an agency's public relations. • Develops and evaluates public relations programs and activities. • Engages in extensive contacts and consultation with executives in international businesses, economic developers, trade groups and others to coordinate domestic and foreign marketing activities. • Promotes commodities, products, programs and services and provides consultation at the executive level to local, national, & international companies, clients, and the media. <p>Comprehensive knowledge of the principles and practices of public relations program development and/or promotions.</p> <ul style="list-style-type: none"> • Considerable knowledge of management and budgetary principles/ practices.

Public Relations Specialist	General Administrative	<ul style="list-style-type: none"> • All responsibilities of Public Relations Assistant Specialist. • Responsible either for a segment or all of an agency's public relations activities. • Serves as feature story writers and editors and/or have overall responsibility for internal publications. • Independently carries out all public relations activities. • Engages in contact with local to international citizens, businesses/ industries, and/or elected officials to enhance the promotion of commodities, programs and services. <p>Considerable to comprehensive knowledge of the organization, operation, related program area(s), strategic planning and the agency's mission.</p> <ul style="list-style-type: none"> • Considerable to comprehensive knowledge of management principles and practices, and budget development.
Public Relations Specialist Assistant	General Administrative	<ul style="list-style-type: none"> • Performs a variety of activities for a specific program area under direct supervision. • Performs a combination of public relations functions such as media relations, publications, events and promotions, etc. <p>Considerable knowledge of the organization, operation, and related program area(s).</p> <ul style="list-style-type: none"> • Comprehensive knowledge of management principles, practices and budget development.
Receptionist	General Administrative	<ul style="list-style-type: none"> • Serves as initial point of contact for visitors, telephone calls and deliveries to the agency. • Efficiently and courteously answering multi-line telephone system. • Responds to routine inquiries, takes messages, or routes callers to appropriate parties. • Greets visitors and notifies appropriate employee or office of arrivals. • Accepts deliveries and contacts offices for retrieval. • Formats and keyboards correspondence of reports. <p>Working knowledge of office practices, proper grammar, spelling and punctuation, and basic arithmetic.</p> <ul style="list-style-type: none"> • Proficient in the use of personal computers in a Windows environment. • Ability to efficiently and courteously answer multiple telephone lines • Ability to accurately take clear, concise messages or route callers. • Highly reliable and independent worker. • Ability to read, understand and apply policies/procedures. • Ability to accurately format and keyboard data.
Receptionist Senior	General Administrative	<ul style="list-style-type: none"> • Serves as initial point of contact for visitors, telephone calls and deliveries to the agency. • Efficiently and courteously answering multi-line telephone system. • Responds to routine inquiries, takes messages, or routes callers to appropriate parties. • Greets visitors and notifies appropriate employee or office of arrivals. • Accepts deliveries and contacts offices for retrieval. • Formats and keyboards correspondence of reports. <p>All skills / knowledge of Receptionist.</p> <ul style="list-style-type: none"> • Considerable knowledge of office practices, proper grammar, spelling and punctuation, and basic arithmetic. • Experience in an office setting.
Secretary	General Administrative	<ul style="list-style-type: none"> • Performs a wide variety of program and administrative support duties based on agency business needs. • Performs general office, secretarial, fiscal, and support activities. • Serves as first point-of-contact for their assigned program. <p>Working knowledge of office practices, proper grammar, spelling and punctuation, and basic arithmetic.</p> <ul style="list-style-type: none"> • Proficiency in the use of personal computers in a Windows environment including Microsoft Word 6.0, Word Perfect, Excel or Lotus, and database management software applications. • Ability to manage multi-line phone system and learn voice-mail. • Ability to communicate effectively orally and in writing. • Ability to establish and maintain automated and manual filing systems.
Secretary Senior	General Administrative	<ul style="list-style-type: none"> • Provides secretarial support for one or more professional, administrative and/or managerial employees. • Types letters, memoranda and forms from rough notes or handwritten drafts. • Maintains logs/records, calendars. • Makes arrangements for travel, meetings, and conferences. • Performs any other related assigned duties. <p>All responsibilities of Secretary.</p> <ul style="list-style-type: none"> • Office experience and administrative support work. • Ability to prioritize and perform assigned duties independently. • Ability to keyboard correspondence reports from rough drafts.
Translator	General Administrative	<p>Provide interpreting/technical services for meetings, telephone calls, etc. including one on one and group settings and will translate orally and/or in writing all documents. Translators should have knowledge in the area of the subject matter that is to be translated. Prepare written translations of instructions and educational materials, correspondence, and forms from one language to another. Review translated material for accuracy of meaning and grammar while interpreting and explaining words and phrases for meaning and appropriateness. utilize all pertinent equipment such as computers, copy machines, fax machines, etc.</p> <p>Knowledge of the principles, techniques and when required the subject area of the matter being being discussed. Employee must have good verbal and written communication skills in the English language and the ability to verbally translate spoken material from English into a designated language(s).</p>
Classification / Compensation Analyst	Human Resources	<ul style="list-style-type: none"> • Performs compensation analytical work. • Determines appropriate classification and compensation levels. • Makes final recommendations on position allocations. • Recommends the establishment of new positions, reallocations, and redefinitions of existing positions. • Engages in frequent contact with agency managers and employees to provide guidance, information, and to facilitate the resolution of issues. • Performs in an independent capacity. <p>Working to considerable knowledge of human resource principles and practices, including federal and state laws and regulations applicable to work.</p> <p>BS/BA Personnel Administration</p>
Classification / Compensation Analyst Senior	Human Resources	<ul style="list-style-type: none"> • Performs work of considerable difficulty and may involve a greater diversity of assignments or require more extensive knowledge of a functional area. • Serves as the single position in charge of classification and compensation activity. • Supervises or serves as an expert in a broad range of human resource programs or functional area(s) for local or statewide agencies. • Interprets policies, and makes recommendations on policy and procedural changes. • Engages in extensive contact with agency managers, supervisors, employees, government and legislative officials, private entities, and the general public to provide consultation and problem resolution services. • Performs with considerable independence in decision making in functional areas. <p>Considerable knowledge of the theories, principles and practices of human resource management, including specialty area(s) and federal and state policies applicable to work.</p> <ul style="list-style-type: none"> • Experience in human resources or related field. <p>BS/BA Personnel Administration</p>

Classification / Compensation Consultant	Human Resources	<ul style="list-style-type: none"> • Performs work of unusual difficulty in providing expert consultation and direction for a complex, statewide human resource program or functional area. • Engages in extensive contact with state agencies, high-ranking government and legislative officials; professionals in federal, state, and local governments and private industry to provide consultation and problem resolution services, as well as to discuss matters of controversy and litigation. • Provides statewide leadership and expert guidance to professional staff on diverse or complex issues, based on extensive knowledge and accurate interpretation of state and federal policies and regulations related to a human resource functional area. • Performs with considerable independence in decision making in functional areas. • Comprehensive knowledge of major human resource functional area which requires independent interpretation of state and federal policy and the consistent application of best practices. • Ability to exercise sound judgment in analyzing and assessing complex issues and in providing appropriate guidance and direction. • Considerable experience in Human Resources or related field. <p>BS/BA Personnel Administration</p>
EEO Program Analyst	Human Resources	<ul style="list-style-type: none"> • Responsible for equal employment opportunity (EEO), affirmative action (AA) and related programs in a state agency or institution. • Assists in planning, implementing and monitoring EEO/AA programs. • Interprets EEO/AA guidelines and policies and procedures. • Engages in frequent contact with agency managers and employees to provide guidance, information, and to facilitate the resolution of issues. <p>Working to considerable knowledge of human resource principles and practices, including federal and state laws and regulations applicable to work.</p> <p>BS/BA Personnel Administration</p>
EEO Program Specialist	Human Resources	<ul style="list-style-type: none"> • Work is of considerable difficulty and may involve a greater diversity of assignments or require more extensive knowledge of a functional area. • Responsible for equal employment opportunity (EEO), affirmative action (AA) and related programs in a state agency or institution. • Assists in planning, implementing and monitoring EEO/AA programs. • Interprets EEO/AA guidelines and policies and procedures. • Supervises or serves as an expert in a broad range of human resource programs or functional area(s) for local or statewide agencies. • Engages in extensive contact with agency managers and employees to provide guidance, information, and to facilitate the resolution of issues. • Performs with considerable independence in decision making in functional areas. <p>Considerable knowledge of the theories, principles and practices of human resource management, including specialty area(s) and federal and state policies applicable to work.</p> <p>• Experience in Human Resources or related field.</p> <p>BS/BA Personnel Administration</p>
Employee Relations Analyst	Human Resources	<ul style="list-style-type: none"> • Advises and counsels managers and employees in matters related to grievances, performance evaluations and standards of conduct. • Works with managers and employees to resolve conflicts, in disciplinary actions, performance problems, and productivity. • Interprets policies and recommends procedures for implementation. • Investigates problems and difficulties affecting employer/employee relations. <p>BS/BA Personnel Administration</p>
Employee Relations Analyst Senior	Human Resources	<ul style="list-style-type: none"> • All responsibilities of Employee Relations Analyst. • Oversees and evaluates subordinate personnel. • Advises other human resource supervisors or managers in the administration and evaluation of employee relations programs. • Develops standards and guidelines in order to monitor and improve programs. <p>Considerable knowledge of the theories, principles and practices of personnel management and employee relations and the interrelationship of the agency's role with other governmental agencies.</p> <p>• Knowledge of supervisory practices.</p> <p>BS/BA Personnel Administration</p>
Human Resources Assistant	Human Resources	<ul style="list-style-type: none"> • Serves as an assistant to Human Resources Generalist performing professional and comprehensive human resource functions. • Implements customer service, program efficiency and effectiveness in assigned areas. <p>Knowledge of human resource management principles and practices including recruitment and selection, classification and compensation, and employee relations.</p> <ul style="list-style-type: none"> • Knowledge of Federal and State laws and regulations; job analysis and job evaluation techniques; organization and job design; recruiting, screening, and interviewing techniques. • Knowledge of employee relations and EEO approaches such as counseling, mediation, grievance resolution, and complaint investigation. • Knowledge of employee benefit, recognition, performance, and discipline systems. • Knowledge of applicable computer software/programs.
Human Resources Generalist	Human Resources	<ul style="list-style-type: none"> • Consults management in all human resource areas. • Develops recruitment and retention strategies. • Assesses alternative compensation strategies. • Counsels managers, employees, and applicants in the resolution on complaints. • Participates in programs in all human resource areas to improve customer service, program efficiency and effectiveness. <p>Knowledge of human resource management principles and practices including recruitment and selection, classification and compensation, and employee relations.</p> <ul style="list-style-type: none"> • Knowledge of Federal and State laws and regulations; job analysis and job evaluation techniques; organization and job design; recruiting, screening, and interviewing techniques. • Knowledge of employee relations and EEO approaches such as counseling, mediation, grievance resolution, and complaint investigation. • Knowledge of employee benefit, recognition, performance, and discipline systems. • Knowledge of applicable computer software/programs. <p>BS/BA Personnel Administration</p>
Human Resources Generalist Senior	Human Resources	<ul style="list-style-type: none"> • All responsibilities of Human Resources Generalist. • Guides managers and supervisors in their accountability for decentralized human resource responsibilities. • Serves as the primary leader of an human resource program. • Leads a team of professionals on a project or ongoing basis. • Knowledge of human resource management principles and practices including recruitment and selection, classification and compensation, and employee relations. • Knowledge of Federal and State laws and regulations; job analysis and job evaluation techniques; organization and job design; recruiting, screening, and interviewing techniques. • Knowledge of employee relations and EEO approaches such as counseling, mediation, grievance resolution, and complaint investigation. • Knowledge of employee benefit, recognition, performance, and discipline systems. • Knowledge of applicable computer software/programs. • Knowledge of supervisory practices. • Considerable experience in the Human Resources field. <p>BS/BA Personnel Administration</p>

Personnel Analyst	Human Resources	<ul style="list-style-type: none"> • Performs beginning level professional, analytical personnel work in a specialty area. • Performs a combination of specialty functions at the entry level. • Supervises staff in the area of transactions / records. • Acts in support of other specialists or analysts. • Performs work involving technical support and analysis of transactions, reporting and benefits. • Working knowledge of personnel forms and associated procedures and the process and workflow of transactions. • Some knowledge of the working principles and practices of personnel administration. BS/BA Personnel Administration
Personnel Analyst Senior	Human Resources	<ul style="list-style-type: none"> • Performs beginning level professional, analytical personnel work in a specialty area. • Performs a combination of specialty functions at the entry level. • Supervises staff in the area of transactions / records. • Acts in support of other specialists or analysts. • Performs work involving technical support and analysis of transactions, reporting and benefits. Considerable knowledge of personnel forms and associated procedures and the process and workflow of transactions. <ul style="list-style-type: none"> • Considerable knowledge of the working principles and practices of personnel administration. BS/BA Personnel Administration
Personnel Practices Analyst	Human Resources	<ul style="list-style-type: none"> • Performs or manages a combination of personnel specialty functions. • Performs journey level duties in two or more human resource areas. • Analyzes and collects data. • Supervises benefits and handles workers' compensation. Considerable knowledge of human resource principles and practices, including federal and state laws and regulations applicable to work.
Personnel Practices Analyst Senior	Human Resources	<ul style="list-style-type: none"> • All responsibilities of Personnel Practices Analyst. • Supervises a small staff of technical specialists. • Spends majority of time counseling, training or performing analytical activities. • Provides appropriate recommendations for resolution of diverse or complex issues based on accurate interpretation of state and federal policies and regulations. • Broad, comprehensive knowledge of principles and practices of human resource management, policies, and procedures to direct a complex and diverse agency-wide program. • Considerable knowledge of one or more functional areas. • Experience in Human Resources or related field. BS/BA Personnel Administration
Personnel Practices Manager	Human Resources	<ul style="list-style-type: none"> • All responsibilities of Personnel Practices Supervisor. • Manages a broad range of personnel programs in a complex agency. • Makes recommendations on all studies and surveys conducted in the assigned area. • Ensures that special reports are complete and accurate. • Prepares and monitors the budget. • Serves as agency's top advisor on management of human resource matters, requiring sound judgment and informed, independent decision-making. Broad, comprehensive knowledge of principles and practices of human resource management, policies, and procedures to direct a complex and diverse agency-wide program. <ul style="list-style-type: none"> • Considerable knowledge of one or more functional areas. • Considerable experience in Human Resources or related field. BS/BA Personnel Administration
Claims Adjuster I	Insurance	Considerable knowledge of insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts with other agency staff, representatives of other governmental agencies, carriers, medical providers, claimant's dependents, employers, attorneys and the public. Skill in negotiating claim settlements with claimants, attorneys and/or third parties. Skill in written and oral communication. Skill in electronic communications including claim evaluation reports. Skill in planning, organizing, interpreting and analyzing complex legal, medical, economic, accident reconstruction and contractual situations to reach logical conclusions and reasonable recommendations. Knowledge of labor market conditions. Knowledge of government structure and functions. Knowledge of insurance industry and medical terminology. Valid state issued drivers license. Knowledge of federal/state statutes, practices and agency standards, policies and procedures applicable to insurance workers' compensation, contracts, Court of Appeal rulings and legal practices. Knowledge of civil procedure in both federal, state, and local courts. Knowledge and understanding of insurance contracts and related law. Knowledge of workers' compensation claims management practices, early return-to-work programs, EDP claims management system, claims investigation methods, and litigation.
Claims Adjuster II	Insurance	Considerable knowledge of insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts with other agency staff, representatives of other governmental agencies, carriers, medical providers, claimant's dependents, employers, attorneys and the public. Skill in negotiating claim settlements with claimants, attorneys and/or third parties. Skill in written and oral communication. Skill in electronic communications including claim evaluation reports. Skill in planning, organizing, interpreting and analyzing complex legal, medical, economic, accident reconstruction and contractual situations to reach logical conclusions and reasonable recommendations. Knowledge of labor market conditions. Knowledge of government structure and functions. Knowledge of insurance industry and medical terminology. Valid state issued drivers license. Perform duties as Claims Adjuster I. Knowledge of vocational rehabilitation, structured settlements and annuities. Knowledge of Americans with Disability Act and disability management and physical requirements for an extensive number of occupations. Knowledge of professional medical standards of care required to hospitals, physicians and other medical personnel. Knowledge of industrial manufacturing and building standards. Knowledge of litigation management to control substantial and highly complex liability and/or workers' compensation claims and/or lawsuits. Skill in preserving field evidence, conduction inspections, investigating, securing, documenting, analyzing and evaluating facts surrounding claims. Ability to prepare narrative, statistical report with conclusions and/or recommendations relating to property, liability, and workers' compensation claims.

Claims Specialist	Insurance	<p>Considerable knowledge of insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts with other agency staff, representatives of other governmental agencies, carriers, medical providers, claimant's dependents, employers, attorneys and the public. Skill in negotiating claim settlements with claimants, attorneys and/or third parties. Skill in written and oral communication. Skill in electronic communications including claim evaluation reports. Skill in planning, organizing, interpreting and analyzing complex legal, medical, economic, accident reconstruction and contractual situations to reach logical conclusions and reasonable recommendations. Knowledge of labor market conditions. Knowledge of government structure and functions. Knowledge of insurance industry and medical terminology. Valid state issued drivers license.</p> <p>Considerable knowledge of multi-line insurance claims adjudication practice and procedures. Considerable knowledge of insurance laws and any government program operations. Ability to investigate, research, analyze, and draw logical conclusions. Ability to interpret and apply complex rules, regulations and policies. Ability to establish and maintain effective working relationships with those contacted in the course of business. One year of Multi-line insurance claims processing experience or two years of administrative level experience in insurance claims administration.</p>
Worker's Compensation Specialty	Insurance	<p>Considerable knowledge of insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules and policies and procedures of state and local government court systems and the legal rules of civil procedures in both Federal and State lawsuits. Skill in customer service and interpersonal relations as applied to contracts with other agency staff, representatives of other governmental agencies, carriers, medical providers, claimant's dependents, employers, attorneys and the public. Skill in negotiating claim settlements with claimants, attorneys and/or third parties. Skill in written and oral communication. Skill in electronic communications including claim evaluation reports. Skill in planning, organizing, interpreting and analyzing complex legal, medical, economic, accident reconstruction and contractual situations to reach logical conclusions and reasonable recommendations. Knowledge of labor market conditions. Knowledge of government structure and functions. Knowledge of insurance industry and medical terminology. Valid state issued drivers license.</p> <p>Two years of experience processing Workers' Compensation Insurance claims. Knowledge of Workers' Compensation Insurance laws, rules, regulations, EDP claims management systems, knowledge of applicable Court of Appeals rulings and labor market publications and journals. Knowledge of Loss-of-Earning Capacity (LEC) to make appropriate awards.</p>
Data Entry Clerk	Tax	<p>duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1-key. General knowledge including alphabetical and numerical filing, beginning accounting principles and practices.</p> <p>Ability to enter data at a rate of 8,000 keystrokes per hour with an error rate not to exceed two percent (2%). Ability to work with a limited amount of supervision. Ability to run and work with scanning equipment or 2D Bar-coding equipment. Ability to understand and use Data Entry equipment in an efficient manner. Possess a working knowledge of 10-key and/or reverse 10-key keyboards which includes typing skills.</p>
Data Entry Clerk / Remittance Processor Blended	Tax	<p>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1-key. General knowledge including alphabetical and numerical filing, beginning accounting principles and practices.</p> <p>Ability to enter data at a rate of 10,000 keystrokes per hour with an error rate not to exceed two percent (2%). Process and/or enter various tax documents and encode checks utilizing electronic keying equipment. Ability to work with a limited amount of supervision. Ability to run and work with scanning equipment or 2D Bar-coding equipment. Ability to operate a 10-key keyboard by touch with speed and accuracy. Ability to understand and use Data Entry equipment in an efficient manner. Shall possess a working knowledge of 10-day and/or reverse 10-key keyboards which includes typing skills. Possess average math and accounting skills. Contractor shall test each applicant for 10-key skills prior to assignment and submit scores by day of assignment.</p>
Error Resolution and Document Processor	Tax	<p>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1-key. General knowledge including alphabetical and numerical filing, beginning accounting principles and practices.</p> <p>Sort and/or edit income, corporate, sales and withholding tax documents, or resolve a variety of errors which may include utilizing a PC or interpreting computer output. Ability to communicate verbally and in writing with taxpayers. Skill at solving problems relative to tax documents.</p>
General Clerical	Tax	<p>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1-key. General knowledge including alphabetical and numerical filing, beginning accounting principles and practices.</p> <p>Position specifically in Document Staging, Outgoing Mailroom, Micrographics, Taxpayer Information and Assistance, License and Registration, Income Tax Processing. Additional duties and qualifications shall include the following at a minimum: Perform functions such as mail opening, disassembling and reassembling documents, filing and file retrieval, Assure that all mail containing payments is handled appropriately. Separate, sort, arrange documents and cash receipts, quality control documents to determine their computer processability, Operate a variety of outgoing mail equipment such as trimmers, bursters, inserters, postage meters as well as incoming mail equipment such as envelope openers, Hand sterilize documents and prepare forms for bulk mailing, Operate microfilm cameras, Answer telephones, Ability to make quick decisions on the proper disposition of documents.</p>

On-Site Administrator (Day)	Tax	<ul style="list-style-type: none"> • Reviews resource needs with Tax representative for the subsequent week. • Recruits and interviews on site as needed. • Conducts orientation with new employees regarding Tax's policies (confidentiality and disclosure, dress code, break times, lunch times, etc.) • Assists Tax in training new employees. • Faxes a list of all new employees that will be assigned at Tax to Tax's management for pre-approval at least 2 days before reporting for work. • Collects and Reviews (for accuracy and completeness) daily and summary time sheets. • Verifies daily attendance/absences and reports them to Tax's management. • Reviews temporary employee performance problems with Tax supervisors. • Discusses problems with temporary employees as directed by Tax's management. • Terminates employees at the request of Tax management. • Distributes temporary employee paychecks and assists temporary employees with payroll issues and questions.
On-Site Administrator (Evening)	Tax	<ul style="list-style-type: none"> • Reviews resource needs with Tax representative for the subsequent week. • Recruits and interviews on site as needed. • Conducts orientation with new employees regarding tax policies (confidentiality and disclosure, dress code, break times, lunch times, etc.) • Assists Tax in training new employees. • Faxes a list of all new employees that will be assigned at Tax to Tax's management for pre-approval at least 2 days before reporting for work. • Collects and Reviews (for accuracy and completeness) daily and summary time sheets. • Verifies daily attendance/absences and reports them to Tax's management. • Reviews temporary employee performance problems with Tax supervisors. • Discusses problems with temporary employees as directed by Tax's management. • Terminates employees at the request of Tax management. • Distributes temporary employee paychecks and assists temporary employees with payroll issues and questions. • Working knowledge of supervisory principles and practices. • Knowledge of business English and math. • Ability to communicate effectively, orally and in writing. • Working skill in operating office equipment including automated equipment, as required to accomplish work. • Skill in using word-processing and spreadsheet software such as, Microsoft Word and Microsoft Excel. • Demonstrated ability to process data into reports and check materials for accuracy, establish priorities, schedule work, file, type and enter data. • Working knowledge of supervisory principles and practices. • Knowledge of business English and math. • Ability to communicate effectively, orally and in writing. • Working skill in operating office equipment including automated equipment, as required to accomplish work. • Skill in using word-processing and spreadsheet software such as, Microsoft Word and Microsoft Excel. • Demonstrated ability to process data into reports and check materials for accuracy, establish priorities, schedule work, file, type and enter data.
Remittance Processor	Tax	<p>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning accounting principles and practices.</p> <p>Ability to enter data at a rate of 10,000 keystrokes per hour with an error rate not to exceed two percent (2%). Process and/or enter various tax documents and encode checks utilizing electronic keying equipment. Ability to operate a 10-key data keyboard by touch with speed and accuracy. Possess average math and accounting skills. Contractor shall test each applicant for 10-key skills prior to assignment and submit scores by the day of assignment.</p>
Taxpayer Information & Assistance Agent	Tax	<p>Ability to follow directions. Ability to operate a variety of equipment and perform routine and repetitive duties. Ability to keep counts on documents processed. Ability to communicate clearly and accurately. Manual dexterity. Perform lifting of up to 25 pounds. Ability to use a telephone system to receive and transfer calls. Ability to use electric / electronic typewriter, electronic key system (EKS), personal computer (PC), 1--key. General knowledge including alphabetical and numerical filing, beginning accounting principles and practices.</p> <p>Provide information and assistance to taxpayers by telephone, in person, or via correspondence relative to the preparation of numerous tax returns and the resolution of billing questions. Knowledge of state tax forms, statutes, rules. Ability to research a problem or question in a timely manner. Skill in oral and written communication, math and accounting, and in the use of computer terminal, telephone, and office equipment.</p>

Position Title	Classification	Position Description, Skills & Knowledge
CDL Driver	Laborer/ Industrial	<ul style="list-style-type: none"> • Operates light to heavy duty trucks to accomplish tasks related to snow removal, preventive and corrective maintenance, and construction of roadways. • Tasks include driving, mowing, signing, and patching. • Performs labor assignments, including digging ditches, clearing right of way, clearing roadways of debris and dead animals, weed eating, shoveling, and laying asphalt. • Performs minor and basic adjustments and repairs to equipment and aides in making major repairs. • Performs general manual labor such as: shoveling soil, removing rocks, debris and other materials at work sites, and loading/unloading materials and objects. • Cuts and removes brush and foliage. • Performs traffic control at work site locations and sets up work zones. <p>Ability to perform basic maintenance and repair. Flagging certification (for flagging assignments)</p> <ul style="list-style-type: none"> • Ability to use various small and hand tools. • Ability to safely operate trucks, including dump trucks. • Ability to perform physical demanding manual tasks under various weather conditions. • Ability to stand or sit for extended periods of time. • Ability to follow verbal and written instructions. • Ability to communicate effectively verbally. • Abides by safety rules, instructions, and policies. • Valid commercial Driver's License (CDL) • Current copy of DMV driving record.
Flagger / Laborer	Laborer/ Industrial	<ul style="list-style-type: none"> • Directs traffic in work zones. • Performs light to medium manual labor when needed. • Assists in setting up work zones, such as placing and removing work signs, safety cones, barricades, and litter pickup. • Assists in pushing mowing operations, sweeping, shoveling materials (asphalt, rock, etc.), general cleaning of equipment/grounds and/or painting. • Will be required to take appropriate tests at the DMV. • Ability to lift up to 50 pounds. • Ability to behave in a professional manner. • Knowledge of safety rules, instructions, and policies. <p>Flagging certification</p>
Forklift Operator	Laborer/ Industrial	<ul style="list-style-type: none"> • Drives manual sit-down gasoline, liquefied gas, or electric-powered industrial forklift. • Aids in loading, unloading and/or stacking materials in a warehouse or storage yard. <p>Experience in forklift driving. Valid Virginia Operator's License.</p>
Forklift Operator Senior	Laborer/ Industrial	<ul style="list-style-type: none"> • Drives manual sit-down gasoline, liquefied gas, or electric-powered industrial forklift. • Aids in loading, unloading and/or stacking materials in a warehouse or storage yard. <p>Considerable experience in forklift driving. Valid state Operator's License.</p>
Grounds Worker	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs routine work in all phases of grounds maintenance. • May operate a variety of equipment. • Assists higher level trades technicians or higher level craft personnel who are performing a combination of trades assignments. <p>Basic knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</p> <ul style="list-style-type: none"> • Working skill in the use of equipment and tools. • Valid Driver's License may be required. • Ability to follow oral and written instructions. • Ability to perform heavy manual labor. • Certified in First Aid / CPR. <p>Flagger Certification</p>
Grounds Worker Lead	Laborer/ Industrial	<ul style="list-style-type: none"> • All responsibilities of Grounds Worker Senior. • Performs, plans and directs the day-to-day work of one or more grounds keeping crews. • May supervise a small crew/staff. <p>Working knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</p> <ul style="list-style-type: none"> • Working skill in the use of equipment and tools. • Valid Driver's License may be required. • Ability to follow oral and written instructions. • Ability to perform heavy manual labor. • Certified in First Aid / CPR. <p>Flagger certification</p>

Grounds Worker Senior	Laborer/ Industrial	<ul style="list-style-type: none"> • All responsibilities of Grounds Worker. • Assists higher level trades technicians or higher level craft personnel who are performing a combination of trades assignments. • Assigns work and ensures its completion. • Leads subordinate personnel. <p>Considerable knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</p> <ul style="list-style-type: none"> • Working skill in the use of equipment and tools. • Valid Driver's License may be required. • Ability to follow oral and written instructions. • Ability to perform heavy manual labor. • Certified in First Aid / CPR. <p>Flagger certification</p>
Groundskeeper / Landscaper	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs general care of lawn or grounds to maintain public property. • Performs lawn mowing, edging, watering, fertilization and the planting and pruning of small trees and shrubs. • Does not include the use of chainsaws or tree climbing. <p>Knowledge of lawn care equipment such as mowers, spreaders, edging tools and sprinkler systems.</p>
Groundskeeper / Landscaper Senior	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs general care of lawn or grounds to maintain public property. • Performs lawn mowing, edging, watering, fertilization and the planting and pruning of small trees and shrubs. • Does not include the use of chainsaws or tree climbing. <p>Considerable knowledge of lawn care equipment such as mowers, spreaders, edging tools and sprinkler systems.</p> <ul style="list-style-type: none"> • Experience in landscaping or related field.
Heavy Industrial Materials Handler (Warehouseman)	Laborer/ Industrial	<ul style="list-style-type: none"> • Counts, sorts, checks, inspects, coordinates rapid movement, loads, unloads and moves materials within or near the worksite. • Picks stock and compares stock numbers against packing list. • Uses hand tools to open containers. • Lifts and arranges materials in a warehouse. • Verifies clerical computations against physical stock counts. • Transports materials using hand-truck, electric dolly, wheelbarrow, pallet jack or other devices. • Ability to lift items of various size up to 75 pounds for extended periods of time. • General knowledge and experience in warehouse operations. • Ability to understand and follow written and oral instructions. • Basic mathematic skills. • Ability to read and write legibly.
Heavy Industrial Materials Handler, Freezer (Warehouseman)	Laborer/ Industrial	<ul style="list-style-type: none"> • Counts, sorts, checks, inspects, coordinates rapid movement, loads, unloads and moves materials in commercial-sized frozen food freezers. • Picks stock and compares stock numbers against packing list. • Uses hand tools to open containers. • Lifts and arranges materials in a freezer. • Verifies clerical computations against physical stock counts. • Transports materials using hand-truck, electric dolly, wheelbarrow, pallet jack or other devices. • Freezer suit will be provided. <p>Ability to lift items of various size up to 75 pounds for extended periods of time.</p> <ul style="list-style-type: none"> • General knowledge and experience in warehouse freezer operations. • Ability to understand and follow written and oral instructions. • Basic mathematic skills. • Ability to read and write legibly.
Heavy Industrial Worker (General Laborer)	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs a variety of manual work that does not require special skills or experience. • Performs sustained work of a physical nature for extended periods of time. • Performs work that may require heavy lifting in and outdoors. • Loads and unloads trucks. • Performs building maintenance duties. • Assists in all types of repairs. • Moves a variety of office furniture and equipment. • Performs various and other repairs and/or building maintenance duties. <p>Ability to lift items of various size up to 75 pounds for extended periods of time.</p> <ul style="list-style-type: none"> • Ability to work well with close supervision. • Ability to use basic hand tools. • Ability to use dollies, carts and hydraulic lifts.

Housekeeping Supervisor	Laborer/ Industrial	<ul style="list-style-type: none"> • All responsibilities of Housekeeping Worker Senior. • Provides daily supervision in the areas of housekeeping, laundry, tailoring, and dry cleaning. <p>Demonstrated ability to perform a variety of cleaning tasks.</p> <ul style="list-style-type: none"> • Knowledge of dry cleaning techniques and/or laundry operations and/or working knowledge of standard practices and procedures of tailoring.
Housekeeping Supervisor Senior	Laborer/ Industrial	<ul style="list-style-type: none"> • All responsibilities of Housekeeping Supervisor. • Provides the overall activities in the daily operations. • Assists in the overall management in the assigned areas of housekeeping, laundry, tailoring, and/or dry cleaning. • Schedules, directs, and coordinates the overall management of assigned operations. • May perform regular, complex, or intricate tasks as needed. <p>Advanced skill and ability to perform a variety of cleaning tasks.</p> <ul style="list-style-type: none"> • Considerable knowledge of dry cleaning techniques and/or laundry operations and/or considerable knowledge of standard practices and procedures of tailoring. • Supervisory experience.
Housekeeping Worker	Laborer/ Industrial	<ul style="list-style-type: none"> • Provides services in areas of housekeeping, laundry, tailoring, and dry cleaning. • Manual labor intensive. • Uses cleaning equipment, laundry and dry cleaning equipment and/or a variety of sewing machinery. <p>Ability to perform a variety of cleaning tasks.</p> <ul style="list-style-type: none"> • Knowledge of dry cleaning techniques and/or laundry operations and/or working knowledge of standard practices and procedures of tailoring. • Ability to interpret and follow directions.
Housekeeping Worker Senior	Laborer/ Industrial	<ul style="list-style-type: none"> • All responsibilities of Housekeeping Worker. • Assigns work and ensures its completion. • Performs a variety of tasks in supervising and performing the required services. • Ensures operational and safety procedures are followed. <p>All skills / knowledge of Housekeeping Worker.</p> <ul style="list-style-type: none"> • Knowledge of supervisory practices and principles. • Ability to interpret and follow direction as well as provide direction.
Inventory Worker Light	Laborer/ Industrial	<ul style="list-style-type: none"> • Sorts, checks, inspects, counts, and records physical stock. • Lifts and arranges materials and stock in a warehouse setting. • Verifies clerical computations against physical stock counts. • Prices, labels, or operates a calculator or other recording device. <p>Ability to lift up to 25 pounds for extended periods of time.</p> <ul style="list-style-type: none"> • Experience with inventory. • Good math skills and legible handwriting.
Light Industrial Worker (General Laborer)	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs a variety of simple duties not requiring heavy lifting. • Cleans up around work areas. • Delivers supplies between departments. • Sets up tables and chairs. • Moves small furniture, boxes, or mailbags. <p>Ability to manually lift, push or pull objects weight up to 30 pounds.</p> <ul style="list-style-type: none"> • Possesses good manual dexterity. • Ability to understand and follow specific oral instructions. • Ability to reach and stretch to grasp objects. • Knowledge of safety requirements and procedures.
Motor Vehicle Operator A	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs routine operation and maintenance of equipment and motorized vehicles. • Performs routine manual labor such as loading or unloading and adjusting attachments. • May utilize a variety of hand and power tools. • May operate a motorized vehicle to perform a variety of duties to include but not limited to transporting passengers, supplies, and materials. <p>Ability equivalent to ability to operate a light truck, dump truck, or a tractor with attachments.</p> <ul style="list-style-type: none"> • Valid Operator's License. • Basic math and reading skills. • Driver's License or a Commercial Driver's License.
Motor Vehicle Operator B	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs extensive preventive maintenance of equipment and motorized vehicles. • Maneuvers cumbersome trucks. • Operates heavy-duty motorized equipment of difficulty buildings and grounds maintenance assignments. • Operates a large tractor-trailer on inter-city transporting. <p>Ability to maneuver trucks in highway driving or in backing in close quarters.</p> <ul style="list-style-type: none"> • Ability to operate equipment requiring exceptional care, accuracy, skill or judgment. • Valid Operator's License. • Basic math and reading skills. • Driver's License or a Commercial Driver's License.

Packer	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs duties of wrapping and packing materials, labeling, and stamping according to instructions. <p>Ability to lift 75 pounds for extended periods of time.</p> <ul style="list-style-type: none"> • Good manual dexterity. • Ability to follow directions. • Basic reading and math skills.
Warehouse Specialist I	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs specialized functions which include providing instruction and guidance by acting as lead worker. • Operates a forklift on a regular basis. • Performs warehouse duties predominantly in a freezer area. • Selects and fills orders of controlled substances. <p>Working knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> • Skill in operating equipment, such as forklifts, pallet drivers, and hand carts.
Warehouse Specialist II	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs specialized functions which include providing instruction and guidance by acting as lead worker. • Operates a forklift on a regular basis. • Performs warehouse duties predominantly in a freezer area. • Selects and fills orders of controlled substances. <p>Working knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> • Skill in operating equipment, such as forklifts, pallet drivers, and hand carts. • Certification for operating a forklift.
Warehouse Specialist III	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs specialized functions which include providing instruction and guidance by acting as lead worker. • Operates a forklift on a regular basis. • Performs warehouse duties predominantly in a freezer area. • Selects and fills orders of controlled substances. <p>Working knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> • Skill in operating equipment, such as forklifts, pallet drivers, and hand carts. • Certification for operating a forklift. • Valid Driver's License.
Warehouse Worker I	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs the full range of warehouse functions. • Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom. <p>Basic skills in the use of tools, equipment, and materials appropriate to area.</p> <ul style="list-style-type: none"> • Knowledge of procedures and techniques appropriate to the area. • Some related experience and/or formal training in the area. • Must be able to perform physical requirements of job.
Warehouse Worker II	Laborer/ Industrial	<ul style="list-style-type: none"> • Performs the full range of warehouse functions. • Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom. <p>Basic skills in the use of tools, equipment, and materials appropriate to area.</p> <ul style="list-style-type: none"> • Knowledge of procedures and techniques appropriate to the area. • Some related experience and/or formal training in the area. • Must be able to perform physical requirements of job. • Valid Driver's License.
Boiler Operator I	Trades	<ul style="list-style-type: none"> • Responsible for shift supervision, technical leadership and/or journey-level operations/repair of plant equipment including boilers, turbines, and water and wastewater treatment systems. <p>Advanced knowledge in the operation of plant equipment.</p> <ul style="list-style-type: none"> • Knowledge of monitoring, recording, sampling and testing related to utility plant operations and safety requirements specific to the area of assignment. • Positions range from first level supervisors to manual labor-intensive technicians. • Involves responsibility for the operation of plant-related mechanical equipment.
Boiler Operator II	Trades	<ul style="list-style-type: none"> • Responsible for shift supervision, technical leadership and/or journey-level operations/repair of plant equipment including boilers, turbines, and water and wastewater treatment systems. • Positions range from first level supervisors to manual labor-intensive technicians. • Involves responsibility for the operation of plant-related mechanical equipment. <p>Advanced knowledge in the operation of plant equipment.</p> <ul style="list-style-type: none"> • Knowledge of monitoring, recording, sampling and testing related to utility plant operations and safety requirements specific to the area of assignment. • Wastewater Treatment Plant Operator's License.

Boiler Operator Senior II	Trades	<ul style="list-style-type: none"> • Responsible for shift supervision, technical leadership and/or journey-level operations/repair of plant equipment including boilers, turbines, and water and wastewater treatment systems. • Positions range from first level supervisors to manual labor-intensive technicians. • Involves responsibility for the operation of plant-related mechanical equipment. • advanced knowledge in the operation of plant equipment. • Knowledge of monitoring, recording, sampling and testing related to utility plant operations and safety requirements specific to the area of assignment. • Wastewater Treatment Plant Operator's License. • Considerable experience in specialty area or related field.
Carpenter	Trades	<ul style="list-style-type: none"> • Constructs, modifies, and repairs a variety of structures from initial layout to final assembly. • Independently completes projects and performs finished carpentry work. • May supervise a small crew / staff. • Certification. • Skills in specialty area. • Working knowledge of all phases of carpentry methods, tools, materials, techniques, basic math and units of measure.
Carpenter Assistant	Trades	<ul style="list-style-type: none"> • Provides assistance in specialty area. • Constructs, modifies, and repairs a variety of structures from initial layout to final assembly. • Certification. • Skills in specialty area. • Some knowledge of basic carpentry, basic math, and units of measure.
Carpenter Senior	Trades	<ul style="list-style-type: none"> • All responsibilities of Carpenter. • Constructs, modifies, and repair • Certification. • Skills in specialty area. • Considerable knowledge of all aspects of carpentry methods, tools, and materials; of basic math; and of units of measures a variety of structures from initial layout to final assembly. • Independently completes projects and performs finished carpentry work. • Leads and guides work crews. • Prepares estimates and selects materials.
HVAC Installation & Repair Assistant	Trades	<ul style="list-style-type: none"> • Assists tradesmen in specialty. • Certification. • Skills in specialty area.
HVAC Installation & Repair Assistant Senior	Trades	<ul style="list-style-type: none"> • Assists tradesmen in specialty.
Laboratory Mechanic	Trades	<ul style="list-style-type: none"> • Maintains the machines, apparatus, or other laboratory equipment. • Typically performs "handy man" tasks. • Keeps laboratory stock room. <p>Ability to work with machines and equipment.</p>
Laboratory Mechanic Senior	Trades	<ul style="list-style-type: none"> • Performs tasks related to the installation, repair, and modernization of heavy laboratory equipment. • Replaces parts, rewires and adjusts small electrical devices. • Services, repairs, and builds machinery and equipment used in a laboratory. <p>Experience in machine shop work, pipe fitting, soldering, welding, carpentry work, or applied electricity.</p>
Locksmith	Trades	<ul style="list-style-type: none"> • Positions range from journey level technician to lead. • May supervise a small crew/staff. • Certification. • Skills in specialty area.
Maintenance Field Worker	Trades	<ul style="list-style-type: none"> • Can perform in a Flagger / Laborer capacity. • Cuts and removes brush and foliage. • Picks up dead animals along roadways. • Maintains area grounds such as sweeping and raking. • Ability to perform physical demanding manual tasks under various weather conditions. • Ability to stand for extended periods of time. • Ability to follow verbal and written instructions. • Knowledge of safety rules, instructions, and policies. • Valid Driver's License and DMV driving record. <p>Flagger certification</p>

Mason Plasterer	Trades	<ul style="list-style-type: none"> • Positions range from journey level technician to lead. • May supervise a small crew/staff. Certification. <ul style="list-style-type: none"> • Skills and experience in Masonry or related field.
Mason Plasterer Assistant	Trades	<ul style="list-style-type: none"> • Provides assistance in a variety of trades' specialty areas to other highly skilled trades technicians. • Performs journey level trades work as a quarry worker or upholsterer. Certification. <ul style="list-style-type: none"> • Some experience in Masonry or related field. • Basic knowledge in Masonry or related field.
Mechanic	Trades	<ul style="list-style-type: none"> • Performs manually labor-intensive work. • Services and repairs mechanical, electronic, and other equipment. • Positions ranges from journey level to first line working supervisors. • Considerable knowledge and technical expertise. • Knowledge of effective diagnostic and repair techniques and procedures related to a wide variety of equipment.
Painter	Trades	<ul style="list-style-type: none"> • Performs routine painting duties. • May supervise a small crew/staff. • Skills in specialty area.
Plumber / Steamfitter	Trades	<ul style="list-style-type: none"> • All responsibilities of Plumber / Steamfitter Assistant. • Independently performs a variety of skilled repair, installation and maintenance tasks. • Skills and experience in Plumbing or related field.
Plumber / Steamfitter Assistant	Trades	<ul style="list-style-type: none"> • Assists skilled Plumbers / Steamfitters. • Performs a variety of routine, unskilled or semi-skilled tasks in specialty area. Basic knowledge of Plumbing or related field.
Radio Specialist	Trades	<ul style="list-style-type: none"> • Designs, constructs, install and maintains a statewide radio communication system utilized by the State Police Department and other agencies for law enforcement and public safety purposes. Working knowledge of radio systems. <ul style="list-style-type: none"> • Experience in radio maintenance or related field.

Radio Specialist Senior	Trades	<ul style="list-style-type: none"> • Designs, constructs, install and maintains a statewide radio communication system utilized by the State Police Department and other agencies for law enforcement and public safety purposes. • Considerable knowledge of radio systems. • Considerable experience in radio maintenance or related field. • Knowledge of supervisory practices.
Sheet Metal Worker	Trades	<ul style="list-style-type: none"> • All responsibilities of Sheet Metal Worker Assistant. • Performs all aspects of sheet metal and roof repair work. • Determines work methods and completes most assignments independently. • Skills in specialty area.
Sheet Metal Worker Assistant	Trades	<ul style="list-style-type: none"> • Performs tasks incidental or preparatory to the work of skilled sheet metal positions. • Assists with all aspects of sheet metal and roofing work. <p>Basic knowledge in specialty area.</p>
Sheet Metal Worker Lead	Trades	<ul style="list-style-type: none"> • All responsibilities of Sheet Metal Worker. • Schedules jobs and service calls. • Maintains records on material usage. • Inspects work completed by others. • Performs more difficult technical tasks. <p>Skills in specialty area.</p>
Shipping / Receiving Clerk	Trades	<ul style="list-style-type: none"> • Examines and routes incoming and outgoing shipments. • Prepares items for shipment by assembling containers. • Posts weights and affixes postage. • Sorts, stores, and dispenses supplies or other materials. • Works under direct supervision. <p>Ability to lift items of various size and weight up to 75 pounds for extended periods of time.</p> <ul style="list-style-type: none"> • Ability to handle physical aspects of shipping and receiving goods and materials. • Ability to keep accurate records. • Ability to follow oral and written instructions. • Knowledge in various methods of freight transportation.
Storekeeper I	Trades	<ul style="list-style-type: none"> • Performs the full range of warehouse functions. • Supervises other store or warehouse workers. • Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom that may involve food and perishables, medical/hospital, housekeeping, trades, laundry, clothing, or office supplies or surplus property or merchandise for sale to external customers. <p>Knowledge of storage / handling techniques and safety regulations.</p> <ul style="list-style-type: none"> • Skill in operating equipment, such as forklifts, pallet drivers, and hand carts. • May require certification for operating a forklift. • May require valid drivers license.

Storekeeper II	Trades	<ul style="list-style-type: none"> • Performs the full range of warehouse functions. • Supervises other store or warehouse workers. • Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom that may involve food and perishables, medical/hospital, housekeeping, trades, laundry, clothing, or office supplies or surplus property or merchandise for sale to external customers. • Knowledge of storage / handling techniques and safety regulations. • Skill in operating equipment, such as forklifts, pallet drivers, and hand carts. • Certification for operating a forklift.
Storekeeper III	Trades	<ul style="list-style-type: none"> • Performs the full range of warehouse functions. • Supervises other store or warehouse workers. • Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom that may involve food and perishables, medical/hospital, housekeeping, trades, laundry, clothing, or office supplies or surplus property or merchandise for sale to external customers. • Knowledge of storage / handling techniques and safety regulations. • Skill in operating equipment, such as forklifts, pallet drivers, and hand carts. • Certification for operating a forklift. • Valid Driver's License.
Storekeeper Assistant I	Trades	<ul style="list-style-type: none"> • Performs the full range of warehouse functions. • Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom. • Basic skills in the use of tools, equipment, and materials appropriate to area. • Knowledge of procedures and techniques appropriate to the area. • Some related experience and/or formal training in the area. • Must be able to perform physical requirements of job.
Storekeeper Assistant II	Trades	<ul style="list-style-type: none"> • Performs the full range of warehouse functions. • Receives, ships, issues, selects, inventories, orders, and stores supplies, merchandise and equipment in an agency or bailment warehouse or storeroom. • Basic skills in the use of tools, equipment, and materials appropriate to area. • Knowledge of procedures and techniques appropriate to the area. • Some related experience and/or formal training in the area. • Must be able to perform physical requirements of job. • Valid Driver's License.
Storekeeper Senior	Trades	<ul style="list-style-type: none"> • Duties range from replenishing inventory, quality checks, maintaining records, to supervision of others. • Adapts procedures, techniques, tools, materials and/or equipment to meet special needs. • Sustains vendor relations, coordination and evaluation. • Considerable experience in general storeroom or warehouse inventory control functions. • Skill in use, care, and safety of store or warehouse equipment, including forklifts. • Special license may be required for certain positions within this role.
Tool Room Assistant	Trades	<ul style="list-style-type: none"> • Receives, stores and issues hand and power tools, safety equipment and supplies. • Stocks, supplies, inventories, and bookkeeps. • Performs minor repairs to tools. • Works under supervision of the Tool Room Supervisor. • General experience and knowledge of the tool room operation. • Good math skills and legible handwriting. • Knowledge of a wide variety of hand and power tools. • Customer service skills.
Tool Room Assistant Senior	Trades	<ul style="list-style-type: none"> • Receives, stores and issues hand and power tools, safety equipment and supplies. • Stocks, supplies, inventories, and bookkeeps. • Performs minor repairs to tools. • Works under supervision of the Tool Room Supervisor. • Considerable experience and knowledge of the tool room operation. • Good math skills and legible handwriting. • Knowledge of a wide variety of hand and power tools. • Customer service skills.
Trades Utilities Worker Senior	Trades	<ul style="list-style-type: none"> • All responsibilities of Trades Utility Worker. • May supervise a small crew/staff. • Considerable knowledge of methods and general procedures of applicable trade or grounds maintenance techniques. • Considerable skill in the use of equipment and tools. • Valid Driver's License may be required

Trades Utility Worker	Trades	<ul style="list-style-type: none"> • Performs a variety of routine, unskilled or semi-skilled tasks incidental to and/or preparatory to grounds keeping, trades and/or maintenance tasks. • Assists higher level trades technicians or higher level craft personnel who are performing a combination of trades assignments. <p>Basic knowledge of methods and general procedures of applicable trade or grounds maintenance techniques.</p> <ul style="list-style-type: none"> • Working skill in the use of equipment and tools. • Valid Driver's License may be required
Tradesman Helper	Trades	<ul style="list-style-type: none"> • Assists tradesmen (journeymen) such as masons, plasterers, electricians, painters or cement finishers. • Specialty experience. • Ability to work with hand tools.
Tradesman Helper Senior	Trades	<ul style="list-style-type: none"> • Assists tradesmen (journeymen) such as masons, plasterers, electricians, painters or cement finishers. • Considerable specialty experience. • Ability to work with hand tools.
Welder	Trades	<ul style="list-style-type: none"> • Performs general maintenance and repair welding on equipment and machinery. • Performs basic fabrication of equipment and components from blue prints and sketches. <p>Working knowledge of welding techniques, materials, and equipment.</p> <ul style="list-style-type: none"> • Working knowledge of metallurgical properties and structural principles. • Skill in the use of welding tools and equipment required for general repair and maintenance tasks.
Welder Senior	Trades	<ul style="list-style-type: none"> • All responsibilities of Welder. • Responsible for conceptual design and fabrication. • Performs critical welding tasks using advanced welding techniques. <p>Considerable knowledge of advanced welding techniques, materials, and equipment, and metallurgical properties and structural principles.</p> <ul style="list-style-type: none"> • Working skill in the operation of a variety of welding tools and equipment which may include mig, tig, electronic/carbon arc, oxyacetylene torch, plasma torch, wire, stick, and other welding equipment.
Work Zone Safety Officer	Trades	<ul style="list-style-type: none"> • Provides technical guidance and direction to construction and maintenance staff on traffic control patterns and devices on project work sites. • Drafts and designs, reviews and approves work zone safety plans. • Prepares reports to document project inspection findings. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. • Considerable knowledge of agency safety principles and practices, and traffic control patterns. • Demonstrated ability to plan, develop, evaluate, implement and inspect traffic control patterns for construction work sites. • Ability to investigate accidents, identify potential safety hazards and identify and implement corrective action. • Ability to communicate effectively.

Position Title	Classification	Position Description, Skills & Knowledge
Agricultural Technician	Technical	<ul style="list-style-type: none"> • Performs a variety of duties in support of seasonal or program requirements. • Conducts studies in support of research, extension programs and teaching. • Follows established guidelines, procedures and directions. • Provides proper care of livestock and plants supports effective farm operations, and studies. <p>Basic knowledge of agricultural techniques and procedures to the care of livestock and plants, and the use of farm tools/equipment.</p>
Agricultural Technician Lead	Technical	<ul style="list-style-type: none"> • Performs a variety of duties in support of seasonal or program requirements. • Conducts studies in support of research, extension programs and teaching. • Follows established guidelines, procedures and directions. • Provides proper care of livestock and plants supports effective farm operations, and studies. <p>Working knowledge of agricultural techniques and procedures to the care of livestock and plants, and the use of farm tools/equipment.</p> <ul style="list-style-type: none"> • Ability to operate farm equipment and tools, and to understand and follow parts and service manuals.
Analytical Chemist	Technical	<ul style="list-style-type: none"> • Performs a wide variety of chemical analyses in a regulatory, medical or research environment. • Performs quantitative and qualitative analyses on complex chemical compounds using a combination of instrumental, physical and/or wet chemistry techniques (chromatography, spectroscopy, spectrophotometry, and column and liquid absorption/extraction techniques). • Selects appropriate analytical method. • Prepares samples. • Conducts routine and non-routine analyses. • Independently analyzing non-routine samples. • Establishes extensive contracts. • Involvement in method development and adaptation. • Responsible for troubleshooting complex instrumentation. <p>Knowledge of the theory and application of specialized analytical chemistry methods and instrumentation used to analyze a variety of samples.</p> <ul style="list-style-type: none"> • Knowledge of fundamental administrative practices related to laboratory operations. • Ability to conduct independently sophisticated quantitative and qualitative analyses. • Ability to operate and troubleshoot complex laboratory instrumentation, record, interpret, and present laboratory findings, and establish and maintain working relationships with regulatory and environmental agencies, research scientists, medical personnel, industry representatives, and the general public. <p>BS Chemistry</p>
Analytical Chemist Assistant	Technical	<ul style="list-style-type: none"> • Performs routine chemical analyses. • Performs a variety of chemical analyses in a regulatory, medical or research environment. • Assists in identifying the presence of a variety of chemical substances and/or compounds (pesticides and herbicides, pollutants, nutrients, and drugs). • Quantifies concentrations of substances and elements. • Prepares samples. • Independently conducts routine analyses using instrumental, physical, or wet chemistry techniques. <p>Knowledge of scientific/technical principles, practices, and regulatory requirements of functional areas.</p> <p>BS Chemistry</p>
Analytical Chemist Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Analytical Chemist. • Serves in a lead capacity or as technical specialists in a regulatory, medical, or research environment. • Lead chemist. <p>Considerable knowledge of the theory and application of specialized analytical chemistry methods and instrumentation used to analyze a variety of samples.</p> <ul style="list-style-type: none"> • Knowledge of fundamental administrative practices related to laboratory operations. • Demonstrated ability to conduct independently sophisticated quantitative and qualitative analyses. • Demonstrated ability to operate and troubleshoot complex laboratory instrumentation, record, interpret, and present laboratory findings, and establish and maintain working relationships with regulatory and environmental agencies, research scientists, medical personnel, industry representatives, and the general public. • Ability to guide and lead the work of others. <p>BS Chemistry</p>

Bridge Design Drafter	Technical	<ul style="list-style-type: none"> • Drafts plans and calculates dimensions, elevations and quantities for bridges and structures. • Drafts and details drawings for structural plans using design notes, sketches and rough drafts. • Computes concrete and steel quantities from finished plans and prepares final costs estimates. • Supervises technicians and clerical personnel or provides specialized technical support. <p>Working knowledge of drafting methods and procedures.</p> <ul style="list-style-type: none"> • Ability to perform mathematical calculations, including algebra, geometry and trigonometry. • Some knowledge of basic engineering practices and principles. • Demonstrated ability to perform drafting and detailing. • Ability to design components of simple span structures.
Bridge Design Drafter Senior	Technical	<ul style="list-style-type: none"> • Performs extensive designing and detailing of structural components. • Prepares preliminary plans for structures. • Determines lengths, widths, clearance requirements, approximate size of components. • Prepares preliminary cost estimates for various layouts. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. <p>All skills/knowledge of Bridge Design Drafter.</p> <ul style="list-style-type: none"> • Knowledge of structure and bridge design and detailing. • Demonstrated ability to prepare a complete set of structure and bridge plans. • Ability to design structural components. • Ability to accurately calculate properties and stresses. • Ability to train and provide technical guidance to other technicians.
Cartographic Drafter	Technical	<ul style="list-style-type: none"> • All responsibilities of Cartographic Drafter Assistant. • Responsible for complex work assignments. • Creates new maps, performs research, acts as a lead worker. • Performs work of moderate difficulty requiring the use of drafting skills to draw, trace, revise and modify maps. • Corrects or draws new maps from data obtained from plans, deeds and other sources. • Researches data and analyzes survey data, source maps, photographs, and other records to determine location and names of features for the revision of maps. • May instruct and provide leadership to Cartographic Drafter Assistants in procedures and techniques used in cartography. • Studies legal records to establish boundaries of properties. <p>Basic drafting skills.</p>
Cartographic Drafter Assistant	Technical	<ul style="list-style-type: none"> • Creates, drafts, traces and revises maps. • Draws and traces maps of geographical areas to show natural property boundaries and constructed features of land. • Revises, traces, and updates already existing maps. • Performs work of routine difficulty. • Draws, traces, revises and modifies maps. • Draws and/or traces maps from data obtained from plans, deeds and other sources. • Researches data for map revision. • Traces information from synthesized map bases onto reproducible media by the use of technical drafting pens, triangles, straight edges, touch curves and special templates. • Makes final revision on original maps to comply with research findings. <p>Basic drafting skills.</p>
Cartographic Supervisor	Technical	<ul style="list-style-type: none"> • Supervises Cartographic Drafter Assistants and Cartographic Drafters. • Focuses on the management of agency-wide cartographic functions. • Oversees the cartographic program. • Develops graphic materials such as display maps with overlays, overhead projection films, logos, and blueprints. • Schedules work. • Sets priorities for work unit. • Coordinates requests from other divisions of the agency and other state agencies for mapping services. • Instructs in cartographic procedures and techniques. • Orders supplies for the work unit. • Provides technical advice and guidance to cartographic staff. • Advanced drafting skills.

Electrician	Technical	<ul style="list-style-type: none"> • Performs electrical work in the installation and maintenance of electrical systems and equipment. • Performs work involving layout, assembly, installation, repair and testing of electrical equipment and wiring in power systems of buildings and other structures. • Performs standard shop duties and uses a variety of hand tools, measurements and testing instruments. <p>Formal apprenticeship or equivalent training and experience.</p> <ul style="list-style-type: none"> • Ability to read blueprints. • Installation planning skills. • May require a license.
Electrician Assistant	Technical	<ul style="list-style-type: none"> • Performs tasks in support of or preparatory to the work of Electricians. • Supports installation and maintenance of electrical systems and equipment. <p>Some knowledge of the practices, procedures and techniques of electrical maintenance and installation.</p>
Electrician Senior	Technical	<ul style="list-style-type: none"> • Assigns, schedules, oversees, inspects, and evaluates the work of subordinate staff. • Assumes complete responsibility for the initial planning and layout of projects, and the interpretation and application of specifications. • Formally supervises electrical staff involved in the most complex electrical systems and equipment which include high voltage systems. <p>Considerable knowledge of the standard practices of the electrical trade; of the installation and maintenance of electrical equipment; and of the national electric code.</p>
Electrician Supervisor Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Electrician Senior. • Supervises multiple crews of electricians assigned to maintain, repair, and install complex electrical equipment and/or high voltage systems at geographically dispersed locations. • Responsible for equipment with greater variety of power sources ranging to more than 600 volts. <p>Considerable knowledge of the standard practices of the electrical trade; of the installation and maintenance of electrical equipment; and of the national electric code.</p> <ul style="list-style-type: none"> • Knowledge of supervisory practices.
Electronic Equipment Install & Repair Supervisor	Technical	<ul style="list-style-type: none"> • All responsibilities of Electronic Equipment Install & Repair Technician. • Focuses on issues of environmental concern in such fields as air quality, noise abatement, energy protection, water quality landscape architecture, or special environmental concerns. • Plans, coordinates and monitors the development of a statewide environmental program or programs to conform with federal and state laws, policies, standards, regulations and guidelines. <p>Working knowledge of electronic communications systems; of agency procurement policy; and sheet metal design and fabrication</p> <ul style="list-style-type: none"> • Working knowledge in the use of personal computers commensurate with job duties, and of basic electronic diagnostic testing for electronic equipment and related peripherals. • Knowledge of supervisory practices.
Electronic Equipment Install & Repair Technician	Technical	<ul style="list-style-type: none"> • Installs and removes mobile and fixed electronic communications equipment. • Designs and fabricates mounting equipment. • Replaces or repairs interfacing equipment related to installation/removal. • Repairs/replaces cables, wiring, or circuit boards. • Mounts equipment to allow proper operations in state, local, and federal agency vehicles. • Designs, fabricates, and fastens equipment mounting brackets. • Modifies front and rear radio consoles. • Uses special support devices to maximize the use of limited space when installing equipment. <p>Working knowledge of electronic communications systems, of automotive engine/electrical systems, and sheet metal design and fabrication.</p>
Electronic Technician	Technical	<ul style="list-style-type: none"> • Diagnoses, calibrates, repairs, installs, and modifies electronic and/or electro-mechanical equipment. <p>Some knowledge of electronics, including digital and analog circuitry.</p> <ul style="list-style-type: none"> • Some knowledge of the National Electrical Code and standard wiring practices, electro-mechanical equipment. • Ability to troubleshoot techniques.
Electronic Technician Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Electronic Technician. • Positions are located at university research, learning, and audio-visual laboratories, hospitals, computer centers, state police and transportation departments, and scientific and environmental programs. • Performs more complex fabrication, diagnosis, and component level repair on a greater diversity of electronic and electro-mechanical equipment. <p>Working knowledge of electronics theory, including troubleshooting, calibration, test procedures, circuit analysis, and repair of electronic equipment.</p> <ul style="list-style-type: none"> • Working knowledge of computers and peripheral equipment; radar equipment; of mechanical repair techniques, scientific equipment repair, telecommunications, and microprocessors. • Knowledge of supervisory practices.

Engineering Design Drafting Specialist	Technical	<ul style="list-style-type: none"> • Provides technical assistance to and reviews plans prepared by engineering drafting technicians, engineering design drafting technicians and consultants. • Oversees consultant contractual performance. • Coordinates project activities with a central office division and/or district. • Independently develops complete project designs utilizing automated engineering workstations. • Makes independent design decisions. • Coordinates project assignments with applicable district sections and residencies. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. <p>All skills/knowledge of Engineering Design Drafting Technician.</p> <ul style="list-style-type: none"> • Demonstrated ability to monitor projects and plans. • Ability to give technical guidance to others.
Engineering Design Drafting Supervisor	Technical	<ul style="list-style-type: none"> • Plans, coordinates and reviews work of technicians engaged in drafting and design work for roadways. • Completes standard and unusual work such as grade crossings, approaches to over and underpasses, intersections and interchanges. • Modifies designs within existing standards. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. <p>All skills/knowledge of Engineering Design Drafting Technician.</p> <ul style="list-style-type: none"> • Demonstrated ability to train and supervise the work of others. • Ability to perform complex drafting and design assignments. • Ability to accurately calculate complex estimates and costs of projects. • Ability to meet deadlines. • Considerable knowledge of supervisory practices.
Engineering Design Drafting Technician	Technical	<ul style="list-style-type: none"> • Drafts difficult layouts and drawings of roadway, drainage, structural, building, electrical and/or mechanical projects/devices using automated or manual drafting equipment. • Computes grade elevations and makes contour maps of proposed construction sites. • Compiles quantities of materials and estimates of project(s) costs. • Working knowledge of drafting techniques and procedures. • Ability to perform advanced mathematical computations, including knowledge in algebra, geometry, and trigonometry. • Ability to use drafting instruments. • Ability to interpret and apply design standards, specifications, and written and oral instructions to the design and drafting process. • Ability to read and interpret data and construction plans.
Engineering Drafting Technician	Technical	<ul style="list-style-type: none"> • Prepares rough sketches using electronic or manual drafting equipment. • Plots basic topographic drawings, cross-sections and profiles from survey notes or contour maps; • Drafts working technical drawings. • Some knowledge of drafting methods and procedures. • Knowledge of mathematics including algebra, geometry and trigonometry. • Working skill in the use of drafting instruments. • Ability to apply drafting standards to projects. • Ability to read and interpret survey data. • Ability to perform mathematical calculations.
Engineering Drafting Technician Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Engineering Drafting Technician. • All skills / knowledge of Engineering Drafting Technician. • Considerable knowledge of drafting methods and procedures. • Considerable knowledge of mathematics including algebra, geometry and trigonometry. • Experience in drafting or related field.
Environmental Engineer	Technical	<ul style="list-style-type: none"> • Implements federal and state programs to identify, solve or eliminate environmental quality, environmental health or sanitary engineering problems. • Applies basic engineering practices and principles to protect, improve, or correct environmental conditions in a variety of areas. • Responsible for the location and maintenance of monitoring equipment. • Analyzes collected data. • Processes permit applications to include recommendation of approval/disapproval based upon collection and analysis of relevant data. <p>BS Environmental Science or related discipline</p>
Environmental Engineer Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Environmental Engineer. • Supervises and leads projects. • Responsible for more difficult projects than the Environmental Engineer. • Considerable knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc. <p>BS Environmental Science or related discipline</p>

Environmental Program Analyst	Technical	<ul style="list-style-type: none"> • Focuses on issues of environmental concern. • Designs, conducts and oversees technical and scientific environmental evaluations. • Researches technical and scientific data. • Evaluates environmental impacts. • Assures environmental protection. • Prepares and assesses permits and provides technical guidance in a particular discipline. • Responsible for complex analysis and complete projects. <p>Knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc. BS Environmental Science or related discipline</p>
Environmental Program Planner	Technical	<ul style="list-style-type: none"> • Focuses on issues of environmental concern. • Responsible for complex analysis and complete projects. • Plans, coordinates, and monitors the development of a statewide environmental program and programs to conform with federal and state laws, policies, standards, regulations and guidelines. • Works on an environmental program area. • Working knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc. <p>BS Environmental Science or related discipline</p> <ul style="list-style-type: none"> • Working knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc. <p>BS Environmental Science or related discipline</p>
Environmental Program Specialist	Technical	<ul style="list-style-type: none"> • Entry-level position focusing on issues of environmental concern. • Reviews policy, regulations, and program compliance requirements. • Performs data collection and analysis. • Maintains project information and files. • Reviews permit applications prepared by the districts. • Conducts traffic noise impact studies. • Prepares project status and other technical reports. <p>Considerable knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc. BS Environmental Science or related discipline</p>
Environmental Specialist - Field	Technical	<ul style="list-style-type: none"> • Entry-level position responsible for environmental specialist work. • Addresses issues that pertain to the maintenance, evaluation, and protection of the environment. • Evaluates effluents by sampling and analyzing water and waste water. • Plans and implements water monitoring programs. • Investigates pollution complaints. • Conducts special biological studies and data analysis. • Reviews and processes discharge permits. • Researches and analyzes highway construction and maintenance projects' impact on the environment. <p>Knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc. BS Environmental Science or related discipline</p>
Environmental Specialist Senior - Field	Technical	<ul style="list-style-type: none"> • All responsibilities of Environmental Specialist - Field. • Performs project management or program coordination. • Responds to and investigates emergencies. • Monitors construction and maintains projects for compliance with environmental regulations. • Plans, organizes, and oversees the research and preparation of detailed district environmental documents. <p>Considerable knowledge of environmental principles, practices, laws, regulations related to environmental areas of air, water, soil, waste, etc. BS Environmental Science or related discipline</p>
Environmental Technician	Technical	<ul style="list-style-type: none"> • 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 the air and water. • Samples and monitors water, calibrates and maintains scientific monitoring equipment. • Performs data collection and routine analysis and processing of permits. • Working knowledge of sampling methods and procedures; of data collection and analysis methods according to accepted scientific principles; of applicable principles of biology, math, and/or chemistry. • Working knowledge of instruments related to job duties; pollution investigation methods; and water safety. • Working knowledge of calibration and maintenance of air and water equipment, as related to the duties of the class.

Environmental Technician Senior	Technical	<ul style="list-style-type: none"> • 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 the air and water. • Samples and monitors water, calibrates and maintains scientific monitoring equipment. • Performs data collection and routine analysis and processing of permits. <p>Extensive knowledge of sampling methods and procedures; of data collection and analysis methods according to accepted scientific principles; of applicable principles of biology, math, and/or chemistry.</p> <ul style="list-style-type: none"> • Extensive knowledge of instruments related to job duties; pollution investigation methods; and water safety. • Extensive knowledge of calibration and maintenance of air and water equipment, as related to the duties of the class.
Equipment Repair Supervisor	Technical	<ul style="list-style-type: none"> • All responsibilities of Equipment Repair Technician Senior. • Supervises positions in the maintenance and repair of vehicles and motorized equipment. • Performs the full range of supervisory tasks. • All skills / knowledge of Equipment Repair Technician Senior. • Considerable experience in Equipment Repair or related field. • Working knowledge of supervisory practices.
Equipment Repair Technician	Technical	<ul style="list-style-type: none"> • Performs general mechanical maintenance and repair activities on a variety of equipment. • Services and repairs mechanical, electronic, and other equipment. • Works on exhaust systems, suspension systems, and related engine and mechanical systems and components. <p>Working knowledge and technical expertise.</p> <ul style="list-style-type: none"> • Knowledge of effective diagnostic and repair techniques and procedures related to a wide variety of equipment.
Equipment Repair Technician Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Equipment Repair Technician. • Performs most complex and advanced level repairs on both gasoline and diesel powered equipment. • Serves as specialists in areas of mechanical expertise. • May have sole responsibility for mechanical repairs in remote shops or serve as charge technician in small shops. All skills / knowledge of Equipment Repair Technician. • Experience in Equipment Repair or related field.
Laboratory Technician	Technical	<ul style="list-style-type: none"> • Performs a variety of laboratory and/or research tasks in support of research/teaching, clinical services, geological services, field research or a regulatory laboratory. • Performs cleaning and decontamination. • Performs media preparation. • Performs standard/routine laboratory testing. • Sections and prepares rock and mineral samples for various mineralogical and laboratory analyses. • Prepares samples. • Records data, and operates and maintains tools and equipment. • Provides responsible care of animals. Experience in a laboratory setting and with laboratory equipment.
Laboratory Technician Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Laboratory Technician. • Frequent contacts with co-workers, supervisors, students, faculty, and research staff to discuss study techniques or results or handling and care of animals. • Leads other staff, activities, or provides guidance and leadership to students and interns. <p>Considerable experience in a laboratory setting and with laboratory equipment.</p>
Residential Plan Reviewer	Technical	<p>Duties – Knowledge of civil engineering principles, practices and procedures as related to site and subdivision design. Ability to plan, coordinate and prioritize multiple assignments within scheduled time frames. Ability to read and interpret engineering drawings from multiple sources. Ability to negotiate in conflict situations. Ability to learn and use the details and procedures that apply to geometric design, hydrology and hydraulics, traffic and safety, and transportation planning.</p> <p>Minimum Qualification – Engineering-in-training certificate or professional engineer's license is desirable, but not mandatory. Bachelor of Science Degree in civil engineering or related field of study, or equivalent combination of training and experience. Knowledge, skills and abilities should be specific to highway, drainage and land development design.</p>

Right of Way Technician	Technical	<ul style="list-style-type: none"> • Drafts, prepares, and finalizes legal descriptions, i.e., offers to landowners, plats, and updates to titles. • Determines the accuracy and completeness of legal documents, plats, computation of area, and interest payments and recording fees. • Reviews file information within central office, districts, and residencies to ensure compliance with state and deferral laws, i.e., involuntary and involuntary conveyances, project finalization and closing for federal aid reimbursement. • Independently coordinates and controls workflow, processes and methods used to ensure that project deadlines are met. • Performs routine audits such as on voluntary conveyance files and fiscal transactions. <p>Working knowledge of right of way laws, policies and practices related to real estate and land transactions.</p> <ul style="list-style-type: none"> • Knowledge of right of way procedures and required documentation. • Knowledge of real estate terminology and the various types of legal instruments used. • Some skill in the use of CADD workstations. • Considerable skill in the operation of personal computers, standard office software, and database systems. • Ability to read, interpret and update highway plans with right of way data. • Ability to perform mathematical calculations. • Ability to identify and organize data in order to arrive at logical conclusions. • Ability to communicate effectively orally and in writing.
Right of Way Technician Supervisor	Technical	<ul style="list-style-type: none"> • Provides the highest level technical support to right of way professionals by providing technical program counsel, opening and closing projects, and completing sensitive assignments or those with compressed paths/lead-times. • Prepares specialized reports such as audit and conveyance reports. • Completes routine and specialized audits on right of way project files to ensure compliance with state and federal laws, policies and procedures. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. <p>All skills/knowledge requirements of Right of Way Technician.</p> <ul style="list-style-type: none"> • Working knowledge of supervisory principles and practices. • Ability to provide technical advice and guidance to others. • Ability to assign and direct the work of subordinates.
Scientist I	Technical	<ul style="list-style-type: none"> • Responsible for performing standard and real-time nucleic acid amplification and molecular sub typing methodologies for the detection and characterization of pathogenic microbes from a variety of specimen types including human, animal and environmental • Nucleic acid isolation, standard, nested and real-time polymerase chain reaction (PCR) testing • Gel electrophoresis, DNA hybridization techniques • Development and validation of new methods • Performing QA/QC procedures • Maintaining accurate records • Training of scientific staff • Use of maintenance equipment • Microbiology or related field combined with relevant laboratory experience • Previous experience in microbiology and molecular • Previous experience in microbiology and molecular biology identification and sub typing techniques and related laboratory equipment • Previous experience with nucleic acid extraction methods from a variety of matrices, standard and real-time PCR, DNA hybridization methods, QA/QC, and lab safety required • Effective communication and computer skills are essential

Scientist II	Technical	<ul style="list-style-type: none"> • Performs highly technical work in the laboratory, Microbiology or related field combined with relevant laboratory experience • Previous experience in microbiology and molecular • Previous experience in microbiology and molecular biology identification and sub typing techniques and related laboratory equipment • Previous experience with nucleic acid extraction methods from a variety of matrices, standard and real-time PCR, DNA hybridization methods, QA/QC, and lab safety required • Works independently under established protocols • Ability to communicate effectively with management on complex issues • Ability to provide effective leadership to team/staff • Ability to provide technical guidance and technical training to laboratory staff • Ability to write effectively to prepare documentation of method validation, system validation, user manuals and other laboratory documents of a scientific and/or technical nature <p>in the field and/or in research</p> <ul style="list-style-type: none"> • Responsibilities range from performing complex scientific tests to method development and validation • Provides a wide variety of training to laboratory staff applying knowledge and experience in laboratory leadership and training, knowledge of documentation and record-keeping • Develop technical laboratory documentation • Draft standard operating procedures and/or validate scientific systems, following prescribed protocols or methods for standardized tests, established laboratory guidelines when drafting technical documentation and/or operating procedures • Analysis of complex, non-routine and or highly technical laboratory samples • Operating and maintaining highly sophisticated laboratory instrumentation • Development technical documentation, users manuals or laboratory procedures
Title Examiner	Technical	<p>Duties – courthouse research; tax research; property management; title examination; analyze research; compose reports; file tax corrections; research old highway project plans; microfiche research; residue property sales.</p> <p>Minimum Qualifications – Knowledge of real estate Law; ability to read and interpret highway plans; experience conducting title searches; computer skills; ability to compose reports; good communication skills.</p>
Traffic Controller	Technical	<ul style="list-style-type: none"> • Operates a computerized traffic control system to monitor and regulate traffic flow along a specific transportation route or facility. • Contacts appropriate emergency services in the event of an incident or accident. • Working knowledge of computer-based traffic control systems and equipment. • Working knowledge of agency policies and procedures.
Traffic Controller Senior	Technical	<ul style="list-style-type: none"> • Operates a computerized traffic control system to monitor and regulate traffic flow along a specific transportation route or facility. • Contacts appropriate emergency services in the event of an incident or accident. • Considerable knowledge of computer-based traffic control systems and equipment. • Considerable knowledge of agency policies and procedures.
Transportation Data Analyst	Technical	<ul style="list-style-type: none"> • Performs a combination of data collection and data analyses duties to facilitate the development/alteration of traffic control devices, planning efforts and roadway design projects. • Uses visual observations to determine viability of data. • Identifies traffic problems or safety hazards and recommends corrective actions to improve safety, traffic/travel conditions and prepares written report of findings. <p>Working knowledge of data collection techniques.</p> <ul style="list-style-type: none"> • Ability to perform basic mathematical calculations. • Knowledge of traffic engineering principles. • Ability to use data collection software. • Ability to perform minor repair and preventative maintenance on data collection devices. • Ability to collect, edit, manipulate, and analyze data using automated equipment.

Transportation Data Analyst Senior	Technical	<ul style="list-style-type: none"> • Conducts engineering studies for traffic engineering and/or other planning and operation area. • Determines quantities and cost estimates of traffic control devices/correction measures. • Prepares diagrams, sketches and scale drawings of study sites, both current and proposed. • Considerable knowledge of transportation data collection and analysis techniques and procedures. • Knowledge of mathematics and traffic engineering principles. • Demonstrated ability to analyze, identify problems, and develop plans/recommendations for corrective traffic control measures. • Ability to interpret and apply traffic engineering standards. • Ability to design and draft traffic control plans. • Ability to work independently. • Ability to read highway plans and maps.
Transportation Data Analyst Supervisor	Technical	<ul style="list-style-type: none"> • All responsibilities of Transportation Data Analyst Senior. • Supervises staff in the collection and analysis of transportation data. • Independently conduct complex studies for traffic engineering and/or other planning and operational activities. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. <p>All skills/knowledge of Transportation Data Analyst Senior.</p> <ul style="list-style-type: none"> • Considerable knowledge of supervisory principles and practices. • Demonstrated ability to supervise and develop unit objectives.
Transportation Data Technician	Technical	<ul style="list-style-type: none"> • Inspects prospective data collection sites and determines viability of site. • Plans and schedules work to meet project complete date. • Plots collection sites on maps and sketches sites. • Determines validity of data collected by visual observation. <p>Working knowledge of data collection techniques and procedures.</p> <ul style="list-style-type: none"> • Basic mathematics skills. • Ability to use basic electronics to perform minor repair and maintenance on data count devices. • Demonstrated ability to collect, edit and manipulate data using data collection devices and computers. • Ability to perform basic mathematical calculations. • Ability to work independently. • Ability to perform basic repair and preventative maintenance on data equipment.
Transportation District Utilities Specialist	Technical	<ul style="list-style-type: none"> • Computes approximate costs of projected relocations. • Estimates cost allocation between the agency and utility companies. • Reviews and recommends acceptance of utility company plans and estimates. • Supervises technicians and clerical personnel or provides specialized technical support. • Working knowledge of federal, state and agency regulations related to utility adjustments. • Knowledge of utility construction methods and techniques. • Demonstrated ability to read and interpret utilities plans and specifications. • Ability to prepare cost estimates. • Ability to coordinate utility field work.
Transportation Engineering Technician - Survey	Technical	<ul style="list-style-type: none"> • Calculates horizontal and vertical alignments. • Establishes and references horizontal and vertical control points. • Uses electronic equipment to record data. <p>Working knowledge of highway surveying practices and procedures.</p> <ul style="list-style-type: none"> • Knowledge of mathematics including algebra, geometry and trigonometry. • Ability to operate surveying instruments and programmable calculators. • Demonstrated ability to read and understand construction plans, drawings, aerial photographs, contour maps and survey data. • Ability to conduct accurate and timely surveys. • Ability to research courthouse records. • Ability to work outdoors in adverse weather conditions.
Transportation Engineering Technician - Survey Senior	Technical	<ul style="list-style-type: none"> • Establishes traverse lines for photogrammetric surveys. • Calculates alignments and grades by using advanced mathematics. • Prepares scale drawings, contour maps and closed property plats. <p>Considerable knowledge of highway surveying practices and procedures.</p> <ul style="list-style-type: none"> • Ability to use surveying equipment and instruments to include electronic data collection systems, global positioning systems and programmable calculators or personal computers. • Knowledge of mathematics to include algebra, geometry and trigonometry. • Working skill in the operation of CADD workstations. • Demonstrated ability to read and interpret construction plans, drawings, aerial photographs, contour maps and survey data. • Ability to train and provide guidance to others. • Ability to research courthouse records. • Ability to perform advanced mathematical computations. • Ability to maintain accurate and complete records. • Ability to work outdoors in adverse weather conditions.

Transportation Engineering Technician - Survey Supervisor	Technical	<ul style="list-style-type: none"> Plans, coordinates, reviews, and supervises the work of technicians engaged in conducting surveys for highway location and construction projects or securing photogrammetric work. Provides technical direction and guidance in all phases of the work. Reviews plans and engineering data used for location survey including research to determine accuracy and completeness of data. Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. <p>All skills/knowledge requirements of Transportation Engineering Technician Senior-Survey.</p> <ul style="list-style-type: none"> Considerable knowledge of survey and photogrammetric methods. Demonstrated ability to supervise and direct the work of others. Ability to plan, coordinate and prioritize work assignments. Ability to use the Virginia State Plane Coordinate System.
Transportation Materials Technician	Technical	<ul style="list-style-type: none"> Plans and schedules own work to meet project completion date. Prepares samples and conducts routine tests to determine strength, particle size distribution, moisture content, density, and durability of materials. Identifies and plots collection sites on maps and sketches sites. Determines validity of data by visual observation, records field and laboratory data and writes test reports. May be required to work in the vicinity of/or operate equipment and devices emitting low-level ionizing radiation. <p>Some knowledge of materials sampling and testing methods, and of procedures.</p> <ul style="list-style-type: none"> Some knowledge of use and testing equipment. Ability to operate sensitive electronic testing equipment, computers, power tools, and equipment such as drills, mixers and compactors. Demonstrated ability to accurately solve algebraic expressions and perform mathematical computations. Ability to perform calibration checks on equipment and read gauges on testing equipment. Ability to record data. Ability to follow written and oral instructions.
Transportation Materials Technician Senior	Technical	<ul style="list-style-type: none"> Inspects, monitors, tests, analyzes and approves producers'/suppliers' methods and materials. Uses statistical formulas to compare and analyze test results. Conducts and/or leads a crew in soil surveys and minor structure, bridge foundation and borrow pit site investigations. May be required to work in the vicinity of/or operate equipment and devices emitting low-level ionizing radiation. <p>Working knowledge of materials and sampling methods and procedures.</p> <ul style="list-style-type: none"> Knowledge of the characteristics of materials used in the construction of roads, bridges and structures. Knowledge of the agency/federal materials sampling and testing guidelines. Ability to operate sensitive testing equipment. Demonstrated ability to analyze data and draw logical conclusions. Ability to perform mathematical computations. Ability to read gauges of testing equipment and record data. Ability to read and interpret various plans and specifications. Ability to follow oral and written instructions.
Transportation Materials Technician Specialist	Technical	<ul style="list-style-type: none"> Coordinates the work of residency and other personnel in field measurements and assessments of pavement performance. Inspects maintenance construction operations to ensure compliance with construction specifications. Conducts and leads others in conducting complex, specialized materials tests at a central lab. Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. <p>All skills/knowledge of Transportation Materials Technician Supervisor.</p> <ul style="list-style-type: none"> Considerable knowledge of complex sampling and testing procedures for highly specialized materials. Ability to apply statistical formulas to analyze data.

Transportation Materials Technician Supervisor	Technical	<ul style="list-style-type: none"> • Supervises and evaluates the work of technicians engaged in materials sampling, testing, monitoring and/or inspections. • Evaluates test procedures, materials failures, and/or materials specifications. • Writes technical reports regarding materials findings and recommendation. • Oversees the preparation of documentation certifying materials used in highway construction at the conclusion of a project. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. • All skills/knowledge of Transportation Materials Technician Senior. • Considerable knowledge of supervisory principles and practices. • Ability to read and interpret contract documents. • Ability to evaluate and/or develop test procedures and recommend changes to materials specifications. • Ability to assign, evaluate and direct the work of subordinates.
Transportation Planning Specialist	Technical	<ul style="list-style-type: none"> • Identifies, gathers and analyzes a variety of planning and scheduling data. • Prepares maps, graphs, charts and diagrams to illustrate traffic movement and proposed changes to existing roadways. • Forecasts traffic volumes for site specific, projects and special studies for engineering design and planning improvement projects. • Working knowledge of drafting techniques and procedures. • Knowledge of concepts and standards relative to applicable program area. • Knowledge of statistical analysis. • Ability to operate microcomputers and data collection equipment and software. • Demonstrated ability to compile and analyze a variety of engineering data and present it logically using charts, proportional maps/diagrams and programmatic illustrations. • Ability to communicate effectively orally and in writing. • Ability to read and interpret construction plans and specifications. • Ability to read and interpret policies, procedures and technical documents. • Ability to perform mathematical computations.
Transportation Planning Specialist Senior	Technical	<ul style="list-style-type: none"> • All responsibilities of Transportation Planning Specialist. • Analyzes Federal expenditure reports to monitor funding status for multiple projects. • Develops portions of long range transportation projects, plans and traffic forecasts for highway projects, site development and thoroughfare plans. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. • All skills/knowledge of Transportation Planning Specialist. • Considerable knowledge of agency, state and federal laws and procedures within area assigned. • Considerable knowledge of traffic engineering and transportation planning theory and practices. • Considerable knowledge of advanced business mathematics. • Knowledge of data validation methods. • Ability to read and interpret contract documents. • Ability to evaluate and/or develop test procedures and recommend changes to materials specifications.
Transportation Technical Program Coordinator	Technical	<ul style="list-style-type: none"> • Serves as coordinator for various transportation related programs or activities on a statewide basis to include development, analysis, collection or processing of a variety of transportation data. • Provides final statewide certification on the completion of right of way work on construction projects and determines when special provisions must be obtained so that projects can go to ad. • Reviews and approves all plan assemblies. • Supervises or provides a high level of technical guidance to technicians involved in the most complex technical work. • Considerable knowledge of applicable program or activity guidelines, policies, processes and procedures. • Demonstrated ability to coordinate a statewide program or activity within rigid time constraints. • Ability to collect and analyze data and arrive at logical conclusions.

Transportation Technical Support Coordinator	Technical	<ul style="list-style-type: none">• Plans and executes a sequence of operations district-wide, in bridge rehabilitation, construction, maintenance, and repair.• Prepares cost estimates and materials lists used in budget preparation and monitoring of related expenditures.• Makes recommendations for work plans to incorporate staffing and equipment needs in a technical related research project or program.• Develops and reviews written reports of analyses to include formal presentations of findings.• Supervises Transportation Maintenance Superintendents, Transportation Maintenance Supervisors, or multiple staffs who supervise and conduct transportation data collection and analysis.• Considerable knowledge of assigned technical program area.• Knowledge of applicable agency and federal rules and regulations.• Ability to initiate and monitor field investigations.• Ability to coordinate construction and operational projects.• Ability to collect, analyze, and report technical data findings.
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Position Title	Classification	Position Description, Skills & Knowledge
Food Operations Assistant	Food Related Services	<ul style="list-style-type: none"> • Maintains contract/vendor compliance and/or for part of a comprehensive food service system (e.g. tray line, meat processing, or produce). • Work requires a basic knowledge of bookkeeping, budgeting, and process management. • Knowledge of specialized facet of food service operations.
Food Operations Manager Assistant	Food Related Services	<ul style="list-style-type: none"> • Functions as lead worker or supervisor responsible for managing contract/vendor compliance and/or for part of a comprehensive food service system (e.g. tray line, meat processing, or produce). • Monitors quality of food service provided by staff or contractors. • Implements changes to improve service quality. • Basic knowledge of contracts, logistics, and project management. • Knowledge of food preparation and service for a large population. • Knowledge of nutritional standards and sanitary regulations. • Understanding of principles of supervision.
Second Cook	Food Related Services	<ul style="list-style-type: none"> • Cleans, prepares and services food items. • Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food. • May need to serve as lead worker in an area of food preparation. • Knowledge of nutritional standards and sanitary regulations. • Knowledge of food preparation techniques.
Second Cook Senior	Food Related Services	<ul style="list-style-type: none"> • Cleans, prepares and services food items. • Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food. • May need to serve as lead worker in an area of food preparation. • Considerable knowledge of nutritional standards and sanitary regulations. • Considerable knowledge of food preparation techniques.
Server	Food Related Services	<ul style="list-style-type: none"> • Cleans, prepares and services food items. • Performs routine cafeteria duties, such as dishwashing, line-services, preparation and cooking of food. • May need to serve as lead worker in an area of food preparation. • Knowledge of food preparation and service for a large population.
Social Worker	Human Services	<ul style="list-style-type: none"> • Applies knowledge of principles and techniques of social and vocational case management, counseling techniques and practices, behavior modification, conflict management, mediation, and available community resources. • Frequently engages in contact with clients, families, direct service staff, employers, community agencies, and other service providers to discuss the needs of clients and available resources. • Provides case management services to clients with social, emotional, physical, and/or situational problems. • Ability to use discretion and sound judgment in counseling interventions. • Exercises independent judgment in coordination and delivery of services. • Collaborates with supervisor to develop individualized plans for clients. • Receives guidance and direction in areas of policy application and priorities. <p>BA Social Worker or related field</p>
Support Enforcement Specialist	Human Services	<ul style="list-style-type: none"> • Applies program rules and regulations in the resolution of human services programs. • Applies • Engages in frequent contact with service providers, recipients and their families, and representatives of other state and federal agencies on benefits and claims issues. • Conducts audits, inspections, or investigations of quality and utilization of services and may assist in promulgation review and revision of state licensure regulations operational guidelines. • May provide guidance to staff, clients, or others in private and public organizations. • Recommends licensure and certification of facilities. • In-depth knowledge of one or more programs. • Knowledge of supervisory principles and practices. <p>BA Social Work or related field</p>
Support Enforcement Specialist Senior	Human Services	<ul style="list-style-type: none"> • Applies program rules and regulations in the resolution of human services programs. • Applies • Engages in frequent contact with service providers, recipients and their families, and representatives of other state and federal agencies on benefits and claims issues. • Conducts audits, inspections, or investigations of quality and utilization of services and may assist in promulgation review and revision of state licensure regulations operational guidelines. • May provide guidance to staff, clients, or others in private and public organizations. • Recommends licensure and certification of facilities. • In-depth knowledge of one or more programs. • Considerable knowledge of supervisory principles and practices. • Experience in social work or related field. <p>BA Social Work or related field</p>

Utilization Review Analyst	Human Services	<ul style="list-style-type: none"> • Utilization review of recipients' paid claims history and medical records to identify misuse of Medicaid services, implementation of lock-in action which may require selection of primary providers. • Prepares appeal summary. • Coordinates activities with local departments of social services. • Performs and other related or assigned duties. Registered Nurse. <ul style="list-style-type: none"> • Public health or psychiatric nursing experience helpful. • Utilization review experience.
Utilization Review Analyst Senior	Human Services	<ul style="list-style-type: none"> • Utilization review of recipients' paid claims history and medical records to identify misuse of Medicaid services, implementation of lock-in action which may require selection of primary providers. • Prepares appeal summary. • Coordinates activities with local departments of social services. • Performs and other related or assigned duties. Registered Nurse. <ul style="list-style-type: none"> • Public health or psychiatric nursing experience helpful. • Considerable utilization review experience.
Photographer	Media	<ul style="list-style-type: none"> • Provides photographic documentation of events, persons, and objects for an agency. • Performs some darkroom work. • Focuses on photographic shooting. • Basic knowledge of photography principles.
Photographer Senior	Media	<ul style="list-style-type: none"> • All responsibilities of Photographer. • Provides various photographic services combined with technical development skills. • Controls quality, develops storyboards and script-writing. • Functions as lead worker for several photography-related staffs. • Provides training and guidance. • Performs highly specialized services to support research, teaching, medical or general media efforts. • Advanced knowledge of photography principles. • Ability to supervise others.
Audio Visual Technician	Media	<ul style="list-style-type: none"> • Performs work of moderate difficulty in providing a full range of audiovisual services. • Acquires, distributes and maintains acquisition. • Designs and produces audiovisual and computer graphics. • Instructs faculty and other staff in equipment use. Working knowledge of audiovisual equipment and production techniques; of the principles and applications of audiovisual instructional methods; and of computer graphics equipment and software. <ul style="list-style-type: none"> • Some knowledge of state procurement processes. • Demonstrated ability to instruct others in equipment operation and maintenance; to plan and assign tasks to assistants; to work well with administrators, faculty and students; and to maintain accurate records of equipment inventories and maintenance. College or technical course work in educational technology, media production, communications, or a related field including courses in instructional technology.
Audio Visual Technician Senior	Media	<ul style="list-style-type: none"> • Performs work of moderate difficulty in providing a full range of audiovisual services. • Acquires, distributes and maintains acquisition. • Designs and produces audiovisual and computer graphics. • Instructs faculty and other staff in equipment use. Considerable knowledge of audiovisual equipment and production techniques; of the principles and applications of audiovisual instructional methods; and of computer graphics equipment and software. <ul style="list-style-type: none"> • Considerable knowledge of state procurement processes. • Demonstrated ability to instruct others in equipment operation and maintenance; to plan and assign tasks to assistants; to work well with administrators, faculty and students; and to maintain accurate records of equipment inventories and maintenance. College or technical course work in educational technology, media production, communications, or a related field including courses in instructional technology.
Graphic Artist Senior	Media	<ul style="list-style-type: none"> • Performs illustrative and graphic arts work in a variety of media for publications, projects, exhibits or related materials. • Responsible for preparing production art, illustrations, calligraphy, charts, graphs, signage, and similar artwork. • Performs any other related assigned duties. Office / Administrative experience. <ul style="list-style-type: none"> • Considerable experience operating desktop publisher experience.
Graphic Designer	Media	<ul style="list-style-type: none"> • Develops, designs, and produces media art projects, exhibits, and publications for agency. • Advises and consults with clients to determine their graphics design needs. • Independently develops graphic design concepts. Ability to use computer graphics software.

Graphic Designer Senior	Media	<ul style="list-style-type: none"> • Develops, designs, and produces media art projects, exhibits, and publications for agency. • Advises and consults with clients to determine their graphics design needs. • Independently develops graphic design concepts. • Demonstrated ability to use computer graphics software.
TV / Video Production Specialist	Media	<ul style="list-style-type: none"> • Analyzes and plans the creative approach for television and multimedia productions. • Performs a combination of specialized production tasks such as production scheduling, videography, editing, and lighting. • Sets up and operates a variety of electronic video editing and recording systems, cameras, lights, settings, and related equipment. • Determines appropriate aesthetic applications of a variety of technical methodologies. <p>Considerable knowledge of costume construction & stage/set management, photography, digital imaging, web page services, illustrative and graphic art, multi-media production, and/or exhibit design, fabrication, and maintenance.</p>
TV / Video Production Technician	Media	<ul style="list-style-type: none"> • Develops, produces and directs television, film and video programming. • Provides basic technical support to television, video, film, and multimedia production staff. • Sets up, operates, and performs routine camera operation. • Performs minor maintenance on television and video production equipment. <p>Knowledge of art history; theatre, radio, audio visual and TV/video production; illustrative artwork; graphic materials and design and production techniques; exhibit fabrication and conservatorial techniques; costume construction; digital imaging; and/or photography, including all technical aspects.</p>
Graphic Artist	Media Services	<ul style="list-style-type: none"> • Performs illustrative and graphic arts work in a variety of media for publications, projects, exhibits or related materials. • Responsible for preparing production art, illustrations, calligraphy, charts, graphs, signage, and similar artwork. • Performs any other related assigned duties. <p>Office / Administrative experience. Operating desktop publisher experience.</p>
Dispatcher/Police	Security	<ul style="list-style-type: none"> • Performs a variety of communications and operational tasks in support of public safety, security, and law enforcement operations. • May operate or train in the operation of communications equipment, specialized vehicles, and process information related to law enforcement, emergency services, and emergency management activities. • Functions in communication or operation centers. • Functions in the field at incidents. <p>Strong communication skills. Ability to keep precise records and exercise good judgment.</p>
Security Guard	Security	<ul style="list-style-type: none"> • Performs closely prescribed inspections on State property to ensure a safe environment. • Patrols, controls site or building access, monitors staff, visitors, and the public to ensure compliance with security and safety procedures. • Performs information exchange. • Reports unusual or emergency conditions to appropriate authorities.
Security Officer	Security	<ul style="list-style-type: none"> • Includes entry and trainee level security officers to senior security officers responsible for providing security and safety functions for a state facility or educational institution. • Performs custody and control tasks in correctional settings for a state facility or education institution. • Monitors electronic and other communication devices on a transportation route or bridge/tunnel complex to ensure safe traffic flow and arrange for emergency services. • Supervises staff or serves as drill instructors in a military style institutional program. <p>Extensive knowledge of criminal justice, offender management, administration, and programs for offenders.</p>