

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM010	Mgr, Business Ops	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Manages a diverse range of support, operational, and programmatic activities for a department, agency or facility. Recommends and implements policies and procedures. Directs subordinate supervisors and staff.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years of experience managing professional level staff OR Six years of related professional experience AND Two years managing professional level staff. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM011	Mgr 2, Business Ops	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Leads a diverse range of support, operational, and programmatic activities for a department, agency or facility. Recommends and implements policies and procedures. Directs subordinate supervisors and staff. Will manage large numbers of agency staff or have large scope of responsibility within agency.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of experience managing professional level staff OR Seven years of related professional experience AND Three years managing at the level equivalent to area of assignment OR Three years of experience required at the lower level Mgr, Business Ops (GSM010) or position equivalent. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM012	Sr Mgr, Business Ops	SWD	N	\$52,331.12	\$74,758.74	\$91,579.45

### Job Summary

Directs a diverse range of support, operational, and programmatic activities for a department, agency or facility. Recommends and implements policies and procedures. Directs subordinate managers and staff.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Four years of experience managing professional level staff OR Eight years of related professional experience AND Four years managing at the level equivalent to area of assignment OR Four years of experience required at the lower level Mgr 2, Business Ops (GSM011) or position equivalent. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM013	Sr Mgr 2, Business Ops	SWD	P	\$66,821.60	\$95,459.43	\$116,937.80

### Job Summary

Plans and assists with operational, and programmatic activities for a department, agency or facility. Recommends and implements policies and procedures. Directs subordinate managers and staff. Will provide some direction and influence on agency policy. Provides leadership across multiple units, departments, and/or regions.

### Entry Qualifications

Bachelor's degree from an accredited college or university in a related field AND Five years of experience managing professional level staff OR Nine years of experience AND Five years of management experience at the level equivalent to area of assignment OR Five years of experience at the lower level Sr Mgr, Business Ops (GSM012). Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM014	Dir, Business Ops	SWD	Q	\$75,508.41	\$107,869.16	\$132,139.72

### Job Summary

Oversees a diverse range of support, operational, and programmatic activities for a department, agency or facility. Recommends and implements policies and procedures. Provides leadership to subordinate managers and staff.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Six years of experience managing professional level staff OR Ten years of related professional experience AND Six years managing at the level equivalent to area of assignment OR Six years of experience required at the lower level Sr Mgr 2, Business Ops (GSM013) or position equivalent. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM020	Mgr, Training	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Manages functional/technical training strategy for an agency. Ensures standards are met for end-to-end learning and development. Oversees training and learning outcomes in relation to functional and/or technical training activities. May design, develop and deliver training as needed. Directs subordinate supervisors and staff.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of management experience in area of assignment OR Six years of experience required in area of assignment AND One year of management experience in area of assignment. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM021	Sr Mgr, Training	SWD	N	\$52,331.12	\$74,758.74	\$91,579.45

### Job Summary

Directs and coordinates functional/technical training strategy for an agency. Ensures standards are met for end-to-end learning and development. Oversees training and learning outcomes in relation to functional and/or technical training activities. May design, develop and deliver training as needed. Directs subordinate managers and staff.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Four years of program management or supervisory experience to include demonstrated advance level knowledge, project management and policy development and interpretation. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSM022	Dir, Training	SWD	O	\$59,134.16	\$84,477.37	\$103,484.78

### Job Summary

Oversees functional/technical training strategy for an agency. Sets standards for end-to-end learning and development. Oversees training and learning outcomes in relation to functional and/or technical training activities. Responsible for agency training programs. Provides leadership to subordinate managers and staff.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND Three years of management experience in area of assignment OR Bachelor's degree in a related field from an accredited college or university AND Four years of management experience in area of assignment OR Eight years of experience in area of assignment AND Four years of management experience in area of assignment.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP030	Graphics and Visual Art Spec 1	SWD	I	\$29,973.63	\$42,819.47	\$52,453.85

### Job Summary

Under supervision, provides professional design and implementation of artistic products. As a team member, consults with clients on publication and presentation projects.

### Entry Qualifications

Associate's degree from an accredited college or university OR Vocational/Technical degree in graphic arts, applied arts, commercial art, fine arts or a related field from an accredited college OR Three years of professional related experience or equivalent combination of relevant education, training and experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP031	Graphics and Visual Art Spec 2	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Under general supervision, provides professional design and implementation of artistic products. As a team member, consults with clients on publication and presentation projects.

### Entry Qualifications

Associate's degree from an accredited college or university AND Two years of professional related experience OR Vocational/Technical degree in graphic arts, applied arts, commercial art, fine arts or a related field from an accredited college AND Two years of professional related experience OR Four years of professional related experience or equivalent combination of relevant education, training and experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP032	Graphics and Visual Art Spec 3	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under broad supervision, assists with the development or management of visual concepts for a routine and highly specialized projects or assignments by interpreting specifications from internal and external customers and translating these parameters into a finished product using the appropriate artistic medium. May serve as lead worker.

### Entry Qualifications

Associate's degree from an accredited college AND Three years of professional related experience OR Vocational/Technical degree in graphic arts, applied arts, commercial art, fine arts or a related field from an accredited college AND Three years of professional related experience OR Five years of professional related experience OR equivalent combination of relevant education, training and experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP033	Graphics Visual Art Spec Spv	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises or develops visual concepts for a routine and highly specialized projects or assignments by interpreting specifications from internal and external customers and translating these parameters into a finished product using the appropriate artistic medium.

### Entry Qualifications

Associate's degree from an accredited college or university AND Four years of professional related experience OR Vocational/Technical degree in graphic arts, applied arts, commercial art, fine arts or a related field from an accredited college AND Four years of professional related experience OR Six years of professional related experience or equivalent combination of relevant education, training and experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP040	Communications Spec 1	SWD	H	\$27,248.75	\$38,926.79	\$47,685.32

### Job Summary

Under supervision, assists with the planning, development and implementation of a communications program, and/or public relations plan for an assigned agency, department, facility or function.

### Entry Qualifications

Bachelor's degree in communications or a related field from an accredited college or university OR Three years of communications or related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP041	Communications Spec 2	SWD	I	\$29,973.63	\$42,819.47	\$52,453.85

### Job Summary

Under general supervision, plans, develops and implements a communications or outreach program, and/or public relations plan for an assigned agency, department, facility or function. Develops informational publications and presentations, and plans conferences and seminars for social or community outreach.

### Entry Qualifications

Bachelor's degree in communications or a related field from an accredited college or university AND One year of communications or related experience OR Four years of communications or related experience OR One year of experience required at the lower level Communications Spec 1 (GSP040) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP042	Communications Spec 3	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under broad supervision, plans, develops and implements a communications or outreach program, and/or public relations plan for an assigned agency, department, facility or function. May assist in the managing of projects/campaigns and program plans for social or community outreach. Develops communication materials and presentations.

### Entry Qualifications

Bachelor's degree in communications or a related field from an accredited college or university AND Two years of communications or related experience OR Five years of communications or related experience OR One year of experience required at the lower level Communications Spec 2 (GSP041) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP043	Communications Spec 4	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under limited supervision, develops and implements campaigns and communication programs for social or community outreach. Leads and develops strategic planning efforts, and creates/develops communication materials, techniques and/or tools. May also serve in a lead role.

### Entry Qualifications

Bachelor's degree in communications or a related field from an accredited college or university AND Three years of communications experience OR Six years of communications or related experience OR One year of experience required at the lower level Communications Spec 3 (GSP042) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP050	Planner 1	SWD	I	\$29,973.63	\$42,819.47	\$52,453.85

### Job Summary

Under supervision, conducts research, assists in the planning, development, modification and implementation of agency and/or division policy and strategic plans.

### Entry Qualifications

High school diploma or GED AND completion of 90 quarter hours (60 semester hours) at an accredited college or university. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP051	Planner 2	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Under general supervision, conducts research and assists in the planning, development, modification and implementation of agency and/or division policy and strategic plans. Administers agency programs in an assigned specialty area.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university OR completion of 90 quarter hours (60 semester hours) at an accredited college or university AND Two years of related experience OR One year of experience required at the lower level Planner 1 (GSP050) or position equivalent. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP052	Planner 3	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under broad supervision, conducts critical analysis research, develops or modifies policy and strategic plans, and implements, evaluates programs in an assigned specialty area. Prepares reports and presentations, and works with clients, loan/grant applicants, outside vendors, and management to develop or implement programs in a manner that addresses division/department strategies.

### Entry Qualifications

Master's degree in a related field from an accredited college or university OR Bachelor's degree in a related field from an accredited college or university AND Two years of related experience OR completion of 90 quarter hours (60 semester hours) at an accredited college or university AND Four years of related experience OR Two years of experience required at the lower level Planner 2 (GSP051) or position equivalent. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP053	Planner Spv	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises policy development, modification, implementation and evaluation in an assigned specialty area. Analyzes proposed legislation to determine potential effects on the assigned department or program area(s). Prepares reports and presentations, and works with clients, loan/grant applicants, outside vendors, and management to develop or implement programs in a manner that addresses division/department strategies.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND One year of related supervisory experience OR Bachelor's degree in a related area from an accredited college or university AND Two years of related experience, One year of which in a supervisory/lead role OR completion of 90 quarter hours (60 semester hrs.) at an accredited college or university AND Four years of related experience, One year of which in a supervisory/lead role OR Two years of experience required at the lower level Planner 3 (GSP052) or position equivalent. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP070	Marketing Spec 1	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Under supervision, assists in the planning, development and implementation of a marketing strategy. Develops various types of marketing materials.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university.



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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP071	Marketing Spec 2	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under general supervision, develops, implements and plans a marketing strategy. Creates marketing materials such as brochures, flyers and posters for distribution.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years of related experience OR One year of experience required at the lower level Marketing Spec 1 (GSP070) or position equivalent.

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP072	Marketing Spec 3	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under broad supervision, develops, implements and plans an overall marketing strategy for a section, division or agency. Creates marketing materials such as brochures, flyers and posters for distribution.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of related experience OR One year of experience required at the lower level Marketing Spec 2 (GSP071) or position equivalent.

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP073	Marketing Spec Spv	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the development, implementation and planning of an overall marketing strategy for a section, division or agency. Develops and administers the marketing budget.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Four years of related experience OR One year of experience required at the lower level Marketing Spec 3 (GSP072) or position equivalent.

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP090	Prgm Consultant 1	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under supervision, assists in the planning, coordination, organization and assessment of the development and implementation of a functional program including program evaluation, and program management. Learns to oversee, develops, and implements policy, procedures and processes. Performs complex and comprehensive research.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR completion of an apprenticeship/internship that sufficiently supplied experience to understand the basic principles relevant to the major duties of the position OR any other combination of education and professional experience that provides the requisite knowledge, skills and abilities to successfully perform the job.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP091	Prgm Consultant 2	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under general supervision, plans, coordinates, organizes and assesses the development and implementation of a functional program including program evaluation, and program management. Oversees, develops, and implements policy, procedures and processes. Analyzes complex and comprehensive research.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND One year of experience required at the lower level Prgm Consultant 1 (GSP090) OR any other combination of education and professional experience that provides the requisite knowledge, skills and abilities to successfully perform the job.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP092	Prgm Consultant 3	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Under broad supervision, plans, coordinates, organizes and assesses the development and implementation of a functional program including program evaluation, and program management. Oversees, develops, and implements policy, procedures and processes. Analyzes and applies findings from complex and comprehensive research.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND One year of experience required at the lower level Prgm Consultant 2 (GSP091) OR any other combination of education and professional experience that provides the requisite knowledge, skills and abilities to successfully perform the job.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP093	Prgm Consultant Spv	SWD	N	\$52,331.12	\$74,758.74	\$91,579.45

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Plans, coordinates, organizes and assesses the development and implementation of a functional program including program evaluation, and program management. Oversees, develops, and implements policy, procedures and processes. May be responsible for program budgeting. Strategically plans for function based on complex and comprehensive research.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND One year of experience required at the lower level Prgm Consultant 3 (GSP092) OR any other combination of education and professional experience that provides the requisite knowledge, skills and abilities to successfully perform the job.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP100	Strategic Planning Spec 1	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Under supervision, responsible for planning and organizing the facilitation of strategic planning processes.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR completion of an apprenticeship/internship that sufficiently supplied experience to understand the basic principles relevant to the major duties of the position.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP101	Strategic Planning Spec 2	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under general supervision, responsible for planning and organizing the facilitation of strategic planning processes.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND One year of experience required at the lower level Strategic Planning Spec 1 (GSP100) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP102	Strategic Planning Spec 3	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under broad supervision, responsible for planning and organizing the facilitation of strategic planning processes.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND One year of experience required at the lower level Strategic Planning Spec 2 (GSP101) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP103	Strategic Planning Spec Spv	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Responsible for planning and organizing the facilitation of strategic planning processes.

### Entry Qualifications

Master's degree in a related field from an accredited college or university AND Five years of related experience, One year of which at the lower level Strategic Planning Spec 3 (GSP102) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP110	Project Mgr (Non-IT) 1	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under supervision, responsible for all aspects of a small project or phases of a larger project. Responsible for coordinating activities of project team, identifying appropriate resources needed, and developing schedules to ensure timely completion of project. Communicates with Program Manager. Assigns work to subordinate staff.

### Entry Qualifications

High school diploma or GED AND One year of professional level experience related to the area of assignment.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP111	Project Mgr (Non-IT) 2	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Under general supervision, responsible for all aspects of various projects of a moderately complex nature. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project. Communicates with Program Managers and other managerial staff as needed. Assign work of subordinate staff. Will manage large numbers of agency staff or have large scope of responsibility within agency.

### Entry Qualifications

Bachelor's degree in a related area from an accredited college or university OR Two years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP112	Project Consultant (Non-IT) 1	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Under limited supervision, establishes operating procedures, practices and guidelines and communicates them with program or department personnel. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project. Monitors and controls schedules and project budgets. Communicates with managerial staff as needed. Plans and manages business development and project management activities for a program or department that have a significant impact to the agency.

### Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years of related experience OR Four years related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP113	Project Consultant (Non-IT) 2	SWD	N	\$52,331.12	\$74,758.74	\$91,579.45

### Job Summary

Under minimal supervision, establishes operating procedures, practices and guidelines and communicates them with program or department personnel. Establishes, monitors and controls schedules and project budgets. Plans, organizes and manages work of project managers and support staff. Directs business development and project management activities for a program or department. Directs implementation of tools, systems, and processes of program or department. Responsible for cross-business program needs that may span agency. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. Does not supervise staff.

### Entry Qualifications

Bachelor's degree in a related area from an accredited college or university AND Four years of related experience OR Six years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP114	Program Mgr (Non-IT) 1	SWD	N	\$52,331.12	\$74,758.74	\$91,579.45

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Establishes operating procedures, practices and guidelines and communicates them with program or department personnel. Establishes, monitors and controls schedules and project budgets. Plans, organizes and manages work of project managers and support staff. Plans and manages business development and project management activities for a program or department.

### Entry Qualifications

Bachelor's degree in a related area from an accredited college or university AND Six years of related experience OR Eight years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP115	Program Mgr (Non-IT) 2	SWD	O	\$59,134.16	\$84,477.37	\$103,484.78

### Job Summary

Manages subordinate supervisors and staff. Establishes operating procedures, practices and guidelines and communicates them with program or department personnel. Establishes, monitors and controls schedules and project budgets. Plans, organizes and manages work of project managers and support staff. Directs business development and project management activities for a program or department. Directs implementation of tools, systems, and processes of program or department. Responsible for cross-business program needs that may span agency.

### Entry Qualifications

Bachelor's degree in a related area from an accredited college or university AND Eight years of related experience OR Ten years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP120	Training & Dev Spec 1	SWD	G	\$24,771.59	\$35,387.99	\$43,350.29

### Job Summary

Under supervision, learns to assess, plan and/or coordinate training sessions for an agency. Performs end-to-end learning and development. Begins to evaluate training and learning outcomes in relation to functional and/or technical training activities.

### Entry Qualifications

High school diploma or GED AND One year of experience in a support role providing coaching, mentoring or related job duties and knowledge of functional business area where training is to be provided.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP121	Training & Dev Spec 2	SWD	I	\$29,973.63	\$42,819.47	\$52,453.85

### Job Summary

Under general supervision, responsible for assessing, planning and/or coordinating training sessions for an agency. Performs end-to-end learning and development. Evaluates training and learning outcomes in relation to functional and/or technical training activities.

### Entry Qualifications

High school diploma or GED AND Two years of experience providing educational, training or instructional services in functional area.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP122	Training & Dev Spec 3	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under broad supervision, responsible for assessing, planning and/or coordinating training sessions for an agency. Performs end-to-end learning and development. Evaluates training and learning outcomes in relation to functional and/or technical training activities.

### Entry Qualifications

High school diploma or GED AND Three years of experience providing educational, training or instructional services in functional area.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP123	Training & Dev Spec Spv	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Responsible for assessing, planning and/or coordinating training sessions for an agency. Performs end-to-end learning and development. Evaluates training and learning outcomes in relation to functional and/or technical training activities. Supervises all activities related to area of expertise.

### Entry Qualifications

Vocational/Technical degree in a directly related area from an accredited college AND Two years of experience providing educational, training or instructional services to functional area OR High school diploma or GED AND Five years of area specific experience, One year of which in a lead/supervisory capacity.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP130	Busi Support Analyst 1	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Under supervision, performs complex administrative duties and statistical, financial, or operational data analysis and reporting in support of management decision making in functional area. Identifies trends, discrepancies, and variances to improve the efficiency and effectiveness of operations. May partner with other departments, divisions, outside agencies, and vendors to address business issues. Exercises various latitudes of independent judgment. May administer or provide high level support for various projects, grants, contracts, implementation of procedures, and/or any specialized functions.

### Entry Qualifications

Bachelor's degree in business or related field from an accredited college or university AND One year of experience related to area of assignment. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP131	Busi Support Analyst 2	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under general supervision, performs complex administrative duties and statistical, financial, or operational data analysis and reporting in support of management decision making in functional area. Identifies trends, discrepancies, and variances to improve the efficiency and effectiveness of operations. May partner with other departments, divisions, outside agencies, and vendors to address business issues. Exercises various latitudes of independent judgment. May administer or provide high level support for various projects, grants, contracts, implementation of procedures, and/or any specialized functions. Assists with orientation, training, or providing task guidance of junior team members.

### Entry Qualifications

Bachelor's degree in business or related field from an accredited college or university AND Two years of experience related to area of assignment. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP132	Busi Support Analyst 3	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under broad supervision, performs complex administrative duties and statistical, financial, or operational data analysis and reporting in support of management decision making in functional area. Identifies trends, discrepancies, and variances to improve the efficiency and effectiveness of operations. May partner with other departments, divisions, outside agencies, and vendors to address business issues. Exercises various latitudes of independent judgment. May administer or provide high level support for various projects, grants, contracts, implementation of procedures, and/or any specialized functions. Assists with orientation, training, or providing task guidance of junior team members. Provides strategic analysis.

### Entry Qualifications

Bachelor's degree in business or related field from an accredited college or university AND Four years of experience related to area of assignment. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.



# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP133	Busi Support Analyst Spv	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Performs complex administrative duties and statistical, financial, or operational data analysis and reporting in support of management decision making in functional area. Identifies trends, discrepancies, and variances to improve the efficiency and effectiveness of operations. May partner with other departments, divisions, outside agencies, and vendors to address business issues. Exercises various latitudes of independent judgment. May administer or provide high level support for various projects, grants, contracts, implementation of procedures, and/or any specialized functions. Assists with orientation, training, or providing task guidance of junior team members. Provides strategic analysis.

### Entry Qualifications

Bachelor's degree in business or related field from an accredited college or university AND Six years of experience related to area of assignment. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP141	Executive Admin Assist 1	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under general supervision, provides administrative support to the highest level of administration within the organization. Responsible for scheduling appointments, maintaining calendars, and managing multiple priorities. Assist in the preparation of reports, gathering and researching information, preparing presentations, coordinating meetings, copying and filing, preparing notes, performing data entry, and other special projects as needed. Reviews incoming correspondences to executive and forwards appropriately or, based on a knowledge of recipient's views, may respond for them. Assists in the administration and interpretation of policies and procedures for the organization and department. Maintains confidential information. May act as a spokesperson for departmental inquiries. Performs related responsibilities as required attention of the executive.

### Entry Qualifications

Bachelor's degree in business administration, communications or a related field from an accredited college or university AND Three years of office administration or senior secretarial experience, or equivalent combination of experience, education, and training.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP142	Executive Admin Assist 2	SWD	N	\$52,331.12	\$74,758.74	\$91,579.45

### Job Summary

Under broad supervision, provides administrative support to the highest level of administration within the organization. Responsible for scheduling appointments, maintaining calendars, and managing multiple priorities. Assist in the preparation of reports, gathering and researching information, preparing presentations, coordinating meetings, copying and filing, preparing notes, performing data entry, and other special projects as needed. Reviews incoming correspondences to executive and forwards appropriately or, based on a knowledge of recipient's views, may respond for them. Assists in the administration and interpretation of policies and procedures for the organization and department. Maintains confidential information. May supervise and schedule clerical and secretarial staff, initiates paperwork for employee transactions, and assists in investigating and resolving employee issues or concerns. May act as a spokesperson for departmental inquiries. Manages complex duties that require large degree of independent judgment. Performs related responsibilities as required attention of the executive.

### Entry Qualifications

Bachelor's degree in business administration, communications or a related field from an accredited college or university AND Six years of office administration or senior secretarial experience, or equivalent combination of experience, education, and training.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP150	Media Relations Specialist 1	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Under supervision, learns to create and maintain a positive public image for the organization they represent. Writes and designs media releases, speeches, print, web-based communications, and/or social media content to shape public perception of agency/department and to increase awareness of its work and goals. Must cultivate relationships with press offices, journalists, bloggers and opinion leaders. Assist in preparing senior leadership for press conferences, media interviews and speeches. Positions agency for media success by implementing protocols for internal crises communications and leveraging opportunities for rapid response. Collaborates on media strategy across organization.

### Entry Qualifications

Bachelor's degree in public relations, journalism, communications, english, business, or a related field from an accredited college or university.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP151	Media Relations Specialist 2	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under general supervision, responsible for creating and maintaining a positive public image for the organization they represent. Writes and designs media releases, speeches, print, web-based communications, and/or social media content to shape public perception of agency/department and to increase awareness of its work and goals. Must cultivate relationships with press offices, journalists, bloggers and opinion leaders. May act as spokesperson for variety of media inquiries. Assist in preparing senior leadership for press conferences, media interviews and speeches. Positions agency for media success by implementing protocols for internal crises communications and leveraging opportunities for rapid response. Collaborates on media strategy across organization.

### Entry Qualifications

Bachelor's degree in public relations, journalism, communications, english, business, or a related field from an accredited college or university AND Two years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP152	Media Relations Specialist 3	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under broad supervision, responsible for creating and maintaining a positive public image for the organization they represent. Writes and designs media releases, speeches, print, web-based communications, and/or social media content to shape public perception of agency/department and to increase awareness of its work and goals. Must cultivate relationships with press offices, journalists, bloggers and opinion leaders. May act as spokesperson for variety of media inquiries. Assist in preparing senior leadership for press conferences, media interviews and speeches. Positions agency for media success by implementing protocols for internal crises communications and leveraging opportunities for rapid response. Collaborates on media strategy across organization.

### Entry Qualifications

Bachelor's degree in public relations, journalism, communications, english, business, or a related field from an accredited college or university AND Five years of related experience.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP153	Media Relations Specialist 4	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Under limited supervision, responsible for creating and maintaining a positive public image for the organization they represent. Writes and designs media releases, speeches, print, web-based communications, and/or social media content to shape public perception of agency/department and to increase awareness of its work and goals. Must cultivate relationships with press offices, journalists, bloggers and opinion leaders. Acts as spokesperson for variety of media inquiries. Prepares senior leadership for press conferences, media interviews and speeches. Positions agency for media success by developing and implementing protocols for internal crises communications and leveraging opportunities for rapid response. Collaborates on media strategy across organization. Owns assigned task. May also serve in a lead role.

### Entry Qualifications

Bachelor's degree in public relations, journalism, communications, english, business, or a related field from an accredited college or university AND Seven years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP160	Forensic Artist 1	SWD	K	\$36,268.09	\$51,811.56	\$63,469.15

### Job Summary

Under supervision, provides professional artistic assistance to law enforcement to assist in the identification of criminal suspects and crime victims. Interviews victims and witnesses to create composite sketches, models and images of the victims, suspects and crime scene.

### Entry Qualifications

Associate's degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or university OR Vocational/Technical degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or two-year program OR One year of professional related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP161	Forensic Artist 2	SWD	L	\$40,982.94	\$58,547.06	\$71,720.15

### Job Summary

Under general supervision, provides professional artistic assistance to law enforcement to assist in the identification of criminal suspects and crime victims. Interviews victims and witnesses to create composite sketches, models and images of the victims, suspects and crime scene.

### Entry Qualifications

Associate's degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or university OR Vocational/Technical degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or two-year program OR Two years of professional experience OR One year of experience required at the lower level Forensic Artist 1 (GSP160) or position equivalent.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP162	Forensic Artist 3	SWD	M	\$46,310.72	\$66,158.17	\$81,043.76

### Job Summary

Under broad supervision, provides professional artistic assistance to law enforcement to assist in the identification of criminal suspects and crime victims. Interviews victims and witnesses to create composite sketches, models and images of the victims, suspects and crime scene.

### Entry Qualifications

Associate's degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or university OR Vocational/Technical degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or two-year program OR Three years of professional related experience OR Two years of experience required at the lower level Forensic Artist 2 (GSP161) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSP163	Forensic Artist 4	SWD	N	\$52,331.12	\$74,758.74	\$91,579.45

### Job Summary

Under limited supervision, provides professional artistic assistance to law enforcement to assist in the identification of criminal suspects and crime victims. Interviews victims and witnesses to create composite sketches, models and images of the victims, suspects and crime scene. May also serve in lead role.

### Entry Qualifications

Associate's degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or university OR Vocational/Technical degree in graphic arts, applied arts, commercial art, technical fine arts or related field from an accredited college or two-year program OR Four years of professional related experience OR Three years of experience required at the lower level Forensic Artist 3 (GSP162) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS080	Admin Support 1	SWD	C	\$16,919.33	\$24,170.47	\$27,916.90

### Job Summary

Under direct supervision, performs a variety of general secretarial, clerical, and administrative support functions/processes or a few specialized or essential clerical functions in support of a unit or office and related personnel. May enter data and/or process documents and records. The work includes operating standard office equipment. Work is performed under the close supervision of a clerical or administrative supervisor.

### Entry Qualifications

High school diploma or GED AND ability to perform basic office functions and computer related duties.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS081	Admin Support 2	SWD	D	\$18,611.26	\$26,587.52	\$31,639.15

### Job Summary

Under general supervision, performs a variety of general secretarial, clerical, and administrative support functions/processes or a few specialized or essential clerical functions in support of a unit or office and related personnel. May enter data and/or process documents and records. The work includes operating standard office equipment. Work is performed under the general supervision of a clerical or administrative supervisor.

### Entry Qualifications

High school diploma or GED AND Two years of general office or administrative experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS082	Admin Support 3	SWD	E	\$20,472.39	\$29,246.27	\$34,803.06

### Job Summary

Under broad supervision, performs a variety of general secretarial, clerical, and administrative support functions/processes or a few specialized or essential clerical functions in support of a unit or office and related personnel. May enter data and/or process documents and records. The work includes operating standard office equipment.

### Entry Qualifications

High school diploma or GED AND Four years of progressively complex office or administrative experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS083	Admin Support Spv	SWD	F	\$22,519.63	\$32,170.90	\$38,283.37

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Performs a variety of general secretarial, clerical, and administrative support functions/processes or a few specialized or essential clerical functions in support of a unit or office and related personnel. May enter data and/or process documents and records. The work includes operating standard office equipment.

### Entry Qualifications

High school diploma or GED AND Two years of experience required at the lower level Admin Support 3 (GSS082) or position equivalent. Must show ability to lead or supervise a team.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS090	Customer Svc Associate 1	SWD	D	\$18,611.26	\$26,587.52	\$31,639.15

### Job Summary

Under direct supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution.

### Entry Qualifications

High school diploma or GED AND Six months of full-time work experience providing customer support or technical assistance.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS091	Customer Svc Associate 2	SWD	E	\$20,472.39	\$29,246.27	\$34,803.06

### Job Summary

Under general supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution. Serves as resource and provides guidance and experience to other staff.

### Entry Qualifications

High school diploma or GED AND One year of full-time work experience providing customer support or technical assistance.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST050	Admin Assistant 1	SWD	F	\$22,519.63	\$32,170.90	\$38,283.37

### Job Summary

Under direct supervision, performs a wide range of office administration duties for assigned functions or program areas, duties may be complex in nature and may involve access to confidential information. May research, investigate, and/or resolve program data or issues. Drafts documentation, reports, or presentations. Represents program or unit, provides information and assistance to internal and external customers.

### Entry Qualifications

Associate's degree from an accredited college or university OR Two years of related experience.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST051	Admin Assistant 2	SWD	G	\$24,771.59	\$35,387.99	\$43,350.29

### Job Summary

Under general supervision, performs a wide range of office administration duties for assigned functions or program areas, duties may be complex in nature and may involve access to confidential information. May research, investigate, and/or resolve program data or issues. Drafts documentation, reports, or presentations. Represents program or unit, provides information and assistance to internal and external customers.

### Entry Qualifications

Associate's degree from an accredited college or university AND One year of related experience OR Three years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST052	Admin Assistant 3	SWD	H	\$27,248.75	\$38,926.79	\$47,685.32

### Job Summary

Under broad supervision, performs a wide range of office administration duties for assigned functions or program areas, duties may be complex in nature and may involve access to confidential information. May research, investigate, and/or resolve program data or issues. Drafts documentation, reports, or presentations. Represents program or unit, provides information and assistance to internal and external customers.

### Entry Qualifications

Associate's degree from an accredited college or university AND Two years of related experience OR Four years of related experience.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST053	Admin Assistant Spv	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Performs a wide range of office administration duties for assigned functions or program areas, duties may be complex in nature and may involve access to confidential information. May research, investigate, and/or resolve program data or issues. Drafts documentation, reports, or presentations. Represents program or unit, provides information and assistance to internal and external customers.

### Entry Qualifications

Associate's degree from an accredited college or university AND Four years of related experience OR Six years of related experience. Must have ability to lead or supervise a team.



# Job Code Catalog: General Support

As of: 11/1/20

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST062	Graduate Intern	SWD	B	\$16,000.00	\$21,973.16	\$25,379.00

### Job Summary

Under direct supervision, learns to in-depth skills in functional area. Develops initial expertise and works on small projects for review by supervisor. May learn to develop or provide input on the department or program plans.

### Entry Qualifications

Bachelor's degree from an accredited college or university AND currently enrolled in a graduate program relevant to the area of assignment.

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST110	Dispatcher 1	LAW	LF	\$24,291.75	\$29,150.10	\$41,295.98

### Job Summary

Under direct supervision, analyzes transportation and distribution systems and procedures to ensure the efficient and timely delivery of goods and services. Plans and coordinates fleet operations including scheduling and maintenance service and repair, as appropriate.

### Entry Qualifications

High school diploma or GED AND POST Certification Eligibility as a Communications Officer.

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST111	Dispatcher 2	LAW	LG	\$26,990.83	\$32,389.00	\$45,884.42

### Job Summary

Under general supervision, analyzes transportation and distribution systems and procedures to ensure the efficient and timely delivery of goods and services. Plans and coordinates fleet operations including scheduling and maintenance service and repair as appropriate.

### Entry Qualifications

High school diploma or GED AND Two years of related experience OR One year of experience required at the lower level Dispatcher 1 (GST110) or position equivalent. POST Certification as a Communications Officer.

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST112	Dispatcher 3	LAW	LH	\$29,689.92	\$35,627.90	\$50,472.86

### Job Summary

Under broad supervision, monitors subordinates on the analysis of transportation and distribution systems and procedures to ensure the efficient and timely delivery of goods and services and may allocates work. Plans and coordinates fleet operations including scheduling and maintenance service and repair as appropriate. Owns assigned tasks.

### Entry Qualifications

High school diploma or GED AND Two years of experience required at the lower level Dispatcher 2 (GST111) or position equivalent. POST Certification as a Communications Officer.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST113	Chief Dispatcher	LAW	LJ	\$35,924.80	\$43,109.76	\$62,868.40

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises staff on the overall dispatch and transportation distribution systems and procedures to ensure the efficient and timely delivery of goods and services. Chief Dispatcher is the direct report for all Dispatchers (Levels 1, 2, & 3).

### Entry Qualifications

High school diploma or GED AND Three years of experience required at the lower level Dispatcher 3 (GST112) or position equivalent. POST Certification as a Communications Officer.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST120	Customer Svc Rep 1	SWD	F	\$22,519.63	\$32,170.90	\$38,283.37

### Job Summary

Under direct supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations.

### Entry Qualifications

High school diploma or GED AND Six months of experience handling customer's questions, complaints and/or providing information.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST121	Customer Svc Rep 2	SWD	G	\$24,771.59	\$35,387.99	\$43,350.29

### Job Summary

Under general supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations. May resolve complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors.

### Entry Qualifications

High school diploma or GED AND completion of 90 quarter hours (60 semester hours) at an accredited college or university OR One year of experience in a customer service setting communicating information OR One year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.

# Job Code Catalog: General Support

As of: 11/1/20

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST122	Customer Svc Rep 3	SWD	H	\$27,248.75	\$38,926.79	\$47,685.32

### Job Summary

Under broad supervision, works and communicates with the general public, internal customers and/or external customers to provide information and recommendations targeted to meet customer expectations. Resolves complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors.

### Entry Qualifications

Bachelor's degree from an accredited college or university ~OR~ Three years of experience in a customer service setting communicating information ~OR~ Two years of experience required at the lower level Customer Svc Rep 2 (GST121) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST123	Customer Svc Rep Spv	SWD	I	\$29,973.63	\$42,819.47	\$52,453.85

### Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises staff that communicates with the general public, internal customers and/or external customers to provide information and recommendations targeted to meet customer expectations. Resolves complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors.

### Entry Qualifications

Bachelor's degree from an accredited college or university AND Three years of lead/supervisory experience in a customer service setting communicating information OR Five years of lead/supervisory worker experience in a customer service setting communicating information OR Two years of experience required at the lower level Customer Svc Rep 3 (GST122) or position equivalent.

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Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST124	Customer Svc Rep Spv 2	SWD	J	\$32,970.99	\$47,101.41	\$57,699.23

### Job Summary

Oversees staff that communicates with the general public, internal customers and/or external customers to provide information and recommendations targeted to meet customer expectations. Resolves complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors. Supervises and plans work of assigned staff. Has regional customer service responsibility.

### Entry Qualifications

Bachelor's degree from an accredited college or university AND Four years of lead/supervisory experience in a customer service setting communication information OR Six years of lead/supervisory worker experience in a customer service setting communicating information OR Four years of experience required at the lower level Customer Svc Rep Spv (GST123) or position equivalent.