



General Services Administration  
Federal Supply Schedule  
Authorized Federal Supply Schedule Pricelist



1628 John F. Kennedy Boulevard  
Suite 1810

Philadelphia, PA 19103

Phone: (215) 564-2679

Phone: (888) 564-2679

Fax: (215) 564-1701

Angelo Salandra, President

asalandra@qualityls.com

[www.qualitymanagementservices.net](http://www.qualitymanagementservices.net)

**FSC Schedule: 36**

***Office, Imaging and Document Solutions***

**Contract Number: GS-03F-0093X**

**Contract Term: March 15, 2011 – March 13, 2016**

**Small Disadvantaged Business  
Native American Minority Owned Business**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*<sup>™</sup>, a menu-driven database system. The INTERNET address for GSA *Advantage!*<sup>™</sup> is: <http://www.gsaadvantage.gov/>. For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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**1a. Awarded Special Item Number (SINs) Offered:**

**SIN      Item Name and Description**

[51 504](#) **Records Management Services** - Records Management Service include on-site services but are not limited to organizing paper or electronic files in any work area and tracking them electronically, information and document indexing, scanning, labeling, barcoding, and filing.

[51 505](#) **Document Production On-site and Off-site Services** - Document production on-site and off-site services provide customers a practical turn-key solution to a customer's requirements for production of documents. A typical document production service would include the required equipment (e.g., high-volume digital color copiers, scanners) and contractor provided operational and management personnel required for effective on-site/off-site document production.

[51 506](#) **Document Conversion Services** - The process of document conversion involves state-of-the-art scanning of the original document's text and graphic image into digital data, which is then transferred to a new media and formatted for use in a document imaging and storage system. Comprehensive DCS are used to transfer text and graphic images in existing documents (e.g., correspondence, files, technical manuals, land records, charts, engineering drawings, legal instruments, etc.) in whatever media they currently exist (e.g., paper, aperture cards, microfiche, microfilm, roll film, etc.) onto a new delivery/ storage media (e.g., CD-ROM disks, 4mm/8mm magnetic tape, magnetic storage disks, aperture cards, microfiche, microfilm, roll film, etc.) in any required format (e.g., raster images, ASCII text, SGML tagged for electronic distribution or publishing, PDF image files, etc.) required for use in a document imaging and storage system. Customized coding and indexing options are also available as part of the document conversion process.

[51 508](#) **Litigation Support Services** - Provides professional and nonprofessional services support in the area of managing legal documents. These types of Support Services include but are not limited to document preparations, organizing, copying materials, files, coding and, scanning. Indexing, database development, document analysis, software and systems support. NOTE: Paralegal services, attorneys, accountants, or other professional labor categories that may be construed as legal services or professional support for legal services are not included.

[733 1](#) **Mail Room Administrative Support Services** - Includes daily mailroom administrative services consisting of, but not limited to, accepting incoming mail from USPS and courier services such as UPS and FEDEX; accepts and signs for certified mail, registered mail & overnight mail. Makes distribution of all mail using an Office Roster. Processes outgoing mail, metering flats, letters, packages, etc.

[733 3](#) **Miscellaneous Mail Services** - Includes management, supervision, labor, and equipment; plans, schedules, coordinates, and assures effective performance of all services described. Consists of preparing/packaging mail, addressing, labeling, folding, inserting, bursting, collating, mail match,

wrapping, software services, metering, and stamping mail.

733.4 [List Management Services](#) - Includes data entry, address label printing, lists management, list cleanup and list coding.

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**1b. Lowest Priced Labor Categories (Hourly Rates):**

<b><u>LABOR CATEGORY</u></b>	<b><u>GSA OFFSITE (Includes IFF)</u></b>	<b><u>GSA ONSITE (Includes IFF)</u></b>
<a href="#"><u>Program Manager</u></a>	\$97.62	\$97.62
<a href="#"><u>Project Manager I</u></a>	\$68.27	\$68.27
<a href="#"><u>Project Manager II</u></a>	\$76.65	\$76.65
<a href="#"><u>Project Manager III</u></a>	\$90.38	\$90.38
<a href="#"><u>Document Processing I</u></a>	\$27.63	\$27.63
<a href="#"><u>Document Processing II</u></a>	\$31.09	\$31.09
<a href="#"><u>Document Processing III</u></a>	\$36.76	\$36.76
<a href="#"><u>Data Entry Operator I</u></a>	\$27.85	\$27.85
<a href="#"><u>Data Entry Operator II</u></a>	\$31.09	\$31.09
<a href="#"><u>Data Entry Operator III</u></a>	\$36.76	\$36.76
<a href="#"><u>Document Domain Expert I</u></a>	\$45.45	\$45.45
<a href="#"><u>Document Domain Expert II</u></a>	\$64.62	\$64.62
<a href="#"><u>Document Domain Expert III</u></a>	\$85.15	\$85.15
<a href="#"><u>Document Prep Clerk</u></a>	\$25.65	\$25.65
<a href="#"><u>Document Management Supervisor</u></a>	\$53.73	\$53.73
<a href="#"><u>Duplicating Machine Operator</u></a>	\$25.65	\$25.65
<a href="#"><u>QC Specialist</u></a>	\$55.41	\$55.41
<a href="#"><u>QA Specialist</u></a>	\$63.95	\$63.95
<a href="#"><u>Administrative Support Staff I</u></a>	\$44.42	\$44.42
<a href="#"><u>Administrative Support Staff II</u></a>	\$57.28	\$57.28
<a href="#"><u>Graphic Design Specialist</u></a>	\$73.30	\$73.30
<a href="#"><u>Messenger</u></a>	\$27.37	\$27.37
<a href="#"><u>Receptionist</u></a>	\$27.27	\$27.27
<a href="#"><u>Operations Manager</u></a>	\$44.06	\$44.06
<a href="#"><u>Operations Clerk I</u></a>	\$23.35	\$23.35
<a href="#"><u>Operations Clerk II</u></a>	\$25.21	\$25.21
<a href="#"><u>Operations Clerk III</u></a>	\$30.10	\$30.10
<a href="#"><u>Records Specialist</u></a>	\$24.88	\$24.88
<a href="#"><u>Task Supervisor I</u></a>	\$45.08	\$45.08
<a href="#"><u>Task Supervisor II</u></a>	\$56.71	\$56.71
<a href="#"><u>Task Supervisor III</u></a>	\$62.29	\$62.29

**2. Minimum Order:**

- The minimum order under this contract is **\$100.00**

**3. Maximum Order:**

- The maximum order under this contract is **\$1,000,000.00**

**4. Geographic Coverage:**

- 48 Contiguous States, Alaska, Hawaii, District of Columbia and Puerto Rico plus territories

**5. Points of Production:**

- Quality Management Services  
1628 John F. Kennedy Boulevard  
Suite 1810  
Philadelphia, PA 19103
- Assigned client site

**6. Discounts from List Prices:**

- Prices shown within are net (discounts deducted)

**7. Quantity Discounts:**

- None

**8. Prompt Payment Discounts:**

- Payment terms: 2%, 10-days; Net 30-days

**9a. Government Purchase Cards – GPC (below micro-purchase threshold)**

- Quality Management Services accepts GPC's below the micro-purchase threshold

**9b. Government Purchase Cards (above micro-purchase threshold)**

- Quality Management Services accepts GPC's above the micro-purchase threshold

**10. Foreign Items**

- None

**11a. Time of Delivery**

- TBD – Negotiated on a per contract basis

**11b. Expedited Delivery**

- TBD - Negotiated on a per contract basis

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

- TBD - Negotiated on a per contract basis

**11d. Urgent Requirements**

- Per contract clause I-FSS-140-B Urgent Requirements (January 1994), when the contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact Quality Management Services for the purpose of obtaining accelerated delivery. Quality Management Services shall reply to the inquiry within three (3) business days after receipt. If Quality Management Services offers an accelerated delivery time acceptable to the ordering agency, any orders placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within the shortened delivery time and in accordance will all other terms and conditions of the contract.

**12. F.O.B. Points**

- Destination

**13a. Ordering Address**

- Quality Management Services  
1628 John F. Kennedy Boulevard  
Suite 1810  
Philadelphia, PA 19103

**13b. Ordering Procedures**

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

**14. Payment Address**

- Quality Management Services  
1628 John F. Kennedy Boulevard  
Suite 1810  
Philadelphia, PA 19103

**15. Warranty Provisions**

- 100% customer satisfaction on all deliverables

**16. Export Packing Charges**

- Not Applicable

**17. Terms and Conditions of Government Purchase Cards**

- 1% discount for all purchases using a government purchase card

**18. Terms and Conditions of Rental, Maintenance and Repair**

- Applicable only when engaging in agreements involving office related equipment

**19. Terms and Conditions of Installation**

- Applicable only when engaging in agreements involving office related equipment

**20. Terms and Conditions of Repair Parts**

- Applicable only when engaging in agreements involving office related equipment

**20a. Terms and Conditions for Services**

- Specified on a per contract basis as agreed by ordering agency (ies) and contractor

**21. List of Service and Distribution Points**

- Quality Management Services  
1628 John F. Kennedy Boulevard  
Suite 1810  
Philadelphia, PA 19103

**22. List of Participating Dealers**

- Not Applicable

**23. Preventive Maintenance**

- Applicable only when engaging in agreements involving office related equipment

**24a. Special Attributes**

- Not Applicable

**24b. Section 508**

- Not Applicable



## 25. Data Universal Number System (DUNS) Number

- 960416022

## 26. Notification Regarding Registration in Central Contractor Registration (CCR) Database

- Quality Management Services is registered in CCR

## 27. Labor Category Descriptions

### Program Manager

- Minimum Experience:  
Minimum of five years experience managing all aspects of complex programs
- Functional Responsibilities:  
Responsible for all aspects of running complex programs and projects under minimal to no supervision from inception until completion. In charge or designing and developing each individual project from preproduction through final deliverables. Consults with customer to ensure conformity to contractual obligations in areas of risk management, projects goals and milestones, etc. Responsible for clearly defining program requirements and creating targets accordingly. Defines resources and the schedule for the implementation of the program. Must detect and solve project issues effectively. Must supervise the project team and manage conflicts within the different departments involved with executing overall program goals. Acts as the main point-of-contact for customer and supervisors of all departments involved with the program. Frequently performs team assessments and evaluations. Capable of designing and maintaining project and technical documentation. Must recognize areas for internal improvement and develop plans for implementation. Must make sure all program measures comply with company and customer standards and procedures.
- Minimum Education:  
Bachelors Degree or higher

### Project Manager I

- Minimum Experience:  
Minimum of two years experience managing general projects of different magnitudes
- Functional Responsibilities:  
Responsible for leading the planning and implementation of general projects. Facilitates the definition of project scope, goals, tasks, resource requirements and deliverables. Develops full scale project plans and assembles project staff. Manages project budget and resource allocation. Plans and schedules project timelines. Tracks project deliverables using appropriate tools. Provides direction and support to project team and ensures overall quality assurance for all aspects of the project. Constantly monitors and reports on progress of the project to all stakeholders. Presents reports to all levels of internal and customer management contacts defining project progress, problems and

solutions. Implements and manages project changes and interventions to achieve project outputs. Responsible for project evaluations and assessment of results.

- Minimum Education:  
Associate Degree or higher

## **Project Manager II**

- Minimum Experience:  
Minimum of three years experience managing moderate to complex projects of different magnitudes
- Functional Responsibilities:  
Responsible for leading the planning and implementation of moderate to complex projects. Facilitates the definition of project scope, goals, tasks, resource requirements and deliverables. Develops full scale project plans and assembles project staff. Manages project budget and resource allocation. Plans and schedules project timelines. Tracks project deliverables using appropriate tools. Provides direction and support to project team and ensures overall quality assurance for all aspects of the project. Constantly monitors and reports on progress of the project to all stakeholders. Presents reports to all levels of internal and customer management contacts defining project progress, problems and solutions. Implements and manages project changes and interventions to achieve project outputs. Responsible for project evaluations and assessment of results.
- Minimum Education:  
Associate Degree or higher

## **Project Manager III**

- Minimum Experience:  
Minimum of five years experience of complex project management experience including management responsibilities
- Functional Responsibilities:  
Responsible for leading the planning and implementation of multiply moderate to complex projects. Facilitates the definition of project scope, goals, tasks, resource requirements and deliverables. Develops full scale project plans and assembles project staff. Responsible for all managerial duties associated with assigned staff. Manages project budget and resource allocation. Plans and schedules project timelines. Tracks project deliverables using appropriate tools. Provides direction and support to project team and ensures overall quality assurance for all aspects of the project. Constantly monitors and reports on progress of the project to all stakeholders. Presents reports to all levels of internal and customer management contacts defining project progress, problems and solutions. Implements and manages project changes and interventions to achieve project outputs. Responsible for project evaluations and assessment of results.
- Minimum Education:  
Associate Degree or higher

## **Document Processing I**

- **Minimum Experience:**  
Minimum of two years experience handling general document processing tasks
- **Functional Responsibilities:**  
Responsible for multiple general document processing related tasks such as document preparation and reassembly for copying, scanning, labeling, coding, indexing, etc. Documents may include but are not limited to hardcopy documents of all grades, booklets, brochures, oversize drawings, etc. May require general business writing, editing, proofreading. Must ensure compliance with procedures for documentation. Microsoft Word processing, including applying fonts, styles and template data, creating tables tracking edits, setting tabs and columns, inserting and manipulating images. Create and modify documents according to templates, follow-up on drafts, reviews, approvals, and implementation, assisting in the collection, research, analyzing and organizing of data. Document tracking, monitoring and reporting from development to final issue and implementation. Performs other document processing related tasks as assigned by superiors.
- **Minimum Education:**  
High School Diploma or equivalent

## **Document Processing II**

- **Minimum Experience:**  
Minimum of three years experience handling moderate to complex document processing tasks
- **Functional Responsibilities:**  
Responsible for multiple moderate to complex document processing related tasks such as document preparation and reassembly for copying, scanning, labeling, coding, indexing, etc. Documents may include but are not limited to hardcopy documents of all grades, booklets, brochures, oversize drawings, etc. May require moderate to complex business writing, editing, proofreading. Must ensure compliance with procedures for documentation. Microsoft Word processing, including applying fonts, styles and template data, creating tables tracking edits, setting tabs and columns, inserting and manipulating images. Create and modify documents according to templates, follow-up on drafts, reviews, approvals, and implementation, assisting in the collection, research, analyzing and organizing of data. Document tracking, monitoring and reporting from development to final issue and implementation. Performs other document processing related tasks as assigned by superiors.
- **Minimum Education:**  
High School Diploma or equivalent

## **Document Processing III**

- **Minimum Experience:**  
Minimum of five years experience handling complex document processing tasks including supervisory responsibilities

- **Functional Responsibilities:**  
Responsible for multiple complex document processing related tasks such as document preparation and reassembly for copying, scanning, labeling, coding, indexing, etc. Documents may include but are not limited to hardcopy documents of all grades, booklets, brochures, oversize drawings, etc. May require complex business writing, editing, proofreading. Must ensure compliance with procedures for documentation. Microsoft Word processing, including applying fonts, styles and template data, creating tables tracking edits, setting tabs and columns, inserting and manipulating images. Create and modify documents according to templates, follow-up on drafts, reviews, approvals, and implementation, assisting in the collection, research, analyzing and organizing of data. Document tracking, monitoring and reporting from development to final issue and implementation. Performs other document processing related tasks as assigned by superiors. May require supervision of document processing groups.
- **Minimum Education:**  
High School Diploma or equivalent

### **Data Entry Operator I**

- **Minimum Experience:**  
Minimum of two years experience in general data entry related tasks
- **Functional Responsibilities:**  
Inputs information from a variety of sources into a computer database. Responsible for entering, transcribing, and verifying a variety of alphanumeric and numerical data onto an on-line platform. Maintains files, records, and chronologies of entry activities. Produces output on a wide variety of media.
- **Minimum Education:**  
High School Diploma or equivalent

### **Data Entry Operator II**

- **Minimum Experience:**  
Minimum of three years experience in moderate to high level data entry related tasks
- **Functional Responsibilities:**  
Inputs information from a variety of sources into a computer database. Responsible for entering, transcribing, and verifying a variety of alphanumeric and numerical data onto an on-line platform. Maintains files, records, and chronologies of entry activities. Produces output on a wide variety of media.
- **Minimum Education:**  
High School Diploma or equivalent

### **Data Entry Operator III**

- **Minimum Experience:**  
Minimum of three years experience in high level data entry related tasks including a supervisory role.

- **Functional Responsibilities:**  
Inputs information from a variety of sources into a computer database. Responsible for entering, transcribing, and verifying a variety of alphanumeric and numerical data onto an on-line platform. Maintains files, records, and chronologies of entry activities. Produces output on a wide variety of media. Coordinates lower level clerks activities. Assists in designing and implementing data entry programs, file/records management, and chronologies of entry activities. Produces output on a wide variety of media. Reports on progress, troubleshoots, performs quality control, ensures work meets contract requirements for quality and delivery schedules. Functions as expert operative on all equipment and processes. Provides supervision, training and group lead roles to a specific task group.
- **Minimum Education:**  
High School Diploma or equivalent

### **Document Domain Expert I**

- **Minimum Experience:**  
Minimum of two years experience handling a wide variety of general document management/analysis tasks
- **Functional Responsibilities:**  
Responsible for analyzing, categorizing, and recognizing a document in a specific function area. Must display expert skills in specific general document management area(s) such as litigation, loan application, etc. Ensures compliance standards are met in all aspects of document management process.
- **Minimum Education:**  
High School Diploma or equivalent

### **Document Domain Expert II**

- **Minimum Experience:**  
Minimum of three years experience handling a wide variety of moderate to complex document management/analysis tasks
- **Functional Responsibilities:**  
Responsible for analyzing, categorizing, and recognizing a document in a specific function area. Must display expert skills in specific moderate to complex document management area(s) such as litigation, loan application, etc. Ensures compliance standards are met in all aspects of document management process.
- **Minimum Education:**  
High School Diploma or equivalent

### **Document Domain Expert III**

- **Minimum Experience:**  
Minimum of five years experience handling a wide variety of complex document management/analysis tasks including supervisory responsibilities
- **Functional Responsibilities:**  
Responsible for analyzing, categorizing, and recognizing a document in a specific function area. Must display expert skills in specific complex document management area(s) such as litigation, loan application, etc. Ensures compliance standards are met in all aspects of document management process. May require supervision of document domain expert group.
- **Minimum Education:**  
Associate Degree or higher

### **Document Preparation Clerk**

- **Minimum Experience:**  
Minimum of three years experience handling all magnitudes of document preparation tasks
- **Functional Responsibilities:**  
Responsible for preparing documents received from customers for copying and scanning by performing the following tasks: remove staples, paper clips, and fasteners; place "post its" or other small items or notes on separate sheets of paper; straighten folded corners and repair torn edges; recognizing type of documents to be copied or scanned (the required "core" documents) versus those documents that do not require scanning; insert file header sheets and document separator sheets; prepares files and documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or scanning. Cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter or other tool. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used. Stamps standard symbols on pages or inserts instruction cards between pages of material to notify duplicating machine or scanner operator of special handling, such as manual repositioning during copying procedure. Prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as organization's name and address, subject or product category, and index code to identify material. Inserts material to be copied in document folder, and files folder for processing according to index code and copying priority schedule. Must demonstrate an ability to work independently.
- **Minimum Education:**  
High School Diploma or equivalent

### **Document Management Supervisor**

- **Minimum Experience:**  
Minimum of five years experience handling moderate to complex document management related tasks including supervisory responsibilities

- **Functional Responsibilities:**  
Responsible for prioritizing and delegating work assignments to all clerks involved in a particular project(s). Develops and establishes new processes in the department when new document control issues arise. Improves existing processes within the department and maintains library of industry standards (i.e.: ISO, Six Sigma, etc.). Responsible for the tracking and recording of project(s) progress. Creates and generates reports which are delivered to all levels of internal and customer management.
- **Minimum Education:**  
High School Diploma or equivalent

### **Duplicating Machine Operator**

- **Minimum Experience:**  
Minimum of three years experience operating a variety of multifunction office devices
- **Functional Responsibilities:**  
Responsible for operating all types of black & white and color multifunction office devices including high speed xerographic duplicators. Adjusts and operates stitches, multi-head drills, paper cutter, and various binding equipment. Responsible for set-up, make-ready, operations, and operational maintenance of equipment. Maintains job production records specifying quantity, production times, materials used and other pertinent information. Completes requisition forms when supplies are needed. Reproduces items of all sizes such as letters, reports, directives, manuals, articles, bulletins, etc. may perform clerical duties associated with the request for printing and reproduction services.
- **Minimum Education:**  
High School Diploma or equivalent

### **Quality Control (QC) Specialist**

- **Minimum Experience:**  
Minimum of three years experience handle a variety of general to moderate quality control tasks in different environments
- **Functional Responsibilities:**  
Responsible for oversight in all aspects of general to moderate projects ultimately ensuring the end product meets or exceeds the customer's requirements as outlined in a specific agreement. Ensures compliance with company and customer standards, project directives, monitors project timelines and records milestones to make certain deadlines are met. Responsible for determining the cause of problems and changing or implementing resolution measures. Generates and distributes quality control reports to project and senior management level resources.
- **Minimum Education:**  
High School Diploma or equivalent

## **Quality Assurance (QA) Specialist**

- **Minimum Experience:**  
Minimum of three years experience handle a variety of moderate to complex quality control tasks in different environments
- **Functional Responsibilities:**  
Responsible for oversight in all aspects of moderate to complex projects ultimately ensuring the end product meets or exceeds the customer's requirements as outlined in a specific agreement. Ensures compliance with company and customer standards, project directives, monitors project timelines and records milestones to make certain deadlines are met. Responsible for determining the cause of problems and changing or implementing resolution measures. Generates and distributes quality control reports to project and senior management level resources. Performs internal supplemental audits of a technical discipline to verify that facility records (e.g., equipment, training files) are in conformance to applicable SOP and regulatory requirements. Ensures systems used in QA are properly maintained (e.g., QA audit records, training records). Performs protocol, data, report, and in-lab phase inspections in a technical discipline to verify conformance to applicable SOP and regulatory requirements. Evaluates responses to inspection reports and performs follow-up with respondents, management, or others, if needed, to ensure resolution. Notifies management of quality/compliance trends and service failures. Monitor regulatory and industry trends/actions and report regularly to QA management. Facilitates changes to SOPs, policies, training materials, and other documents for a technical discipline. Mentors co-workers and internal customers with interpretation of regulatory requirements (e.g., GLPs), SOP requirements, and other guidance documents, as applicable.
- **Minimum Education:**  
High School Diploma or equivalent

## **Administrative Support Staff I**

- **Minimum Experience:**  
Minimum of two years experience handling a wide variety of general to moderate administrative support tasks
- **Functional Responsibilities:**  
Responsible for performing a variety of general to moderate administrative and office support activities for multiple supervisors. Duties may include but are not limited to fielding telephone calls, receiving and directing visitors, coordinating conferences and travel plans, word processing, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills.
- **Minimum Education:**  
Associate Degree or higher



## **Administrative Support Staff II**

- **Minimum Experience:**  
Minimum of three years experience handling a wide variety of moderate to complex administrative support tasks
- **Functional Responsibilities:**  
Responsibilities include those described for administrative support staff I but require stronger work experience within each function. Supports senior level managers and may supervise other support staff. Must maintain advanced computer skills with the ability to train others in system usage.
- **Minimum Education:**  
Associate Degree or higher

## **Graphic Design Specialist**

- **Minimum Experience:**  
Minimum of three years experience as a graphic design specialist
- **Functional Responsibilities:**  
Responsible for conceptualizing and designing materials based on customer desires. Provides art direction and customer service to customers, handles planning of jobs, produces and distributes progress up-dates, recommendations and other pertinent information. Coordinates and oversees all areas of production including specifications for bidding. Monitors all design work and quality of all printed material. Participates in the development and administration of project budgets and forecasts. Extensive interaction with customers.
- **Minimum Education:**  
Associate Degree or higher

## **Messenger**

- **Minimum Experience:**  
Minimum of six months experience handling a variety of general to complex messenger tasks in different environments
- **Functional Responsibilities:**  
Responsible for picking up and transporting packages, documents, messages and other items from point A to point B. Can travel between departments or offices for an establishment or business. The mode of transportation can be on foot, bicycle, motorcycle, automobile or public transportation. May perform miscellaneous errands as assigned by management or customer. Must be familiar with navigation tools. Responsible for ensuring all chain or custody requirements are met and proper documentation is complete and accurate. Must comply with storage and retention policies as directed by company policy of customer desires. Must possess and maintain a valid driver's license.

- Minimum Education/Skills:  
High School Diploma or an equivalent

## **Receptionist**

- Minimum Experience:  
Minimum of three years experience as receptionist.
- Functional Responsibilities:  
Greets all visitors, customers, vendors, etc. in a professional manner and ensures they are accurately escorted to the person(s) they're visiting. Operates telephone switchboard console while handling multiple incoming calls and determines nature of business prior to directing callers to proper destination. Records name, time of call, nature of business, person called upon and any other pertinent information. May perform various clerical tasks including but not limited to coordinating conference room scheduling, typing memos, correspondence, reports, and other documents. Ensures by all security related procedures such as reviewing valid identification, issue visitors badges, etc. are met.
- Minimum Education:  
High School Diploma or equivalent.

## **Operations Manager**

- Minimum Experience:  
Minimum of three years experience as an operations manager in a variety of support services environments
- Functional Responsibilities:  
Responsible for managing all aspects of the day-to-day operation in a variety of office support functions. Increase the effectiveness and efficiency of support services through improvements to each function (HR, IT, Finance, etc.) as well as coordination and communication between functions. Drives initiatives in the management team and organizationally that contribute to long-term operational excellence. Provides consulting services on a variety of matters related to support service functions. Develops and manages annual budget. Oversees monthly and quarterly assessments and forecasts of organization's financial performance against budget, financial and operational goals. Oversee short and long-term financial and managerial reporting. Manages a group of operation clerks.
- Minimum Education:  
Associate Degree or higher

## **Operations Clerk I**

- Minimum Experience:  
Minimum of two years experience handling general operations clerk related tasks

- Functional Responsibilities:  
Responsible for handling all aspects of general operations clerk related tasks including but not limited to parcel sorting and distribution, usage of multifunction office devices, data input, etc. Responsible for handling multiple tasks as stated in a particular agreement with limited to no supervision. Must display strong written and verbal communication with co-workers, management and customers. Ensures daily activity report tools are complete and accurate. Must remain in compliance with all operational standards.
- Minimum Education:  
High School Diploma or equivalent

## **Operations Clerk II**

- Minimum Experience:  
Minimum of three years experience handling moderate operations clerk related tasks
- Functional Responsibilities:  
Responsible for handling all aspects of moderate operations clerk related tasks including but not limited to parcel sorting and distribution, usage of multifunction office devices, data input, etc. Responsible for handling multiple tasks as stated in a particular agreement with limited to no supervision. Must display strong written and verbal communication with co-workers, management and customers. Ensures daily activity report tools are complete and accurate. Must remain in compliance with all operational standards.
- Minimum Education:  
High School Diploma or equivalent

## **Operations Clerk III**

- Minimum Experience:  
Minimum of five years experience handling complex operations clerk related tasks
- Functional Responsibilities:  
Responsible for handling all aspects of complex operations clerk related tasks including but not limited to parcel sorting and distribution, usage of multifunction office devices, data input, etc. Responsible for handling multiple tasks as stated in a particular agreement with limited to no supervision. Must display strong written and verbal communication with co-workers, management and customers. Ensures daily activity report tools are complete and accurate. Must remain in compliance with all operational standards. May be responsible for directing and training lower level operations clerks.
- Minimum Education:  
Associate Degree or higher

## **Records Specialist**

- Minimum Experience:  
Minimum of three years experience handling records specialist related tasks

- **Functional Responsibilities:**  
Responsible for the tracking and maintaining location of all records utilizing a personal computer based tracking system. Specific duties include scanning in bar coded boxes and their locations; updating tracking system as required; performing archiving of records; performing shipping and receipt of records; coordinating the pickup, storage, and delivery of boxes; performing records searches as requested by clients; maintaining logs on the receipt and shipment of records; performing document destruction; performing periodic inventories of records; and performing additional document control tasks as assigned. Editing, typing, and preparation of memoranda of a technical and/or managerial nature. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc.
- **Minimum Education:**  
High School Diploma or equivalent

### **Task Supervisor I**

- **Minimum Experience:**  
Minimum of two years experience handling general task supervisor related tasks
- **Functional Responsibilities:**  
Responsible for determining the duties to be performed for a specific task/project and selecting the best-qualified candidate(s). Provide appropriate orientation for the employee(s) selected. Give employees the information, technology and reference materials necessary to perform their jobs. Assign certain duties to the employee, explaining how those duties are to be done (i.e. what level of performance will meet the supervisor's expectations) and communicate how the successful performance of those duties will be measured. Responsible for the coordination and supervision of a specific task or function. Ensures all activities are carried out in accordance with project commitments or specific objectives. Responsible for day-to-day coordination and administration of tasks by ensuring quality and productivity standards are maintained while meeting customer schedules. Works with program/project manager and/or customer to prepare work schedules and man-hour estimates. Ensures proper training of subordinates. Maintains record of changes in instructions and ensures all team members are informed of changes. Assigns and reviews subordinates' performance. Prepares employee performance evaluations. Ensures completion of administrative reporting, e.g., timecards, daily statistics, logs, and task narratives. Responds to client requests and questions. Assists with writing manuals and other documentation.
- **Minimum Education:**  
High School Diploma or equivalent

### **Task Supervisor II**

- **Minimum Experience:**  
Minimum of three years experience handling moderate task supervisor related tasks.

- **Functional Responsibilities:**  
Responsible for determining the duties to be performed for a specific task/project and selecting the best-qualified candidate(s). Provide appropriate orientation for the employee(s) selected. Give employees the information, technology and reference materials necessary to perform their jobs. Assign certain duties to the employee, explaining how those duties are to be done (i.e. what level of performance will meet the supervisor's expectations) and communicate how the successful performance of those duties will be measured. Responsible for the coordination and supervision of a specific task or function. Ensures all activities are carried out in accordance with project commitments or specific objectives. Responsible for day-to-day coordination and administration of tasks by ensuring quality and productivity standards are maintained while meeting customer schedules. Works with program/project manager and/or customer to prepare work schedules and man-hour estimates. Ensures proper training of subordinates. Maintains record of changes in instructions and ensures all team members are informed of changes. Assigns and reviews subordinates' performance. Prepares employee performance evaluations. Ensures completion of administrative reporting, e.g., timecards, daily statistics, logs, and task narratives. Responds to client requests and questions. Assists with writing manuals and other documentation.
- **Minimum Education:**  
High School Diploma or equivalent

### **Task Supervisor III**

- **Minimum Experience:**  
Minimum of five years experience handling complex task supervisor related tasks
- **Functional Responsibilities:**  
Responsible for determining the duties to be performed for a specific task/project and selecting the best-qualified candidate(s). Provide appropriate orientation for the employee(s) selected. Give employees the information, technology and reference materials necessary to perform their jobs. Assign certain duties to the employee, explaining how those duties are to be done (i.e. what level of performance will meet the supervisor's expectations) and communicate how the successful performance of those duties will be measured. Responsible for the coordination and supervision of a specific task or function. Ensures all activities are carried out in accordance with project commitments or specific objectives. Responsible for day-to-day coordination and administration of tasks by ensuring quality and productivity standards are maintained while meeting customer schedules. Works with program/project manager and/or customer to prepare work schedules and man-hour estimates. Ensures proper training of subordinates. Maintains record of changes in instructions and ensures all team members are informed of changes. Assigns and reviews subordinates' performance. Prepares employee performance evaluations. Ensures completion of administrative reporting, e.g., timecards, daily statistics, logs, and task narratives. Responds to client requests and questions. Assists with writing manuals and other documentation. May be responsible for managing lower level task supervisors.
- **Minimum Education:**  
Associate Degree or higher