

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSM010	Mgr, Business Ops	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55	Max Salary \$81,720.15	
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 operations management, business administration, or a related field which includes two (2) years in a managerial or supervisory role; or six (6) years of related professional experience which includes two (2) years in a managerial or supervisory role. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code	Job Title	Salary Plan	Grade
GSM011	Mgr 2, Business Ops	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24	Max Salary \$91,043.76	
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 operations management, business administration, or a related field which includes three (3) years in a managerial or supervisory role; or seven (7) years of related professional experience which includes three (3) years in a managerial or supervisory role; or three (3) years of experience required at the lower level Mgr, Business Ops (GSM010) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

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Job Code	Job Title	Salary Plan	Grade
GSM012	Sr Mgr, Business Ops	SWD	N

Min Salary
\$62,331.12

Mid Salary
\$81,955.29

Max Salary
\$101,579.45

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 operations management, business administration, or a related field which includes four (4) years in a managerial or supervisory role; or eight (8) years of related professional experience which includes four (4) years in a managerial or supervisory role; or four (4) years of experience required at the lower level Mgr 2, Business Ops (GSM011) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

Job Code	Job Title	Salary Plan	Grade
GSM013	Sr Mgr 2, Business Ops	SWD	P

Min Salary
\$76,821.60

Mid Salary
\$101,879.70

Max Salary
\$126,937.80

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 in operations management, business administration, or a related field which includes five (5) years in a managerial or supervisory role; or nine (9) years of related professional experience which includes five (5) years in a managerial or supervisory role; or five (5) years of experience required at the lower level Sr Mgr, Business Ops (GSM012) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

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Job Code	Job Title	Salary Plan	Grade
GSM014	Dir, Business Ops	SWD	Q

Min Salary
\$85,508.41

Mid Salary
\$113,824.07

Max Salary
\$142,139.72

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 operations management, business administration, or a related field which includes six (6) years in a managerial or supervisory role; or ten (10) years of related professional experience which includes six (6) years in a managerial or supervisory role; or six (6) years of experience required at the lower level Sr Mgr 2, Business Ops (GSM013) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

Job Code	Job Title	Salary Plan	Grade
GSM015	Sr. Director, Business Ops	SWD	R

Min Salary
\$95,324.50

Mid Salary
\$127,321.19

Max Salary
\$159,317.88

Job Summary

Oversees a diverse range of support, operational, and programmatic activities for a department, agency or facility. Recommends and implements policies and procedures with high-level decision-making capabilities. Provides strategic leadership to subordinate managers, and maintains an operating budget for multiple programs.

Entry Qualifications

Bachelor's degree in operations management, business administration, or a related field which includes seven (7) years in a managerial or supervisory role; or ten (10) years of related professional experience which includes seven (7) years in a managerial or supervisory role; or seven (7) years of experience required at the lower , Business Ops (GSM014) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

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Job Code	Job Title	Salary Plan	Grade
GSM020	Mgr, Training	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24		Max Salary \$91,043.76
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 High school diploma/GED and one (1) year of management experience in area of assignment; or six (6) years of experience required in area of assignment which includes one (1) year in a lead worker, team leader, or supervisory role. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code	Job Title	Salary Plan	Grade
GSM021	Sr Mgr, Training	SWD	N
Min Salary \$62,331.12	Mid Salary \$81,955.29		Max Salary \$101,579.45
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 High school diploma/GED and four (4) years of program management or supervisory experience to include demonstrated advance level knowledge of project management and policy development/interpretation. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code	Job Title	Salary Plan	Grade
GSM022	Dir, Training	SWD	O
Min Salary \$69,134.16	Mid Salary \$91,309.47		Max Salary \$113,484.78
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 High school diploma/GED and eight (8) years of experience in area of assignment, which includes four (4) years in a managerial role.		

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Job Code	Job Title	Salary Plan	Grade
GSP030	Graphics and Visual Art Spec 1	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
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 High school diploma/GED and three (3) years of professional job-related experience or equivalent combination of relevant education, training and experience.		
Job Code	Job Title	Salary Plan	Grade
GSP031	Graphics and Visual Art Spec 2	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
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 High school diploma/GED and four (4) years of professional job-related experience or equivalent combination of relevant education, training and experience; or two (2) years of experience required at the lower level Graphics and Visual Art Spec 1 (GSP030).		
Job Code	Job Title	Salary Plan	Grade
GSP032	Graphics and Visual Art Spec 3	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
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 High school diploma/GED and five (5) years of professional job-related experience or equivalent combination of relevant education, training and experience; or two (2) years of experience required at the lower level Graphics and Visual Art Spec 2 (GSP031).		

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Job Code	Job Title	Salary Plan	Grade
GSP033	Graphics Visual Art Spec Spv	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
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 High school diploma/GED and six (6) years of professional job-related experience or equivalent combination of relevant education, training and experience; or two (2) years of experience required at the lower level Graphics and Visual Art Spec 3 (GSP032).		

Job Code	Job Title	Salary Plan	Grade
GSP040	Communications Spec 1	SWD	H
Min Salary \$35,618.70	Mid Salary \$46,245.72		Max Salary \$56,872.73
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 High school diploma/GED and three (3) of experience of communications or job-related experience.		

Job Code	Job Title	Salary Plan	Grade
GSP041	Communications Spec 2	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
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 High school diploma/GED and four (4) years of communications or job-related experience; or one (1) year of experience required at the lower level Communications Spec 1 (GSP040).		

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Job Code	Job Title	Salary Plan	Grade
GSP042	Communications Spec 3	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
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 High school diploma/GED and five (5) years of experience communications or job-related experience; or one (1) year of experience required at the lower level Communications Spec 2 (GSP041).		

Job Code	Job Title	Salary Plan	Grade
GSP043	Communications Spec 4	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
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 High school diploma/GED and six (6) years of experience communications or job-related experience; or one (1) year of experience required at the lower level Communications Spec 3 (GSP042).		

Job Code	Job Title	Salary Plan	Grade
GSP050	Planner 1	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
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/GED and completion of 90 quarter hours (60 semester hours) at an accredited college or university. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year..		

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Job Code	Job Title	Salary Plan	Grade
GSP051	Planner 2	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
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 High school diploma/GED and completion of 90 quarter hours (60 semester hours) at an accredited college or university and two (2) years of job-related experience; one (1) year experience required at the lower level Planner 1 (GSP050) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	

Job Code	Job Title	Salary Plan	Grade
GSP052	Planner 3	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
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 High school diploma/GED and completion of 90 quarter hours (60 semester hours) at an accredited college or university and four (4) years of job-related experience; or two (2) years experience required at the lower level Planner 2 (GSP051) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	

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Job Code	Job Title	Salary Plan	Grade
GSP053	Planner Spv	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
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 High school diploma/GED and completion of 90 quarter hours (60 semester hours) at an accredited college or university and four (4) years of job-related experience, which includes one (1) year in a lead worker, team leader or supervisory role; or two (2) year's experience required at the lower level Planner3 (GSP052) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year."		

Job Code	Job Title	Salary Plan	Grade
GSP070	Marketing Spec 1	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
Job Summary Under supervision, assists in the planning, development and implementation of a marketing strategy. Develops various types of marketing materials.	Entry Qualifications Associate degree in communication, English, or public relations from an accredited college or university.		

Job Code	Job Title	Salary Plan	Grade
GSP071	Marketing Spec 2	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
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 Associate degree in communication, English, or public relations from an accredited college or university and two (2) years of job-related experience; or one (1) year of experience required at the lower level Marketing Spec 1 (GSP070) or position equivalent.		

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Job Code	Job Title	Salary Plan	Grade
GSP072	Marketing Spec 3	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
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 Associate degree in communication, English, or public relations from an accredited college or university and three (3) years of job-related experience; or one (1) year of experience required at the lower level Marketing Spec 2 (GSP071) or position equivalent.		
Job Code	Job Title	Salary Plan	Grade
GSP073	Marketing Spec Spv	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24		Max Salary \$91,043.76
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 Associate degree in communication, English, or public relations from an accredited college or university and four (4) years of job-related experience; or one (1) year of experience required at the lower level Marketing Spec 3 (GSP072) or position equivalent.		
Job Code	Job Title	Salary Plan	Grade
GSP090	Prgm Consultant 1	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
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 High school diploma/GED and one (1) year of job-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
GSP091	Prgm Consultant 2	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55	Max Salary \$81,720.15	
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 High school diploma/GED and one (1) 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.		

Job Code	Job Title	Salary Plan	Grade
GSP092	Prgm Consultant 3	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24	Max Salary \$91,043.76	
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 High school diploma/GED and one (1) 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.		

Job Code	Job Title	Salary Plan	Grade
GSP093	Prgm Consultant Spv	SWD	N
Min Salary \$62,331.12	Mid Salary \$81,955.29	Max Salary \$101,579.45	
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 High school diploma/GED and one (1) 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
GSP100	Strategic Planning Spec 1	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
Job Summary Under supervision, responsible for planning and organizing the facilitation of strategic planning processes.		Entry Qualifications Associate degree and one (1) year of job-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.	
Job Code	Job Title	Salary Plan	Grade
GSP101	Strategic Planning Spec 2	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary Under general supervision, responsible for planning and organizing the facilitation of strategic planning processes.		Entry Qualifications Associate degree and one (1) year of experience required at the lower level Strategic Planning Spec 1 (GSP100) or position equivalent.	
Job Code	Job Title	Salary Plan	Grade
GSP102	Strategic Planning Spec 3	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
Job Summary Under broad supervision, responsible for planning and organizing the facilitation of strategic planning processes.		Entry Qualifications Associate degree and two (2) years of experience required at the lower level Strategic Planning Spec 2 (GSP101) or position equivalent.	
Job Code	Job Title	Salary Plan	Grade
GSP103	Strategic Planning Spec Spv	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24		Max Salary \$91,043.76
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 Associate degree and three (3) years of job-related experience, and one (1) 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
GSP110	Project Mgr (Non-IT) 1	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55	Max Salary \$81,720.15	
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.		
Job Code	Job Title	Salary Plan	Grade
GSP111	Project Mgr (Non-IT) 2	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24	Max Salary \$91,043.76	
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 High school diploma/GED and two (2) years of professional level experience related to the area of assignment; or two (2) years of experience required at the lower level Project Mgr (Non-IT) 1 (GSP110).		
Job Code	Job Title	Salary Plan	Grade
GSP112	Project Consultant (Non-IT) 1	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24	Max Salary \$91,043.76	
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 High school diploma/GED and four (4) years of professional level experience related to the area of assignment.		

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Job Code	Job Title	Salary Plan	Grade
GSP113	Project Consultant (Non-IT) 2	SWD	N

Min Salary
\$62,331.12

Mid Salary
\$81,955.29

Max Salary
\$101,579.45

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

High school diploma/GED and six (6) years of professional level experience related to the area of assignment.

Job Code	Job Title	Salary Plan	Grade
GSP114	Program Mgr (Non-IT) 1	SWD	N

Min Salary
\$62,331.12

Mid Salary
\$81,955.29

Max Salary
\$101,579.45

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

High school diploma/GED and eight (8) years of professional level experience related to the area of assignment.

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Job Code	Job Title	Salary Plan	Grade
GSP115	Program Mgr (Non-IT) 2	SWD	O
Min Salary	Mid Salary	Max Salary	
\$69,134.16	\$91,309.47	\$113,484.78	
Job Summary		Entry Qualifications	
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.		High school diploma/GED and ten (10) years of professional level experience related to the area of assignment.	

Job Code	Job Title	Salary Plan	Grade
GSP120	Training & Dev Spec 1	SWD	G
Min Salary	Mid Salary	Max Salary	
\$33,042.45	\$42,703.38	\$52,364.30	
Job Summary		Entry Qualifications	
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.		High school diploma/GED and one (1) 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.	

Job Code	Job Title	Salary Plan	Grade
GSP121	Training & Dev Spec 2	SWD	I
Min Salary	Mid Salary	Max Salary	
\$38,452.58	\$50,142.29	\$61,832.00	
Job Summary		Entry Qualifications	
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.		High school diploma/GED and two (2) years of experience providing educational, training or instructional services in functional area; or one (1) year of experience required at the lower level Training & Dev Spec 1 (GSP120).	

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Job Code	Job Title	Salary Plan	Grade
GSP122	Training & Dev Spec 3	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
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/GED and three (3) years of experience providing educational, training or instructional services in functional area; or one (1) year of experience required at the lower level Training & Dev Spec 2 (GSP121).		

Job Code	Job Title	Salary Plan	Grade
GSP123	Training & Dev Spec Spv	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
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 High school diploma/GED and five (5) years of area specific experience, which includes one (1) year in a lead worker, team leader, or supervisory role; or one (1) year of experience required at the lower level Training & Dev Spec 3 (GSP122).		

Job Code	Job Title	Salary Plan	Grade
GSP130	Busi Support Analyst 1	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
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 Associate degree in communication, English, or public relations from an accredited college or university and one (1) year of experience related to area of assignment. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSP131	Busi Support Analyst 2	SWD	K

Min Salary
\$44,998.81

Mid Salary
\$59,143.37

Max Salary
\$73,287.92

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

Associate degree in communication, English, or public relations from an accredited college or university and two (2) years of experience related to area of assignment; or one (1) year of experience required at the lower level Busi Support Analyst 1 (GSP130).Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

Job Code	Job Title	Salary Plan	Grade
GSP132	Busi Support Analyst 3	SWD	L

Min Salary
\$50,982.94

Mid Salary
\$66,351.55

Max Salary
\$81,720.15

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

Associate degree in communication, English, or public relations from an accredited college or university and three (3) years of experience related to area of assignment; or one (1) year of experience required at the lower level Busi Support Analyst 2 (GSP131).Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSP133	Busi Support Analyst Spv	SWD	M

Min Salary
\$56,310.72

Mid Salary
\$73,677.24

Max Salary
\$91,043.76

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

Associate degree in communication, English, or public relations from an accredited college or university and four (4) years of experience related to area of assignment; or one (1) year of experience required at the lower level Busi Support Analyst 3 (GSP132). Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

Job Code	Job Title	Salary Plan	Grade
GSP134	Business Analyst 4	SWD	M

Min Salary
\$56,310.72

Mid Salary
\$73,677.24

Max Salary
\$91,043.76

Job Summary

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.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSP141	Executive Admin Assist 1	SWD	L

Min Salary
\$50,982.94

Mid Salary
\$66,351.55

Max Salary
\$81,720.15

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

High School diploma/GED and two (2) years of professional-level job-related experience working in an administration-related field.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSP142	Executive Admin Assist 2	SWD	N

Min Salary
\$62,331.12

Mid Salary
\$81,955.29

Max Salary
\$101,579.45

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

High School diploma/GED and three (3) years of professional job-related administrative support to a Senior Level role; or Two (2) years of experience at the lower level Executive Admin Assist 1 (GSP141) or equivalent position.

Job Code	Job Title	Salary Plan	Grade
GSP150	Media Relations Specialist 1	SWD	J

Min Salary
\$41,569.83

Mid Salary
\$54,428.52

Max Salary
\$67,287.20

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

Associate degree in communication, journalism, or other closely related field from an accredited college or university.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSP151	Media Relations Specialist 2	SWD	K

Min Salary
\$44,998.81

Mid Salary
\$59,143.37

Max Salary
\$73,287.92

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

Associate degree in communication, journalism, or other closely related field from an accredited college or university and two (2) years of media relations job-related experience; or Associate degree in communication and journalism or related field from an accredited college or university and one (1) year of experience at the lower level Media Relations Specialist 1 (GSP150) or equivalent position.

Job Code	Job Title	Salary Plan	Grade
GSP152	Media Relations Specialist 3	SWD	L

Min Salary
\$50,982.94

Mid Salary
\$66,351.55

Max Salary
\$81,720.15

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

Associate degree in communication, journalism, or other closely related field from an accredited college or university and three (3) years of job-related media relations experience; or one (1) year of experience at the lower level Media Relations Specialist 2 (GSP151) or equivalent position.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSP153	Media Relations Specialist 4	SWD	M

Min Salary
\$56,310.72

Mid Salary
\$73,677.24

Max Salary
\$91,043.76

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

Associate degree in communication, journalism, or other closely related field from an accredited college or university and four (4) years of job-related media relations experience; or one (1) year of experience at the lower level Media Relations Specialist 3 (GSP152) or equivalent position.

Job Code	Job Title	Salary Plan	Grade
GSP160	Forensic Artist 1	SWD	K

Min Salary
\$44,998.81

Mid Salary
\$59,143.37

Max Salary
\$73,287.92

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

High school diploma/GED and one (1) year of professional job-related experience.

Job Code	Job Title	Salary Plan	Grade
GSP161	Forensic Artist 2	SWD	L

Min Salary
\$50,982.94

Mid Salary
\$66,351.55

Max Salary
\$81,720.15

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

High school diploma/GED and two (2) years of professional job-related experience; or one (1) year of experience required at the lower level Forensic Artist 1 (GSP160) or position equivalent.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSP162	Forensic Artist 3	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24		Max Salary \$91,043.76
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 High school diploma/GED and three (3) years of professional job-related experience; or two (2) years of experience required at the lower level Forensic Artist 2 (GSP161) or position equivalent.		

Job Code	Job Title	Salary Plan	Grade
GSP163	Forensic Artist 4	SWD	N
Min Salary \$62,331.12	Mid Salary \$81,955.29		Max Salary \$101,579.45
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 High school diploma/GED and four (4) years of professional job-related experience; or three (3) years of experience required at the lower level Forensic Artist 3 (GSP162) or position equivalent.		

Job Code	Job Title	Salary Plan	Grade
GSS080	Admin Support 1	SWD	C
Min Salary \$24,876.10	Mid Salary \$30,594.84		Max Salary \$36,313.58
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/GED and ability to perform basic office functions and computer related duties.		

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSS081	Admin Support 2	SWD	D
Min Salary \$26,635.71	Mid Salary \$33,410.22		Max Salary \$40,184.72
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/GED and two (2) years of general office or administrative experience.		

Job Code	Job Title	Salary Plan	Grade
GSS082	Admin Support 3	SWD	E
Min Salary \$28,571.29	Mid Salary \$36,023.24		Max Salary \$43,475.18
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/GED and three (3) years of progressively complex office or administrative experience.		

Job Code	Job Title	Salary Plan	Grade
GSS083	Admin Support Spv	SWD	F
Min Salary \$30,700.42	Mid Salary \$38,897.56		Max Salary \$47,094.70
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/GED and two (2) 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: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GSS090	Customer Svc Associate 1	SWD	D
Min Salary \$26,635.71	Mid Salary \$33,410.22		Max Salary \$40,184.72
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/GED and six (6) months of full-time work experience providing customer support or technical assistance.		
Job Code	Job Title	Salary Plan	Grade
GSS091	Customer Svc Associate 2	SWD	E
Min Salary \$28,571.29	Mid Salary \$36,023.24		Max Salary \$43,475.18
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/GED and one (1) year of full-time work experience providing customer support or technical assistance.		
Job Code	Job Title	Salary Plan	Grade
GST050	Admin Assistant 1	SWD	F
Min Salary \$30,700.42	Mid Salary \$38,897.56		Max Salary \$47,094.70
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 High school diploma/GED and two (2) years of job-related experience.		

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GST051	Admin Assistant 2	SWD	G
Min Salary \$33,042.45	Mid Salary \$42,703.38		Max Salary \$52,364.30
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 High school diploma/GED and three (3) years of job-related experience; or one (1) year of experience required at the lower level Admin Assistant 1 (GST050) or position equivalent. .		

Job Code	Job Title	Salary Plan	Grade
GST052	Admin Assistant 3	SWD	H
Min Salary \$35,618.70	Mid Salary \$46,245.72		Max Salary \$56,872.73
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 High school diploma/GED and four (4) years of job-related experience; or two (2) years of experience required at the lower level Admin Assistant 2 (GST051) or position equivalent.		

Job Code	Job Title	Salary Plan	Grade
GST053	Admin Assistant Spv	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
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 High school diploma/GED and five (5) years of job-related experience; or two (2) years of experience required at the lower level Admin Assistant 3 (GST052) or position equivalent.		

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GST110	Dispatcher 1	LAW	LF

Min Salary
\$32,543.42

Mid Salary
\$42,945.62

Max Salary
\$53,347.82

Job Summary

Under direct supervision, monitors radio frequencies, sets priorities among incoming events and dispatches the appropriate personnel or agency to necessary locations using both radios and computers. Keeps accurate status of exact location of equipment and personnel by maintaining radio contact. Makes accurate notes and records of pertinent information.

Entry Qualifications

High school diploma/GED and Georgia P.O.S.T. certification eligibility as a Communications Officer.

Job Code	Job Title	Salary Plan	Grade
GST111	Dispatcher 2	LAW	LG

Min Salary
\$35,350.46

Mid Salary
\$46,735.13

Max Salary
\$58,119.80

Job Summary

Under direct supervision, monitors radio frequencies, sets priorities among incoming events and dispatches the appropriate personnel or agency to necessary locations using both radios and computers. Keeps accurate status of exact location of equipment and personnel by maintaining radio contact. Makes accurate notes and records of pertinent information.

Entry Qualifications

High school diploma/GED and two (2) years of directly related experience; or one (1) year of experience required at the lower level Dispatcher 1 (GST110) or position equivalent. Note: Georgia P.O.S.T. certification as a Communications Officer is required.

Job Code	Job Title	Salary Plan	Grade
GST112	Dispatcher 3	LAW	LH

Min Salary
\$42,317.52

Mid Salary
\$54,684.65

Max Salary
\$67,051.77

Job Summary

Under general supervision, monitors radio frequencies, sets priorities among incoming events and dispatches the appropriate personnel or agency to necessary locations using both radios and computers. Keeps accurate status of exact location of equipment and personnel by maintaining radio contact. Makes accurate notes and records of pertinent information.

Entry Qualifications

High school diploma/GED and two (2) years of experience required at the lower level Dispatcher 2 (GST111) or position equivalent. Note: Georgia P.O.S.T. certification as a Communications Officer is required.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GST113	Dispatcher 4	LAW	LI

Min Salary
\$45,405.27

Mid Salary
\$58,853.11

Max Salary
\$72,300.95

Job Summary

Under broad supervision, monitors radio frequencies, sets priorities among incoming events and dispatches the appropriate personnel or agency to necessary locations using both radios and computers. Keeps accurate status of exact location of equipment and personnel by maintaining radio contact. Makes accurate notes and records of pertinent information.

Entry Qualifications

High school diploma/GED and three (3) years of experience required at the lower level Dispatcher 3 (GST112) or position equivalent. Note: Georgia P.O.S.T. certification as a Communications Officer is required.

Job Code	Job Title	Salary Plan	Grade
GST114	Senior Dispatcher	LAW	LK

Min Salary
\$53,876.53

Mid Salary
\$70,330.23

Max Salary
\$86,783.92

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff as a shift supervisor. Supervises staff on a shift to ensure the safety and operational needs of law enforcement and other emergency personnel are met efficiently and timely.

Entry Qualifications

High school diploma or GED AND Two years of experience required at the lower levels Dispatcher 2 (GST111), 3 (GST112) or 4 (GST113) or position equivalent. POST Certification as a Communications Officer.

Job Code	Job Title	Salary Plan	Grade
GST120	Customer Svc Rep 1	SWD	F

Min Salary
\$30,700.42

Mid Salary
\$38,897.56

Max Salary
\$47,094.70

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/GED and one (1) year of experience communicating information in a customer service setting are required.

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GST121	Customer Svc Rep 2	SWD	G
Min Salary	Mid Salary	Max Salary	
\$33,042.45	\$42,703.38	\$52,364.30	
Job Summary		Entry Qualifications	
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.		High school diploma/GED and two (2) years of experience communicating information in a customer service setting; or one (1) year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.	

Job Code	Job Title	Salary Plan	Grade
GST122	Customer Svc Rep 3	SWD	H
Min Salary	Mid Salary	Max Salary	
\$35,618.70	\$46,245.72	\$56,872.73	
Job Summary		Entry Qualifications	
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.		High school diploma/GED and three (3) years of experience communicating information in a customer service setting; or two (2) years of experience required at the lower level Customer Svc Rep 2 (GST121).	

Job Code	Job Title	Salary Plan	Grade
GST123	Customer Svc Rep Spv	SWD	I
Min Salary	Mid Salary	Max Salary	
\$38,452.58	\$50,142.29	\$61,832.00	
Job Summary		Entry Qualifications	
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.		High school diploma/GED and five (5) years in a lead worker, team leader, or supervisory role communicating information in a customer service setting; or two (2) years of experience required at the lower level Customer Svc Rep 3 (GST122).	

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
GST124	Customer Svc Rep Spv 2	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
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 High school diploma/GED and six (6) years in a lead worker, team leader, or supervisory role communicating information in a customer service setting; or four (4) years of experience required at the lower level Customer Svc Rep Spv (GST123).		

Job Code	Job Title	Salary Plan	Grade
GST125	Customer Svc Rep 4	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
Job Summary Under limited 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 highly complicated issues involving customer service and/or conducts advanced research on 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 advanced experience in a customer service setting communicating information OR Five years of advanced 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.		

Job Code	Job Title	Salary Plan	Grade
PSP230	Field Coordinator	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary An employee of the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) and/or the Georgia Emergency Communications Authority (GECA). Under supervision, the first-level professional Field Coordinator is responsible for planning, developing, and implementing a statewide emergency management program area. Participates in program planning and surveys, prepares technical correspondence and reports, and promotes and implements emergency management training activities. In addition, the Field Coordinator responds to emergencies and disasters, provides public and/or individual assistance, reviews and processes information or assistance requests, and distributes and tracks assigned disaster preparedness funds and grants.	Entry Qualifications Bachelor's degree and two (2) years of professional-level experience in emergency management, financial management (grants, contracting, claims management, budgeting), training/education, homeland security, public information/affairs, program/project management, environmental analysis/planning, civil/structural engineering, legislative affairs, and/or urban planning. Note: Additional qualifying experience will substitute, year for year for the education requirement.		

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
PSP231	Field Coordinator 2	SWD	L

Min Salary
\$50,982.94

Mid Salary
\$66,351.55

Max Salary
\$81,720.15

Job Summary

An employee of the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) and/or the Georgia Emergency Communications Authority (GECA). Under general supervision, the second-level professional Field Coordinator 2 is responsible for planning, developing, and implementing a statewide emergency management program area. May assist with complex emergency and disaster programs and/or operate as project team leaders. Participates in the development and coordination of emergency management planning. In addition, the Field Coordinator 2 responds to emergencies and disasters, provides public and/or individual assistance, reviews and processes requests for information or assistance, and coordinates the distribution and tracking of disaster funds and grants.

Entry Qualifications

Bachelor's degree and three (3) years of professional-level experience in emergency management, financial management (grants, contracting, claims management, budgeting), training/education, homeland security, public information/affairs, program/project management, environmental analysis/planning, civil/structural engineering, legislative affairs, and/or urban planning; or two (2) years of experience required at the lower level Field Coordinator (PSP230).Note: Additional qualifying experience will substitute, year for year for the education requirement."

Job Code	Job Title	Salary Plan	Grade
PSP232	Field Coordinator 3	SWD	M

Min Salary
\$56,310.72

Mid Salary
\$73,677.24

Max Salary
\$91,043.76

Job Summary

An employee of the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) and/or the Georgia Emergency Communications Authority (GECA). Under broad supervision, the third-level professional Field Coordinator 3 is responsible for planning, developing, and implementing a statewide emergency management program area. Incumbents may assist with complex emergency and disaster programs and/or operate as project team leaders and participate in developing and coordinating emergency management planning. In addition, the Field Coordinator 3 responds to emergencies and disasters, provides public and/or individual assistance, reviews and processes requests for information or assistance, and coordinates the distribution and tracking of disaster funds and grants. May serve as a Field Coordinator Team Lead or Field Coordinator Trainer. Field Coordinator 3 may manage or supervise first and second-level Field Coordinators.

Entry Qualifications

Bachelor's degree and four (4) years of professional-level experience in emergency management, financial management (grants, contracting, claims management, budgeting), training/education, homeland security, public information/affairs, program/project management, environmental analysis/planning, civil/structural engineering, legislative affairs, and/or urban planning; or three (3) years of experience required at the lower level Field Coordinator 2 (PSP231).Note: Additional qualifying full-time work in emergency management may be substituted, year for year, for the education requirement."

Job Code Catalog: General Support

As of: 8/21/24

Job Code	Job Title	Salary Plan	Grade
PSP233	Field Coordinator Spv.	SWD	N

Min Salary
\$62,331.12

Mid Salary
\$81,955.29

Max Salary
\$101,579.45

Job Summary

An employee of the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) and/or the Georgia Emergency Communications Authority (GECA). The professional Field Coordinator Supervisor is responsible for developing and implementing a statewide emergency management program area. Incumbents coordinate with multiple jurisdictions and train and monitor disaster and emergency personnel. The Field Coordinator Supervisor supervises the processing and reviewing of state and federal grant payment requests, submitted bills, and invoices. Field Coordinator supervision includes hiring recommendations, training, planning and assigning work, performance assessment, coaching, and progressive discipline.

Entry Qualifications

Bachelor's degree and six (6) years of professional-level experience in emergency management, financial management (grants, contracting, claims management, budgeting), training/education, homeland security, public information/affairs, program/project management, environmental analysis/planning, civil/structural engineering, legislative affairs, and/or urban planning; or three (3) years of experience required at the lower level Field Coordinator 3 (PSP232). Note: Additional qualifying full-time work in emergency management may be substituted, year for year, for the education requirement.