# As of: 4/1/25

Job Code	Job Title	Salary Plan	
GSM010	Mgr, Business Ops	SWD	L
Min Salary		Mid Salary	Max Salary
\$50,982.94		\$66,351.55	\$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.		<b>Entry Qualifications</b> 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 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 perfor 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	Μ
Min Salary		Mid Salary	Max Salary
\$56,310.72	9	\$73,677.24	\$91,043.76
Job Summary		Entry Qualifications	
Leads a diverse range of support, operational, and programmatic activities for a department, agency or		Bachelor's degree in operations management, business administration, or a related field which includes three (3)	

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. 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-overyear.

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade	
GSM012	Sr Mgr, Business Ops	SWD	Ν	
Min Salary	Mic	Salary	Max Salary	
\$62,331.12		,955.29	\$101,579.45	
Job Sumn	harv	Entry Quali	fications	
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.		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	Р	
Min Salary	Mic	d Salary	Max Salary	
\$76,821.60		\$126,937.80		
Job Summary		Entry Qualifications		
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		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)		

Directs subordinate managers and staff. Will provide some direction and influence on agency policy. Provides leadership across multiple units, departments, and/or regions.

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-overyear.

# As of: 4/1/25

Job Code	Job Title	Salary Plan Gra		
GSM014	Dir, Business Ops	SWD		
Min Salary	MidS	Salary	Max Salary	
\$85,508.41	\$113,8	24.07	\$142,139.72	
<b>Job Summ</b> a Oversees a diverse range	<b>ary</b> of support, operational, and	Entry Qualific Bachelor's degree in operation		
programmatic activities for a department, agency or facility. Recommends and implements policies and procedures. Provides leadership to subordinate managers and staff.		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	MidS	Salary	Max Salary	
\$95,324.50	\$127,321.19 \$159,317.88		\$159,317.88	
Job Summary		Entry Qualifications		
Oversees a diverse range of support, operational, and programmatic activities for a department, agency or		Bachelor's degree in operations management, business administration, or a related field which includes seven (7)		

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.

### 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.

Responsible for agency training programs. Provides leadership to subordinate managers and staff.

	5 11		
Job Code	Job Title	Salary Plan	Grade
GSM020	Mgr, Training	SWD	Μ
Min Salary \$56,310.72		Salary 677.24	Max Salary \$91,043.76
Job Summ	arv	Entry Qualif	cations
Manages functional/tech agency. Ensures standar and development. Overs outcomes in relation to f activities. May design, de	nnical training strategy for an ds are met for end-to-end learning sees training and learning functional and/or technical training evelop and deliver training as nate supervisors and staff.	High school diploma/GED and one (1) year of manageme 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 ma be substituted year-over-year.	
Job Code	Job Title	Salary Plan	Grade
GSM021	Sr Mgr, Training	SWD	Ν
Min Salary \$62,331.12		Salary 955.29	Max Salary \$101,579.45
strategy for an agency. E to-end learning and deve learning outcomes in rel technical training activiti	functional/technical training functional/technical training insures standards are met for end- elopment. Oversees training and ation to functional and/or ies. May design, develop and ed. Directs subordinate managers	Entry Qualifi High school diploma/GED and management or supervisory of demonstrated advance level management and policy development/interpretation. combination of knowledge, e experience, training, or certif necessary knowledge and skil job at the level listed may be	I four (4) years of program experience to include knowledge of project Note: An equivalent ducation, job or intern ications that provides the Is to successfully perform the
Job Code	Job Title	Salary Plan	Grade
GSM022	Dir, Training	SWD	0
Min Salary \$69,134.16		Salary 309.47	Max Salary \$113,484.78
agency. Sets standards fo development. Oversees	hary hnical training strategy for an or end-to-end learning and training and learning outcomes in d/or technical training activities.	-	

customers and translating these parameters into a finished

product using the appropriate artistic medium.

# As of: 4/1/25

	5 11		
Job Code	Job Title	Salary Plan	Grade
GSP030	Graphics and Visual Art Spe	ec 1 SWD	I
Min Salary	Mid	Salary	Max Salary
\$38,452.58	\$50,1	.42.29	\$61,832.00
Job Summary	v	Entry Qualific	ations
Under supervision, provide implementation of artistic p consults with clients on put projects.	products. As a team member,	High school diploma/GED and the professional job-related expering combination of relevant educa	ence or equivalent
Job Code	Job Title	Salary Plan	Grade
GSP031	Graphics and Visual Art Spe	ec 2 SWD	J
Min Salary	Mid	Salary	Max Salary
\$41,569.83	\$54,4	28.52	\$67,287.20
Job Summary	v	Entry Qualific	ations
Under general supervision, and implementation of arti- member, consults with clien presentation projects.	-	High school diploma/GED and t job-related experience or equiv relevant education, training an years of experience required at and Visual Art Spec 1 (GSP030)	valent combination of d experience; or two (2) t the lower level Graphics
Job Code	Job Title	Salary Plan	Grade
GSP032	Graphics and Visual Art Spe	ec 3 SWD	К
Min Salary	Mid	Salary	Max Salary
\$44,998.81	\$59,1	.43.37	\$73,287.92
Job Summary	V	Entry Qualific	ations
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		High school diploma/GED and t job-related experience or equiv relevant education, training an years of experience required at and Visual Art Spec 2 (GSP031)	valent combination of d experience; or two (2) t the lower level Graphics
Job Code	Job Title	Salary Plan	Grade
GSP033	Graphics Visual Art Spec Sp	v SWD	L
Min Salary \$50,982.94		Mid Salary Max Salary \$66,351.55 \$81,720.15	
			ations
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		Entry Qualific High school diploma/GED and s job-related experience or equiv relevant education, training an years of experience required at	six (6) years of professional valent combination of d experience; or two (2)

and Visual Art Spec 3 (GSP032).

Job Code	Job Title	Salary Plan	Grade
GSP040	Communications Spec 1	SWD	Н
Min Salary \$35,618.70		Salary 245.72	Max Salary \$56,872.73
Job Summar	y	Entry Qualif	ications
and implementation of a co	with the planning, development ommunications program, and/or assigned agency, department,	High school diploma/GED and communications or job-relate	
Job Code	Job Title	Salary Plan	Grade
GSP041	Communications Spec 2	SWD	I
Min Salary \$38,452.58		Salary 142.29	Max Salary \$61,832.00
		Entry Qualif	
	, plans, develops and ions or outreach program, n for an assigned agency, ction. Develops informational ions, and plans conferences and	-	d four (4) years of ed experience; or one (1) year e lower level Communications
Job Code	Job Title	Salary Plan	Grade
GSP042	Communications Spec 3	SWD	К
Min Salary \$44,998.81		Salary 143.37	Max Salary \$73,287.92
Job Summar	v	Entry Qualif	ications
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.		-	d five (5) years of experience ed experience; or one (1) year lower level Communications

Job Code	Job Title	Salary Plan	Grade	
GSP043	Communications Spec 4	SWD	L	
Min Salary \$50,982.94		Salary 351.55	Max Salary \$81,720.15	
	develops and implements tion programs for social or	-		
Job Code	Job Title	Salary Plan	Grade	
GSP050	Planner 1	SWD	I	
Min Salary \$38,452.58		Salary 142.29	Max Salary \$61,832.00	
Under supervision, conducts research, assists in the planning, development, modification and implementation of agency and/or division policy and strategic plans.		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, o 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	
GSP051	Planner 2	SWD	J	
Min Salary \$41,569.83		Salary 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.		<ul> <li>(1) year experience required</li> <li>(GSP050) or position equivale</li> <li>combination of knowledge, e</li> <li>experience, training, or certi</li> </ul>	d completion of 90 quarter t an accredited college or of job-related experience; one at the lower level Planner 1 ent.Note: An equivalent education, job or intern fications that provides the ills to successfully perform the	

	iog. General Supp			
Job Code	Job Title	Salary Plan	Grade	
GSP052	Planner 3	SWD	К	
Min Salary \$44,998.81		d Salary ,143.37	Max Salary \$73,287.92	
Joh Summan	,	Entry Quali	fications	
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. High school diploma/GE hours (60 semester hou university and four (4) two (2) years experienc Planner 2 (GSP051) or p equivalent combination intern experience, train the necessary knowledge			nd completion of 90 quarter t an accredited college or s of job-related experience; or juired at the lower level	
Job Code	Job Title	Salary Plan	Grade	
GSP053	Planner Spv	SWD	L	
Min Salary \$50,982.94		d Salary ,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.		or supervisory role; or two ( the lower level Planner3 (GS equivalent.Note: An equival knowledge, education, job o certifications that provides t	id completion of 90 quarter t an accredited college or of job-related experience, in a lead worker, team leader 2) year's experience required a P052) or position ent combination of r intern experience, training, of he necessary knowledge and o the job at the level listed may	
Job Code	Job Title	Salary Plan	Grade	
GSP070	Marketing Spec 1	SWD	J	
Min Salary \$41,569.83		d Salary ,428.52	Max Salary \$67,287.20	
-	n the planning, development arketing strategy. Develops	Entry Quali Associate degree in marketin accredited college or univers	ng or a related field from an	

Job Code	Job Title	Salary Plan	Grade	
GSP071	Marketing Spec 2	SWD	К	
Min Salary \$44,998.81		Mid Salary \$59,143.37	Max Salary \$73,287.92	
Job Summary	,	Entry Qua	lifications	
Under general supervision, develops, implements and plans a marketing strategy. Creates marketing materials such as brochures, flyers and posters for distribution.		accredited college or univer related experience; or one	Associate degree in marketing or a related field 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.	
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.		accredited college or univer related experience; or one	ing or a related field from an rsity and three (3) years of job- (1) year of experience required g Spec 2 (GSP071) or position	
Job Code	Job Title	Salary Plan	Grade	
GSP073	Marketing Spec Spv	SWD	М	
Min Salary \$56,310.72		Mid Salary \$73,677.24		
<b>Job Summary</b> Supervises, guides, and/or instructs the work assignments		<b>Entry Qualifications</b> Associate degree in marketing or a related field from an		
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.		related experience; or one	accredited college or university and four (4) years of job- related experience; or one (1) year of experience require at the lower level Marketing Spec 3 (GSP072) or position	

Job Code	Job Title		Salary Plan	Grade
GSP090	Prgm Consultant 1		SWD	К
Min Salary		Mid Salary		Max Salary
\$44,998.81		\$59,143.37		\$73,287.92
Job Summa	rv		<b>Entry Qualificatio</b>	ns
Under supervision, assists organization and assessme implementation of a funct evaluation, and program r develops, and implements	in the planning, coordination, ent of the development and cional program including progr management. Learns to overse	experience ram that sufficience ree, basic princi or any othe rch. experience	ol diploma/GED and one e or completion of an app ently supplied experience iples relevant to the maj er combination of educa e that provides the requises to successfully perform	orenticeship/internship ce to understand the jor duties of the position tion and professional site knowledge, skills
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
and assesses the developr functional program includ program management. Ov	n, plans, coordinates, organizes ment and implementation of a ing program evaluation, and versees, develops, and dures and processes. Analyzes	required at any other c experience	Entry Qualificatio of diploma/GED and one t the lower level Prgm Co combination of educatio e that provides the requises to successfully perform	(1) year of experience onsultant 1 (GSP090) or n and professional site knowledge, skills
Job Code	Job Title	:	Salary Plan	Grade
GSP092	Prgm Consultant 3		SWD	М
Min Salary \$56,310.72		Mid Salary \$73,677.24		Max Salary \$91,043.76
Job Summa	ry		Entry Qualificatio	ns
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.		required at any other c experience	ol diploma/GED and one t the lower level Prgm Co combination of educatio e that provides the requis es to successfully perforr	onsultant 2 (GSP091) or n and professional site knowledge, skills

Job Code	Job Title	Salary Plan	Grade	
GSP093	Prgm Consultant Spv	SWD	Ν	
Min Salary	Mid S	alary	Max Salary	
\$62,331.12	\$81,9	55.29	\$101,579.45	
Job Summar	у	Entry Qualification	ons	
of subordinate staff. Plans, assesses the development functional program includin program management. Ove mplements policy, proced responsible for program bu	ng program evaluation, and	High school diploma/GED and one required at the lower level Prgm ( any other combination of education experience that provides the requ and abilities to successfully perfor	Consultant 3 (GSP092) or on and professional iisite knowledge, skills	
Job Code	Job Title	Salary Plan	Grade	
GSP100	Strategic Planning Spec 1	SWD	J	
Min Salary	Mid S	alary	Max Salary	
, \$41,569.83	\$54,4		\$67,287.20	
Job Summar	v	Entry Qualifications		
Under supervision, responsible for planning and organizing the facilitation of strategic planning processes.		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 positior		
Job Code	Job Title	Salary Plan	Grade	
GSP101	Strategic Planning Spec 2	SWD	К	
Min Salary	Mid S	alary	Max Salary	
\$44,998.81	\$59,1	•	\$73,287.92	
Job Summar	y	Entry Qualification	try Qualifications	
	, responsible for planning and of strategic planning processes.	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	Mid Salary Max Salary		Max Salary	
\$50,982.94	\$66,3	51.55	\$81,720.15	
Job Summar	у	Entry Qualification	ons	
Under broad supervision, responsible for planning and organizing the facilitation of strategic planning processes.		Associate degree and two (2) years of experience required at the lower level Strategic Planning Spec 2 (GSP101) or position equivalent.		

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.

Job Code	Job Title	Salary Plan	Grade	
GSP103	Strategic Planning Spec Spv	SWD	Μ	
Min Salary	Mid S	alary	Max Salary	
\$56,310.72	\$73,67	7.24	\$91,043.76	
Job Summar	v	Entry Qualifi	cations	
Supervises, guides, and/or of subordinate staff. Respo	instructs the work assignments	Associate degree and three (3 experience, and one (1) year Strategic Planning Spec 3 (GSF	of which at the lower level	
Job Code	Job Title	Salary Plan	Grade	
GSP110	Project Mgr (Non-IT) 1	SWD	L	
Min Salary	Mid S	alary	Max Salary	
\$50,982.94	\$66,35	51.55	\$81,720.15	
Job Summar	v	Entry Qualifications		
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.		High school diploma or GED AND One year of professior level experience related to the area of assignment.		
Job Code	Job Title	Salary Plan	Grade	
GSP111	Project Mgr (Non-IT) 2	SWD	М	
Min Salary	Mid S	alary	Max Salary	
\$56,310.72	\$73,67	677.24 \$91,043.76		
Job Summary		Entry Qualifications		
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		High school diploma/GED and level experience related to the (2) years of experience require Mgr (Non-IT) 1 (GSP110).	e area of assignment; or two	

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
GSP112	Project Consultant (Non-IT) 1	SWD	Μ
Min Salary	Mid Sal	ary	Max Salary
\$56,310.72	\$73,677	2.24	\$91,043.76
procedures, practices and them with program or of for assembling project to responsibilities, identify and developing schedul project. Monitors and of budgets. Communicates Plans and manages bus	on, establishes operating nd guidelines and communicates department personnel. Responsible team, assigning individual ying appropriate resources needed, le to ensure timely completion of controls schedules and project s with managerial staff as needed. iness development and project for a program or department that	Entry Qualificatio High school diploma/GED and four level experience related to the area	(4) years of professional
Job Code	Job Title	Salary Plan	Grade
GSP113	Project Consultant (Non-IT) 2	SWD	Ν
Min Salary \$62,331.12	Mid Sal \$81,955	•	Max Salary \$101,579.45
Job Sumn	nary	Entry Qualificatio	ns

#### **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 crossbusiness program needs that may span agency. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. Does not supervise staff.

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

technical training activities.

Job Code	Job Title	Salary Plan	Grade
GSP114	Program Mgr (Non-IT) 1	SWD	Ν
Min Salary	Mid	Salary	Max Salary
\$62,331.12	\$81,9	955.29	\$101,579.45
of subordinate staff. Establ practices and guidelines an program or department pe and controls schedules and prganizes and manages wo	instructs the work assignments ishes operating procedures, d communicates them with rsonnel. Establishes, monitors project budgets. Plans, rk of project managers and anages business development	Entry Qualifie High school diploma/GED and professional level experience combination of knowledge, ed training that provides the nece to successfully perform the job substituted year over year.	eight (8) years of OR an equivalent lucation, job experience or essary knowledge and skills
Job Code	Job Title	Salary Plan	Grade
GSP115	Program Mgr (Non-IT) 2	SWD	0
Min Salary	Mid	Salary	Max Salary
, \$69,134.16		, 309.47	\$113,484.78
perating procedures, prac ommunicates them with p ersonnel. Establishes, mou nd project budgets. Plans, roject managers and supp evelopment and project n rogram or department. Di ystems, and processes of p	rvisors and staff. Establishes stices and guidelines and program or department nitors and controls schedules organizes and manages work of port staff. Directs business nanagement activities for a irects implementation of tools,	over year.	
Job Code	Job Title	Salary Plan	Grade
GSP120	Training & Dev Spec 1	SWD	G
Min Salary \$33,042.45		Salary 703.38	Max Salary \$52,364.30
<b>Job Summar</b> Jnder supervision, learns t raining sessions for an age	<b>y</b> o assess, plan and/or coordinate ncy. Performs end-to-end Begins to evaluate training and	Entry QualificationsteHigh school diploma/GED and one (1) year of experiencea support role providing coaching, mentoring or related join	

related to area of expertise.

Job Code	Job Title	Salary Plan	Grade
GSP121	Training & Dev Spec 2	SWD	I
Min Salary	Mic	Salary	Max Salary
\$38,452.58	\$50,	142.29	\$61,832.00
Job Summary	V	Entry Qualific	cations
0 1	ng training sessions for an nd learning and development. ning outcomes in relation to	High school diploma/GED and providing educational, training functional area; or one (1) yea the lower level Training & Dev	g or instructional services in r of experience required at
Job Code	Job Title	Salary Plan	Grade
GSP122	Training & Dev Spec 3	SWD	К
Min Salary \$44,998.81		Salary 143.37	Max Salary \$73,287.92
Job Summary	V.	Entry Qualific	cations
Under broad supervision, re planning and/or coordinati agency. Performs end-to-ei	esponsible for assessing, ng training sessions for an nd learning and development. ning outcomes in relation to	High school diploma/GED and providing educational, training functional area; or one (1) yea the lower level Training & Dev	g or instructional services in r of experience required at
Job Code	Job Title	Salary Plan	Grade
GSP123	Training & Dev Spec Spv	SWD	L
Min Salary \$50,982.94		Salary 351.55	Max Salary \$81,720.15
Job Summary	v	Entry Qualific	cations
Supervises, guides, and/or of subordinate staff. Respo and/or coordinating trainin Performs end-to-end learni training and learning outco	instructs the work assignments nsible for assessing, planning	<ul> <li>experience, which includes one (1) year in a lead worker team leader, or supervisory role; or one (1) year of</li> <li>experience required at the lower level Training &amp; Dev Sp 3 (GSP122).</li> </ul>	

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
GSP130	Busi Support Analyst 1	SWD	J
Min Salary	Mid Salary	,	Max Salary
\$41,569.83	\$54,428.52	2	\$67,287.20
Job Summary		Entry Qualific	cations

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.

Associate degree in business or related field 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-overyear.

Job Code	Job Title	Salary Plan	Grade
GSP131	Busi Support Analyst 2	SWD	К
Min Salary	Mid Salary	1	Max Salary
\$44,998.81	\$59,143.37	7	\$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 business or related field 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.

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
GSP132	Busi Support Analyst 3	SWD	L
Min Salary	Mid Sala	ry	Max Salary
\$50,982.94	\$66,351.	55	\$81,720.15
Job Currenter		Entry Quali	fications

#### 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 business or related field 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.

8	/		
Job Code	Job Title	Salary Plan	Grade
GSP133	Busi Support Analyst Spv	SWD	М
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 business or related field 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.

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
GSP134	Business Analyst 4	SWD	Μ
Min Salary	Mid	Salary	Max Salary
\$56,310.72	\$73,	677.24	\$91,043.76
Job Summ	narv	Entry Quali	fications
financial, or operational support of management area. Identifies trends, o improve the efficiency a May partner with other agencies, and vendors to various latitudes of inde administer or provide hi projects, grants, contract and/or any specialized fin	nistrative duties and statistical, data analysis and reporting in decision making in functional discrepancies, and variances to and effectiveness of operations. departments, divisions, outside o address business issues. Exercises pendent judgment. May gh level support for various tts, implementation of procedures, unctions. Assists with orientation, sk guidance of junior team tegic analysis.	year.	
Job Code	Job Title	Salary Plan	Grade

Job Code	Job litle	Salary Plan	Grade
GSP141	Executive Admin Assist 1	SWD	L
Min Salary	Mid Salary		Max Salary
\$50,982.94	\$66,351.55		\$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 professionallevel job-related experience working in an administrationrelated field.

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
GSP142	Executive Admin Assist 2	SWD	Ν
Min Salary	MidS	Salary	Max Salary
\$62,331.12	\$81,9	55.29	\$101,579.45
Job Summa	ary	Entry Qualificat	ions
Under broad supervision, to the highest level of add organization. Responsible maintaining calendars, an Assist in the preparation researching information, coordinating meetings, co performing data entry, an needed. Reviews incomin and forwards appropriate recipient's views, may res administration and interp procedures for the organi Maintains confidential information schedule clerical and second for employee transaction resolving employee issue spokesperson for departr complex duties that require	provides administrative support ministration within the e for scheduling appointments, ad managing multiple priorities. of reports, gathering and preparing presentations, opying and filing, preparing notes, ad other special projects as ag correspondences to executive ely or, based on a knowledge of spond for them. Assists in the oretation of policies and ization and department. formation. May supervise and retarial staff, initiates paperwork s, and assists in investigating and s or concerns. May act as a mental inquiries. Manages ire large degree of independent ed responsibilities as required	High School diploma/GED and th professional job-related adminis Level role; or Two (2) years of ex Executive Admin Assist 1 (GSP14	trative support to a Senior perience at the lower level
Joh Code		Colory Dian	Crede

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.

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
GSP151	Media Relations Specialist 2	SWD	К
Min Salary	Mid Sa	lary	Max Salary
\$44,998.81	\$59,143	3.37	\$73,287.92
Under general supervision, maintaining a positive publi they represent. Writes and speeches, print, web-based media content to shape pub agency/department and to and goals. Must cultivate re journalists, bloggers and op	Job Summary er general supervision, responsible for creating and taining a positive public image for the organization represent. Writes and designs media releases, ches, print, web-based communications, and/or social ia content to shape public perception of cy/department and to increase awareness of its work goals. Must cultivate relationships with press offices, nalists, bloggers and opinion leaders. May act as esperson for variety of media inquiries. Assist in		ifications nication, journalism, or other a accredited college or of media relations job-related gree in communication and rom an accredited college or of experience at the lower level . (GSP150) or equivalent

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

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.

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.

	alog. General Suppor		. 4/ 1/23
Job Code	Job Title	Salary Plan	Grade
GSP153	Media Relations Specialist 4	SWD	М
Min Salary \$56,310.72	Mid Sa \$73,67		Max Salary \$91,043.76
Job Summa	ny .	Entry Qualific	ations
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, ournalists, 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.		Associate degree in communica closely related field from an ac university and four (4) years of experience; or one (1) year of e Media Relations Specialist 3 (G position.	credited college or job-related media relation experience at the lower leve
Job Code	Job Title	Salary Plan	Grade
GSP160	Forensic Artist 1	SWD	К
Min Salary	Mid Sa	llary	Max Salary
\$44,998.81	\$59,14	•	\$73,287.92
b law enforcement to ass riminal suspects and crim	es professional artistic assistance ist in the identification of ne victims. Interviews victims and osite sketches, models and	Entry Qualifica High school diploma/GED and o job-related experience.	
Job Code	Job Title	Salary Plan	Grade
GSP161	Forensic Artist 2	SWD	L
Min Salary \$50,982.94	Mid Sa \$66,35	•	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.			ations

Job Code	Job Title	Salary Plan	Grade
GSP162	Forensic Artist 3	SWD	Μ
Min Salary	Mi	d Salary	Max Salary
\$56,310.72	\$73	3,677.24	\$91,043.76
Job Summar		Entry Quali	fications
assistance to law enforcem of criminal suspects and cr	provides professional artistic nent to assist in the identification ime victims. Interviews victims mposite sketches, models and ects and crime scene.	High school diploma/GED an professional job-related expe experience required at the lo (GSP161) or position equival	erience; or two (2) years of ower level Forensic Artist 2
Job Code	Job Title	Salary Plan	Grade
GSP163	Forensic Artist 4	SWD	Ν
Min Salary	Mi	d Salary	Max Salary
\$62,331.12	\$81	1,955.29	\$101,579.45
assistance to law enforcem of criminal suspects and cr and witnesses to create co	<b>y</b> provides professional artistic nent to assist in the identification ime victims. Interviews victims mposite sketches, models and ects and crime scene. May also	Entry Qualif High school diploma/GED an job-related experience; or th required at the lower level Fo position equivalent.	d four (4) years of professiona ree (3) years of experience
Job Code	Job Title	Salary Plan	Grade
GSS080	Admin Support 1	SWD	С
Min Salary \$24,876.10		d Salary ),594.84	Max Salary \$36,313.58
Job Summar	у	Entry Quali	fications
secretarial, clerical, and ad functions/processes or a fe clerical functions in suppor personnel. May enter data records. The work includes	ew specialized or essential t of a unit or office and related and/or process documents and operating standard office med under the close supervision	nd	

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		<b>Entry Qualific</b> High school diploma/GED and office or administrative experi	two (2) years of general
records. The work include equipment. Work is perfo supervision of a clerical o Job Code	r administrative supervisor. 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
secretarial, clerical, and a functions/processes or a clerical functions in suppo personnel. May enter dat	performs a variety of general		three (3) years of
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
of subordinate staff. Performs a variety of general re secretarial, clerical, and administrative support pc		required at the lower level Ad position equivalent. Must show a team.	two (2) years of experience min Support 3 (GSS082) or

access to confidential information. May research,

internal and external customers.

investigate, and/or resolve program data or issues. Drafts documentation, reports, or presentations. Represents program or unit, provides information and assistance to

Job Code	Job Title	Salary Plan	Grade
GSS090	Customer Svc Associate 1	SWD	D
Min Salary \$26,635.71		Salary 10.22	Max Salary \$40,184.72
<b>Job Summary</b> Under direct supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution.		<b>Entry Qualifications</b> 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		Salary 23.24	Max Salary \$43,475.18
and inquiry calls. Records Performs first level probl	ary on, answers customer problems s problem history information. em determination and resolution. rovides guidance and experience	Entry Qualificat High school diploma/GED and on work experience providing custo assistance.	ne (1) year of full-time
Job Code	Job Title	Salary Plan	Grade
GST050	Admin Assistant 1	SWD	F
Min Salary \$30,700.42		Salary 197.56	Max Salary \$47,094.70
administration duties for	<b>ary</b> , performs a wide range of office assigned functions or program pplex in nature and may involve	Entry Qualificat High school diploma/GED and tw experience.	

Job Code	Job Title	Salary Pla	n Grade	
GST051	Admin Assistant 2	SWD	G	
Min Salary \$33,042.45		Mid Salary \$42,703.38	Max Salary \$52,364.30	
Job Summa	arv		ry Qualifications	
Under general supervision administration duties for areas, duties may be com access to confidential info nvestigate, and/or resolv documentation, reports,	n, performs a wide range of off assigned functions or program plex in nature and may involve ormation. May research, ve program data or issues. Draf or presentations. Represents s information and assistance to	experience; or one (1 lower level Admin As equivalent ts	/GED and three (3) years of job-relate l) year of experience required at the ssistant 1 (GST050) or position	
Job Code	Job Title	Salary Pla	n Grade	
GST052	Admin Assistant 3	SWD	Н	
Min Salary		Mid Salary	Max Salary	
\$35,618.70		\$46,245.72	\$56,872.73	
Job Summa		Entr	Entry Qualifications	
administration duties for areas, duties may be com access to confidential info nvestigate, and/or resolu- documentation, reports,	, performs a wide range of offic assigned functions or program plex in nature and may involve ormation. May research, ve program data or issues. Draf or presentations. Represents s information and assistance to tomers.	experience; or two (2 lower level Admin As equivalent. ts	/GED and four (4) years of job-related 2) years of experience required at the ssistant 2 (GST051) or position	
Job Code	Job Title	Salary Pla	n Grade	
GST053	Admin Assistant Spv	/ SWD	J	
Min Salary \$41,569.83		Mid Salary \$54,428.52	Max Salary \$67,287.20	
Job Summa	ary	Entr	ry Qualifications	
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, nvestigate, and/or resolve program data or issues. Drafts documentation, reports, or presentations. Represents orogram or unit, provides information and assistance to nternal and external customers.		experience; or two (2 lower level Admin As equivalent.	/GED and five (5) years of job-related 2) years of experience required at the ssistant 3 (GST052) or position	

Job Code	Job Title	Salary Plan	Grade
GST110	Dispatcher 1	LAW	LF
Min Salary \$32,543.42		Salary 945.62	Max Salary \$53,347.82
Job Summar	у	Entry Qualific	ations
priorities among incoming appropriate personnel or a using both radios and com	gency to necessary locations puters. Keeps accurate status of nt and personnel by maintaining	High school diploma/GED and (eligibility as a Communications	-
Job Code	Job Title	Salary Plan	Grade
GST111	Dispatcher 2	LAW	LG
Min Salary \$35,350.46		Salary 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		<b>Entry Qualifications</b> 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	
exact location of equipmer radio contact. Makes accur pertinent information.	nt and personnel by maintaining rate notes and records of	Communications Officer is requ	uired.
Job Code	Job Title	Salary Plan	Grade
GST112	Dispatcher 3	LAW	LH
Min Salary \$42,317.52		Salary 684.65	Max Salary \$67,051.77
Job Summar	y	Entry Qualific	ations
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.		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.	

meet customer expectations.

Job Code	Job Title	Salary Plan	Grade
GST113	Dispatcher 4	LAW	LI
Min Salary	Mid	Salary	Max Salary
\$45,405.27	\$58,8	353.11	\$72,300.95
Job Summa	arv	Entry Qualifica	ations
Under broad supervision, priorities among incoming appropriate personnel or using both radios and con exact location of equipme	monitors radio frequencies, sets g events and dispatches the agency to necessary locations nputers. Keeps accurate status of ent and personnel by maintaining urate notes and records of	High school diploma/GED and t required at the lower level Disp position equivalent.Note: Geor as a Communications Officer is	patcher 3 (GST112) or gia P.O.S.T. certification
Job Code	Job Title	Salary Plan	Grade
GST114	Senior Dispatcher	LAW	LK
Min Salary Mid		Salary	Max Salary
\$53,876.53	\$70,3	330.23	\$86,783.92
Job Summa	ary	Entry Qualifications	
of subordinate staff as a s on a shift to ensure the sa	r instructs the work assignments shift supervisor. Supervises staff afety and operational needs of law mergency personnel are met	High school diploma/GED and t required at the lower levels Dis (GST112) or 4 (GST113) or posit Certification as a Communication	patcher 2 (GST111), 3 ion equivalent. POST
Job Code	Job Title	Salary Plan	Grade
GST120	Customer Svc Rep 1	SWD	F
Min Salary	Mid	Salary	Max Salary
\$30,700.42		397.56	\$47,094.70
Job Summa	ary	Entry Qualifica	ations
Under direct supervision, the general public, intern	works and communicates with al customers and/or external prmation and services targeted to	High school diploma/GED and on communicating information in are required.	

Job Code	Job Title	Salary Plan	Grade
GST121	Customer Svc Rep 2	SWD	G
Min Salary \$33,042.45		Salary 703.38	Max Salary \$52,364.30
the general public, interna customers to provide info meet customer expectatic issues involving customer	ry n, works and communicates with al customers and/or external rmation and services targeted to ons. May resolve complicated service and/or researches dures or laws to respond to clients	I/or externalcommunicating information in a customer service setvices targeted toor one (1) year of experience required at the lower levcomplicatedCustomer Svc Rep 1 (GST120) or position equivalent.esearchesSecond Second Seco	
Job Code	Job Title	Salary Plan	Grade
GST122	Customer Svc Rep 3	SWD	Н
Min Salary \$35,618.70		Salary 245.72	Max Salary \$56,872.73
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.		<b>Entry Qualifications</b> 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 \$38,452.58		Salary 142.29	Max Salary \$61,832.00
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.		<b>Entry Qualifications</b> 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).	

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
GST124	Customer Svc Rep Spv 2	SWD	J
Min Salary	Mid	Salary	Max Salary
\$41,569.83	\$54 <i>,</i>	428.52	\$67,287.20
Job Summa	ary	Entry Qualific	ations
internal customers and/o information and recomm customer expectations. R involving customer servic policies, procedures or lav	nunicates with the general public, r external customers to provide endations targeted to meet esolves complicated issues se and/or researches governing ws to respond to clients or lans work of assigned staff. Has	c, High school diploma/GED and six (6) years in a lead team leader, or supervisory role communicating information in a customer service setting; or four (4 of experience required at the lower level Customer Spv (GST123).	
Job Code	Job Title	Salary Plan	Grade
GST125	Customer Svc Rep 4	SWD	I
Min Salary \$38,452.58		Salary 142.29	Max Salary \$61,832.00
Job Summa	271	Entry Qualific	ations
Under limited supervision the general public, intern customers to provide info targeted to meet custome complicated issues involv conducts advanced resea	n, works and communicates with al customers and/or external ormation and recommendations er expectations. Resolves highly ing customer service and/or rch on governing policies, pond to clients or visitors.	Bachelor's degree from an accr and three (3) years of advanced service setting communicating years of advanced experience i communicating information; of required at the lower level Cus position equivalent.	edited college or university d experience in a customer information; or five (5) n a customer service setting r two (2) years of experience
Job Code	Job Title	Salary Plan	Grade
PSP230	Field Coordinator	SWD	К
Min Salary \$44,998.81		Salary 143.37	Max Salary \$73,287.92
Joh Summa		Entry Qualific	ations
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		Bachelor's degree and two (2) experience in emergency mana management (grants, contracti budgeting), training/education	years of professional-level agement, financial ng, claims management,

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.

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.

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
PSP231	Field Coordinator 2	SWD	L
Min Salary		Mid Salary	Max Salary
, \$50,982.94		, \$66,351.55	\$81,720.15
Job Summary		Entry Qu	alifications

#### **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.

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."

0			
Job Code	Job Title	Salary Plan	Grade
PSP232	Field Coordinator 3	SWD	М
Min Salary	Mid Sala	ry	Max Salary
\$56,310.72	\$73,677.2	24	\$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."

# As of: 4/1/25

Job Code	Job Title	Salary Plan	Grade
PSP233	Field Coordinator Spv.	SWD	Ν
Min Salary	Mid Salary		Max Salary
\$62,331.12	\$81,9	•	\$101,579.45
		Entry Qualifications	

#### 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.