As of: 6/1/25

Job Code	Job Title	Salary Plan	Grade	
GSM010	Mgr, Business Ops	SWD	L	
Min Salary	N	lid Salary	Max Salary	
\$50,982.94	\$6	56,351.55	\$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 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-		
Job Code	Job Title	year. Salary Plan	Grade	
GSM011	Mgr 2, Business Ops	SWD	М	
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: 6/1/25

Job Code	Job Title	Salary Plan	Grade	
GSM012	Sr Mgr, Business Ops	SWD	Ν	
Min Salary	Mic	l Salary	Max Salary	
, \$62,331.12		,955.29	\$101,579.45	
Job Summ	arv	Entry Qualif	ications	
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	l Salary	Max Salary	
, \$76,821.60		\$101,879.70 \$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: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSM014	Dir, Business Ops	SWD	Q
Min Salary	Mid S	•	Max Salary
\$85,508.41	\$113,8	24.07	\$142,139.72
Job Summary Oversees a diverse range of support, operational, and programmatic activities for a department, agency or facility. Recommends and implements policies and procedures. Provides leadership to subordinate managers and staff.		Entry Qualifications Bachelor's degree in operations management, business administration, or a related field which includes six (6) years in a managerial or supervisory role; or ten (10) years of related professional experience which includes six (6) years in a managerial or supervisory role; or six (6) years of experience required at the lower level Sr Mgr 2, Business Ops (GSM013) or position equivalent.Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-	
		year.	
Job Code	Job Title	Salary Plan	Grade
GSM015	Sr. Director, Business Ops	SWD	R
Min Salary	Mid S	Salary	Max Salary
\$95,324.50		\$127,321.19 \$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 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
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
Job Summary Oversees functional/technical training strategy for an agency. Sets standards for end-to-end learning and development. Oversees training and learning outcomes in relation to functional and/or technical training activities.		Entry Qualif High school diploma/GED and in area of assignment, which managerial role.	l eight (8) years of experience

customers and translating these parameters into a finished

product using the appropriate artistic medium.

As of: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSP030	Graphics and Visual Art Sp	ec 1 SWD	I
Min Salary	Mid	Salary	Max Salary
\$38,452.58	\$50,:	142.29	\$61,832.00
Job Summar	v	Entry Qualificati	ons
Under supervision, provide	es professional design and products. As a team member,	High school diploma/GED and thr professional job-related experien combination of relevant educatio	ce or equivalent
Job Code	Job Title	Salary Plan	Grade
GSP031	Graphics and Visual Art Sp	ec 2 SWD	J
Min Salary	Mid	Salary	Max Salary
\$41,569.83	\$54 <i>,</i> 4	428.52	\$67,287.20
Job Summar	v	Entry Qualificati	ons
Under general supervision, and implementation of art member, consults with clie presentation projects.	•	High school diploma/GED and fou job-related experience or equival relevant education, training and e years of experience required at th and Visual Art Spec 1 (GSP030).	ent combination of experience; or two (2)
Job Code	Job Title	Salary Plan	Grade
GSP032	Graphics and Visual Art Sp	ec 3 SWD	К
Min Salary	Mid	Salary	Max Salary
\$44,998.81	\$59,5	143.37	\$73,287.92
Job Summar	y	Entry Qualificati	ons
Under broad supervision, assists with the development o 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 worke		High school diploma/GED and five job-related experience or equival relevant education, training and e years of experience required at th and Visual Art Spec 2 (GSP031).	ent combination of experience; or two (2)
Job Code	Job Title	Salary Plan	Grade
GSP033	Graphics Visual Art Spec Sp	ov SWD	L
Min Salary	Mid	Salary	Max Salary
\$50,982.94	\$66,3	351.55	\$81,720.15
Job Summar	у	Entry Qualificati	ons
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		High school diploma/GED and six job-related experience or equival relevant education, training and e years of experience required at th	ent 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
Joh Cumme		Entry Qualif	ications
and implementation of a	with the planning, development communications program, and/or n assigned agency, department,	High school diploma/GED and communications or job-relate	d three (3) of experience of
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
Job Summa		Entry Qualif	ications
and/or public relations pla department, facility or fu	ations or outreach program, an for an assigned agency, nction. Develops informational ations, 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 Summary		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.		High school diploma/GED and communications or job-relate	

Job Code	Job Title	Salany Dian	Grade	
		Salary Plan		
GSP043	Communications Spec 4	SWD	L	
Min Salary	Mi	d Salary	Max Salary	
\$50,982.94	\$60	6,351.55	\$81,720.15	
Job Summar	Job Summary		lifications	
	tion programs for social or	communications or job-rela	and six (6) years of experience ated experience; or one (1) year he lower level Communications	
Job Code	Job Title	Salary Plan	Grade	
GSP050	Planner 1	SWD	I	
Min Salary	Mi	d Salary	Max Salary	
\$38,452.58	\$50	0,142.29	\$61,832.00	
Job Summary		Entry Qualifications		
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 certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed m be substituted year-over-year.		
Job Code	Job Title	Salary Plan	Grade	
GSP051	Planner 2	SWD	J	
Min Salary \$41,569.83		d Salary 4,428.52	Max Salary \$67,287.20	
Job Summary		Entry Qualifications		
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.		hours (60 semester hours) university and two (2) year (1) year experience require (GSP050) or position equiva combination of knowledge experience, training, or cer necessary knowledge and s	s of job-related experience; one d at the lower level Planner 1 alent.Note: An equivalent	

JOD COUE Cata	iog. General Supp		n. 0/ 1/25	
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	
			Entry Qualifications	
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 road supervision, conducts critical analysis b, develops or modifies policy and strategic plans, lements, evaluates programs in an assigned v area. Prepares reports and presentations, and ith clients, loan/grant applicants, outside vendors, nagement to develop or implement programs in a that addresses division/department strategies.			
Job Code	Job Title	Salary Plan	Grade	
GSP053	Planner Spv	SWD	L	
Min Salary \$50,982.94		Mid Salary Max Salary \$66,351.55 \$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,	ent,hours (60 semester hours) at an accredited colleanuniversity and four (4) years of job-related expendenceation towhich includes one (1) year in a lead worker, teadartment oror supervisory role; or two (2) year's experienceions, andthe lower level Planner3 (GSP052) or positione vendors,equivalent.Note: An equivalent combination oframs in aknowledge, 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 marketir 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		Mid Salary	Max Salary		
\$44,998.81	:	\$59,143.37	\$73,287.92		
Job Summar	/	Entry Qualific	ations		
Under general supervision, develops, implements and plans a marketing strategy. Creates marketing materials such as brochures, flyers and posters for distribution.		accredited college or university related experience; or one (1)	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		Mid Salary	Max Salary		
\$50,982.94	:	\$66,351.55	\$81,720.15		
Job Summary	/	Entry Qualifications			
n overall marketing strate	evelops, implements and plans gy for a section, division or materials such as brochures, bution.	Associate degree in marketing accredited college or university related experience; or one (1) y at the lower level Marketing Sp equivalent.	y and three (3) years of job- year of experience required		
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	/	Entry Qualifications			
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 requirat 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 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	High school diploma/GED and one (1) year of experience required at the lower level Prgm Consultant 2 (GSP091) or any other combination of education and professional experience that provides the requisite knowledge, skills and abilities to successfully perform the job.	

Job Code	Job Title	Salary Plan	Grade
GSP093	Prgm Consultant Spv	SWD	Ν
Min Salary \$62,331.12		Salary 955.29	Max Salary \$101,579.45
of subordinate staff. Pla assesses the developme functional program inclu program management. (implements policy, proc responsible for program	or instructs the work assignments ns, coordinates, organizes and nt and implementation of a uding program evaluation, and	Entry Qualific High school diploma/GED and a required at the lower level Prg any other combination of educ experience that provides the re and abilities to successfully per	one (1) year of experience m Consultant 3 (GSP092) or ation and professional equisite knowledge, skills
Job Code	Job Title	Salary Plan	Grade
GSP100	Strategic Planning Spec 1	SWD	J
Min Salary \$41,569.83		Salary 428.52	Max Salary \$67,287.20
Job Summary Under supervision, responsible for planning and organizing the facilitation of strategic planning processes.		Entry Qualifications Associate degree and one (1) year of job-related experience or completion of an apprenticeship/internship that sufficiently supplied experience to understand the basic principles relevant to the major duties of the position.	
Job Code	Job Title	Salary Plan	Grade
GSP101	Strategic Planning Spec 2	SWD	К
Min Salary \$44,998.81		Salary 143.37	Max Salary \$73,287.92
Job Summ	nary	Entry Qualifications	
0	on, responsible for planning and n of strategic planning processes.	Associate degree and one (1) y at the lower level Strategic Plan position equivalent.	
Job Code	Job Title	Salary Plan	Grade
GSP102	Strategic Planning Spec 3	SWD	L
Min Salary \$50,982.94		Salary 351.55	Max Salary \$81,720.15
Job Summary Under broad supervision, responsible for planning and organizing the facilitation of strategic planning processes.		Entry Qualific Associate degree and two (2) y at the lower level Strategic Plan position equivalent.	ears of experience required

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.

As of: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSP103	Strategic Planning Spec Spv	SWD	Μ
Min Salary	Mid S	alary	Max Salary
\$56,310.72	\$73,6	77.24	\$91,043.76
Job Summar	v	Entry Qualif	ications
of subordinate staff. Respo	instructs the work assignments onsible for planning and of strategic planning processes.	Associate degree and three (experience, and one (1) year Strategic Planning Spec 3 (GS	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	\$66,3	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 professio 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	\$73,6	3,677.24 \$91,043.76	
Job Summary		Entry Qualif	ications
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 requi Mgr (Non-IT) 1 (GSP110).	ne area of assignment; or two

Page 12 of 31

As of: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSP112	Project Consultant (Non-IT) 1	SWD	Μ
Min Salary	Mid Sa	ary	Max Salary
\$56,310.72	\$73,677	7.24	\$91,043.76
Job Summary Under limited supervision, establishes operating procedures, practices and guidelines and communicates them with program or department personnel. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project. Monitors and controls schedules and project budgets. Communicates with managerial staff as needed. Plans and manages business development and project management activities for a program or department that have a significant impact to the agency.		Entry Qualification 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 Sa \$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.

Job Code	Job Title	Salary Plan	Grade
GSP114	Program Mgr (Non-IT) 1	SWD	Ν
Min Salary		Salary	Max Salary \$101,579.45
\$62,331.12	\$81,9	55.29	J101,J75.4J
Job Summary Supervises, guides, and/or instructs the work assignments of subordinate staff. Establishes operating procedures, practices and guidelines and communicates them with program or department personnel. Establishes, monitors and controls schedules and project budgets. Plans, organizes and manages work of project managers and support staff. Plans and manages business development and project management activities for a program or department.		Entry Qualifications High school diploma/GED and eight (8) years of professional level experience OR an equivalent combination of knowledge, education, job experience o training that provides the necessary knowledge and skil to successfully perform the job at the level listed may b substituted year over year.	
Job Code	Job Title	Salary Plan	Grade
GSP115	Program Mgr (Non-IT) 2	SWD	0
Min Salary \$69,134.16		Salary 09.47	Max Salary \$113,484.78
operating procedures, pra- communicates them with personnel. Establishes, mo- and project budgets. Plan project managers and sup levelopment and project program or department. I ystems, and processes of	pervisors and staff. Establishes actices and guidelines and program or department onitors and controls schedules s, organizes and manages work of oport staff. Directs business management activities for a Directs implementation of tools, f program or department. iness program needs that may	Entry Qualifica High school diploma/GED and te level experience OR an equivale knowledge, education, job expe provides the necessary knowled perform the job at the level liste over year.	en (10) years of professiona nt combination of rience or training that ge and skills to successfully
Job Code	Job Title	Salary Plan	Grade
GSP120	Training & Dev Spec 1	SWD	G
Min Salary \$33,042.45		Salary 03.38	Max Salary \$52,364.30
Job Summary Under supervision, learns to assess, plan and/or coordinate training sessions for an agency. Performs end-to-end learning and development. Begins to evaluate training and learning outcomes in relation to functional and/or technical training activities.		Entry Qualifications High school diploma/GED and one (1) year of experience is a support role providing coaching, mentoring or related jo duties and knowledge of functional business area where training is to be provided.	

related to area of expertise.

Job Code	Job Title	Salary Plan	Grade	
GSP121	Training & Dev Spec 2	SWD	I	
Min Salary	Mic	d Salary	Max Salary	
\$38,452.58	\$50	,142.29	\$61,832.00	
Job Summary	/	Entry Qualific	cations	
Under general supervision, responsible for assessing, planning and/or coordinating training sessions for an agency. Performs end-to-end learning and development. Evaluates training and learning outcomes in relation to functional and/or technical training activities.		High school diploma/GED and two (2) years of experience providing educational, training or instructional services in functional area; or one (1) year of experience required at the lower level Training & Dev Spec 1 (GSP120).		
Job Code	Job Title	Salary Plan	Grade	
GSP122	Training & Dev Spec 3	SWD	К	
Min Salary	Mic	d Salary	Max Salary	
, \$44,998.81		,143.37	\$73,287.92	
Job Summary		Entry Qualifications		
	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		d Salary ,351.55	Max Salary \$81,720.15	
Job Summary	J.	Entry Qualific	cations	
Supervises, guides, and/or i 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	experience, which includes one (1) year in a lead worke team leader, or supervisory role; or one (1) year of experience required at the lower level Training & Dev S 3 (GSP122).		

As of: 6/1/25

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 Qualifi	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	/	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: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSP132	Busi Support Analyst 3	SWD	L
Min Salary	Mid Sala	ry	Max Salary
\$50,982.94	\$66,351.5	55	\$81,720.15
Joh Currenter		Entry Qualit	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: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSP134	Business Analyst 4	SWD	М
Min Salary	Mid	Salary	Max Salary
\$56,310.72		677.24	\$91,043.76
Job Sumn	nary	Entry Qualifica	ations
Job Summary Performs complex administrative duties and statistical, financial, or operational data analysis and reporting in support of management decision making in functional area. Identifies trends, discrepancies, and variances to improve the efficiency and effectiveness of operations. May partner with other departments, divisions, outside agencies, and vendors to address business issues. Exercises various latitudes of independent judgment. May administer or provide high level support for various projects, grants, contracts, implementation of procedures, and/or any specialized functions. Assists with orientation, training, or providing task guidance of junior team members. Provides strategic analysis.		Associate degree in business or accredited college or university experience related to the area of equivalent combination of know intern experience, training, or of the necessary knowledge and s the job at the level listed may b year.	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: 6/1/25

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 Summary Under broad supervision, provides administrative support to the highest level of administration within the organization. Responsible for scheduling appointments, maintaining calendars, and managing multiple priorities. Assist in the preparation of reports, gathering and researching information, preparing presentations, coordinating meetings, copying and filing, preparing notes, performing data entry, and other special projects as needed. Reviews incoming correspondences to executive and forwards appropriately or, based on a knowledge of recipient's views, may respond for them. Assists in the administration and interpretation of policies and procedures for the organization and department.		Entry Qualifi High School diploma/GED and professional job-related admi Level role; or Two (2) years of Executive Admin Assist 1 (GSF	l three (3) years of nistrative support to a Senior experience at the lower level
Maintains confidential information. May supervise and schedule clerical and secretarial staff, initiates paperwork for employee transactions, and assists in investigating and resolving employee issues or concerns. May act as a spokesperson for departmental inquiries. Manages complex duties that require large degree of independent judgment. Performs related responsibilities as required attention of the executive.			
Job Code	Job Title	Salary Plan	Grade

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: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSP151	Media Relations Specialist 2	SWD	К
Min Salary	Mid Sa	alary	Max Salary
\$44,998.81	\$59,14	3.37	\$73,287.92
Job Summary		Entry Quali	fications
Under general supervision, respon- maintaining a positive public image they represent. Writes and design speeches, print, web-based comm- media content to shape public per- agency/department and to increa and goals. Must cultivate relations journalists, bloggers and opinion I spokesperson for variety of media preparing senior leadership for pr interviews and speeches. Position success by implementing protocol	ge for the organization as media releases, nunications, and/or social rception of se awareness of its work ships with press offices, eaders. May act as a inquiries. Assist in ess conferences, media s agency for media	closely related field from an university and two (2) years experience; or Associate deg journalism or related field fr	of media relations job-related gree in communication and om an accredited college or of experience at the lower level

response. Collaborates on media strategy across organization.

0			
Job Code	Job Title	Salary Plan	Grade
GSP152	Media Relations Specialist 3	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15

Job Summary

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

communications and leveraging opportunities for rapid

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.

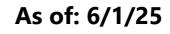
Job Code	Job Title	Salary Plan	Grade	
GSP153	Media Relations Specialist	4 SWD	Μ	
Min Salary \$56,310.72		Salary 577.24	Max Salary \$91,043.76	
Joh Cummo		Entry Qualificati	ons	
Job Summary Under limited supervision, responsible for creating and maintaining a positive public image for the organization 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, 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 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: 6/1/25

Job Code	Job Title	Salary Plan	Grade
GSP162	Forensic Artist 3	SWD	М
Min Salary	Mid	Salary	Max Salary
\$56,310.72	\$73,0	677.24	\$91,043.76
Job Summar	v	Entry Qualif	ications
Under broad supervision, p 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	High school diploma/GED and three (3) years of professional job-related experience; or two (2) years of experience required at the lower level Forensic Artist 2 (GSP161) or position equivalent.	
Job Code	Job Title	Salary Plan	Grade
GSP163	Forensic Artist 4	SWD	Ν
Min Salary	Mid	Salary	Max Salary
\$62,331.12	\$81,9	955.29	\$101,579.45
Job Summar	v	Entry Qualifications	
assistance to law enforcem of criminal suspects and cr and witnesses to create co	provides professional artistic nent to assist in the identification ime victims. Interviews victims mposite sketches, models and pects and crime scene. May also	High school diploma/GED and job-related experience; or the 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 Qualif	ications
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.

Page 22 of 31



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 supervise 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		Salary	Max Salary \$40,184.72	
\$26,635.71	\$33,4	10.22	970,107.72	
Job Summa	ary	Entry Qualifications		
inquiry calls. Records pro	answers customer problems and blem history information. em 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 S	Salary	Max Salary	
\$28,571.29		23.24	\$43,475.18	
Job Summa	ary	Entry Qualifications		
and inquiry calls. Records Performs first level proble	n, answers customer problems problem history information. em determination and resolution. rovides guidance and experience	High school diploma/GED and c work experience providing cust assistance.		
to other staff.				
Job Code	Job Title	Salary Plan	Grade	
GST050	Admin Assistant 1	SWD	F	
Min Salary	Mid S	Salary	Max Salary	
\$30,700.42	\$38,8	97.56	\$47,094.70	
Job Summa	arv	Entry Qualifica	ations	
Under direct supervision, administration duties for	performs a wide range of office assigned functions or program plex in nature and may involve	High school diploma/GED and t 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		id Salary 2,703.38	Max Salary \$52,364.30
		Entry Qualificat	ions
administration duties fo areas, duties may be con 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 the experience; or one (1) year of exp lower level Admin Assistant 1 (GS 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		id Salary 6,245.72	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 for experience; or two (2) years of ex lower level Admin Assistant 2 (G equivalent.	perience required at the
Job Code	Job Title	Salary Plan	Grade
GST053	Admin Assistant Spv	SWD	J
Min Salary \$41,569.83		id Salary 4,428.52	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 Summary		Entry Qualificatio	ons
Under broad supervision, m priorities among incoming e appropriate personnel or ag using both radios and comp	onitors radio frequencies, sets events and dispatches the gency to necessary locations uters. Keeps accurate status of and personnel by maintaining	High school diploma/GED and three required at the lower level Dispate position equivalent.Note: Georgia as a Communications Officer is rec	cher 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 Summary		Entry Qualifications	
Supervises, guides, and/or in of subordinate staff as a shift	nstructs the work assignments ft supervisor. Supervises staff ty and operational needs of law	High school diploma/GED and two required at the lower levels Dispat (GST112) or 4 (GST113) or position Certification as a Communications	ccher 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
Under direct supervision, works and communicates with High school diploma/GED		Entry Qualificatio 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		Salary 703.38	Max Salary \$52,364.30
Job Summary Under general supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations. May resolve complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors.		Entry Qualifications High school diploma/GED and two (2) years of experience communicating information in a customer service setting; or one (1) year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.	
Job Code	Job Title	Salary Plan	Grade
GST122	Customer Svc Rep 3	SWD	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.		Entry Qualifica High school diploma/GED and t communicating information in a or two (2) years of experience r Customer Svc Rep 2 (GST121).	hree (3) years of experience a customer service setting;
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.		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: 6/1/25

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
			cations
internal customers and/o information and recomm customer expectations. R involving customer servic policies, procedures or la	in a second seco	Entry Qualifications 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 S 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		Entry Qualifi	cations
the general public, internal customers and/or externaland three (3)customers to provide information and recommendationsservice settintargeted to meet customer expectations. Resolves highlyyears of advacomplicated issues involving customer service and/orcommunicaticonducts advanced research on governing policies,required at th		Bachelor's degree from an act and three (3) years of advance 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	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary An employee of the Georgia Emergency Management and Homeland Security Agency (GEMA/HS) and/or the Georgia Emergency Communications Authority (GECA). Under supervision, the first-level professional Field Coordinator is		Entry Qualifi Bachelor's degree and two (2) experience in emergency man management (grants, contrac) years of professional-level nagement, financial

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: 6/1/25

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."

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: 6/1/25

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.