



**LOCKHEED MARTIN ASPEN SYSTEMS CORPORATION  
GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

**ADVERTISING AND INTEGRATED MARKETING SOLUTIONS (AIMS)  
FSC GROUP 541  
CONTRACT NUMBER:  
GS-23F-0192K**

**PERIOD COVERED BY CONTRACT:  
APRIL 11, 2000 THROUGH April 10, 2015**

**Lockheed Martin Aspen Systems Corporation  
2277 Research Boulevard  
Rockville, MD 20850-3225  
Phone: 301-313-3957  
Fax: 301-623-4503  
[www.lockheedmartin.com](http://www.lockheedmartin.com)**

General Services Administration  
Management Services Center Acquisition Division

Business Size: Large

DUNS Number: 04-430-6348

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

<http://www.fss.gsa.gov>.

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## CUSTOMER INFORMATION

**1a. Authorized Special Item Numbers (SIN's)**

- 541-1 Advertising Services
- 541-4A Market Research and Analysis
- 541-5 Integrated Marketing Services
- 541-1000 Other Direct Costs

**1b. Lowest priced model number and lowest unit price for that model for each SIN awarded in the contract.**

See attached authorized pricelists.

**2. Maximum order**

Lockheed Martin Aspen Systems Corporation understands that the total dollar value of any order placed by the government under this contract will be \$1,000,000 except for requirements exceeding the maximum order according to clause I-FSS-125 (August 1995).

**3. Minimum order:**

\$100

**4. Geographic coverage**

The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico.

**5. Point(s) of production**

Rockville, Maryland and various customer locations.

**6. Discount from list prices or statement of net price**

Prices shown in price list are net and include all discounts except quantity discounts (see below).

**7. Quantity discounts**

Single Orders from \$100,000 - \$499,999: 10% off list price

Single Orders from \$500,000 - \$999,999: 11% off list price

**Media Buying Commission:** Lockheed Martin Aspen Systems Corporation will NOT use for the Government the commercial practice of charging media commissions on media buys. Lockheed Martin Aspen Systems Corporation will charge the government by projects in the same manner it charges for other services under the labor categories. Any commissions provided by media placement will (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whatever the ordering agency prefers.

Lockheed Martin Aspen Systems Corporation will pass on to the government any quantity or frequency discounts earned by the government.

**8. Prompt payment terms**

Net 30 Days

**9. Government Commercial Credit Cards**

Lockheed Martin Aspen Systems Corporation will accept the Government Commercial Credit Card for purchases over and under \$2,500 without any additional discount.

**9a. Notification that Government Purchase Cards are accepted at or below the micro-purchase threshold**

Government purchase cards are accepted at or below the micro-purchase threshold or (9b) above the micro-purchase threshold.

**9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.**

Government purchase cards are accepted above the micro-purchase threshold.

**10. Foreign items**

N/A

**11a. Time of delivery**

Lockheed Martin Aspen Systems Corporation will adhere to the delivery schedule as specified in each order.

**11b. Expedited Delivery**

Items available for expedited delivery are noted on price list.

**11c. Overnight and 2-day delivery**

N/A

**11d. Urgent Requirements**

Contact Lockheed Martin Aspen Systems Corporation for faster delivery or rush requirements.

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

Destination within the 48 contiguous State, Alaska, Hawaii, Puerto Rico and Washington, DC

**13. Ordering address(es)**

Lockheed Martin Aspen Systems Corporation

ATTN: GSA Program Office  
6404 Ivy Lane, Suite 800  
Greenbelt, MD 20770  
Phone: 301-313-3957  
Fax: 301-313-3957

**14. Payment address(es)**

Accounts Receivable  
Lockheed Martin Aspen Systems Corporation  
2339 Route 70 West, Floor 4W  
Cherry Hill, NJ 08002-3315

**15. Warranty provision**

Lockheed Martin Aspen Systems Corporation warrants that items delivered under hereunder are merchantable and fit for the particular purpose described in this contract.

**16. Export packing charges, if applicable**

N/A

**17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level)**

Lockheed Martin Aspen Systems Corporation will accept the Government Commercial Credit Card for purchases over and under \$3,000 without any additional discount.

**18. Terms and conditions of rental, maintenance, and repair (if applicable)**

N/A

**19. Terms and conditions of installation (if applicable)**

N/A

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)**

N/A

**20a. Terms and conditions for any other services (if applicable)**

N/A

**21. List of service and distribution points (if applicable)**

N/A

**22. List of participating dealers (if applicable)**

N/A

**23. Preventive maintenance (if applicable)**

N/A

**24. Year 2000 (Y2K) compliant**

Yes

**25. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants**

N/A

**26. Data Universal Number System (DUNS) number**

04-430-6348

**27. Notification regarding registration in Central Contractor Registration (CCR) database**

Lockheed Martin Aspen Systems Corporation is registered in the Central Contractor Registration (CCR) System.



**Lockheed Martin Aspen Systems Corporation Labor Category Rates**

GS-23F-0192K Labor Category	Effective 4/11/12 - 4/10/13		
	Current Hourly Rates	Orders Between \$100,000 and \$499,999 10% Discount	Orders Above \$499,999 11% Discount
Project Executive	\$ 270.33	\$ 243.30	\$ 240.60
Project Director	\$ 205.28	\$ 184.75	\$ 182.70
Senior Project Manager	\$ 164.89	\$ 148.40	\$ 146.76
Project Manager	\$ 139.10	\$ 125.19	\$ 123.80
Subject Matter Specialist III	\$ 241.16	\$ 217.04	\$ 214.63
Subject Matter Specialist II	\$ 191.82	\$ 172.63	\$ 170.72
Subject Matter Specialist I	\$ 148.07	\$ 133.26	\$ 131.78
Technical Analyst III	\$ 194.05	\$ 174.65	\$ 172.71
Technical Analyst II	\$ 158.16	\$ 142.34	\$ 140.76
Technical Analyst I	\$ 137.97	\$ 124.17	\$ 122.79
Art Director II	\$ 132.36	\$ 119.12	\$ 117.80
Art Director I	\$ 99.83	\$ 89.84	\$ 88.85
Designer II	\$ 93.10	\$ 83.79	\$ 82.86
Designer I	\$ 75.15	\$ 67.64	\$ 66.89
Graphic Artist II	\$ 72.92	\$ 65.62	\$ 64.90
Graphic Artist I	\$ 59.46	\$ 53.51	\$ 52.92
Multimedia Specialist II	\$ 130.12	\$ 117.11	\$ 115.81
Multimedia Specialist I	\$ 85.25	\$ 76.73	\$ 75.87
Graphics QC Specialist	\$ 89.74	\$ 80.77	\$ 79.87
Desktop Specialist II	\$ 90.85	\$ 81.77	\$ 80.86
Desktop Specialist I	\$ 53.84	\$ 48.46	\$ 47.92
Writer/Editor III	\$ 107.69	\$ 96.92	\$ 95.84
Writer/Editor II	\$ 95.34	\$ 85.81	\$ 84.85
Writer/Editor I	\$ 70.67	\$ 63.60	\$ 62.89
Editorial QC Specialist	\$ 89.74	\$ 80.77	\$ 79.87
Copyeditor	\$ 60.57	\$ 54.51	\$ 53.91
Print Buyer	\$ 87.49	\$ 78.74	\$ 77.87
Marketing Specialist II	\$ 125.64	\$ 113.07	\$ 111.82
Marketing Specialist I	\$ 105.44	\$ 94.89	\$ 93.84
Marketing Coordinator II	\$ 96.46	\$ 86.82	\$ 85.85
Marketing Coordinator I	\$ 75.15	\$ 67.64	\$ 66.89
Translator II	\$ 97.59	\$ 87.83	\$ 86.85
Translator I	\$ 75.15	\$ 67.64	\$ 66.89
Statistician II	\$ 133.48	\$ 120.14	\$ 118.80
Statistician I	\$ 91.98	\$ 82.78	\$ 81.86
Data Collection Specialist	\$ 120.02	\$ 108.02	\$ 106.82
Survey Coordinator II	\$ 80.77	\$ 72.69	\$ 71.88
Survey Coordinator I	\$ 50.48	\$ 45.43	\$ 44.93
Survey Technician	\$ 41.51	\$ 37.36	\$ 36.94
Call Center Supervisor	\$ 83.00	\$ 74.70	\$ 73.87
Mailing Services Manager	\$ 123.39	\$ 111.05	\$ 109.81
Warehouse/Fulfillment Supervisor	\$ 95.34	\$ 85.81	\$ 84.85
Phone & Data Entry Supervisor	\$ 74.03	\$ 66.63	\$ 65.89

<b>GS-23F-0192K Labor Category</b>	<b>Current Hourly Rates</b>	<b>Orders Between \$100,000 and \$499,999 10% Discount</b>	<b>Orders Above \$499,999 11% Discount</b>
Telecommunications Specialist II	\$ 166.01	\$ 149.41	\$ 147.75
Telecommunications Specialist I	\$ 120.02	\$ 108.02	\$ 106.82
Technical Information Specialist III	\$ 100.95	\$ 90.86	\$ 89.85
Technical Information Specialist II	\$ 80.77	\$ 72.69	\$ 71.88
Technical Information Specialist I	\$ 66.18	\$ 59.56	\$ 58.90
Information Specialist III	\$ 70.67	\$ 63.60	\$ 62.89
Information Specialist II	\$ 60.57	\$ 54.51	\$ 53.91
Information Specialist I	\$ 49.36	\$ 44.42	\$ 43.93
Customer Service Representative III	\$ 53.84	\$ 48.46	\$ 47.92
Customer Service Representative II	\$ 45.99	\$ 41.39	\$ 40.93
Customer Service Representative I	\$ 41.51	\$ 37.36	\$ 36.94
Mailing Services Q.C. Specialist	\$ 87.49	\$ 78.74	\$ 77.87
Mailing List Services Clerk	\$ 41.51	\$ 37.36	\$ 36.94
Management Analyst II	\$ 104.31	\$ 93.88	\$ 92.84
Management Analyst I	\$ 84.13	\$ 75.72	\$ 74.87
Administrative Support II	\$ 78.52	\$ 70.66	\$ 69.88
Administrative Support I	\$ 54.97	\$ 49.47	\$ 48.92

**Lockheed Martin Aspen Systems Corporation Labor Category Rates**

GS-23F-0192K Labor Category	Effective 4/11/13 - 4/10/14		
	Current Hourly Rates	Orders Between \$100,000 and \$499,999 10% Discount	Orders Above \$499,999 11% Discount
Project Executive	\$ 278.44	\$ 250.60	\$ 247.81
Project Director	\$ 211.43	\$ 190.29	\$ 188.18
Senior Project Manager	\$ 169.84	\$ 152.86	\$ 151.16
Project Manager	\$ 143.27	\$ 128.94	\$ 127.51
Subject Matter Specialist III	\$ 248.40	\$ 223.56	\$ 221.07
Subject Matter Specialist II	\$ 197.57	\$ 177.81	\$ 175.84
Subject Matter Specialist I	\$ 152.51	\$ 137.26	\$ 135.74
Technical Analyst III	\$ 199.87	\$ 179.89	\$ 177.89
Technical Analyst II	\$ 162.90	\$ 146.61	\$ 144.98
Technical Analyst I	\$ 142.11	\$ 127.90	\$ 126.48
Art Director II	\$ 136.33	\$ 122.70	\$ 121.33
Art Director I	\$ 102.82	\$ 92.54	\$ 91.51
Designer II	\$ 95.89	\$ 86.31	\$ 85.35
Designer I	\$ 77.41	\$ 69.67	\$ 68.89
Graphic Artist II	\$ 75.10	\$ 67.59	\$ 66.84
Graphic Artist I	\$ 61.24	\$ 55.11	\$ 54.50
Multimedia Specialist II	\$ 134.03	\$ 120.62	\$ 119.28
Multimedia Specialist I	\$ 87.81	\$ 79.03	\$ 78.15
Graphics QC Specialist	\$ 92.43	\$ 83.19	\$ 82.26
Desktop Specialist II	\$ 93.58	\$ 84.22	\$ 83.28
Desktop Specialist I	\$ 55.46	\$ 49.91	\$ 49.36
Writer/Editor III	\$ 110.92	\$ 99.83	\$ 98.72
Writer/Editor II	\$ 98.20	\$ 88.38	\$ 87.40
Writer/Editor I	\$ 72.79	\$ 65.51	\$ 64.78
Editorial QC Specialist	\$ 92.43	\$ 83.19	\$ 82.26
Copyeditor	\$ 62.39	\$ 56.15	\$ 55.52
Print Buyer	\$ 90.12	\$ 81.10	\$ 80.20
Marketing Specialist II	\$ 129.40	\$ 116.46	\$ 115.17
Marketing Specialist I	\$ 108.60	\$ 97.74	\$ 96.66
Marketing Coordinator II	\$ 99.36	\$ 89.42	\$ 88.43
Marketing Coordinator I	\$ 77.41	\$ 69.67	\$ 68.89
Translator II	\$ 100.52	\$ 90.46	\$ 89.46
Translator I	\$ 77.41	\$ 69.67	\$ 68.89
Statistician II	\$ 137.49	\$ 123.74	\$ 122.37
Statistician I	\$ 94.74	\$ 85.26	\$ 84.32
Data Collection Specialist	\$ 123.62	\$ 111.26	\$ 110.03
Survey Coordinator II	\$ 83.19	\$ 74.87	\$ 74.04
Survey Coordinator I	\$ 52.00	\$ 46.80	\$ 46.28
Survey Technician	\$ 42.75	\$ 38.48	\$ 38.05
Call Center Supervisor	\$ 85.49	\$ 76.94	\$ 76.09
Mailing Services Manager	\$ 127.09	\$ 114.38	\$ 113.11
Warehouse/Fulfillment Supervisor	\$ 98.20	\$ 88.38	\$ 87.40
Phone & Data Entry Supervisor	\$ 76.25	\$ 68.63	\$ 67.86

GS-23F-0192K Labor Category	Current Hourly Rates	Orders Between \$100,000 and \$499,999 10% Discount	Orders Above \$499,999 11% Discount
Telecommunications Specialist II	\$ 170.99	\$ 153.89	\$ 152.18
Telecommunications Specialist I	\$ 123.62	\$ 111.26	\$ 110.03
Technical Information Specialist III	\$ 103.98	\$ 93.58	\$ 92.54
Technical Information Specialist II	\$ 83.19	\$ 74.87	\$ 74.04
Technical Information Specialist I	\$ 68.17	\$ 61.35	\$ 60.67
Information Specialist III	\$ 72.79	\$ 65.51	\$ 64.78
Information Specialist II	\$ 62.39	\$ 56.15	\$ 55.52
Information Specialist I	\$ 50.84	\$ 45.75	\$ 45.25
Customer Service Representative III	\$ 55.46	\$ 49.91	\$ 49.36
Customer Service Representative II	\$ 47.37	\$ 42.64	\$ 42.16
Customer Service Representative I	\$ 42.75	\$ 38.48	\$ 38.05
Mailing Services Q.C. Specialist	\$ 90.12	\$ 81.10	\$ 80.20
Mailing List Services Clerk	\$ 42.75	\$ 38.48	\$ 38.05
Management Analyst II	\$ 107.44	\$ 96.70	\$ 95.62
Management Analyst I	\$ 86.65	\$ 77.99	\$ 77.12
Administrative Support II	\$ 80.87	\$ 72.78	\$ 71.98
Administrative Support I	\$ 56.62	\$ 50.96	\$ 50.39

**Lockheed Martin Aspen Systems Corporation Labor Category Rates**

GS-23F-0192K Labor Category	Effective 4/11/14 - 4/10/15		
	Current Hourly Rates	Orders Between \$100,000 and \$499,999 10% Discount	Orders Above \$499,999 11% Discount
Project Executive	\$ 286.79	\$ 258.12	\$ 255.25
Project Director	\$ 217.78	\$ 196.00	\$ 193.82
Senior Project Manager	\$ 174.94	\$ 157.44	\$ 155.69
Project Manager	\$ 147.57	\$ 132.81	\$ 131.33
Subject Matter Specialist III	\$ 255.85	\$ 230.26	\$ 227.70
Subject Matter Specialist II	\$ 203.50	\$ 183.15	\$ 181.11
Subject Matter Specialist I	\$ 157.09	\$ 141.38	\$ 139.81
Technical Analyst III	\$ 205.87	\$ 185.28	\$ 183.23
Technical Analyst II	\$ 167.79	\$ 151.01	\$ 149.33
Technical Analyst I	\$ 146.37	\$ 131.74	\$ 130.27
Art Director II	\$ 140.42	\$ 126.38	\$ 124.97
Art Director I	\$ 105.91	\$ 95.32	\$ 94.26
Designer II	\$ 98.77	\$ 88.89	\$ 87.91
Designer I	\$ 79.73	\$ 71.76	\$ 70.96
Graphic Artist II	\$ 77.36	\$ 69.62	\$ 68.85
Graphic Artist I	\$ 63.08	\$ 56.77	\$ 56.14
Multimedia Specialist II	\$ 138.05	\$ 124.24	\$ 122.86
Multimedia Specialist I	\$ 90.44	\$ 81.40	\$ 80.50
Graphics QC Specialist	\$ 95.20	\$ 85.68	\$ 84.73
Desktop Specialist II	\$ 96.39	\$ 86.75	\$ 85.78
Desktop Specialist I	\$ 57.12	\$ 51.41	\$ 50.84
Writer/Editor III	\$ 114.25	\$ 102.82	\$ 101.68
Writer/Editor II	\$ 101.15	\$ 91.03	\$ 90.02
Writer/Editor I	\$ 74.97	\$ 67.47	\$ 66.72
Editorial QC Specialist	\$ 95.20	\$ 85.68	\$ 84.73
Copyeditor	\$ 64.26	\$ 57.83	\$ 57.19
Print Buyer	\$ 92.82	\$ 83.54	\$ 82.61
Marketing Specialist II	\$ 133.29	\$ 119.96	\$ 118.62
Marketing Specialist I	\$ 111.86	\$ 100.67	\$ 99.55
Marketing Coordinator II	\$ 102.34	\$ 92.11	\$ 91.08
Marketing Coordinator I	\$ 79.73	\$ 71.76	\$ 70.96
Translator II	\$ 103.53	\$ 93.18	\$ 92.14
Translator I	\$ 79.73	\$ 71.76	\$ 70.96
Statistician II	\$ 141.61	\$ 127.45	\$ 126.04
Statistician I	\$ 97.58	\$ 87.82	\$ 86.85
Data Collection Specialist	\$ 127.33	\$ 114.60	\$ 113.33
Survey Coordinator II	\$ 85.68	\$ 77.12	\$ 76.26
Survey Coordinator I	\$ 53.56	\$ 48.20	\$ 47.66
Survey Technician	\$ 44.04	\$ 39.63	\$ 39.19
Call Center Supervisor	\$ 88.06	\$ 79.25	\$ 78.37
Mailing Services Manager	\$ 130.90	\$ 117.81	\$ 116.50
Warehouse/Fulfillment Supervisor	\$ 101.15	\$ 91.03	\$ 90.02
Phone & Data Entry Supervisor	\$ 78.54	\$ 70.68	\$ 69.90

<b>GS-23F-0192K Labor Category</b>	<b>Current Hourly Rates</b>	<b>Orders Between \$100,000 and \$499,999 10% Discount</b>	<b>Orders Above \$499,999 11% Discount</b>
Telecommunications Specialist II	\$ 176.12	\$ 158.50	\$ 156.74
Telecommunications Specialist I	\$ 127.33	\$ 114.60	\$ 113.33
Technical Information Specialist III	\$ 107.10	\$ 96.39	\$ 95.32
Technical Information Specialist II	\$ 85.68	\$ 77.12	\$ 76.26
Technical Information Specialist I	\$ 70.21	\$ 63.19	\$ 62.49
Information Specialist III	\$ 74.97	\$ 67.47	\$ 66.72
Information Specialist II	\$ 64.26	\$ 57.83	\$ 57.19
Information Specialist I	\$ 52.36	\$ 47.13	\$ 46.60
Customer Service Representative III	\$ 57.12	\$ 51.41	\$ 50.84
Customer Service Representative II	\$ 48.80	\$ 43.92	\$ 43.43
Customer Service Representative I	\$ 44.04	\$ 39.63	\$ 39.19
Mailing Services Q.C. Specialist	\$ 92.82	\$ 83.54	\$ 82.61
Mailing List Services Clerk	\$ 44.04	\$ 39.63	\$ 39.19
Management Analyst II	\$ 110.67	\$ 99.60	\$ 98.49
Management Analyst I	\$ 89.25	\$ 80.33	\$ 79.43
Administrative Support II	\$ 83.30	\$ 74.97	\$ 74.14
Administrative Support I	\$ 58.32	\$ 52.48	\$ 51.90

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## Job Title: Project Executive

**Minimum/General Experience:** Ten years of progressively more responsible experience in managing major marketing-, media-, and/or public information services-related projects, including at least 5 years of experience managing projects with more than 20 staff, and multiple subcontractors and consultants. Demonstrated ability to manage numerous complex and time-critical information support activities simultaneously.

**Functional Responsibility:** Directs all financial and quality assurance activities and oversees strategic planning and program development, drawing upon technical insight and understanding in related disciplines. Has ultimate responsibility for ensuring completion of work products and deliverables on time, within budget, and to the client's satisfaction.

**Minimum Education:** Master's degree in marketing, business, or management-related field. Master's degree in another field or other graduate degree (e.g., J.D., or Ph.D.) with substantial credits in management-related areas also acceptable. A Bachelor's degree plus 6 years of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

## Job Title: Project Director

**Minimum/General Experience:** Seven years of progressively more responsible experience in managing numerous, complex, and time-critical marketing-, media-, and/or public information services-related activities simultaneously. Requires expert knowledge of the functional area in which support is being provided and outstanding written and oral communication skills. Must be able to anticipate support needs and develop and execute detailed plans for meeting those needs. Requires broad knowledge of quality enhancement standards and familiarity with the specific programs of the client.

**Functional Responsibility:** Provides oversight of large, complex projects. Directs and coordinates all resources assigned to a group of projects and corporate-wide support resources and possible subordinate Project Manager staff. In addition to Project Manager responsibilities described below, consults with the COTR and other Government officials concerning overall support operations, scheduling, work assignments, staffing, progress reporting, security, etc. Responsible for overall quality assurance and timeliness of all deliverables and support functions.

**Minimum Education:** Master's degree in marketing, business, or management-related field. Master's degree in another field or other graduate degree (e.g., J.D., or Ph.D.) with substantial credits in management-related areas also acceptable. A Bachelor's degree plus 5 years of additional, directly related work experience (over and above the minimum experience

requirements for this position) may be substituted for the Master's degree.

### Job Title: Senior Project Manager

**Minimum/General Experience:** Six years of progressively more responsible experience in managing numerous, complex, and time-critical marketing-, media-, and/or public information services-related activities simultaneously. Requires expert knowledge of the functional area in which support is being provided and outstanding written and oral communication skills. Must be able to anticipate support needs and develop and execute detailed plans for meeting those needs. Requires broad knowledge of quality enhancement standards and familiarity with the specific programs of the client.

**Functional Responsibility:** Plans and manages all support for a particular project, including monitoring workflow, reporting progress to both the Government and LM Aspen corporate management, identifying and assigning staff, developing and tracking budgets, coordinating technical support, and obtaining other required resources. Serves as the Government's primary point of contact for all support provided to the project. Develops, implements, and monitors adherence to quality control programs.

**Minimum Education:** : Master's degree. A Bachelor's degree plus 4 years of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

### Job Title: Project Manager

**Minimum/General Experience:** Five years of progressively more responsible experience in managing numerous, complex, and time-critical marketing-, media-, and/or public information services-related activities simultaneously. Requires expert knowledge of the functional area in which support is being provided and outstanding written and oral communication skills. Must be able to anticipate support needs and develop and execute detailed plans for meeting those needs. Requires broad knowledge of quality enhancement standards and familiarity with the specific programs of the client.

**Functional Responsibility:** Plans and manages all support for a particular project, including monitoring workflow, reporting progress to both the Government and LM Aspen corporate management, identifying and assigning staff, developing and tracking budgets, coordinating technical support, and obtaining other required resources. Serves as the Government's primary point of contact for all support provided to the project. Develops, implements, and monitors adherence to quality control programs.

**Minimum Education:** Master's degree. A Bachelor's degree plus 3 years of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

### Job Title: Subject Matter Specialist III

**Minimum/General Experience:** Twelve years of experience providing marketing-, media-, and/or public information services in specific subject matter areas of expertise.



**Functional Responsibility:** Applies subject matter expertise in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports.

**Minimum Education:** Master's degree. A Bachelor's degree plus 4 years of additional directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree. A Ph.D. or other specialized degree (e.g., J.D.) may be required for selected assignments.

### Job Title: Subject Matter Specialist II

**Minimum/General Experience:** Ten years of experience providing marketing-, media-, and/or public information services in specific subject matter areas of expertise.

**Functional Responsibility:** Applies subject matter expertise in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports.

**Minimum Education:** degree. A Bachelor's degree plus 3 years of additional directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree. A Ph.D. or other specialized degree (e.g., J.D.) may be required for selected assignments.

### Job Title: Subject Matter Specialist I

**Minimum/General Experience:** Eight years of experience providing marketing-, media-, and/or public information services in specific subject matter areas of expertise.

**Functional Responsibility:** Applies subject matter expertise in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports.

**Minimum Education:** Master's degree. A Bachelor's degree plus 1 year of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

### Job Title: Technical Analyst III

**Minimum/General Experience:** Seven years of experience developing functional and system requirements for complex organizational re-engineering or the functional and system requirements for complex system realignment. Must have demonstrated experience in working independently with minimum supervision.

**Functional Responsibility:** Provides statistical analysis programming (SAS, SPSS, Excel, etc.) and systems support in the following areas: sampling, database management, and data analysis. Assists in the interpretation of data and documents survey findings and results.

**Minimum Education:** Master's degree. A Bachelor's degree plus 5 years of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

### Job Title: Technical Analyst II

**Minimum/General Experience:** Five years of experience developing functional and system requirements for complex organizational re-engineering or the functional and system requirements for complex system realignment. Must have demonstrated experience in working independently with minimum supervision.

**Functional Responsibility:** Provides statistical analysis programming (SAS, SPSS, Excel, etc.) and systems support in the following areas: sampling, database management, and data analysis. Assists in the interpretation of data and documents survey findings and results.

**Minimum Education:** Bachelor's degree. IT-related certification programs or other technical-related training plus 3 years of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Technical Analyst I

**Minimum/General Experience:** Three years of experience developing functional and system requirements for complex organizational re-engineering or the functional and system requirements for complex system realignment. Must have demonstrated experience in working independently with minimum supervision.

**Functional Responsibility:** Provides statistical analysis programming (SAS, SPSS, Excel, etc.) and systems support in the following areas: sampling, database management, and data analysis. Assists in the interpretation of data and documents survey findings and results.

**Minimum Education:** Bachelor's degree. IT-related certification programs or other technical-related training plus 2 years of additional, directly related work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Art Director II

**Minimum/General Experience:** Ten years of experience developing graphic artwork in a variety of media, including 4 years providing art direction and managing graphics, design, and multimedia staff. Requires experience in using numerous graphics software packages for graphics illustration, charts and graphs, page layout, photo design and production, and word processing. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Directs and coordinates the work activities of designers, graphics artists, multimedia specialists, QC specialists, and other assigned staff. Schedules work, reviews completed work for formatting, accuracy, and general appearance. May work on more complex assignments. Defines

work requirements with clients. Selects and manages vendor support. Prepares budgets and timelines as required.

**Minimum Education:** Bachelor's degree in a related technical/artistic field. Six years of additional, directly relevant work experience in a related technical/artistic field (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Art Director I

**Minimum/General Experience:** Eight years of experience developing graphic artwork in a variety of media, including 3 years providing art direction and managing graphics, design, and multimedia staff. Requires experience in using numerous graphics software packages for graphics illustration, charts and graphs, page layout, photo design and production, and word processing. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Directs and coordinates the work activities of designers, graphics artists, multimedia specialists, QC specialists, and other assigned staff. Schedules work, reviews completed work for formatting, accuracy, and general appearance. May work on more complex assignments. Defines work requirements with clients. Prepares budgets and timelines as required.

**Minimum Education:** Bachelor's degree in a related technical/artistic field. Five years of additional, directly relevant work experience in a related technical/artistic field (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Designer II

**Minimum/General Experience:** Six years of experience developing graphic artwork in a variety of media, using Macintosh and PC equipment. Requires experience in using numerous graphics software packages for graphics illustration, charts and graphs, page layout, photo design and production, and word processing. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Develops graphic artwork in a variety of media to support publication requirements using a Macintosh and/or PC. May also provide hand illustration. Produces a variety of artwork, including technical and commercial documents, viewgraph and 35mm slide presentations, pamphlets, brochures, and other forms of artwork. Performs conceptual and visualization work and graphic production tasks.

**Minimum Education:** Bachelor's degree in a related technical/artistic field. Four years of additional, directly relevant work experience in a related technical/artistic field (over and above the minimum experience requirements for this

position) may be substituted for the Bachelor's degree.

### Job Title: Designer I

**Minimum/General Experience:** Four years of experience developing graphic artwork in a variety of media, using Macintosh and PC equipment. Requires experience in using numerous graphics software packages for graphics illustration, charts and graphs, page layout, photo design and production, and word processing. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Develops graphic artwork in a variety of media to support publication requirements using a Macintosh and/or PC. Produces a variety of artwork, including technical and commercial documents, viewgraph and 35mm slide presentations, pamphlets, brochures, and other forms of artwork. Performs conceptual and visualization work and graphic production tasks.

**Minimum Education:** Bachelor's degree in a related technical/artistic field. Two years of additional, directly relevant work experience in a related technical/artistic field (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Graphic Artist II

**Minimum/General Experience:** Three years of experience formatting and producing artwork for inclusion in publications, reports, or other products. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Provides graphics support for the development of contract reports and deliverables and conducts formatting and production of camera-ready art for publications, brochures, and other products on behalf of clients. Prepares graphics components for meetings and conferences, including overhead slides, workbook illustrations, etc.

**Minimum Education:** Advanced training in vocational school, technical institute, or art institute above the high school level in illustrative design, commercial art, or related fields.

### Job Title: Graphic Artist I

**Minimum/General Experience:** Two years of experience formatting and producing artwork for inclusion in publications, reports, or other products. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Provides graphics support for the development of contract reports and

deliverables and conducts formatting and production of camera-ready art for publications, brochures, and other products on behalf of clients. Prepares graphics components for meetings and conferences, including overhead slides, workbook illustrations, etc.

**Minimum Education:** Advanced training in vocational school, technical institute, or art institute above the high school level in illustrative design, commercial art, or related fields.

## Job Title: Multimedia Specialist II

**Minimum/General Experience:** Five years of experience using advanced design and technical skills to produce multimedia products, including 3-D exhibit development, electronic presentations, and Web site design. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Oversees the development of complex products in both print and electronic media. Provides comprehensive Web design, animation, and multimedia integration services. Develops project budgets and schedules. May market new technology solutions and presentations to internal and external clients. Provides structured technical training to graphics staff regarding software programs. Serves as an art/design resource to all graphics staff.

**Minimum Education:** Bachelor's degree in a related technical/artistic field. IT-related certification programs or other technical/artistic-related training plus 3 years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

## Job Title: Multimedia Specialist I

**Minimum/General Experience:** Three years of experience using advanced design and technical skills to produce multimedia products, including 3-D exhibit development, electronic presentations, and Web site design. Requires knowledge of the client's publishing environment and style standards. For materials produced for Government clients, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

**Functional Responsibility:** Coordinates the development of complex products in both print and electronic media. Provides comprehensive Web design, animation, and multimedia integration services. Develops project budgets and schedules. May market new technology solutions and presentations to internal and external clients. Provides structured, technical training to graphics staff regarding software programs. Serves as an art/design resource to all graphics staff.

**Minimum Education:** Bachelor's degree in a related technical/artistic field. IT-related certification programs or other technical/artistic-related training plus 2 years of additional, directly relevant work experience (over and above the

minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Graphics QC Specialist

**Minimum/General Experience:** Six years of experience designing, formatting, and producing artwork for inclusion in publications, reports, or other products, including 2 years reviewing the quality and accuracy of design products developed by other graphics staff.

**Functional Responsibility:** Provides quality control of products at the pre-production and camera-ready stages prior to printing. Works with graphics staff to resolve errors. Maintains and updates style guides and templates specific to each client to ensure accuracy and consistency in graphics. Develops graphics production procedures. Recommends changes in workflow or quality control procedures as appropriate.

**Minimum Education:** Bachelor's degree in a related technical/artistic field. IT-related certification programs or other technical/artistic-related training plus 2 years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Desktop Specialist II

**Minimum/General Experience:** Seven years of experience supporting publications and report preparation activities through word processing, creating charts and graphs, and performing page layouts. Requires experience in using numerous software applications (e.g., WordPerfect, MS Word, and Excel) and office automation tools.

**Functional Responsibility:** Performs word processing, graphic design, and related support functions in the preparation of surveys, training materials, publications, and reports.

**Minimum Education:** High school diploma or equivalent.

### Job Title: Desktop Specialist I

**Minimum/General Experience:** Three years of experience supporting publications and report preparation activities through word processing, creating charts and graphs, and performing page layouts. Requires experience in using numerous software applications (e.g., WordPerfect, MS Word, and Excel) and office automation tools.

**Functional Responsibility:** Performs word processing, graphic design, and related support functions in the preparation of surveys, training materials, publications, and reports.

**Minimum Education:** High school diploma or equivalent.

### Job Title: Writer/Editor III

**Minimum/General Experience:** Six years of experience writing and editing publications. Excellent writing skills required, as is the ability to analyze, synthesize, and condense text that includes survey terminology and is intended for use by

non-technical lay audiences. For publications printed and distributed by Government clients, also requires demonstrated knowledge of writing, editing, and style guidelines and printing regulations of the Government Printing Office.

**Functional Responsibility:** Supports the development and production of a variety of documents for clients and their customers, including reports, journals, articles, catalogs, brochures, directories, plans, and promotional items. Writes and edits the results of surveys and statistical studies. Prepares minutes of meetings and produces meeting summary reports. Writes and edits material for online access and dissemination via the Internet.

**Minimum Education:** Bachelor's degree.

### Job Title: Writer/Editor II

**Minimum/General Experience:** Four years of experience writing and editing publications. Excellent writing skills required, as is the ability to analyze, synthesize, and condense text that includes survey terminology and is intended for use by non-technical lay audiences. For publications printed and distributed by Government clients, also requires demonstrated knowledge of writing, editing, and style guidelines and printing regulations of the Government Printing Office.

**Functional Responsibility:** Supports the development and production of a variety of documents for clients and their customers, including reports, journals, articles, catalogs, brochures, directories, plans, and promotional items. Writes and edits the results of surveys and statistical studies. Prepares minutes of meetings and produces meeting summary reports. Writes and edits material for online access and dissemination via the Internet.

**Minimum Education:** Bachelor's degree.

### Job Title: Writer/Editor I

**Minimum/General Experience:** Two years of experience writing and editing publications. Excellent writing skills required, as is the ability to analyze, synthesize, and condense text that includes survey terminology and is intended for use by non-technical lay audiences. For publications printed and distributed by government clients, also requires demonstrated knowledge of writing, editing, and style guidelines and printing regulations of the Government Printing Office.

**Functional Responsibility:** Supports the development and production of a variety of documents for clients and their customers, including reports, journals, articles, catalogs, brochures, directories, plans, and promotional items. Writes and edits the results of surveys and statistical studies. Prepares minutes of meetings and produces meeting summary reports. Writes and edits material for online access and dissemination via the Internet.

**Minimum Education:** Bachelor's degree.



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### Job Title: Editorial QC Specialist

**Minimum/General Experience:** Six years of experience writing and editing publications, reports, or other products, including 2 years reviewing the quality and accuracy of materials written or edited by other editorial staff.

**Functional Responsibility:** Provides quality control of products at the pre-production and camera-ready stages prior to printing. Works with editorial staff to resolve errors. Maintains and updates style guides and templates specific to each client to ensure accuracy and consistency in writing and editing. Develops editorial production procedures. Recommends changes in workflow or quality control procedures as appropriate.

**Minimum Education:** Bachelor's degree.

### Job Title: Copyeditor

**Minimum/General Experience:** One year of experience in copyediting and proofreading publications. Excellent writing skills required. For publications printed and distributed by Government clients, also requires demonstrated knowledge of writing, editing, and style guidelines and printing regulations of the Government Printing Office.

**Functional Responsibility:** Provides editorial assistance in the production of reports, journals, articles, catalogs, brochures, directories, plans, and promotional items. Provides advisory or facilitating services for use by others responsible for the production of printed materials for distribution.

**Minimum Education:** Bachelor's degree.

### Job Title: Print Buyer

**Minimum/General Experience:** Six years of experience working with vendors to purchase a variety of materials, including print publications, exhibit materials, video, audio, CD-ROM, and novelty items. Must be knowledgeable of all electronic printing standards and practices.

**Functional Responsibility:** Ensures delivery of end products through applying knowledge of print industry standards to the requirements of each product. Responsible for vendor selection and review of all print/product specifications. Recommends paper stock and printing treatment, including use of varnishes and specialized print requirements.

**Minimum Education:** Advanced training in a technical institute above the high school level in printing technologies and related graphics fields.

### Job Title: Marketing Specialist II

**Minimum/General Experience:** Eight years of experience in marketing, promotion, qualitative research, and product development. Experience in conducting market research, including planning, implementing, and reporting on focus groups and surveys.

**Functional Responsibility:** Provides consulting services to the Government on preparing marketing



plans, conducting needs assessments, analyzing market trends, and producing print and electronic marketing materials to reach targeted audiences.

**Minimum Education:** Master's degree with a concentration in marketing. Bachelor's degree with concentration in marketing plus 3 years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

### Job Title: Marketing Specialist I

**Minimum/General Experience:** Five years of experience in marketing, promotion, qualitative research, and product development. Experience in conducting market research, including planning, implementing, and reporting on focus groups and surveys.

**Functional Responsibility:** Provides consulting services to the Government on preparing marketing plans, conducting needs assessments, analyzing market trends, and producing print and electronic marketing materials to reach targeted audiences.

**Minimum Education:** Bachelor's degree with concentration in marketing.

### Job Title: Marketing Coordinator II

**Minimum/General Experience:** Three years of experience in marketing, promotion, qualitative research, and product development.

**Functional Responsibility:** Provides assistance in preparing marketing plans, conducting needs assessments, analyzing market trends, and producing print and electronic marketing materials to reach targeted audiences.

**Minimum Education:** Bachelor's degree.

### Job Title: Marketing Coordinator I

**Minimum/General Experience:** Two years of experience in marketing, promotion, qualitative research, and product development.

**Functional Responsibility:** Provides assistance in preparing marketing plans, conducting needs assessments, analyzing market trends, and producing print and electronic marketing materials to reach targeted audiences.

**Minimum Education:** Bachelor's degree.

### Job Title: Translator II

**Minimum/General Experience:** Four years of experience performing translation services. Must be completely fluent in the language being translated from or to. Must be knowledgeable of idioms and socio-economic issues that could influence the correctness of the translation.

**Functional Responsibility:** Responsible for accurate, straightforward translations of materials.

**Minimum Education:** Bachelor's degree in the relevant language or a native speaker whose education was in the relevant language.

### Job Title: Translator I

**Minimum/General Experience:** Six years of experience performing translation and original writing services in a foreign language. Position may be required to research, review, and revise materials in a language other than English. Must be knowledgeable of idioms and socio-economic issues that could influence the correctness of the translation.

**Functional Responsibility:** Translates and writes in a foreign language, producing accurate materials that properly reflect the original author's intention.

**Minimum Education:** Bachelor's degree in the relevant language or a native speaker whose education was in the relevant language.

### Job Title: Statistician II

**Minimum/General Experience:** Ten years of business management experience, including 6 years conducting progressively more complex statistical analyses and business assessments using survey processes. Knowledgeable about statistical processes and their application in organizational assessments. Competent in the use of statistical software systems such as SAS, SPSS, Excel, etc. Experience includes conducting focus group meetings, designing and pilot testing survey instruments, administering questionnaires, tabulating responses, and analyzing survey data.

**Functional Responsibility:** Prepares survey sampling frames and designs, constructs, and monitors the execution of sampling plans. Administers questionnaires and summarizes findings. Performs statistical analysis employing statistical analysis software systems. Documents results in graphical and textual formats. Presents findings in formal settings and to management groups.

**Minimum Education:** Master's degree in statistics, mathematics, or a behavioral science. A Bachelor's degree and five years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

### Job Title: Statistician I

**Minimum/General Experience:** Seven years of business management experience, including 4 years conducting progressively more complex statistical analyses and business assessments using survey processes. Knowledgeable about statistical processes and their application in organizational assessments. Competent in the use of statistical software systems such as SAS, SPSS, Excel, etc. Experience includes conducting focus group meetings, designing and pilot testing survey instruments, administering questionnaires, tabulating responses, and analyzing survey data.

**Functional Responsibility:** Prepares survey sampling frames and designs, constructs, and monitors the execution of sampling plans. Administers questionnaires and summarizes findings. Performs statistical analysis employing statistical analysis software systems. Documents results in graphical and textual

formats. Presents findings in formal settings and to management groups.

**Minimum Education:** Master's degree in statistics, mathematics, or a behavioral science. A Bachelor's degree and 4 years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Master's degree.

### Job Title: Data Collection Specialist

**Minimum/General Experience:** Five years of experience in formulating, conducting, and monitoring data collection procedures including the design and pilot test of survey instruments, training of survey coordinators and technicians, and interpretation of survey results.

**Functional Responsibility:** Designs and develops survey instruments including CATI (computer-assisted telephone interview) programming. Develops data collection procedures and interviewer-training materials. Trains interviewers and supervisors and generates survey data file documentation. Participates in interpreting survey results and documenting procedures.

**Minimum Education:** Bachelor's degree in a behavioral science. Six years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Survey Coordinator II

**Minimum/General Experience:** Four years of experience in survey and data collection activities.

**Functional Responsibility:** Assists statistics, data collection, and research staff in developing and administering surveys, analyzing results, and preparing summaries of findings.

**Minimum Education:** Bachelor's degree. Five years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Survey Coordinator I

**Minimum/General Experience:** Three years of experience in survey and data collection activities.

**Functional Responsibility:** Assists statistics, data collection, and research staff in developing and administering surveys, analyzing results, and preparing summaries of findings.

**Minimum Education:** Bachelor's degree. Four years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Survey Technician

**Minimum/General Experience:** Two years of experience in survey and data collection activities. Experience using spreadsheets and word processing applications required.

**Functional Responsibility:** Assembles and processes survey responses received via telephone, mail, e-mail, and in-person interviews. Scans survey responses for errors, assigning numeric codes to open-ended questions, and entering data into receipt control system/database. Administers surveys to respondents by telephone.

**Minimum Education:** Bachelor's degree. Three years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Call Center Supervisor

**Minimum/General Experience:** Three years of experience in call center-related work, including 2 years of progressively more responsible supervisory experience. Demonstrated ability to supervise numerous complex and time-critical activities simultaneously.

**Functional Responsibility:** Coordinates and supervises call center operations. Ensures all activities are carried out in accordance with project commitments or specific objectives. Responsible for day-to-day coordination and administration of tasks by ensuring that quality and productivity standards are maintained. Prepares work schedules. Supervises work performance of team members and provides training as needed. Assists with writing project plans and reports.

**Minimum Education:** Bachelor's degree. Four years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Mailing Services Manager

**Minimum/General Experience:** Four years of experience performing mailing management and related services, including 2 years of progressively more responsible supervisory experience. Demonstrated ability to supervise numerous complex and time-critical activities simultaneously.

**Functional Responsibility:** Coordinates and supervises mailing services activities. Ensures all activities are carried out in accordance with project commitments or specific objectives. Responsible for day-to-day coordination and administration of tasks by ensuring that quality and productivity standards are maintained. Prepares work schedules. Supervises work performance of team members and provides training as needed. Assists with writing project plans and reports.

**Minimum Education:** Bachelor's degree. Six years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Warehouse/Fulfillment Supervisor

**Minimum/General Experience:** Three years of experience in warehouse and fulfillment-related work, including 2 years of progressively more responsible supervisory experience. Demonstrated ability to supervise numerous complex and

time-critical activities simultaneously.

**Functional Responsibility:** Coordinates and supervises warehousing, fulfillment, or inventory management-related activities. Ensures all activities are carried out in accordance with project commitments or specific objectives. Responsible for day-to-day coordination and administration of tasks by ensuring that quality and productivity standards are maintained. Prepares work schedules. Supervises work performance of team members and provides training as needed. Assists with writing project plans and reports.

**Minimum Education:** Bachelor's degree. Four years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Phone & Data Entry Supervisor

**Minimum/General Experience:** Three years of experience performing telephone and data entry services, including 2 years of progressively more responsible supervisory experience. Demonstrated ability to supervise numerous complex and time-critical activities simultaneously.

**Functional Responsibility:** Coordinates and supervises telephone and data entry services. Ensures all activities are carried out in accordance with project commitments or specific objectives. Responsible for day-to-day coordination and administration of tasks by ensuring that quality and productivity standards are maintained. Prepares work schedules. Supervises work performance of team members and provides training as needed. Assists with writing project plans and reports.

**Minimum Education:** Bachelor's degree. Four years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Telecommunications Specialist II

**Minimum/General Experience:** Six years of experience designing, implementing, and maintaining telecommunications systems. Advanced level of technical expertise in telecommunications and related technologies, including Computer Telephony Integration (CTI), Interactive Voice Response (IVR), and Automated Call Distribution (ACD). Knowledge of systems analysis, systems development, networking, design, and re-engineering.

**Functional Responsibility:** Coordinates telephone system installation and management, including application of CTI, IVR, ACD, and other telecommunications technologies.

**Minimum Education:** Bachelor's degree in computer science or related discipline. An Associate's degree in a related field and 4 years of additional directly related work experience or an IT-related certification program and 4 years of additional directly related work experience may be substituted for the Bachelor's degree.

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## Job Title: Telecommunications Specialist I

**Minimum/General Experience:** Five years of experience designing, implementing, and maintaining telecommunications systems. Advanced level of technical expertise in telecommunications and related technologies, including Computer Telephony Integration (CTI), Interactive Voice Response (IVR), and Automated Call Distribution (ACD). Knowledge of systems analysis, systems development, networking, design, and re-engineering.

**Functional Responsibility:** Coordinates telephone system installation and management, including application of CTI, IVR, ACD, and other telecommunications technologies.

**Minimum Education:** Bachelor's degree in computer science or related discipline. An Associate's degree in a related field and 3 years of additional directly related work experience or an IT-related certification program and 3 years of additional directly related work experience may be substituted for the Bachelor's degree.

## Job Title: Technical Information Specialist III

**Minimum/General Experience:** Three years of experience assisting the Government and project staff in using databases or other resource tools that support project operations. Previous experience on other Government contracts and in training users in the use of databases and resource tools preferred. Excellent oral and written communication skills and excellent end user interaction skills required.

**Functional Responsibility:** Assists users in accessing and obtaining information, providing database search and retrieval support and troubleshooting. Receives user requests and transforms them into effective search strategies, designs appropriate output formats, assists users in formulating simple queries, and helps resolve problems related to accessing databases. Also may provide help desk support to end users of an application or set of applications and resolve problem reports.

**Minimum Education:** Bachelor's degree. Three years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

## Job Title: Technical Information Specialist II

**Minimum/General Experience:** Two years of experience assisting the Government and project staff in using databases or other resource tools that support project operations. Previous experience on other Government contracts and in training users in the use of databases and resource tools preferred. Excellent oral and written communication skills and excellent end user interaction skills required.

**Functional Responsibility:** Assists users in accessing and obtaining information, providing database search and retrieval support and troubleshooting. Receives user requests and transforms them into effective search strategies, designs appropriate output formats, assists users in formulating simple queries, and helps resolve problems related to accessing databases. Also may provide help desk support to end users of an application or set of applications and

resolve problem reports.

**Minimum Education:** Bachelor's degree. Two years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Technical Information Specialist I

**Minimum/General Experience:** One year of experience assisting the Government and project staff in using databases or other resource tools that support project operations. Previous experience on other Government contracts and in training users in the use of resource tools preferred. Excellent oral and written communication skills and excellent end user interaction skills required.

**Functional Responsibility:** Assists users in accessing and obtaining information, providing database search and retrieval support and troubleshooting. Receives user requests and transforms them into effective search strategies, designs appropriate output formats, assists users in formulating simple queries, and helps resolve problems related to accessing databases. Also may provide help desk support to end users of an application or set of applications and resolve problem reports.

**Minimum Education:** High school diploma or equivalent.

### Job Title: Information Specialist III

**Minimum/General Experience:** Six years of experience in compiling, analyzing, and synthesizing information to support project task requirements. Requires knowledge of information resources, excellent analytical capabilities and written and oral communications skills, and ability to consistently deliver highest quality work under extreme pressure and tight deadlines.

**Functional Responsibility:** Responds to information requests in specific subject areas and, following established guidelines, gathers, prepares, and summarizes relevant materials for use by other project staff, the client, or the client's customers. Assists with a wide variety of tasks related to identifying, cataloging, storing, maintaining, retrieving, and disseminating information.

**Minimum Education:** Bachelor's degree. Seven years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Information Specialist II

**Minimum/General Experience:** Four years of experience in compiling, analyzing, and synthesizing information to support project task requirements. Requires knowledge of information resources, excellent analytical capabilities and written and oral communications skills, and ability to consistently deliver highest quality work under extreme pressure and tight deadlines.

**Functional Responsibility:** Responds to information requests in specific subject areas and, following established guidelines, gathers, prepares, and summarizes relevant materials for use by other project staff, the client, or the client's



customers. Assists with a wide variety of tasks related to identifying, cataloging, storing, maintaining, retrieving, and disseminating information.

**Minimum Education:** Bachelor's degree. Five years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Information Specialist I

**Minimum/General Experience:** Three years of experience in compiling, analyzing, and synthesizing information to support project task requirements. Requires knowledge of information resources, excellent analytical capabilities and written and oral communications skills, and ability to consistently deliver highest quality work under extreme pressure and tight deadlines.

**Functional Responsibility:** Responds to information requests in specific subject areas and, following established guidelines, gathers, prepares, and summarizes relevant materials for use by other project staff, the client, or the client's customers. Assists with a wide variety of tasks related to identifying, cataloging, storing, maintaining, retrieving, and disseminating information.

**Minimum Education:** Bachelor's degree. Three years of additional, directly relevant work experience (over and above the minimum experience requirements for this position) may be substituted for the Bachelor's degree.

### Job Title: Customer Service Representative III

**Minimum/General Experience:** Three years of experience serving as a customer service representative in a call center environment, responding to inquiries received via toll-free telephone lines, mail, e-mail, and fax. Requires excellent telephone, communication, computer data entry, searching, and information retrieval skills. Experience using ACD, IVR, CTI, and other telephony technology preferred. Knowledge of Spanish or other language needed, as appropriate, for bilingual positions.

**Functional Responsibility:** Responds professionally, accurately, and completely to requests and inquiries for referrals, information, and/or materials via telephone or other means. Searches databases to locate information requested. Performs data entry tasks using order fulfillment systems to place orders and check on their status through to delivery of materials to customer. Updates and verifies records in automated systems as required.

**Minimum Education:** High school diploma or equivalent.

### Job Title: Customer Service Representative II

**Minimum/General Experience:** Two years of experience serving as a customer service representative in a call center environment, responding to inquiries received via toll-free telephone lines, mail, e-mail, and fax. Requires excellent telephone, communication, computer data entry, searching, and information retrieval skills. Experience using ACD, IVR, CTI, and other telephony technology preferred. Knowledge of Spanish or other language needed, as



appropriate, for bilingual positions.

**Functional Responsibility:** Responds professionally, accurately, and completely to requests and inquiries for referrals, information, and/or materials via telephone or other means. Searches databases to locate information requested. Performs data entry tasks using order fulfillment systems to place orders and check on their status through to delivery of materials to customer. Updates and verifies records in automated systems as required.

**Minimum Education:** High school diploma or equivalent.

### Job Title: Customer Service Representative I

**Minimum/General Experience:** One year of experience serving as a customer service representative in a call center environment, responding to inquiries received via toll-free telephone lines, mail, e-mail, and fax. Requires excellent telephone, communication, computer data entry, searching, and information retrieval skills. Experience using ACD, IVR, CTI, and other telephony technology preferred. Knowledge of Spanish or other language needed, as appropriate, for bilingual positions.

**Functional Responsibility:** Responds professionally, accurately, and completely to requests and inquiries for referrals, information, and/or materials via telephone or other means. Searches databases to locate information requested. Performs data entry tasks using order fulfillment systems to place orders and check on their status through to delivery of materials to customer. Updates and verifies records in automated systems as required.

**Minimum Education:** High school diploma or equivalent.

### Job Title: Mailing Services QC Specialist

**Minimum/General Experience:** Three years of experience working in a distribution center/warehouse environment, coordinating mailing list management and document distribution activities.

**Functional Responsibility:** Coordinates and quality controls the development, management, and use of mailing lists to support document distribution efforts on behalf of client agencies. Also assists in quality controlling mailing list maintenance and updating tasks.

**Minimum Education:** High school diploma or equivalent.

### Job Title: Mailing List Services Clerk

**Minimum/General Experience:** Less than two years of experience working in a distribution center/warehouse environment, conducting tasks that support mailing list management and document distribution activities.

**Functional Responsibility:** Assists in developing, managing, and using mailing lists to support document distribution efforts on behalf of client agencies. Also assists in mailing list maintenance and updating tasks.

**Minimum Education:** High school diploma or equivalent.

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## Job Title: Management Analyst II

**Minimum/General Experience:** Five years of experience performing business management and financial accounting-related work, with 3 years of related experience specifically on Government contracts. Knowledge of Excel, Lotus, and/or other spreadsheet software applications required.

**Functional Responsibility:** Performs financial tracking and management tasks, including using spreadsheets to develop and monitor budgets, reviewing all project-related expenses for eligibility, preparing financial reports, and tracking subcontractor and consultant expenses. Ensures mathematical correctness of submitted expenses and identifies problem expenses for management intervention. Working with management, suggests planning and management controls for improvement, including expanded usage of management information systems and other automated tools.

**Minimum Education:** Bachelor's degree in a business-related field.

## Job Title: Management Analyst I

**Minimum/General Experience:** Three years of experience performing business management and financial accounting-related work, with 1 year of related experience specifically on Government contracts. Knowledge of Excel, Lotus, and/or other spreadsheet software applications required.

**Functional Responsibility:** Performs financial tracking and management tasks, including using spreadsheets to develop and monitor budgets, reviewing all project-related expenses for eligibility, preparing financial reports, and tracking subcontractor and consultant expenses. Ensures mathematical correctness of submitted expenses and identifies problem expenses for management intervention. Working with management, suggests planning and management controls for improvement, including expanded usage of management information systems and other automated tools.

**Minimum Education:** Bachelor's degree in a business-related field.

## Job Title: Administrative Support II

**Minimum/General Experience:** Three years of experience performing administrative support tasks, including word processing, filing, answering telephones, etc. Experience using office automation software and equipment required.

**Functional Responsibility:** Under general supervision, performs standard secretarial duties. Receives and routes incoming correspondence, answers telephone, and types correspondence, reports, forms, and records. Makes travel arrangements and reservations. Schedules appointments for supervisor. May be required to take and transcribe dictation.

**Minimum Education:** High school diploma or equivalent.

## Job Title: Administrative Support I

**Minimum/General Experience:** Two years of experience performing administrative support tasks, including word processing, filing, answering telephones, etc. Experience

using office automation software and equipment required.

**Functional Responsibility:** Under general supervision, performs standard secretarial duties. Receives and routes incoming correspondence, answers telephone, and types correspondence, reports, forms, and records. Makes travel arrangements and reservations. Schedules appointments for supervisor. May be required to take and transcribe dictation.

**Minimum Education:** High school diploma or equivalent