

Attachment 3 to Performance Work Statement LABOR CATEGORY/DEFINITIONS of SKILLS

The labor categories below are not contained in the SCA Handbook of Occupations nor are they included in the current DOL Wage Determination. Conformance procedures have been issued on some but not all. Some have been described in general terms because the need for these jobs is driven by the variation and complexity of FAA missions prevents advanced detailed specification. Some of the conformed job categories have been modified with expertise factors to reflect unique elements or variation of an otherwise standard category. Other categories may evolve to require conformances as the work evolves. These conformance actions will be documented by the contractor and provided to the Contracting Officer for processing in accordance with DOL requirements.

ADMINISTRATIVE ASSISTANT -GENERAL

Based on the Administrative Level of Responsibility

This category is derived from the nature of the work relationship between the Administrative Assistant and the functions being accomplished/supported, the staff being supported and the extent to which the Administrative Assistant is expected to exercise initiative and judgment. Administrative Assistants should be matched at the level best describing their level of responsibility. When a position's duties span more than one level, the introductory paragraph at the beginning of each level should be used to determine which of the levels best matches the position. (Typically, Administrative Assistants performing at the higher levels of responsibility also perform duties described at the lower levels.)

Performing any of the following duties is excluded from this labor category:

- Acting as office manager for the organization, e.g., determines when new procedures are needed for changing situations and devises and implements alternatives; revises or clarifies procedures to eliminate conflict or duplication; identifies and resolves various problems that affect the orderly flow of work in transactions with parties outside the organization.
- Assisting a single individual/position rather than the function or functions of an organization
- Time & Attendance responsibilities for Government employees.

ADMINISTRATIVE ASSISTANT-I

Carries out recurring task function procedures independently. Selects the guideline or reference, which fits the specific case. Receives assignment from lead or supervisor. Lead or Supervisor provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following:

Responds to routine telephone requests, which have standard answers; refers calls and visitors to appropriate staff or functional point of contact.

- Processes incoming and outgoing mail, including response suspense; may send form letters and predetermined responses;
- Schedules appointments, and arranges for meeting rooms for functional staff members;
- Reviews materials prepared for staff personnel for typographical accuracy and proper format;
- Maintains recurring task internal reports, office equipment listings, correspondence controls, and training plans;
- Requisitions supplies, printing, maintenance, or other services. Establishes and maintains office files.

ADMINISTRATIVE ASSISTANT-II

Handles differing functional situations, problems, and deviations in the work according to the general instructions, priorities, duties, policies, and program goals. Receives assignment from contract lead or supervisor. Lead or supervisor may assist with special assignments. Duties include or are comparable to the following:

- Personally responds to requests for information concerning procedures; determines which requests should be handed off to appropriate staff member or other offices.

- Schedules tentative appointments without prior clearance. Makes arrangements for conferences and meetings and assembles established background materials, as directed. May attend meetings and record and report on the proceedings;

- Reviews outgoing materials and correspondence for internal consistency and conformance with functional task procedures; assures that proper clearances have been obtained, when needed;

- Collects information from the files or staff for routine inquiries on program(s) or periodic reports. Refers non-routine requests to appropriate functional area;

- Coordinates personnel and administrative forms for the office and forwards for processing.

ADMINISTRATIVE ASSISTANT-III

Uses greater judgment and initiative to determine the approach or action to take in nonroutine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Receives assignment from lead or supervisor. Duties include or are comparable to the following:

- Based on a non-technical administrative knowledge of the task function, composes correspondence or makes recommendations about administrative matters and general office policies;

- Anticipates and prepares materials needed by the task function for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs lead or supervisor on matters to be considered;

- Read publications, regulations, and directives and take action or refer those that are important to the function/task;

- Prepares special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, etc., under general directions;

- Advises subordinate on new procedures; requests information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc.

ADMINISTRATIVE ASSISTANT-IV

Handles a wide variety of situations and conflicts involving administrative functions of the task. The Administrative Assistant may participate in developing the work timetables in support of completion of a task. Receives assignment from lead or supervisor. Duties include or are comparable to the following:

- Composes correspondence requiring some understanding of both administrative and technical matters;

- On own initiative, arranges for member to represent organization at conferences and meetings, establishes appointment priorities, or reschedules or refuses appointments or invitations;

- Reads outgoing correspondence and alerts writers to any conflict with the file or departure from policies or functional viewpoints; gives advice to resolve the problems;

Summarizes the content of incoming materials, specially gathered information, or meetings to assist in meeting task requirements; coordinates the new information with background sources; draws attention to important parts or conflicts;

Ensures that requests for action or information are relayed to the appropriate task member; as needed, interprets request and helps implement action; makes sure that information is furnished in timely manner; may function as functional lead.

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

TECHNICAL WRITER/EDITOR I

Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. Receives assignment from lead or supervisor. Observes production, developmental, and experimental activities to determine operating procedure and detail. Interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods. Reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment. Studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. Organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology. Reviews published materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding. May maintain records and files of work and revisions. May select photographs, drawings, sketches, diagrams, and charts to illustrate material. May assist in laying out material for publication. May arrange for typing, duplication and distribution of material. May write speeches, articles, and public or employee relation releases. May edit, standardize, or make changes to material prepared by other writers or plant personnel. May specialize in writing material regarding work methods and procedures.

TECHNICAL WRITER/EDITOR II (compare to Tech Writer 1 but with non-technical subject matter expertise.)

Duties are the same as above with this position requiring a non-technical subject matter expert. Receives assignment from lead or supervisor. This position requires administrative expertise such as legal procedures, rules, regulations, record systems, automation, human factors, testing, quality assurance, instructional and procedural manuals, and illustration/graphics, etc.. Receives assignment from lead or supervisor.

TECHNICAL WRITER/EDITOR III (Compare to Tech Writer 1 but with both non-technical and technical subject matter expertise.)

Duties are the same as I and II above with this position requiring additional technical subject matter expertise. Receives assignment from lead or supervisor. This position requires technical expertise in engineering such as electrical, structural, mechanical engineering, aviation/aeronautical systems, medical qualification requirements, computer imaging, computer systems, etc. Receives assignment from lead or supervisor.

ADMINISTRATIVE ANALYST

The labor category of Administrative Analyst is not contained in the SCA Handbook of Occupations nor is it included in the current DOL Wage Determination. This position is currently in the process of being conformed. The work falls between the General Clerk III and the General

Clerk IV labor categories in the Handbook of Occupations. It is estimated that approximately 75 percent of the work performed is in the higher wage category.

ADMINISTRATIVE ANALYST-I

Uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps that vary in nature and sequence. Receives assignment from lead or supervisor. Selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Requires using a personal computer, provide assistance to the lead or supervisor in special programs and functions.

- Develop, revise, edit, and updates computer spreadsheets used in tracking data, delivery orders, and purchase requests.
- Develop, revise, edit, and update data summary reports.
- Revise, edit and update purchase requests and delivery order continuation forms.
- Verification of contractor invoices.
- Type Speed Memos, and supplemental pages to those requests, letters, etc., as needed for normal conduct of work.
- Perform, as needed, supervisory functions required by the contract for contractor personnel.

Works in a "team" environment and provides assistance and guidance to fellow team members, promptly and willingly. Serves in other teams or branches as directed and requested on an as needed basis. Work assignments in other areas will be directed and coordinated by the contract personnel only.

ADMINISTRATIVE ANALYST-II

Duties are the same as -I above with this position requiring additional subject matter expertise. Uses greater judgment and initiative to determine the approach or action to take in non-routine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Receives assignment from lead or supervisor.

TRAINING PROGRAM ASSISTANT

The labor category of Training Program Assistant Level I, is not contained in the SCA Handbook of Occupations nor is it included in the current DOL Wage Determination. This category has been assigned a negotiated rate since contract DTFA-02-94-D-94318. The work falls between the General Clerk III and the General Clerk IV labor categories in the Handbook of Occupations. It is estimated that approximately 75 percent of the work performed is in the higher wage category

TRAINING PROGRAM ASSISTANT LEVEL I

Perform a wide range of duties including typing, filing, telephone/reception etiquette, and has ability to comprehend and comply with government regulations. Receives assignment from contract lead or supervisor. Must have knowledge necessary to schedule, assist and document seminars/training conducted by host organizations. Must have ability to brief caller on subject matter for each seminar conducted and area where seminars are to be conducted and assist applicant with selected area that will best serve the applicant's travel requirements. Operate a computer to input material and produce finished products. Input and manipulate data utilizing MS Excel spreadsheets and MS Access database management system. The duties include being responsible for insuring the correctness of data, format, spelling, punctuation, and grammar of all material typed. Use of agency directives, correspondence manuals, travel manuals, desk procedures, and precedent procedures in deterring matters concerning form and format of material. Duties will include participation in the further development and operation of the various databases. Will be required to ensure that the accounting of the database system and

maintenance of it so as to meet all Government regulations pertaining to subject matter expertise for various systems.

TRAINING PROGRAM ASSISTANT LEVEL II (compare to Training Program Assistant Level I- requiring additional non-technical subject matter expertise.)

Duties are the same as Training Program Assistant Level I above with this position having non-technical subject matter expertise. This position requires training expertise in legal issues/procedures, rules, regulations, record systems, automation, human factors, testing, instructional and procedural manuals. Receives assignment from lead or supervisor.

TRAINING PROGRAM ASSISTANT LEVEL III (compare to Training Program Assistant Level II- requiring additional administrative and technical subject matter expertise.)

Duties are the same as Training Program Assistant Level I and II above with this position having additional technical subject matter expertise. This position requires subject matter expertise in training in various technical fields in engineering such as electrical, structural, mechanical engineering, aviation/aeronautical systems, medical qualification requirements, computer imaging, computer systems, automation, human factors, testing, instructional and procedural manuals. Receives assignment from lead or supervisor.

TRAINING PROGRAM ASSISTANT LEVEL IV (compare to Training Program Assistant Level III- requiring both non-technical and technical subject matter expertise.)

Duties are the same as Training Program Assistant Level I, II, and III above. with this position having additional technical subject matter expertise. This position requires subject matter expertise in both non-technical and technical training in various technical fields in engineering such as electrical, structural, mechanical engineering, aviation/aeronautical systems, medical qualification requirements, computer imaging, computer systems, automation, human factors, testing, instructional and procedural manuals. May function as lead or supervisor. Provides guidance, instruction, and help to lower grades.

INSPECTOR

Examines any of a variety of goods, services or operations for conformity to established quality, health, safety, legal, business, ethical or other standards, by performing any combination of the following duties. Examines raw materials for quality, and manufactured items for defects and for conformance to specifications, visually and using sample models and instruments, such as, scales, gauges, templates, calipers and micrometers. Verifies that established standards are maintained relative to such matters as food-growing, processing and marketing; product-packaging; storage and transportation methods; building and facilities; and business practices, operations and services. Affixes seals or tags to approved items, issues or revokes licenses and permits or ascertains that licenses and permits have been obtained and are displayed. Confers with officials, interprets regulations and codes, and assists establishments in altering methods and practices to meet established standards. Investigates complaints and violations, prepares reports of findings and action taken or recommended, files charges and testifies in court. Recommends changes in standards, administrative procedures, facilities, methods, and practices. Level is based on level of persons that completed the work being inspected.

INSPECTOR I (Basic Clerical Processes)

Duties of this position require administrative subject matter expertise. This position requires subject matter expertise and training in various administrative processes. Receives assignment from lead or supervisor.

INSPECTOR II (Basic Technical Output)

This position requires subject matter expertise and training in various technical fields in engineering such as electrical, structural, mechanical engineering, aviation/aeronautical systems, medical qualification requirements, computer imaging, computer records systems, automation, human factors, testing, instructional and procedural manuals etc. Receives assignment from lead or supervisor.

INSPECTOR III (Advanced Clerical Processes)

Duties of this position require advance administrative subject matter expertise. This position requires superior subject matter expertise and training in various administrative processes. Receives assignment from lead or supervisor and may function as a lead.

INSPECTOR IV (Advanced Technical Output)

This position requires advanced subject matter expertise and training in various technical fields in engineering such as electrical, structural, mechanical engineering, aviation/aeronautical systems, medical qualification requirements, computer imaging, computer records systems, automation, human factors, testing, instructional and procedural manuals etc. Receives assignment from lead or supervisor or may function as a lead.

DIRECT SUPERVISORY POSITIONS

SCA exempt and assigned full-time supervisory responsibility over one or more tasks (orders). Direct supervision is required and paid for day-to-day, relatively continuous supervision of service employees or a total task. The level of the position will depend on the size and complexity of the task(s) to be supervised. Supervision/management over direct task supervisors will be recovered as contract overhead.

POSITIONS WITH ADDED LEAD RESPONSIBILITIES

Based on task specifications, service personnel may be assigned limited supervisory (lead) responsibility for small tasks or elements of large tasks. Additional contract payments will be paid as a premium to those hours spent doing supervision only, not the total hours on the task. Total lead supervision may be projected at the start of the task(s) based on number of employees assigned, so that the lead premium(s) may be evenly divided over the billing periods of the task(s). This reduces the need to log specific time spent in supervision, incentive to over supervise, etc. in favor of utilizing the effect of supervision/leadership to demonstrate that the requirement is being satisfied.