As of: 5/1/25

Job Code	Job Title	e Salary Plan	
GSM010	Mgr, Business Ops	SWD	L
Min Salary	N	lid Salary	Max Salary
\$50,982.94	\$6	6,351.55	\$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.		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	Μ
Min Salary	N	lid Salary	Max Salary
\$56,310.72		73,677.24	\$91,043.76
Job Summary		Entry Qualifications	
Leads a diverse range of support, operational, and		Bachelor's degree in operations management, business	

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: 5/1/25

Job Code	Job Title	Salary Plan	Grade	
GSM012	Sr Mgr, Business Ops	SWD	Ν	
Min Salary		l Salary	Max Salary \$101,579.45	
\$62,331.12	\$81,	,955.29	JI01,37 J.+3	
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 year.	be substituted year-over-	
Job Code	Job Title	Salary Plan	Grade	
GSM013	Sr Mgr 2, Business Ops	SWD	Р	
Min Salary	Mic	l Salary	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.		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		
Directs subordinate managers and staff. Will provide some		of related professional experience which includes five (5)		

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. 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: 5/1/25

Job Code	Job Title	Salary Plan	Grade	
GSM014	Dir, Business Ops	SWD	Q	
Min Salary	Mid	Salary	Max Salary	
\$85,508.41	\$113,8	324.07	\$142,139.72	
Job Summ	•	Entry Qualifica		
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.		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 o 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-		
Job Code	Job Title	year. Salary Plan	Grade	
GSM015	Sr. Director, Business Ops	SWD	R	
Min Salary	Mid	Salary	Max Salary	
\$95,324.50	\$127,3	\$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. 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, do	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 experience in area of assignm experience required in area of one (1) year in a lead worker, role.Note: An equivalent com education, job or intern experience certifications that provides the	l one (1) year of management ent; or six (6) years of f assignment which includes team leader, or supervisory bination of knowledge, rience, training, or e necessary knowledge and the job at the level listed may
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
Job Summary Directs and coordinates functional/technical training strategy for an agency. Ensures standards are met for to-end learning and development. Oversees training a learning outcomes in relation to functional and/or technical training activities. May design, develop and deliver training as needed. Directs subordinate manag and staff.		Entry Qualifi High school diploma/GED and management or supervisory of demonstrated advance level management and policy development/interpretation.l 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
Job SummaryEntry QualificationsOversees 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.High school diploma/GED and eight (8) years of in area of assignment, which includes four (4) y managerial role.		l eight (8) years of experience	

customers and translating these parameters into a finished

product using the appropriate artistic medium.

As of: 5/1/25

	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		Entry Qualifica	tions
Under supervision, provides implementation of artistic pr consults with clients on publ projects.	roducts. As a team member,	High school diploma/GED and th professional job-related experie combination of relevant educati	nce 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		Entry Qualifica	tions
Under general supervision, provides professional design and implementation of artistic products. As a team member, consults with clients on publication and presentation projects.		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 Spe	ec 3 SWD	К
Min Salary	Mid	Salary	Max Salary
\$44,998.81	\$59,1	.43.37	\$73,287.92
Job Summary		Entry Qualifica	tions
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 fir job-related experience or equiva relevant education, training and years of experience required at and Visual Art Spec 2 (GSP031).	alent combination of experience; or two (2)
Job Code	Job Title	Salary Plan	Grade
GSP033	Graphics Visual Art Spec Sp	v SWD	L
Min Salary		Salary	Max Salary
\$50,982.94	\$66,3	51.55	\$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		Entry Qualifica High school diploma/GED and si job-related experience or equiva relevant education, training and years of experience required at	x (6) years of professional alent combination of 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 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		Salary .42.29	Max Salary \$61,832.00
and/or public relations pla department, facility or fur	n, plans, develops and tions or outreach program, an for an assigned agency, nction. Develops informational tions, and plans conferences and	-	
Job Code	Job Title	Salary Plan	Grade
GSP042	Communications Spec 3	SWD	К
Min Salary \$44,998.81		Salary .43.37	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.		-	

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	
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) ye of experience required at the lower level Communication Spec 3 (GSP042).		
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, c 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.		 (1) year experience required (GSP050) or position equivale combination of knowledge, e experience, training, or certi 	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	

Job Code Cata	iog. General Supp		A3 01. J/ 1/2J	
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	
			fications	
Under broad supervision, co research, develops or modif and implements, evaluates specialty area. Prepares rep works with clients, loan/gra and management to develo	Job Summary r broad supervision, conducts critical analysis rch, develops or modifies policy and strategic plans, mplements, evaluates programs in an assigned alty area. Prepares reports and presentations, and s with clients, loan/grant applicants, outside vendors, nanagement to develop or implement programs in a her that addresses division/department strategies. High school diploma/GED and completion hours (60 semester hours) at an accredite university and four (4) years of job-relate two (2) years experience required at the l Planner 2 (GSP051) or position equivalent equivalent combination of knowledge, ec- intern experience, training, or certificatio the necessary knowledge and skills to suc- the job at the level listed may be substitu year.			
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	
of subordinate staff. Superv modification, implementati assigned specialty area. And determine potential effects program area(s). Prepares r works with clients, loan/gra and management to develo	nstructs the work assignments rises policy development,	hours (60 semester hours) at an accredited colle university and four (4) years of job-related expen- which includes one (1) year in a lead worker, tea or supervisory role; or two (2) year's experience and the lower level Planner3 (GSP052) or position equivalent.Note: An equivalent combination of s in a knowledge, education, job or intern experience,		
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	
Job Summary Under supervision, assists in the planning, development and implementation of a marketing strategy. Develops various types of marketing materials.		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 Summar		Entry Qu	alifications	
Job Summary Under general supervision, develops, implements and plans a marketing strategy. Creates marketing materials such as brochures, flyers and posters for distribution.		Associate degree in marke accredited college or univ 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	
Job Code	Job Title	Salary Plan	Grade	
GSP072	Marketing Spec 3	SWD	L	
Min Salary		Mid Salary	Max Salary	
\$50,982.94		\$66,351.55	\$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.		Associate degree in marke accredited college or univ related experience; or one	Entry Qualifications Associate degree in marketing or a related field 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	Μ	
Min Salary \$56,310.72		Mid Salary \$73,677.24	Max Salary \$91,043.76	
Job Summar	Job Summary		alifications	
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.		Associate degree in marketing or a related field from an 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 equivalent.		

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		Entry Qualificatio	ns
Under supervision, assists in the planning, coordination organization and assessment of the development and implementation of a functional program including prog evaluation, and program management. Learns to overs develops, and implements policy, procedures and processes. Performs complex and comprehensive reser		experience ram that sufficience ree, basic princi or any othe rch. experience	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 positio 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
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.		required at any other c experience	Entry Qualifications High school diploma/GED and one (1) year of experience required at the lower level Prgm Consultant 1 (GSP090) 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	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 position		
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 Qualifications		
	, responsible for planning and of strategic planning processes.	Associate degree and one (1) year of experience require 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	
\$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	М	
Min Salary	Mid S	alary	Max Salary	
\$56,310.72	\$73,6	77.24	\$91,043.76	
Job Summar	v	Entry Qualif	cations	
Supervises, guides, and/or instructs the work assignments of subordinate staff. Responsible for planning and organizing the facilitation of strategic planning processes.		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.		
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	\$66,3	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 profession level experience related to the area of assignment.		
Job Code	Job Title	Salary Plan	Grade	
GSP111	Project Mgr (Non-IT) 2	SWD	Μ	
Min Salary	Mid S	alary	Max Salary	
\$56,310.72		3,677.24 \$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 th (2) years of experience requin Mgr (Non-IT) 1 (GSP110).	e area of assignment; or two	

As of: 5/1/25

Job Code	Job Title	Salary Plan	Grade	
GSP112	Project Consultant (Non-IT) 1	SWD	М	
Min Salary	Mid Sa		Max Salary \$91,043.76	
\$56,310.72	\$73,677	7.24	Ş91,045.70	
Job Summ	arv	Entry Qualifications		
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.		High school diploma/GED and four (4) years of professiona level experience related to the area of assignment.		
Job Code	Job Title	Salary Plan	Grade	
GSP113	Project Consultant (Non-IT) 2	SWD	Ν	
Min Salary \$62,331.12	Mid Sa \$81,955		Max Salary \$101,579.45	
Job Summ	nary	Entry Qualification	ons	

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.

	5 11		
Job Code	Job Title	Salary Plan	Grade
GSP114	Program Mgr (Non-IT) 1	SWD	Ν
Min Salary \$62,331.12		Salary 955.29	Max Salary \$101,579.45
Joh Cummo		Entry Qualificat	tions
of subordinate staff. Estab practices and guidelines a program or department p and controls schedules an prganizes and manages w upport staff. Plans and m	r instructs the work assignments olishes operating procedures, and communicates them with ersonnel. Establishes, monitors ad project budgets. Plans, ork of project managers and nanages business development activities for a program or	High school diploma/GED and ei professional level experience OR combination of knowledge, educ training that provides the necess to successfully perform the job a substituted year over year.	ght (8) years of an equivalent cation, job experience or sary knowledge and skills
Job Code	Job Title	Salary Plan	Grade
GSP115	Program Mgr (Non-IT) 2	SWD	0
Min Salary \$69,134.16		Salary 309.47	Max Salary \$113,484.78
perating procedures, pra ommunicates them with personnel. Establishes, me nd project budgets. Plan project managers and sup levelopment and project program or department. I ystems, and processes of	ervisors and staff. Establishes actices and guidelines and	High school diploma/GED and te level experience OR an equivalen knowledge, education, job exper provides the necessary knowled perform the job at the level liste over year.	nt combination of rience or training that ge and skills to successfull
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
raining sessions for an ag	to assess, plan and/or coordinate gency. Performs end-to-end t. Begins to evaluate training and	Entry Qualificat High school diploma/GED and or a support role providing coachin duties and knowledge of functio training is to be provided.	ne (1) year of experience i g, mentoring or related jo

related to area of expertise.

Job Code	Job Title	Salary Plan	Grade
GSP121	Training & Dev Spec 2	SWD	I
Min Salary	Mi	d Salary	Max Salary
\$38,452.58	\$50	0,142.29	\$61,832.00
Job Summary	v	Entry Qualif	ications
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.		ng or instructional services in ar of experience required at	
Job Code	Job Title	Salary Plan	Grade
GSP122	Training & Dev Spec 3	SWD	К
Min Salary	Mi	d Salary	Max Salary
, \$44,998.81		, 9,143.37	\$73,287.92
Job Summary	Job Summary Ent		ications
÷ ,	ng training sessions for an nd learning and development. ning outcomes in relation to	High school diploma/GED and providing educational, trainir functional area; or one (1) ye the lower level Training & De	ng or instructional services in ar of experience required at
Job Code	Job Title	Salary Plan	Grade
GSP123	Training & Dev Spec Spv	SWD	L
Min Salary \$50,982.94		d Salary 5,351.55	Max Salary \$81,720.15
Job Summary	v	Entry Qualifications	
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	 High school diploma/GED and five (5) years of area sp experience, which includes one (1) year in a lead worl team leader, or supervisory role; or one (1) year of experience required at the lower level Training & Dev 3 (GSP122). 	

As of: 5/1/25

Job Code	Job Title	Salary Plan	Grade
GSP130	Busi Support Analyst 1	SWD	J
Min Salary	Mid Salar	ry	Max Salary
\$41,569.83	\$54,428.5	52	\$67,287.20
Job Summary		Entry Qualificat	ions

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	/	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: 5/1/25

Job Code	Job Title	Salary Plan	Grade
GSP132	Busi Support Analyst 3	SWD	L
Min Salary	Mid Salar	у	Max Salary
\$50,982.94	\$66,351.5	5	\$81,720.15
Joh Summany		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.

0					
Job Code	Job Title	Salary Plan	Grade		
GSP133	Busi Support Analyst Spv	SWD	Μ		
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: 5/1/25

Job Code	Job Title	Salary Plan	Grade
GSP134	Business Analyst 4	SWD	Μ
Min Salary \$56,310.72		Salary 577.24	Max Salary \$91,043.76
financial, or operational of support of management area. Identifies trends, di improve the efficiency ar May partner with other of agencies, and vendors to various latitudes of indep administer or provide hig projects, grants, contract and/or any specialized fu	histrative duties and statistical, data analysis and reporting in decision making in functional iscrepancies, and variances to nd effectiveness of operations. departments, divisions, outside address business issues. Exercises bendent judgment. May gh level support for various cs, implementation of procedures, inctions. Assists with orientation, k guidance of junior team	Entry Qualification of the area of a constraint of the are	related field from an and six (6) years of of assignment.Note: An wledge, education, job or certifications that provides kills to successfully perform
Job Code	Job Title	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: 5/1/25

Job Code	Job Title	Salary Plan	Grade
GSP142	Executive Admin Assist 2	SWD	Ν
Min Salary	Mid S	Salary	Max Salary
\$62,331.12	\$81,9	55.29	\$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		Entry Qualifi High School diploma/GED and professional job-related admi Level role; or Two (2) years of Executive Admin Assist 1 (GSF	I three (3) years of nistrative support to a Senior experience at the lower level
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			
resolving employee issues spokesperson for departm complex duties that requi	re large degree of independent ed responsibilities as required	Salary Plan	Grado

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: 5/1/25

Job Code	Job Title	Salary Plan	Grade
GSP151	Media Relations Specialist 2	2 SWD	К
Min Salary	Mid S	Salary	Max Salary
\$44,998.81	\$59,1	43.37	\$73,287.92
Job Summary Under general supervision, res maintaining a positive public i they represent. Writes and de speeches, print, web-based co media content to shape public agency/department and to inc and goals. Must cultivate relat journalists, bloggers and opini spokesperson for variety of me preparing senior leadership fo interviews and speeches. Positi	mage for the organization signs media releases, mmunications, and/or social perception of crease awareness of its work cionships with press offices, on leaders. May act as edia inquiries. Assist in or press conferences, media	closely related field from an university and two (2) years experience; or Associate deg journalism or related field fr	nication, journalism, or other accredited college or of media relations job-related gree in communication and rom an accredited college or of experience at the lower level

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

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

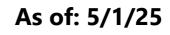
Associate degree in communication, journalism, or other closely related field from an accredited college or university and three (3) years of job-related media relations experience; or one (1) year of experience at the lower level Media Relations Specialist 2 (GSP151) or equivalent position.

Job Code	Job Title	Salary Plan	Grade
GSP153	Media Relations Specialist	4 SWD	Μ
Min Salary \$56,310.72		Salary 577.24	Max Salary \$91,043.76
Joh Cummo		Entry Qualification	ons
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.		Associate degree in communication, journalism, or other closely related field from an accredited college or university and four (4) years of job-related media relation experience; or one (1) year of experience at the lower lev Media Relations Specialist 3 (GSP152) or equivalent position.	
Job Code	Job Title	Salary Plan	Grade
GSP160	Forensic Artist 1	SWD	К
Min Salary	Mid	Salary	Max Salary
\$44,998.81		43.37	\$73,287.92
to law enforcement to ass criminal suspects and crim	es professional artistic assistance ist in the identification of ne victims. Interviews victims and osite sketches, models and	Entry Qualification High school diploma/GED and one job-related experience.	
Job Code	Job Title	Salary Plan	Grade
GSP161	Forensic Artist 2	SWD	L
Min Salary \$50,982.94		Salary 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 Qualification High school diploma/GED and two job-related experience; or one (1) required at the lower level Forens position equivalent.	o (2) years of professiona year of experience

As of: 5/1/25

Job Code	Job Title	Salary Plan	Grade
GSP162	Forensic Artist 3	SWD	Μ
Min Salary	Mid	Salary	Max Salary
\$56,310.72	\$73,	677.24	\$91,043.76
Job Summ	narv	Entry Qualifi	cations
Under broad supervision assistance to law enforc of criminal suspects and and witnesses to create	n, provides professional artistic ement to assist in the identification crime victims. Interviews victims composite sketches, models and uspects and crime scene.	High school diploma/GED and professional job-related expe experience required at the lov (GSP161) or position equivale	rience; or two (2) years of wer level Forensic Artist 2
Job Code	Job Title	Salary Plan	Grade
GSP163	Forensic Artist 4	SWD	Ν
Min Salary	Mid	Salary	Max Salary
\$62,331.12		955.29	\$101,579.45
Job Summ	narv	Entry Qualifications	
assistance to law enforc of criminal suspects and and witnesses to create	on, provides professional artistic ement to assist in the identification crime victims. Interviews victims composite sketches, models and uspects and crime scene. May also	High school diploma/GED and job-related experience; or thr required at the lower level Fo position equivalent.	ee (3) years of experience
Job Code	Job Title	Salary Plan	Grade
GSS080	Admin Support 1	SWD	C
Min Salary	Mid	Salary	Max Salary
\$24,876.10		594.84	\$36,313.58
Job Summary		Entry Qualifi	cations
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		High school diploma/GED and office functions and compute	

of a clerical or administrative supervisor.



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		Entry Qualifications High school diploma/GED and two (2) years of general	
clerical functions in support personnel. May enter dat records. The work include equipment. Work is perfo	ew specialized or essential ort of a unit or office and related a and/or process documents and s operating standard office	office or administrative experi	ence.
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
secretarial, clerical, and a functions/processes or a f clerical functions in suppo personnel. May enter dat	performs a variety of general	Entry Qualific High school diploma/GED and progressively complex office o	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
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 supervis a team.	

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	Mid	Salary	Max Salary	
\$26,635.71	\$33,4	10.22	\$40,184.72	
Job Summa	arv	Entry Qualifications		
Under direct supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution.		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	Mid	Salary	Max Salary	
\$28,571.29)23.24	\$43,475.18	
Job Summ	arv	Entry Qualifications		
Under general supervisic and inquiry calls. Records Performs first level probl	on, answers customer problems s problem history information. em determination and resolution. rovides guidance and experience	High school diploma/GED and o work experience providing custo assistance.		
Job Code	Job Title	Salary Plan	Grade	
GST050	Admin Assistant 1	SWD	F	
Min Salary	Mid	Salary	Max Salary	
\$30,700.42	\$38,8	397.56	\$47,094.70	
Job Summ	Job Summary		Entry Qualifications	
Under direct supervision administration duties for	, performs a wide range of office assigned functions or program aplex in nature and may involve	High school diploma/GED and ty experience.	wo (2) years of job-related	

Job Code	Job Title	Salary Plan	Grade
GST051	Admin Assistant 2	SWD	G
Min Salary \$33,042.45		1id Salary 42,703.38	Max Salary \$52,364.30
Job Summ	harv	Entry Qualificat	tions
Under general supervisit administration duties for areas, duties may be corr access to confidential in investigate, and/or reso documentation, reports,	on, performs a wide range of office r assigned functions or program mplex in nature and may involve formation. May research, lve program data or issues. Drafts , or presentations. Represents es information and assistance to	High school diploma/GED and th experience; or one (1) year of ex lower level Admin Assistant 1 (G equivalent	ree (3) years of job-related perience required at the
Job Code	Job Title	Salary Plan	Grade
GST052	Admin Assistant 3	SWD	Н
Min Salary \$35,618.70		1id Salary 46,245.72	Max Salary \$56,872.73
Job Summ		Entry Qualifications	
Under broad supervision administration duties fo areas, duties may be con access to confidential in investigate, and/or reso documentation, reports,	n, performs a wide range of office r assigned functions or program mplex in nature and may involve formation. May research, lve program data or issues. Drafts or presentations. Represents es information and assistance to	High school diploma/GED and fo experience; or two (2) years of e lower level Admin Assistant 2 (G equivalent.	xperience required at the
Job Code	Job Title	Salary Plan	Grade
GST053	Admin Assistant Spv	SWD	J
Min Salary \$41,569.83		1id 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	Job Title	Salary Plan	Grade
GST110	Dispatcher 1	LAW	LF
Min Salary \$32,543.42		Ліd Salary 42,945.62	Max Salary \$53,347.82
priorities among incomin appropriate personnel o using both radios and co exact location of equipm	ary a, monitors radio frequencies, sets ag events and dispatches the r agency to necessary locations mputers. Keeps accurate status of tent and personnel by maintaining curate notes and records of	Entry Qualif High school diploma/GED and eligibility as a Communicatio	d Georgia P.O.S.T. certification
Job Code	Job Title	Salary Plan	Grade
GST111	Dispatcher 2	LAW	LG
Min Salary \$35,350.46		Ліd Salary 46,735.13	Max Salary \$58,119.80
priorities among incomin appropriate personnel o using both radios and co exact location of equipm	n, monitors radio frequencies, sets ng events and dispatches the r agency to necessary locations mputers. Keeps accurate status of tent and personnel by maintaining curate notes and records of	Entry Qualif High school diploma/GED and related experience; or one (1 at the lower level Dispatcher equivalent. Note: Georgia P.C Communications Officer is re	d two (2) years of directly) year of experience required 1 (GST110) or position).S.T. certification as a
Job Code	Job Title	Salary Plan	Grade
GST112	Dispatcher 3	LAW	LH
Min Salary \$42,317.52		/id 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	Job Title	Salary Plan	Grade
GST113	Dispatcher 4	LAW	LI
Min Salary \$45,405.27		Salary 853.11	Max Salary \$72,300.95
Job Summar	N.	Entry Qualification	ns
Under broad supervision, n priorities among incoming appropriate personnel or a using both radios and comp	nonitors radio frequencies, sets events and dispatches the gency to necessary locations outers. Keeps accurate status of at and personnel by maintaining	High school diploma/GED and three required at the lower level Dispatcl position equivalent.Note: Georgia F as a Communications Officer is requ	e (3) years of experience her 3 (GST112) or P.O.S.T. certification
Job Code	Job Title	Salary Plan	Grade
GST114	Senior Dispatcher	LAW	LK
Min Salary \$53,876.53		Salary 330.23	Max Salary \$86,783.92
Job Summar	v	Entry Qualifications	
Supervises, guides, and/or of subordinate staff as a sh on a shift to ensure the safe	instructs the work assignments ift supervisor. Supervises staff ety and operational needs of law hergency personnel are met	High school diploma/GED and two required at the lower levels Dispate (GST112) or 4 (GST113) or position Certification as a Communications	cher 2 (GST111), 3 equivalent. POST
Job Code	Job Title	Salary Plan	Grade
GST120	Customer Svc Rep 1	SWD	F
Min Salary \$30,700.42		Salary 897.56	Max Salary \$47,094.70
the general public, internal customers and/or external c		Entry Qualification High school diploma/GED and one communicating information in a cu are required.	(1) year of experience

Job Code	Job Title	Salary Plan	Grade
GST121	Customer Svc Rep 2	SWD	G
Min Salary \$33,042.45		d Salary ,703.38	Max Salary \$52,364.30
the general public, interna customers to provide info meet customer expectatic issues involving customer	ry a, works and communicates with al customers and/or external rmation and services targeted to ons. May resolve complicated service and/or researches lures or laws to respond to clients	Entry Qualificationsmmunicates with d/or external rvices targeted to e complicatedHigh school diploma/GED and two (2) years of experie communicating information in a customer service settion or one (1) year of experience required at the lower leve Customer Svc Rep 1 (GST120) or position equivalent.	
Job Code	Job Title	Salary Plan	Grade
GST122	Customer Svc Rep 3	SWD	Н
Min Salary \$35,618.70		d Salary ,245.72	Max Salary \$56,872.73
the general public, interna customers to provide info targeted to meet custome complicated issues involvi	works and communicates with al customers and/or external rmation and recommendations er expectations. Resolves ng customer service and/or cies, procedures or laws to	Entry Qualificat High school diploma/GED and th communicating information in a or two (2) years of experience re Customer Svc Rep 2 (GST121).	ree (3) years of experience customer service setting;
Job Code	Job Title	Salary Plan	Grade
GST123	Customer Svc Rep Spv	SWD	I
Min Salary \$38,452.58		d 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.		Entry Qualifications 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: 5/1/25

Job Code	Job Title	Salary Plan	Grade
GST124	Customer Svc Rep Spv 2	SWD	J
Min Salary \$41,569.83		Salary 428.52	Max Salary \$67,287.20
Job Summa	arv	Entry Qualif	ications
Oversees staff that comm internal customers and/o information and recomm customer expectations. R involving customer servic policies, procedures or la	nunicates with the general public, or external customers to provide endations targeted to meet desolves complicated issues ce and/or researches governing ws to respond to clients or lans work of assigned staff. Has	-	
Job Code	Job Title	Salary Plan	Grade
GST125	Customer Svc Rep 4	SWD	1
Min Salary		Salary	Max Salary \$61,832.00
\$38,452.58	\$50 <i>,</i>	142.29	Ş01,852.00
the general public, internal customers and/or externalarcustomers to provide information and recommendationssetargeted to meet customer expectations. Resolves highlyyecomplicated issues involving customer service and/orcoconducts advanced research on governing policies,re		Entry Qualifi Bachelor's degree from an ac and three (3) years of advanc service setting communicatin years of advanced experience communicating information; required at the lower level Cu position equivalent.	credited college or university ed experience in a customer g information; or five (5) e in a customer service setting or 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
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		Entry Qualif Bachelor's degree and two (2 experience in emergency man management (grants, contrac budgeting), training/educatio) years of professional-level nagement, financial cting, 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. 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.

As of: 5/1/25

Job Code	Job Title	Salary Plan	Grade
PSP231	Field Coordinator 2	SWD	L
Min Salary	Mi	d Salary	Max Salary
\$50,982.94	\$66	5,351.55	\$81,720.15
Job Summary		Entry Qualificat	tions

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."

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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: 5/1/25

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.