Request for Quote

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
ONE CAPITOL HILL
PROVIDENCE RI 02908

CREATION DATE : 26-MAR-12
BID NUMBER: 7449469,3
TITLE: PERSONNEL SERVICES - TEMPORARY (MPA # 157)

BLANKET START : 01-MAY-12
BLANKET END : 30-APR-13
BID CLOSING DATE AND TIME:10-APR-2012 10:30:00

BUYER: McGurn, Cheryl A
PHONE #: N/A

BILL TO

MASTER PRICE AGREEMENT
SEE BELOW
RELEASE AGAINST, RI MPA
US

SHIP TO

MASTER PRICE AGREEMENT
SEE BELOW
RELEASE AGAINST, RI MPA
US

Requistion Number:
Note to Bidders: BUYER - CHERYL MCGURN
401-574-8130

BIDDERS ARE REQUESTED TO FURNISH HOURLY RATES FOR THE FOLLOWING JOB TITLES IN EXHIBIT A (JOB TITLES AND SPECIFICATIONS ARE ATTACHED)

QUANTITY TOTALS GIVEN ARE ESTIMATED HOURLY USAGE DURING THE PERIOD 1/1/2011 - 2/15/2012

BLANKET REQUIREMENTS 5/1/2012- 4/30/2013 AT THE STATE'S OPTION TO RENEW FOR ONE ADDITIONAL YEAR

MASTER PRICE AGREEMENT #157

ESTIMATED TOTAL SPEND OF CONTRACT FOR THE PERIOD OF 1/2011 - 2/2012 IS $1,464,000 00

Amendment Description: AMENDMENT DESCRIPTION:
ADDENDUM NUMBER THREE (3) ADDS EXHIBIT A (JOB TITLES AND SPECIFICATIONS PAGES 1-35) ARE ATTACHED.

Line	Description	Quantity	Unit	Unit Price	Total
1	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. TELLER	3,289 00	Hour		
2	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS.-TEMP CLERK	25 00	Hour		
3	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. CLERK TYPIST	4,862 00	Hour		
4	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP SENIOR CLERK	25 00	Hour		
5	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP SENIOR CLERK TYPIST	25 00	Hour		
6	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS.-TEMP SENIOR CLERK STENOGRAPHER	500 00	Hour		
7	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS.-TEMP PRINCIPAL CLERK	25 00	Hour		
8	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP PRINCIPAL CLERK TYPIST	25 00	Hour		
9	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL	25 00	Hour		

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not b ed
RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed The signed Certification Cover Form must be attached to the front of the offer

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Line	Description	Quantity	Unit	Unit Price	Total
	SVCS -TEMP PRINCIPAL CLERK STENOGRAPHER				
10	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP CLERK SECRETARY	68,634.00	Hour		
11	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. DATA ENTRY OPERATOR	25.00	Hour		
12	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. WORD PROCESSING TYPIST	2,265 00	Hour		
13	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP RECONCILIATION CLERK	75.00	Hour		
14	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP FISCAL CLERK	420 00	Hour		
15	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP LABORER	1,365.00	Hour		
16	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP TELEPHONE OPERATOR	595 00	Hour		
17	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. PARALEGAL AIDE	4,075 00	Hour		

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Line	Description	Quantity	Unit	Unit Price	Total
18	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. LEGAL ASSISTANT	493 00	Hour		
19	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. INFORMATION SERVICES TECHNICIAN I	20,012.00	Hour		
20	MPA-157 5/1/2012 - 4/30/2012 PERSONNEL SVCS -TEMP. DATA MANAGER I	3,306 25	Each		
21	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP. DATA MANAGER II	3,983 50	Each		
22	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP DATA PROCESOR 2	561 50	Each		
23	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP DATA PROCESSOR 4	4,188 00	Each		
24	MPA-157 5/1/2012 - 4/30/2013 PERSONNEL SVCS -TEMP FISCAL ASSISTANT - GENERAL	6,197 75	Each		

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Delivery: _____

Terms of Payment: _____

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Contract Terms and Conditions

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Terms and Conditions

BID STANDARD TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THIS BID

PURCHASE AGREEMENT BID

BIDDING (a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State. (b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordering during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered. (c) Bid price is net F O B destination and shall include inside delivery at no extra cost. (d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request ORDERING (a) The User Agency(s) will submit individual orders for the various items and various quantities as may be required during the agreement period (b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.

QUARTERLY REPORTS

REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number. Reports must be submitted to the RI Division of Purchases to the attention BUYER named in this notice, identifying the Agreement number and the Reporting Period. Quarterly reports shall be due 45 calendar days after the end of each quarter. Failure to submit required reports shall be considered a breach of the contractor's obligations and may be considered, at the discretion of the State Purchasing Agent, sufficient cause for the termination of the agreement and other outstanding agreements and orders, and possible suspension from participation in additional State procurements

MPA BID AWARD (STATEWIDE APPLICABILITY)

STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, schools, quasi-public agencies), as authorized by law, may participate in this Agreement All ordering and billing shall be between the vendor and the political subdivision (only)

FISCAL YEAR - AWARD EXTENDING PAST FISCAL YR END

AWARDS EXTENDING BEYOND JUNE 30TH ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

DELIVERY PER AGENCY

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY

READING VENDOR NAMES ONLY

DUE TO LENGTH OF BID AND TIME CONSTRAINTS, THE STATE WILL ONLY ACKNOWLEDGE RECEIPT AND READ THE NAMES OF VENDORS SUBMITTING PROPOSALS. NO EXAMINATION OF DOCUMENTS OR PRESENTATION OF INFORMATION CONTAINED IN PROPOSALS WILL BE MADE AVAILABLE AT THE BID OPENING; HOWEVER, INSTRUCTIONS TO OBTAIN THE TABULATION OR SUMMARY OF BID RESPONSES WILL BE MADE AVAILABLE AT THE RI DIVISION OF PURCHASES WEBSITE AT WWW.PURCHASING.RI.GOV

INSURANCE REQUIREMENTS (ADDITIONAL)

ANNUAL RENEWAL INSURANCE CERTIFICATES FOR WORKERS' COMPENSATION, PUBLIC LIABILITY, PROPERTY DAMAGE INSURANCE, AUTO INSURANCE, PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS), BUILDER'S RISK INSURANCE, SCHOOL BUSING AUTO LIABILITY, ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL), VESSEL OPERATION (MARINE OR AIRCRAFT) PROTECTION & INDEMNITY, ETC., MUST BE SUBMITTED TO THE SPECIFIC AGENCY IDENTIFIED IN THE "BILL TO" SECTION OF THE PURCHASE ORDER. CERTIFICATES ARE ANNUALLY DUE PRIOR TO THE BEGINNING OF ANY CONTRACT PERIOD BEYOND THE INITIAL TWELVE-MONTH PERIOD OF A CONTRACT. FAILURE TO PROVIDE ANNUAL INSURANCE CERTIFICATION MAY BE GROUNDS FOR CANCELLATION

MULTI YEAR AWARD

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

BID ALL ITEMS

BIDDERS MUST BID ALL ITEMS TO BE CONSIDERED. AWARD WILL BE BASED ON TOTAL LOW

PERSONNEL SERVICES – TEMPORARY (MPA-157)

BLANKET REQUIREMENTS: 5/1/2012 – 4/30/2013
WITH ONE (1) YEAR RENEWAL OPTION

THE STATE OF RHODE ISLAND, DEPARTMENT OF ADMINISTRATION, DIVISION OF PURCHASES, IS REQUESTING BIDS TO PROVIDE:

TEMPORARY PERSONNEL SERVICES ON AN "AS NEEDED" BASIS AT VARIOUS STATE AGENCIES.

EVALUATION OF BIDS:

THE EVALUATION OF BIDS WILL BE BASED ON A COMPARAIVE DETERMINATION OF THE EXTENT TO WHICH EACH BIDDER'S PROPOSAL MEETS THE GOALS, INTENT, AND REQUIREMENTS SET FORTH HEREIN, THE GENERAL CONDITIONS APPLICABLE TO ALL QUOTATIONS AND AGREEMENTS ONLY

THE STATE MAY MAKE A PRE-AWARD SURVEY OR CONDUCT INTERVIEWS IN ORDER TO OBTAIN ADDITIONAL OR SUPPLEMENTARY INFORMATION TO ASSIST IN THE EVALUATION OF OFFERS, INCLUDING PERSONNEL BACKGROUND INFORMATION CHECK AS MAY BE DETERMINED TO BE NECESSARY BY THE STATE

PREVIOUS WORK RECORDS WILL BE CONSIDERED, INCLUDING COST AND QUALITY OF WORK

AWARD:

MULTIPLE AWARDS MAY BE MADE TO THOSE BIDDERSS THAT WILL BEST SERVE THE NEED AND INTENT OF THIS SOLICITATION TAKING INTO CONSIDERATION THEIR CONFORMITY TO REQUIREMENTS STATE HEREIN PRICE, EXPERIENCE, ORGANIZATION, RECORD OF PERFORMANCE AND OPEN CAPACITY. WHERE CAPABILITY AND CAPACITY ARE DETERMINED BY THE STATE TO BE EQUAL, AWARDS WILL BE BASED ON PRICE

THE STATE RESERVES THE RIGHT TO EXTEND THIS AGREEMENT FOR A PERIOD OF ONE (1) YEAR AT THE SAME TERMS AND CONDITIONS

PERSONNEL SERVICES -- TEMPORARY (MPA-157)
(CONTINUED)

BID REQUIREMENTS;

A SERVICE LOCATIONS: STATEWIDE (90% WITHIN GREATER PROVIDENCE AREA)

B. VENDORS MUST PROVIDE EVIDENCE OF THE FOLLOWING REQUIREMENTS WITH THEIR BID.

a. **CERTIFICATE OF INSURANCE AS FOLLOWS:**

GENERAL LIABILITY	$1,000,000 00
AUTOMOBILE	$1,000,000 00
WORKERS COMP MIN.	$ 100,000 00

b **PERSONNEL AND STAFFING:**
LIST NUMBER OF EMPLOYEES AVAILABLE TO PERFORM SERVICES FOR SPECIFIC JOB TITLES LISTED
LIST ANY SPECIAL SKILLS, AUTHORIZATIONS OR CERTIFICATIONS OF YOUR EMPLOYEES
LIST EXPERIENCE IN SERVING STATE'S NEEDS
LIST CURRENT PLACEMENT AT STATE FACILITIES
LIST ADDITIONAL INSURANCE OR BONDING

c CERTIFICATION TO THE STATE THAT BUREAU OF CRIMINAL INVESTIGATION BACKGROUND CHECKS HAVE BEEN CONDUCTED AND REVIEWED BY THE VENDOR ON ALL PROPOSED TEMPORARY EMPLOYEES

BIDDERS ARE REQUESTED TO FURNISH HOURLY RATES FOR THE JOB TITLES SPECIFIED (SPECIFICATIONS ARE ATTACHED)

THIS PAGE TO BE COMPLETED AND RETURNED WITH BID PROPOSAL

AGENCY:

JOB CLASS – NO. OF PEOPLE – STARTING DATE

AGENCY:

JOB CLASS – NO. OF PEOPLE – STARTING DATE

AGENCY:

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AGENCY:

JOB CLASS – NO. OF PEOPLE – STARTING DATE

EXHIBIT A

JOB TITLES AND SPECIFICATIONS

PAGES 1-35

CLASS TITLE: **TELLER**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To receive and/or disburse currency and checks according to established procedures and maintain simple records thereof; and to do related work as required.
SUPERVISION RECEIVED: Works under the close supervision of a superior from whom specific assignments are received; work is checked usually upon completion by reconciling cash taken against cash register total and money paid is checked against authorized vouchers.
SUPERVISION EXERCISED: Usually none, but during rush periods may supervise a small number of temporary employees engaged in receiving and accounting for money and checks received or disbursed.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for the receiving and receipting of money and checks with accuracy and speed.
To balance receipts periodically against the register tape and other receipted documents.
Or, to be responsible for the making of cash payments in accordance with established procedures.
To sort and count currency, coins, checks and similar items.
To make notations on checks or other documents for proper identification.
To prepare deposit slips and other necessary reports or records pertaining to the receiving of monies
To prepare necessary reports or records pertaining to cash disbursements.
To perform routine clerical work at times.
To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the procedures and practices used in handling and accounting for the receipt and disbursement of monies and the ability to apply these practices and procedures; a considerable speed and accuracy in counting money; the ability to maintain and check accurately cash accounting records; the ability to detect irregularities in checks, vouchers or similar cash items; the ability to deal courteously with the public; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from senior high school, including or supplemented by completion of courses in commercial arithmetic.
Experience: Such as may have been gained through: employment involving the handling and accounting for substantial amounts of currency, coins, checks and similar items in a bank, hotel, railroad ticket office or in a mercantile establishment.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

CLASS TITLE: CLERK

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform simple routine repetitive clerical work; and to do related work as required.

SUPERVISION RECEIVED: Individual tasks, if at all varied, are assigned in detail and specific instructions are given as to the manner of performance; work is carefully checked by supervisor both in process and in final form for completeness and accuracy.

SUPERVISION EXERCISED: None.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform simple clerical work which involves a fixed routine, can be readily learned and requires little independent judgement.

To sort and file material, such as checks, cash stubs, vouchers, statements, requisitions or other similar records.

To pull cards and documents from files and, when necessary, to assist in posting or to post information to simple forms, registers, records, etc.

To check various reports or records for accuracy and completeness.

To assist in sorting, classifying, stamping and distributing both incoming and outgoing mail.

To operate office appliances, such as adding, duplicating, letter stamping, and simple addressing machines.

To assemble and staple material for distribution.

To stuff envelopes.

To distribute necessary office supplies.

To perform messenger work.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of business English; a familiarity with standard office filing procedures; the ability to make simple tabulating and arithmetical computations; the ability to understand readily and carry out simple directions, both oral and written; and related capacities and abilities.

EDUCATION: Such as may have been gained through: graduation from a senior high school.
Or, any combination of education and experience that shall be substantially equivalent to the above education.

CLASS TITLE: CLERK TYPIST

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform simple routine repetitive clerical and typing work; and to do related work as required.
SUPERVISION RECEIVED: Individual tasks are assigned with detailed and specific instructions given as to the manner of performance; work is carefully checked in process and upon completion.
SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To type routine material not requiring the application of individual judgement, such as requisitions, warrants, payroll lists, licenses, time cards, address and reference cards and related form material.

To type copies from longhand drafts and rough copies of statements, correspondence, file cards and related material not requiring judgement concerning layout and presentation of information or data.

To cut stencils.

To perform simple clerical work which involves a fixed routine, can be readily learned and requires little independent judgement.

To file records and reports, numerically and alphabetically.

To answer a telephone.

To post information from source material to simple forms and registers.

To examine reports and records for accuracy and completeness of routine, easily verified information.

To receive, sort, classify, stamp, and distribute incoming mailed and to see that outgoing correspondence is picked up or mailed for delivery.

To staple and assemble material for distribution.

To perform messenger work as a part of other duties.

Occasionally, to operate other office appliances not requiring the services of a qualified operator.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of business English; a familiarity with standard office filing procedures; the ability to make accurate tabulations and computations of a simple nature; the ability to understand readily and carry out simple directions, both oral and written; a reasonable speed and accuracy in typing routine matter from plain copy*; and related capacities and abilities.

EDUCATION:

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by courses in typing.
Or, any combination of education and experience that shall be substantially equivalent to the above education.
*NOTE: 35 net WPM-5 minutes

CLASS TITLE: SENIOR CLERK

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform varied clerical work of a difficult and responsible nature and which requires the exercise of independent judgement in following clearly prescribed procedures; and to do related work as required.

SUPERVISION RECEIVED: General instructions are received at the beginning of each new task; detailed instructions are received as to performance of unfamiliar tasks; work is subject to review for accuracy and completeness.

SUPERVISION EXERCISED: Generally none, but in some cases may supervise one or two subordinates engaged in routine clerical work.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform varied clerical work of a difficult and responsible nature and which requires the exercise of independent judgement in following clearly prescribed procedures such as:

to prepare, verify and process requisitions, vouchers, claims and other records, forms or reports of a clerical nature related to fiscal activities; to process time, leave, travel, appointment, payroll or other personnel and related records, forms and reports; to index and file records, forms, reports, etc.; to proofread typewritten material; to assemble, compile, verify and analyze routine statistical clerical data, including the preparation of tables and charts prescribed by a superior; to code data to be used for mechanical tabulations; to prepare, verify, process and maintain other varied and important office records and reports.

To perform receptionist duties such as receiving visitors, giving them information of a routine or non - technical nature, or referring them to proper persons for requested information; to assist the public in the preparation of forms or records.

To supervise the work of a few persons engaged in performing simple and routine clerical and filing tasks.

To operate office equipment such as calculators and adding machines, as required, in the performance of clerical duties under conditions not requiring skilled operation of such equipment.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of office practices, commercial arithmetic and business English; the ability to understand and carry out complex written and oral instructions; the ability to make moderately complex arithmetical computations and tabulations accurately and with reasonable speed; the ability to make minor decisions on the basis of precedents and regulations and to apply them to work problems; the ability to establish and maintain effective working relationships with other employees and the public; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and
Experience: Such as may have been gained through: employment in a position which involved the performance of simple routine repetitive clerical work.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

CLASS TITLE: SENIOR CLERK TYPIST

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform typing work of a difficult and responsible nature requiring the exercise of independent judgement and involving a degree of final responsibility; to perform varied clerical work of a difficult and responsible nature requiring the exercise of independent judgement; as required, to perform routine repetitive tasks related to the operation of various office equipment including on line data terminal equipment; and to do related work as required.

SUPERVISION RECEIVED: General instructions are received at the beginning of each new task; detailed instructions are received as to performance of unfamiliar tasks; work is subject to review for accuracy and completeness.

SUPERVISION EXERCISED: Generally none, but in some cases may supervise subordinates engaged in routine clerical or typing work.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To type involved financial or statistical statements, reports, or other material from plain or rough copy requiring the application of independent judgement and involving a degree of final responsibility.

To perform varied clerical work of a difficult and responsible nature requiring the exercise of independent judgement.

To assemble material for and to type payrolls, vouchers, purchase orders, bills, warrants, indices and other forms requiring related judgements.

To set up and type tables and charts involving decisions as to best format.

To compose and type routine letters.

To transcribe from dictating machine records.

To cut stencils.

To assist in maintaining general office records which require posting, tabulating and computing tasks.

To examine reports and records for accuracy and completeness of routine, easily verified information.

To secure information from specified sources and furnish it to the public and other employees.

To staple and assemble material for distribution.

To analyze and classify material for filing and to maintain general office files.

To receive, stock and distribute office supplies.

To serve as receptionist, directing callers to proper individuals, arranging appointments, and imparting general non technical information.

As required, to perform routine repetitive tasks related to the operation of various office equipment including on line data terminal equipment.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of office practices, commercial arithmetic and business English; a working knowledge of methods and procedures of filing; a reasonable speed and accuracy in typing complex or technical matters from plain or rough copy*; the ability to understand readily and carry out complex oral and written directions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by courses in typing; and
Experience: Such as may have been gained through: employment in performing typing and office tasks of a varied nature.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

*NOTE: 40 net WPM-5 minutes

CLASS TITLE: SENIOR CLERK-STENOGRAPHER

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform stenographic and typing work of a difficu responsible nature requiring the exercise of some independent judgement and involving a degree o responsibility; to perform varied clerical work of a complex and responsible nature requiring the ex of some independent judgement in following clearly prescribed procedures; and to do related wo required.

SUPERVISION RECEIVED: General instructions are received at the beginning of each new detailed instructions are received as to performance of unfamiliar tasks; work is subject to revie accuracy and completeness.

SUPERVISION EXERCISED: Generally none, but in some cases may supervise subordinates eng in routine clerical, typing, or stenographic work.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform stenographic and typing work requiring the exercise of some independent judgemen involving a degree of final responsibility.

To perform varied clerical work requiring the exercise of some independent judgement in follo clearly prescribed procedures.

To take dictation and transcribe letters, legal opinions, financial memoranda, technical reports related material.

To compose and type routine letters.

To assemble material for and to type payrolls, vouchers, purchase orders, bills, warrants, indices other forms requiring related judgement.

To set up and type tables and charts involving decisions as to best format.

To transcribe from dictating machine records.

To cut stencils.

To maintain general office records which require posting, tabulating and computing.

To examine reports and records for accuracy and completeness of routine, easily verified informati

To secure information from specified sources and furnish it to the public and other employees.

To staple and assemble material for distribution.

To make appointments and keep appointment lists.

To serve as receptionist, directing callers to proper individuals, arranging appointments, and impart general non-technical information.

Occasionally, to operate other office appliances not requiring the services of a qualified operator.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of office practic commercial arithmetic and business English; a working knowledge of methods and procedures of filing reasonable speed and accuracy in taking and transcribing complex or technical dictation*; the ability understand readily and carry out complex oral and written directions; and related capacities and abilities

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by courses in shorthand and typing; and
Experience: Such as may have been gained through: employment in performing stenographic, typing and office tasks of a varied nature
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

*NOTE: 80 WPM-3 minutes-95% accuracy

CLASS TITLE: **PRINCIPAL CLERK**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for the work of several subordinates in a small office, or to supervise the work of a subdivision of a centralized office unit engaged in performing varied routine and difficult clerical tasks; to participate in the performance of such tasks; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior in accordance with established policies and procedures; instructions usually are given only at the beginning of assignments involving a new type of work; work is generally in final form when completed and is subject to, but does not always receive, review of superiors.

SUPERVISION EXERCISED: Supervises and reviews the work of clerical workers, assigning tasks and reviewing work performed for conformance to procedures and instructions.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

In accordance with established procedures, to supervise and participate in the work performed by a small staff engaged in performing one or several clerical tasks such as: preparing and issuing licenses or permits; preparing, verifying and processing requisitions, vouchers, claims and other records, forms or reports of a clerical nature related to fiscal activities; processing time, leave, travel, appointment, payroll or other personnel and related records, forms or reports; preparing, verifying, processing and maintaining other varied and important office records and reports; indexing and filing records, forms, reports, etc.; proofreading; assembling, compiling, verifying and analyzing routine statistical clerical data, including the preparation of tables and charts prescribed by a superior; performing data to be used for mechanical tabulation; taking telephone calls; performing receptionist duties such as receiving visitors, giving them information of a routine or non technical nature, or referring them to proper persons for requested information; processing incoming and outgoing mail, etc.

To supervise and review the work of a subdivision of a centralized office unit engaged in performing varied routine and difficult clerical tasks.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of office practices, commercial arithmetic and business English; the ability to make moderately complex arithmetical computations and tabulations accurately and with reasonable speed; the ability to plan, supervise and review the work of a small clerical staff; the ability to keep complex records and to prepare periodic reports from such records; the ability to interpret and apply departmental policies and procedures relating to work assignments; the ability to prepare clear and concise oral and written reports; the ability to establish and maintain effective working relationships with other employees and the public; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and
Experience: Such as may have been gained through: employment in a position involving the exercise of independent judgement in the performance of varied clerical work of a difficult nature.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

CLASS TITLE: PRINCIPAL CLERK TYPIST

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for the work of several subordinates in a small office, or to supervise the work of a subdivision of a centralized office unit engaged in performing varied routine and difficult clerical tasks; to perform typewriting work of a difficult and responsible nature; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior in accordance with established policies and procedures; instructions usually are given only at the beginning of assignments involving a new type of work; work is generally in final form when completed and is subject to, but does not always receive, review by superior.

SUPERVISION EXERCISED: Supervises and reviews the work of clerical workers, assigning tasks and reviewing work performed for conformance to procedures and instructions.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

In accordance with established procedures, to supervise and participate in the work performed by a small staff engaged in performing one or several clerical tasks such as: preparing and issuing licenses or permits; preparing, verifying and processing requisitions, vouchers, claims and other records, forms or reports of a clerical nature related to fiscal activities; processing time, leave, travel, appointment, payroll or other personnel and related records, forms or reports; preparing, verifying, processing and maintaining other varied and important office records and reports; indexing and filing records, forms, reports, etc.; proofreading; assembling, compiling, verifying and analyzing routine statistical clerical data, including the preparation of tables and charts prescribed by a superior; coding of data to be used for mechanical tabulation; taking telephone calls; performing receptionist duties such as receiving visitors, giving them information of a routine or non technical nature or referring them to proper persons for requested information; processing incoming and outgoing mail, etc.

To supervise and review the work of a subdivision of a centralized office unit engaged in performing varied routine and difficult clerical tasks.

To perform typewriting work of a difficult and responsible nature in connection with any of the above-mentioned tasks.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of office practices, commercial arithmetic and business English; the ability to make moderately complex arithmetical computations and tabulations accurately and with reasonable speed; the ability to plan, supervise and review the work of a small clerical staff; the ability to keep complex records and to prepare periodic reports from such records; the ability to interpret and apply departmental policies and procedures relating to work assignments; the ability to prepare clear and concise oral and typewritten reports; the ability to establish and maintain effective working relationships with other employees and the public a reasonable speed and accuracy in typing complex or technical matter from plain or rough copy*; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and
Experience: Such as may have been gained through: employment in a position involving the exercise of independent judgement in the performance of typing and other clerical work of a difficult nature.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

*NOTE: 40 net WPM-5 minutes

CLASS TITLE: PRINCIPAL CLERK STENOGRAPHER

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To serve as a private stenographic secretary to an administrative official; to relieve such officials of important administrative details; to handle correspondence and other routine matters; and to do related work as required.

SUPERVISION RECEIVED: General procedures and work methods are outlined and policies are dictated by superiors, but instructions usually are given only at the beginning of assignments involving a new type of work; work generally is in final form when completed and is subject to, but does not always receive, review by superior.

SUPERVISION EXERCISED: As required, exercises direct supervision over a group of clerical workers, assigning individual tasks and reviewing work methods and results.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To take and transcribe general and technical dictation and to dictate or compose non-routine correspondence.

To make up agenda for meetings according to well-established procedures; to send notices of meetings to interested parties; and to take and transcribe verbatim dictation at meetings, conferences or hearings.

To type material dealing with technical subjects and to proofread material typed by others.

To plan and supervise the work of a small group of clerical and stenographic employees engaged in varied tasks, such as computing payrolls; maintaining records of expenditures, receipts and related financial matters; providing stenographic services; keeping varied clerical records; and preparing reports from information contained in the records maintained.

To compile information and statistical data from records maintained and from other sources; to maintain cost records on the various functions performed by a department or division and prepare reports thereon; to process applications for licenses and permits; to process purchase orders, requisitions and related documents and to maintain appropriate records; to assist in the preparation of the budget; to maintain time, leave and personnel records; and to prepare payrolls for department of division.

To make appointments for superiors; to make reservations and complete travel vouchers; to answer questions and interpret departmental policies and procedures to other employees and the general public; and to interview callers and applicants for clerical positions.

To open, sort and route incoming correspondence and to see that outgoing correspondence is picked up or mailed for delivery.

To maintain a library of professional books and journals.

To do related work as required

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of modern office practices, procedures and equipment; a working knowledge of business English, spelling and arithmetic; a working knowledge of departmental rules, regulations, procedures and functions and the ability to apply these to work problems; a familiarity with the principles and practices of office management and supervision; a skill in taking and transcribing oral dictation of complex and technical material*, and in typing accurately from rough draft or clean copy; the ability to work independently on difficult or complex clerical tasks or

routine administrative tasks and to prepare non-routine correspondence; the ability to maintain complex clerical records and prepare accurate reports; the ability to exercise good judgement, courtesy and tact in receiving office callers and in making proper disposition of problems; the ability to plan, assign, supervise and review the work of clerical and/or stenographic employees; the ability to establish and maintain effective working relationships with other employees and the public; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by courses in shorthand, typing and business practices; and
Experience: Such as may have been gained through: employment of a progressively responsible nature involving the performance of varied clerical and stenographic work of a complex and responsible nature.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

*NOTE: 80 WPM-3 minutes-95% accuracy

CLASS TITLE: CLERK SECRETARY

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To serve as a private stenographic secretary to a director or assistant director of a state department or agency; to relieve such official of important administrative details; to handle correspondence and other routine matters; and to do related work as required.
SUPERVISION RECEIVED: Assignments and instructions are given in broad outline with specific instructions only in unusual or unprecedented situations; only important and/or complicated assignments are reviewed upon completion.
SUPERVISION EXERCISED: May supervise and review the work of a small clerical staff, but normally this class will serve in an advisory or consulting capacity to this staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To serve as a private stenographic secretary to a director or assistant director of a state department or agency by taking and transcribing difficult, complex and at times verbatim dictation, including staff meetings, conferences, hearings, correspondence, speeches and telephone messages; and, as required, to take and transcribe important or confidential verbatim dictation at special hearings, meetings and conferences.

To relieve such official of important administrative details such as:

arranging his conferences and meetings with other state officials as well as representatives of other public, private, professional organizations; answering all types of verbal and written inquiries of an administrative nature which do not involve complex interpretations of departmental or agency policies and procedures; and

reviewing correspondence, memoranda, statements, forms and records for content and compliance, with administrative policies and procedures, signing all such documents as authorized on his behalf.

To be responsible for routine office matters such as:

composing, independently, all kinds of correspondence not requiring administrative judgement and interpretation of the policies and rules and regulations of the department or agency and signing such correspondence;

obtaining information or material needed by the department or agency head in answering correspondence, conducting telephone conversations, preparing speeches or in formulating new methods or procedures;

initiating and receiving personal and telephone contacts with the responsibility of making appointments, answering requests for administrative information, interviewing callers and referring them through the proper channels and conferring with other employees in the department or agency to solve problems relating to coordination of work and other matters in order to relieve the administrative official of as much detail as possible; and maintaining confidential departmental or agency files.

As required, to supervise and review the work of a small clerical staff or act in an advisory or consulting capacity to this staff.

To perform other routine clerical tasks incidental to the work of the office.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of office methods, practices, procedures and terms; a thorough knowledge of business English; a high degree of skill in taking and transcribing complex or technical dictation,* including verbatim dictation as required, and to type** from rough draft or plain copy; a working knowledge of commercial arithmetic; the ability to handle, independently, routine but important administrative details including the composition of important letters and memoranda without dictation; the ability to exercise a high degree of initiative and judgement; the ability to understand and follow complex written or oral instructions; the ability to establish and maintain effective working relationships with other state departments or agencies, public and private organizations and departmental or agency personnel; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by courses in shorthand, typing and business practices; and
Experience: Such as may have been gained through: employment in a responsible secretarial position including difficult or complex stenographic and clerical duties and the independent handling of important but minor administrative details.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

* Note: 100 WPM - 3 minutes - 95% accuracy

**Note: 40 net WPM - 5 minutes

CLASS TITLE: DATA ENTRY OPERATOR

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform data entry work of a difficult and responsible nature involving the use and operation of data entry/ verification equipment; and to do related work as required.
SUPERVISION RECEIVED: Detailed instructions are received at the beginning of work assignments; work is reviewed in process and upon completion for accuracy and efficiency of operation.
SUPERVISION EXERCISED: Usually none.
ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform data entry work of a difficult and responsible nature involving the use and operation of data entry/verification equipment.
To verify the correctness of processed data.
To detect and report any machine malfunctions.
To perform simple clerical work, maintain files and compile routine reports.
To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the principles, practices and procedures involved in providing data entry services involving the use and operation of data entry/verification equipment; the ability to operate such machines with speed and accuracy*; the ability to perform simple arithmetic computations; the ability to carry out oral and written instructions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and
Experience: Such as may have been gained through: employment involving the operation of data entry equipment.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

*NOTE: 35 net WPM-5 minutes

CLASS TITLE: WORD PROCESSING TYPIST

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform typing work of a difficult and responsible nature on automatic typewriting equipment which records material on cards or tapes for storage and reuse; to perform varied clerical work of a difficult and responsible nature; and to do related work as required.
SUPERVISION RECEIVED: General instructions are received at the beginning of each new task; detailed instructions are received as to the performance of unfamiliar tasks; work is subject to review for accuracy and completeness.
SUPERVISION EXERCISED: Generally none, but in some cases may supervise subordinates engaged in routine clerical or typing work.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform typing work of a difficult and responsible nature on automatic typewriting equipment which includes such features as: storage of content and format; automatic reproduction or printing; switch codes; save memory; automatic letter writing; editing, math options and other word processing functions.

To type involved statistical statements, reports, legal documents or other material from plain copy, rough copy or dictaphone requiring the application of judgement and final responsibility.

To organize data and determine formats for this data.

To compose and type routine and form letters.

To maintain records and files.

To perform varied clerical work of a difficult and responsible nature.

To secure information from specified sources and furnish it to the public, other employees and supervisors.

To assist staff members by the performance of various clerical tasks.

As required, to operate other office appliances not requiring the services of a qualified operator.

To answer the telephone and respond to in-person callers.

To answer inquiries and/or impart non technical information regarding programs, policies and services.

To refer callers and schedule appointments for supervisors.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of general office practices, commercial arithmetic and business English; a working knowledge in the methods and procedures of filing; the ability to operate one or more of the several types of word processing typewriting machines with reasonable speed and accuracy*; the ability to understand readily and carry out complex oral and written directions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school including or supplemented by courses in typing and the operation of automatic typewriting equipment; and
Experience: Such as may have been gained through: employment in performing automatic typing and office tasks of a varied nature.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

*NOTE: 40 net WPM-5 minutes

CLASS TITLE: RECONCILIATION CLERK

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To make initial examination or verifications of documents used in connection with encumbrance, disbursement and receipts procedures; to perform elementary phases of clerical accounting; and to do related work as required.

SUPERVISION RECEIVED: Works under the immediate supervision of a superior who reviews work in process and upon completion for accuracy and compliance with prescribed work methods and procedures.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To prepare all types of benefit payment checks and to prepare records related to the disbursement of such checks; to examine and verify benefit payment checks in order to determine their arithmetical accuracy, their proper authorization and accuracy of identifying data; to verify deposit and withdrawal slips made out to banks; and to reconcile bank statements.

To follow important technical written memoranda pertaining to prescribed examining and financial procedures.

To post from vouchers to books of original entry.

To prepare requisitions and vouchers.

To operate an adding machine in the verification of communications.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: The ability to make examinations and verifications of receipt and expenditure types of documents for the purpose of determining their compliance with law, rules and regulations; the ability to make tabulations and arithmetical computations with reasonable speed and accuracy; the ability to operate an adding machine; the ability to understand and carry out written and oral directions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in routine clerical work involving the making of arithmetical computations and the operation of an adding machine.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

CLASS TITLE: FISCAL CLERK

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform responsible clerical duties in connection with the maintenance of financial and related records of a state agency involving the knowledge and application of bookkeeping principles and practices; and to do related work as required.
SUPERVISION RECEIVED: Works under the general supervision of a superior; work is reviewed in process and upon completion.
SUPERVISION EXERCISED: As required, may supervise the work of a small group of clerical workers.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To record transactions in books of original entry and to post to ledger accounts from receipt; disbursement, expense and appropriation records according to established account classifications.

To draw trial balances and prepare simple reports, schedules and summaries.

To reconcile agency's records with those of the Division of Accounts and Control in order to assure complete agreement of records of disbursements receipts, outstanding orders and balances.

To maintain current personnel records, prepare payroll adjustments and keep appropriation accounts.

To keep inventory of office equipment and supplies and to be responsible for the maintenance of adequate stocks.

To be responsible for petty cash funds.

To prepare requisitions and vouchers.

To examine and verify requisitions, payments, purchase orders, invoices, travel statements, payrolls transmittal sheets, check registers and checks.

To maintain files of requisitions purchases orders, utility orders and other related records.

To provide clerical assistance to a superior in the preparation of the annual budget requests of the agency and in the maintenance of accounts.

To maintain records of cash receipts and disbursements and to make reports thereon.

To make routine audits of employer reports of employment, wages and taxes.

As required, to supervise the work of a small group of clerical workers engaged in record keeping and other routine clerical functions in the agency.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the principles and practices of bookkeeping and a reasonable speed and accuracy in making complex tabulations and arithmetical computations; a working knowledge of standard office methods and procedures; a familiarity with the uses of standard office equipment; the ability to understand and carry out both oral and written directions; the ability to operate adding and calculating machines; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by courses in bookkeeping and office practice; and
Experience: Such as may have been gained through: employment as a bookkeeper.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

CLASS TITLE LABORER

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform general unskilled manual labor; on occasion, to operate farm equipment and other motor equipment; and to do related work as required.
SUPERVISION RECEIVED: Receives general or specific work assignments from a supervisor; work is subject to close supervision and/or inspection.
SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform general unskilled manual labor including pick and shovel work on gravel, asphalt, concrete or other types of roadways and bridge approaches.

To apply patching materials to road surfaces; to operate a tar heater.

To feed sand spreaders on oiled or icy roads.

To dig holes and ditches.

To chop and saw wood and perform manual labor in landscaping and roadside beautification programs.

To uncrate and unpack supplies and store same; to operate a hand truck.

To assist in the operation of a snowplow; to shovel and chop ice.

To grade, seed, fertilize, weed, mow, rake and water grass.

To perform manual labor in park maintenance, mosquito control, fish hatchery and sewage plant programs.

To assist in performing maintenance and repair work on buildings and equipment.

To move furniture or other heavy equipment and to perform other manual or service work of an unskilled nature in or about an institution or public building.

To wash, grease and service automotive or mechanical equipment.

To perform manual labor aboard a dredge boat which involves assisting in the operation of the dredging equipment.

On occasion, to operate farm and/or other motor equipment.

On occasion, to act as a parking lot attendant which may include tending a gasoline pump and keeping simple records.

To serve as a helper to a skilled tradesman.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:
KNOWLEDGES, SKILLS AND CAPACITIES: The ability to understand and carry out oral instructions; the physical ability to perform various manual tasks; the ability to learn to use and/or operate light motor equipment; and related capacities and abilities.

EDUCATION AND EXPERIENCE:
Education: Sufficient to follow simple oral instructions.
SPECIAL REQUIREMENT: At the time of appointment must be physically qualified to perform assigned duties as evidenced by a physician's certificate.

CLASS TITLE: **TELEPHONE OPERATOR**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To operate a central telephone control console or a private branch exchange switchboard; to perform routine clerical and related tasks connected therewith; and to do related work as required.
SUPERVISION RECEIVED: Instructions are received in detail at the beginning of the work; work is reviewed for prompt, cheerful, accurate performance.
SUPERVISION EXERCISED: May instruct temporary relief operators in the operation of the equipment.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To operate a central telephone control console or a private branch exchange switchboard.
To answer telephone inquiries.
To make local connections and as required, to transfer calls from one line to another.
To place and complete long distance calls.
To follow up calls, and trace persons desired, upon request.
To keep records of incoming and outgoing telephone calls; to interpret calls to numbers which have been changed and to direct the caller to the proper number.
To receive callers and announce them by telephone.
To give out authorized information regarding the activities of the agency.
In some cases, to perform simple clerical tasks when not occupied at the switchboard; to check and reconcile telephone bills.
To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of telephone switchboard or control console operation; the ability to keep records of toll calls and telegrams and to reconcile telephone bills; the ability to follow written or oral directions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and
Experience: Such as may have been gained through: employment as an operator of a private branch exchange switchboard, console or call director.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

CLASS TITLE: **PARALEGAL AIDE**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for the performance of a variety of paralegal duties directly related to the support and maintenance of an extensive legal services program within a state department or agency; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with latitude for the exercise of independent judgement; work is reviewed usually upon completion for results obtained and conformance to established policies, rules, regulations and practices.

SUPERVISION EXERCISED: May supervise the work of clerical subordinates assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for the performance of a variety of paralegal duties directly related to the support and maintenance of an extensive legal services program within a state department or agency.

To be responsible for performing legal research and analysis of law sources such as statutes, legal articles, legal decisions, opinions, rulings, memoranda, and other legal material for review, approval and use by a superior.

To be responsible for gathering, assembling, summarizing and compiling substantive information on various legal issues and matters.

To assist in investigating facts and law of case to determine causes of action and to prepare such case accordingly.

To be responsible for analyzing facts and legal questions and providing paralegal assistance in answering such questions by interpreting applicable legal provisions, regulations, precedents and policies when possible.

To assist in the adjudication of applications or cases on the basis of pertinent laws, regulations, policies and precedent decisions.

To be responsible for the maintenance of legal files and case controls, and as required, to extract information from such legal files, as well as prepare legal forms and documents.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of office practices, policies and procedures as it relates to legal services within a state department of agency; the ability to assist in the interpretation and application of laws, rules, regulations, and precedents; the ability to evaluate pertinent facts, cases and evidence and compile and assemble such legal data in a clear, concise manner for utilization by a superior; the ability to communicate effectively by preparing both oral and written reports; the ability to establish and maintain effective working relationships with superiors, associates, and other individuals and groups; as required, the ability to supervise and review the work of a subordinate staff; the ability to maintain legal files and extract information from such files upon request; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school supplemented by completion of an accredited paralegal training program; or
Experience: Such as may have been gained through: considerable employment in a legal office performing various para-professional duties relative to an extensive legal services program.

CLASS TITLE: LEGAL ASSISTANT

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist a superior by relieving him/her of routine and reoccurring supervisory and administrative duties and responsibilities associated with support and maintenance of an extensive legal services division; and to do related work as required.
SUPERVISION RECEIVED: Receives general supervision from the Assistant Director and Chief Legal Counsel with latitude for the exercise of initiative and independent judgement.
SUPERVISION EXERCISED: Supervises and reviews the work of paralegal aides and clerical employees engaged in performing administrative, clerical, typing and fiscal tasks.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assist a superior by relieving him/her of routine and reoccurring supervisory and administrative duties and responsibilities associated with support and maintenance of an extensive legal services division.

To plan, organize and supervise the office activities of a legal services division including the coordination of the office, clerical and paralegal work among other employees in the legal services division.

To be responsible for the performance and supervision of a variety of legal assistant duties directly related to the support and maintenance of an extensive legal services program within the agency.

To be responsible for planning and organizing the clerical and administrative work for a large staff of attorneys.

To supervise, plan, train and review the work of a staff including, but not limited to, paralegal aides, clerks and student interns.

To maintain a law library which includes the purchase of new books, the circulation of materials to attorneys and the updating of books and periodicals in a timely fashion.

When authorized, to contact representatives from other legal service divisions within other state agencies, state and federal courts, the Attorney General's office, and private law offices regarding legal matters being handled by the agency.

To work with other state and private law offices in carrying out various duties under the purview of a supervisor.

To represent the division at meetings with other divisions, department and agencies as required.

To be responsible for planning staffing requirements and needs.

To be responsible for the management of the division's budgetary expenditures.

To supervise case controls and the preparation of legal forms, to maintain motion calendars, formal and special cause calendars, and trail calendars.

To prepare draft pleading and correspondence during the course of official duties.

To prepare proposed legislation for the various divisions within the state department or agency.

To work efficiently and unsupervised in a fast-paced highly charged atmosphere while dealing with complex issues, superior court, supreme court, federal court and Administrative Adjudication deadlines.

To direct the media on highly charged political issues as they occur.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the principles and practices associated with the management of an extensive environmental legal services division; a knowledge of legal practices and procedures associated with the cases handled by the legal services division of a law agency; the ability to plan, organize and supervise the work of others involved in carrying out the clerical and paralegal duties associated with a legal services division; the ability to prepare a wide variety of legal documents; the ability to prepare important legal correspondence; the ability to communicate effectively with lawyers, paralegal and clerical staff in other state and private law offices regarding legal cases of mutual concern; the ability to supervise, review and evaluate the work of paralegal aides and clerical staff; the ability to handle important correspondence and routine personnel contacts; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school supplemented by various professional courses/seminars related to legal issues, supervisory procedures and management information systems; and,

Experience: Such as may have been gained through: extensive employment in a legal office performing diverse legal assistant/administrative assistant duties relative to law in comprehensive legal services/state regulatory program, which includes supervision and management of an extensive support staff and the preparation of legal documents.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

CLASS TITLE: **INFORMATION SERVICES TECHNICIAN I**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform technical work providing information, publication, resource, reference and other statewide, centralized information/libr ary/communicatio ns services; to access and process data through electronic networks and the Internet using word processing, the World Wide Web (WWW) and various software programs; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a supervisor with latitude for the exercise of independent judgement; work is reviewed in process and upon completion for conformance to established policies, procedures and regulations.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform a variety of technical work providing information, publication, resource, reference and other statewide centralized information/libr ary/communicatio ns services.

To access and process data through electronic networks and the Internet using word processing, the WWW and various software programs.

To assist in answering requests and providing information on a wide variety of services and programs.

To answer the telephone and in-person requests for general information from other state agencies and the general public.

To make routine contacts with the public, state officials, employees, etc.

To disseminate printed materials and correspondence.

To compile and maintain statistics and other data.

To provide information and assistance to state agencies, community organizations, the public and others.

To receive and process requests for reformatting of state documents into alternative formats.

To perform simple, routine repairs to equipment.

To maintain an inventory of supplies.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of state government, services and programs; a working knowledge of general office practices; the ability to perform duties in the areas of preparation and maintenance of materials, publication, data processing equipment, distribution and resource; the ability to access and process data through statewide networks using word processing, the WWW and various software programs; the ability to perform keyboard functions with reasonable speed and accuracy; the ability to compile reports; the ability to establish and maintain effective working relationships with supervisors, staff and the public; the ability to perform simple routine repairs to equipment; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and
Experience: Such as may have been gained through: employment in a position providing information to the public or employment in a clerical position involving the use of computer equipment and software.
Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

TITLE: **Data Manager I**

DUTIES AND RESPONSIBILITIES: To be responsible for the day to day administration of a program specific to a complex data set or a group of data sets within an office; to prepare electronic reports; to perform error resolution and other quality control functions; and to do related work as required.

MINIMUM QUALIFICATIONS:

Education: Such as may have been gained through: possession of a Bachelor's degree from an accredited school with a concentration in Computer Science; and

Experience: Such as may have been gained through: employment in a technical position involving system design, systems analysis or systems programming.

SPECIAL REQUIREMENTS (Licensure, Certification, Other): None

TITLE: **Data Manager II**

DUTIES AND RESPONSIBILITIES: To be responsible for the day-to-day administration of a group of large data sets which have a divisional focus; to assign and review the work of technical and clerical assistants; to develop protocols for data collection and data entry; to perform programming as necessary; and to do related work as required.

MINIMUM QUALIFICATIONS:

Education: Such as may have been gained through: possession of a Bachelor's degree from an accredited school with a concentration in Computer Science; and

Experience: Such as may have been gained through: employment in an technical position involving the evaluation and diagnosis of systems and/or programs involving applications programming.

SPECIAL REQUIREMENTS (Licensure, Certification, Other): None

TITLE: Data Processor 2

DUTIES AND RESPONSIBILITIES: To perform data entry, filing, screening and scanning of Domestic Violence/Sexual Assault (DV/SA) Reporting Forms, clerical tasks, as well as police follow-up telephone calls and other duties related to the processing of statewide DV/SA Police Reporting Forms within the Rhode Island Supreme Court, Domestic Violence Unit; or to perform comparable data processing tasks with the forms and documents specific to the RI School for the Deaf; or to perform data processing tasks for other departments or agencies; and to do related work as required.

MINIMUM QUALIFICATIONS:

Education: Such as may have been gained through: Possession of a High School Diploma or Equivalency; and

Experience: Such as may have been gained through: employment involving the operation of data entry equipment.

SPECIAL REQUIREMENTS (Licensure, Certification, Other): None.

TITLE: **Data Processor 4**

DUTIES AND RESPONSIBILITIES: **To perform data entry, quality control and supervisory roles relating to data entry into electronic data systems; when required, to prepare reports based on available electronic data; and to do related work as required.**

MINIMUM QUALIFICATIONS:

Education: **Such as may have been gained through: Possession of a High School Diploma or Equivalency; and**

Experience: **Such as may have been gained through: employment involving the operation of data entry equipment.**

SPECIAL REQUIREMENTS (Licensure, Certification, Other): None.

TITLE: Fiscal Assistant-- GENERAL

DUTIES AND RESPONSIBILITIES: To maintain and amend contracts in an automated record-keeping system; to prepare contracts and amendments for signature and audit and submit for payment all bills relating to contracts; to perform responsible clerical duties in connection with the maintenance of financial and related records; and to do related work as required.

MINIMUM QUALIFICATIONS:

Education: Such as may have been gained through: graduation from a senior high school or its equivalent, including or supplemented by college level courses in computer science, business methods and practices; and

Experience: Such as may have been gained through: employment in a responsible capacity involving fiscal or business procedures in either the public or private sector.

SPECIAL REQUIREMENTS (Licensure, Certification, Other):