



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

July 1, 2010

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER II
302-857-4557

SUBJECT: **AWARD NOTICE – ADDENDUM #19, Effective August 1, 2012**
CONTRACT NO. GSS10112-TEMP_EMPL
TEMPORARY EMPLOYMENT SERVICES

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KEY CONTRACT INFORMATION

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KEY CONTRACT INFORMATION

1. MANDATORY USE CONTRACT

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REF: Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

2. CONTRACT PERIOD

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Each contractor's contract shall be valid for two (2) years from July 1, 2010 through June 30, 2012. Each contract may be renewed for three (3) additional one (1) year period through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

This contract has been extended through July 30, 2012.

This contract has been extended through August 31, 2012.

3. VENDORS

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GSS10112-TEMP_EMPLV01 Delaware Association of Rehabilitation Facilities 100 W 10 TH Street, Suite 103 Wilmington, DE 19801 FSF: 0000026637 Set-Aside Positions	GSS10112-TEMP_EMPLV02 Delmarva Temporary Staffing, Inc. PO Box 264 Rehoboth Beach, DE 19971 FSF: 0000026950
GSS10112-TEMP_EMPLV06 Infinity Staffing Solutions, LLC 5618 Kirkwood Highway Wilmington, DE 19808 FSF: 0000068697	GSS10112-TEMP_EMPLV07 TD Personnel Solutions, Inc. /dba/ Express Employment Professionals 2 Penn's Way, Suite 205 New Castle, DE 19720 FSF: 0000139258
GSS10112-TEMP_EMPLV05 Kelly Services, Inc. 160 Greentree Dr., Suite 103 Dover, DE 19904 FSF: 0000022630	Vendor contact information for staffing needs can be found in the Pricing Spreadsheet – Addendum 13.

A change in ownership for Express Employment Professionals as required the change in vendor contract number and FSF number.

4. SHIPPING TERMS

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FOB Destination.

5. PRICING

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Prices will remain firm for the term of the contract year. See Pricing Spreadsheet – Addendum 13.

ADDITIONAL TERMS AND CONDITIONS

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6. BILLING

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

7. PAYMENT

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

8. PRODUCT SUBSTITUTION

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

9. ORDERING PROCEDURE

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

10. REQUIREMENTS

This contract is issued to cover the Temporary Employment Services requirements for all state agencies and shall be accessible to School Districts, Municipalities and Volunteer Fire Companies.

11. HOLD HARMLESS

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

12. NON-PERFORMANCE

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

13. FORCE MAJEURE

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

14. AGENCY'S RESPONSIBILITIES

The Agency shall:

- a) Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b) Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.

15. ADDITIONAL QUALITY REQUIREMENTS OF THE TEMPORARY STAFF

In addition to the requirements outlined above, the State expects temporary employees to meet minimum standards with respect to the following quality criteria:

a) Legal and Professional Conduct

Temporary employees will conduct themselves in a professional manner. Individual temporary employment candidates, based on position, may be subject to criminal checks, fingerprinting, and background checks upon whose results the State may choose to base its decision to accept an individual for an assignment. These services are the duty of the vendor and will be performed free of charge.

b) Cordiality, Punctuality and Responsibility

Temporary employees must make every effort possible to be on time for work. Being late; either two days in a row or four times in two weeks, will trigger a penalty, payable by the vendor, to be mutually agreed upon. Temporary employees who call the State to cancel less than one business day in advance are responsible for alerting the vendor to find a replacement with comparable skills/fit for their specific position. The vendor must then provide the State with a suitable

replacement or give at least four hours notice that a replacement cannot be found.

Temporary employees must be respectful of other State employees with whom they interact with. The State reserves the right to reject any candidate that does not exhibit common courtesy and cordiality towards other State employees or representatives of the state.

c) Drug and Alcohol Use

No temporary employee for the State may use illegal drugs, nor may any temporary employee consume alcohol at work or at such times that the temporary employee's work is negatively affected. Indications of such use may result in immediate termination and no acceptance for further assignments.

d) Dress Code

Dress Code must be followed in guidelines with the agency issuing the service order. Where an I.D. badge is required, the badge **MUST** be turned in at the end of the assignment. The successful bidder will be held accountable for the return of the badge and financially responsible for the costs incurred for card replacement.

16. RESPONSE TIME

The vendor in each category will be given a reasonable time as determined by the agency to fill a job order from the date of its placement. In the event that the vendor cannot fill the job order within a reasonable time as determined by the requesting agency, the requesting agency reserves the right to cancel the order and place it with another vendor. It is the State's intention, in all cases where possible and regardless of the size of the order, to provide timely and reasonable notice to the vendor concerning orders placed with them.

In an emergency situation where the requirement to fill a job is less than the normal response time and the vendor cannot fill the order, the requesting agency can cancel the order and place it with another vendor.

17. OVERTIME

All overtime work must be approved by the State-appointed supervisor.

18. SKILLS/BACKGROUND VERIFICATION

The vendor is responsible to assure only qualified personnel are utilized, and that the background of personnel employed, warrants employment in any State facility. This will include the completion of mandatory background checks including criminal background checks on all applicants prior to filling any State of Delaware position. Upon request of the State agency, the vendor must furnish related test scores/resumes and proof of background check of temporary personnel who are scheduled for interviews upon request of the State. All costs associated with skills and background verification are to be paid by the vendor.

19. EQUALITY OF EMPLOYMENT OPPORTUNITY ON PUBLIC WORKS

During the performance of any contract for public works financed in whole or in part by appropriation of the State of Delaware, the contractor agrees as follows:

- a) The contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, or national origin. The contractor will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment without regard to their race, creed, color, sex, age, or national origin. Such action shall include, but not be limited to the following: advertising, lay-off or termination, rates of pay or other forms of compensation and selection for training including apprenticeships. The contractor agrees to post in conspicuous places, notices to be provided by the contracting agency setting forth the provisions of this non-discrimination clause.
- b) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, age, or national origin.

20. STATE EMPLOYMENT OF TEMPORARY PERSONNEL

Vendor will waive any separation fee provided an employee works for both the vendor & hiring agency, continuously, for a 3 month period and is provided thirty (30) days written notice of intent to hire from the agency. Notice can be issued at second (2) month if it is the State's intention to hire.

21. FRAUDULENT OR OVER-REPORTING OF HOURS WORKED

The State will hold the contracted vendor(s) liable for fraudulent or over-reporting of hours worked.

22. TIMESHEET

The vendor(s) shall use a standardized time sheet for billing and reporting purposes.

23. TEMPORARY PERSONNEL LENGTH OF EMPLOYMENT

The primary purpose of this contract is for vendor(s) to provide qualified employees to fill State positions on a temporary basis. At the same time, this contract cannot dictate whether the agency requires a temporary employee for two weeks, or six months. However, in order to meet agency operational requirements and at the same time, promote maximum competition and business among potential and qualified vendors, the agency should not retain any one employee for more than one year. Agencies should develop internal procedures to support this initiative.

24. USE OF STATE VEHICLES

Some agencies have requested authorization from Fleet Services and the Insurance Coverage Office to allow Temporary Employees to operate State vehicles. The awarded vendors are not consulted during this process and the process does not relieve the awarded vendor of any potential liability. Only one position on the current contract specifically mentions the employee may be required to operate a variety of State vehicles. Because the use of State vehicles may not be limited to only the Equipment Operator position we asked the vendors how they want their placed employees handled.

Delmarva Temporary Staffing, Inc. and DELARF are the **only** awarded agencies who have agreed to permit their employees to operate State vehicles. Temporary Employees placed by any other awarded vendor **are not** permitted to operate State vehicles.

25. NON-CONTRACT POSITIONS

Vendors are not authorized to fill positions that are not covered under the Temporary Employment Contract. It is the requesting agencies responsibility to notify the Government Support Services Temporary Employment Services Contract Officer, Courtney McCarty, of positions that need to be added. For positions not listed under the Classifications and Compensation list, the requesting agency's HR department is responsible for submitting the job duties for review prior to the position being added to the contract.

Positions will be added using only approved job descriptions.

POSITION CLASSIFICATIONS

This section contains the position classifications for clerical, administrative, light industrial, and general maintenance positions required per this contract.

1. General Clerk

Performs a variety of basic/general clerical duties that do not require special knowledge or skills. Duties include stuffing, collating, affixing labels, addressing envelopes, copying and using a facsimile machine.

2. Mail Clerk

Performs various routine duties and minor clerical work in addition to sorting, opening and distributing mail. Delivers and collects incoming and outgoing mail. Must be able to stand for long periods of time and follow directions. Knowledge of various types of postage and weighing equipment is required. Lifting may be required. Works under supervision.

3. Telephone Operator

Operates large telephone system or electronic board. Duties include making proper telephone connections for incoming and outgoing calls, supplying information to callers, recording messages, keeping records of calls. Duties may also include light clerical tasks and those detailed under Operations Support Specialist. Must have experience on required system and the ability to learn/use electronic mail and access and automated directory.

4. Data Entry Technician

Minimum of one to two years experience on data entry equipment. Record, identify, and correct coding and data entry errors. Ability to accurately input information into a computer, follow instructions, perform repetitive and detailed work. Understand workflow, applications and difficult formats. Computer languages may be required. Type minimum of 40 wpm.

5. Light Industrial

Duties may include but are not limited to shipping and receiving, warehousing, or technical ability, may require physical lifting up to 75 lbs. Ability to operate light machinery as required by requesting Agency.

6. Trades Mechanic I

Duties may include but are not limited to disassembly, moving and reassembly of furniture. Mechanical ability to make minor, general repairs as required. May require lifting in excess of 75 lbs.

7. Psychiatric Social Worker II

Performs professional level social work. Duties are characterized by a complex case load requiring independent action, assisting the developmentally disabled, mentally ill or emotionally disturbed to adjust or readjust and achieve a social, economic, emotional, and physical balance and personal independence compatible with generally accepted norms. **Note: Position requires a Bachelor's Degree in any of the following academic areas: Social Work, Child Development, Sociology, Family Studies, or Counseling.**

8. Social Worker/Case Manager

Provides casework through individual/group conferences, counseling, and/or site visits. This is an entry level social work position. **Note: Position requires an Associates' Degree in Human Services or related area.**

9. Accounting Technician

Experienced in journal entry and ledger posting, accounts receivable and accounts payable, bank reconciliation's, figure aptitude. Operates adding machine and calculator. Experience with automated financial systems.

10. Accounting Specialist

Exhibits knowledge of General Accounting Systems with supervision from an Accountant. Assists with accounting audits and is familiar with tax filings.

11. Accountant II

Exhibits knowledge of General Accounting systems and works independently. Conducts accounting audits, prepares tax filings, and analyzes statements. May assign/oversee the work of subordinates.

12. Operations Support Specialist

Reports to an administrative or technical superior. A significant aspect of the work is efficiency in verifying and processing files, records, and related data. Processing data may include electronically entering, updating, modifying, deleting, retrieving/inquiring, and reporting data from an information system, or performing these same tasks manually. Resolves discrepancies in information through researching records. Interacts with agency staff, the public, state agencies, or vendors. May requisition, distribute, and maintain supplies and inventory. Performs related work as required.

13. Administrative Specialist I

First level administrative specialist word processing administrative and program information using word processing, spreadsheet and database computer applications. Requires formatting of documents including tables/columns creation, graphics, use of macros and merging information from different documents/applications. Spreadsheets require recording/arranging data and creating charts/graphs. Database applications usually require maintaining the database: design, create and edit file structures. Coordinates to obtain or verify information in the processing of agency program data, to provide technical assistance concerning system processed information and resolving problems relating to procedures and delinquent deadlines. Performs related work as required.

14. Administrative Specialist II

Second level administrative specialist work organizing and coordinating administrative activities in support of a variety of operational areas. Reports to an administrator responsible for a program area involving several functional areas, or a statewide program operating from a central office, and the incumbent performs support services of a diverse and complex nature. Word processing documents usually include composing original correspondence in addition to the work described in the Administrative Specialist I level. Spreadsheets produced usually require developing formulas for calculations, analyzing data to make projections, creating spreadsheet databases, and query databases, and developing/printing reports, and creating and using macros. Database applications usually require performing calculations and embedding objects. Presentations typically require developing layout, outline, slide presentation and handouts to create original presentations. Performs related work as required.

15. Administrative Specialist III

Provides administrative support in a variety of operational areas to a Division Director, Deputy Director, or head of a large operating unit, or an administrative official typically at the upper management level. A significant aspect of the work is representing the agency on behalf of the superior in providing guidance and consultations to all levels of management on policy questions and administrative matters. Uses a full range of technologies as described in levels one(I) and two (II). May assist administrator in the development of long and short range goals. May conduct limited research and analysis of agency services. Coordinates operations and/or components of functional programs with Federal, local, and state agencies to attain identified goals and objectives. Assists in the administration and management of staff functions. Frequently handles highly sensitive, confidential, and/or political issues on behalf of the superior that affect overall agency operations. Performs related work as required.

16. Paralegal I

Based on direction from technical superior, compiles and evaluates facts to complete standard/program specific legal/court documents, to provide accurate administrative reports and recommendations for new and revised operating policies and procedures. Reviews Federal and State codes/laws, rules, regulations to ensure compliance of legal actions/processes. Sets up case files, reviews legal/court documents for completeness and accuracy, notes problems and alerts superior. Assists in correcting and locating information, files, and necessary court documents. Gathers information to satisfy requests under the Freedom of Information Act (FOIA). Reviews information with technical superior prior to releasing. Writes and places public notices in qualified newspapers, notifies all involved parties of date/time of hearing, court appearances. Performs related work as required.

17. Paralegal II

Interviews involved parties to gather information for completion of various legal/court documents and to gather evidence for case preparation. Assists with the preparation of legal pleadings and reviews law sources to ensure issues are properly cited. Provides superiors with written details of similar cases and maintains case files that have accurate and complete information. Follows up to resolve problems, gathers missing information, and completes required steps. May provide administrative and technical direction for clerical staff. May advise non-legal staff members on legal policies and procedures. May direct and coordinate the operation of a law library. May review and comment on proposed legislation or draft same. Performs related work as required.

18. Paralegal III

Conducts case law research concerning precedents and past court decisions. Writes legal briefs/memoranda of law that sets out legal issues and applications of law based on case facts. Conducts intake interviews of investigating officers, interview witnesses, clients, and defendants on complex crimes usually involving multiple victims, defendants and/or violations. Determines how the case should be pursued, what additional information is necessary, who else should be interviewed, and what records must be searched. Prepares legal documents and maintains case files. Ensures procedural compliance and assists legal staff in court proceeding. Performs related work as required.

19. License Investigator I

Conducts investigations of individuals and businesses suspected of violating state and federal licensure requirements. Receives and reviews complaints. Conducts inspections and interviews, analyzes data with follow up reporting of findings. Conducts interviews with complainants, witnesses, and licensees to collect sensitive information. Reports to an Investigative Administrator.

20. Equipment Operator I

Incumbents in this class operate basic road maintenance equipment and perform within the Highway tasks ranging from picking up litter to cutting grass with hand and power tools to plowing snow and spreading sand with dump trucks. Work is performed under the supervision of a technical supervisor, and assignments are stable in nature. Individuals operate various hand and power tools to maintain or repair roads and right-of-ways. Incumbents operate motorized equipment for grass cutting, snow removal operations, and hauling of materials to and from work projects. Patches asphalt surfaces with hand tools; cleans and fills cracks in road surfaces. Functions as flagman to control vehicular traffic movements in work area. Mows grass with hand mowers and with tractors towing blade or rotary mowers (not bat-wing mowers). Operates jack hammers, mechanical tampers, power saws, concrete saws, air compressors, hydraulic drivers, and similar equipment. Operates dump trucks hauling maintenance materials or waste materials and in snow removal operations plowing snow and/or spreading traction materials. Cleans catch basins and assists in installation of driveways and drainage pipes. Removes litter from roadside. Installs and removes snow fences. Performs related work as required. Knowledge of: industrial safety rules, regulations and procedures; preventive maintenance procedures applicable to equipment used. Ability to: learn department rules, regulations, and policies concerning equipment and materials and reporting requirements attributable to usage; operate air compressors, jack hammers, power tools, and related equipment. Skill in: operating trucks and mowers without causing damage due to adverse weather conditions; coordinating plow and spreader controls while driving. Training or experience the operation of various hand and power tools such as jack hammers, power saws, air compressors, mechanical tampers, concrete saws, air compressors, hydraulic drivers and similar equipment. Training or experience in the operation of motorized equipment for grass cutting, snow removal operations, or hauling materials. Training or experience in routine preventive maintenance on motorized equipment such as checking belts, hoses and fluid levels, minor repairs or troubleshooting. Applicant must possess a CDL class B license with "Airbrake" restriction by the end of the 3 months.

21. Technical Assistance Coordinator

Responsible for collection and analysis of statistical data for studies of management and operational programs, policies and procedures to determine cost efficiency, corrective action and compliance with goals and objectives. Work involves developing solutions to problems, deciding on a course of action, developing program plans and project development and making recommendations to management.

22. Building Maintenance Mechanic

Duties may include; but not limited to: Making routine repairs and performing routine maintenance and preventative maintenance on equipment, interior and exterior of facility in one or more trade discipline involving plumbing, carpentry, painting, electrical, HVAC, welding and plastering. Assist technical supervisor in plumbing, electrical, building repairs and structural additions when required and may assist in the operation of treatment and disposal plants and basic repairs to other system elements when necessary. Assist in grounds keeping activities such as snow/ice removal, grass cutting, trash removal. Work may require physical lifting up to 75lbs as well as working at heights requiring ladders and/or scaffolding.

23. Server

Duties may include; but not limited to: Setting up serving line by gathering utensils, food and supplies needed for the serving process. Preparing meal trays by dipping the correct portion of appropriate foods from the serving pan. Loads completed meal trays or food pans into food carts; delivers loaded carts to the proper location; returns carts and trays to kitchen after patients have completed meals. Assist cook by opening cans, slicing/chopping food items, making sandwiches, bulk salads, desserts or preparing beverages. Cleans carts and trash containers, sweeps and mops floors, wipes tables, steam carts and counters and performs other functions necessary to ensure that food preparation and serving areas are sanitary. Performs all phases of dishwashing process. Keeps various records by recording counts and food temperatures. **DHSS Requirement: Copies of criminal background check and drug testing to be sent to Food Service Director for approval or denial prior to start of assignment. Locations are 24/7 facilities, so some weekend work will be required. Medical documentation is required for anyone returning after calling out sick.**

24. Cook

Duties may include; but not limited to: Performs the full range of cooking and food preparation activities. Record food/refrigerator temperatures and the number of meals prepared each day. Assist with the orientation and training of newly hired cooks. Regular contacts are with dietary staff regarding patient meals and federal/state inspectors/surveyors to respond to questions concerning food safety regulations involving food preparation activities. Experience in institutional or commercial cooking and baking. Knowledge of proper safety, storage and sanitation standards for food items. **DHSS Requirement: Copies of criminal background check and drug testing to be sent to Food Service Director for approval or denial prior to start of assignment. Locations are 24/7 facilities, so some weekend work will be required. Medical documentation is required for anyone returning after calling out sick.**

25. Employment and Training Contract Specialist

Duties may include; but not limited to: Negotiates and develops cost reimbursement and performance contracts with outside contractors and the Division of Employment and Training; supervises negotiation team. Acts as technical advisor to subcontractors during contract period: identifies managerial and operational problems; develops corrective action plans; provides interpretation of laws, guidelines, and policies. Monitors and evaluates contract management effectiveness through on-site review and analysis of subcontractor performance and operations. Initiates and/or participates in the development of unit/program policy and procedure and long-range planning goals and objectives; analyzes proposed and enacted legislation to determine impact on training and employment operations. Determines flow of funds to subcontractors based on analysis of statistical and fiscal reports; determines advance amounts; approves/disallows payments. Make individual and/or group oral and written presentations to special interest groups; participates on related committees and task forces. Performs special projects individually or as part of a work group.

26. Employment Services Specialist

Duties may include; but not limited to: Conducts individual and group intake sessions to orient job seekers and employers to the services available and instructs and coaches job seekers/employers on using resources/equipment available. Conducts individual or group assessments to determine level of service needs. Identifies job seeker's employment potential using assessment tools and labor market information. Assists job seekers to develop realistic and achievable employment goals; identifies obstacles/barriers to employment; jointly formulate employability development plans directed at employment outcomes. Refers clients to employers for possible job placement based upon comparison of applicant qualifications to employer job requirements. Refers clients to educational and other support service agencies to resolve obstacles to employment. Works with eligible job seekers to obtain training from state approved training institutions or explores other avenues for pursuing training and employment goals. Monitors job seeker's progress towards completion of employability development plan and modifies as necessary.

27. Support Services Coordinator

Work is performed with general direction from the Civil Rights Administrator and has statewide responsibility for the activities covered by DelDOT's supportive services programs. Duties may include; but not limited to: Assist in the identification of appropriate participants in various supportive services initiatives incorporated in the supportive services programs. Conduct program-specific recruitment activities, including but not limited to direct mailings, emailing, telephone follow-up contacts, and open meetings. Track established timelines and receipt of required documentation and evaluations from participants and consultants under DelDOT's supportive services programs. Assist program participants in the completion of programmatic objectives and assignments. Develop liaison with prime contractors, service providers, trade organizations and others to facilitate the completion of program initiatives. Provide program analysis to evaluate program effectiveness, identify participants' needs, and recommend adjustment of program objectives, initiatives and parameters. Maintain program documentation and assist in the preparation of required reports to FHWA utilizing established monitoring and evaluation tools incorporated in the supportive services programs.

28. Unemployment Compensation Appeals Referee

Responsible for conducting Unemployment Insurance Appeals hearings and rendering decisions in accordance with applicable laws with general supervision from the Chief Referee. Duties may include; but not limited to: Conduct Unemployment Insurance appeals hearings in accordance with applicable laws; administer oaths and affirmations; issues subpoenas of persons or evidence relevant to a case; receives and reviews evidence and rule on its admissibility. Regulate and control the hearing, hears testimony, and questions witnesses and parties to case. Researches and reviews applicable Federal and State laws as well as precedent cases to determine liability. Renders written decisions on dispensation of Unemployment Insurance appeals cases. Records the proceedings on tape including the testimony and evidence presented, applicable laws or precedent cited, and decision rendered, in case decision is appealed to a higher authority. Responds to inquiries from the general public regarding laws, appeal procedures, time limitations. Prepares required reports and logs. Position requires possession of a Juris Doctorate.

29. Instructor

Duties may include; but not limited to: Develop and implement training, development, informational, and/or educational programs, courses, curricula, training resources, lesson plans, materials, and visual aids. Evaluate effectiveness of programs, courses, curricula, training resources, lesson plans, materials, and visual aids and modify to meet identified problems/needs, state/federal requirements, and agency goals/objectives. Present training, development, informational, and/or educational programs via classroom, workshop, or seminar using formal classroom instruction, exercises, handouts, materials, visual aids, etc. for group or one-on-one instruction. Research, evaluate, and select materials, handouts, visual aids, exercises, etc. that will best promote learning. Identify and analyze needs through interviews, surveys, and meetings with supervisors, management, administrators, officials, clients, the public, etc. Provide recommendations regarding problems/needs, effectiveness of training resources, and implementation of new or modified programs, courses, curricula, training resources, lesson plans, materials, and visual aids. Collect, analyze and evaluate data from a variety of sources and effectively present/communicate information. Coordinate training/educational activities with agency personnel, contractors, community/professional organizations, and other providers. Monitor and ensure compliance with state and federal laws, rules, regulations, requirements, and/or contract agreements.

30. Housekeeper – Delaware National Guard

Assignment location: Bethany Beach Training Site. The housekeeper is required to provide a high standard of cleanliness throughout the Bethany Beach Training Site. Must be able to clean and turn around 65 living quarters, one conference room and 5 classrooms per day based on an eight hour day in accordance with Bethany Beach Training Site standards. Duties and responsibilities include; but not limited to: Clean and stock buildings/living quarters quickly, neatly, and efficiently. To maintain neat and clean Kawasaki Gator, equipment, storage rooms, and supplies. To maintain a friendly and approachable attitude towards guests and staff. Must handle various cleaning solvents, chemicals, etc and comply with all regulations such as OSHA, EPA, and State Health Department. Maintain a clean and professional appearance. Operate various mechanized cleaning equipment, such as vacuums, polishers, buffers. Document any deficiencies, including mechanical and electrical problems from the guest's rooms and report to Housing Officer or Assistant Housing Officer. Label and submit all lost and found items to the Housing Officer or Assistant Housing Officer. Replenish all items with-in the living quarters including paper towels, toilet paper, cleaning supplies and blankets. Prep and clean classrooms for quick turnaround. Conduct inventories on all housing supplies monthly and report any shortage to housing Officer or Assistant Housing Officer. Must be able to drive a Kawasaki Gator. Complete all other duties as assigned.

31. Front Desk Clerk – Delaware National Guard

Assignment location: Bethany Beach Training Site. The front desk clerk will assist the Assistant Housing Officer and Housing Officer. Front Desk Clerk must present and maintain an amiable and professional image. Communicate effectively with the public and military personnel. Being a military installation you must be able to adapt to the ever changing requirements we operate under. Duties and responsibilities include; but not limited to: Responsible for checking quests in and out of living quarters. Issue room keys, pamphlets, site maps, etc. Account for keys issued out and turned in. Works in conjunction with the house keepers to assist guest to their rooms. Compute bills, collect payments, and make change for guests. Run various reports on the computer for Housing Officer and Assistant Housing Officer. Maintain an organized work area. Distribute mail and packages to guests and employees. Take reservations over the phone. Account for funds (vital and business). Document any deficiencies, including mechanical and electrical problems from the guest's rooms and report to Housing Officer or Assistant Housing Officer. Must be able to answer questions concerning the living quarters and the Bethany Beach Training Site. Complete all other duties as assigned. Requires computer knowledge in Word, Excel, Windows 7 and Vista. Must be proficient in the Epitome Reservation System and property Management System. Requires knowledge of adding machines and cash registers. Must be able to type 30+ wpm. Must be able to work weekends.

32. Contract/Procurement Specialist

Position will assist with various consultant or contractor activities from advertising for bids through execution of the actual agreement/contract. The person capable of fulfilling these responsibilities should possess the following knowledge and/or skill: contracting process; methods and techniques of eliciting, assimilating and evaluating information; interpreting and analyzing contracts, written and oral communication; ability to communicate effectively with a wide variety of contracts. Experience required: procurement services which includes purchasing goods and services in accordance with procurement procedures and contract specifications; researching, analyzing, and writing bid specifications; contract management and control which includes ensuring compliance with terms of contract; narrative report writing.

33. Help Desk Clerk

Duties may include; but not limited to: Provide customer service to the user community.; Respond to incoming requests for assistance via phone calls, emails, or voicemails; assist users in regards to all modules and password reset issues, where applicable; troubleshoot, diagnose and resolve PeopleSoft application issues by researching problems using available information resources such as Closed Tickets, FAQ's, Alerts, or Defect Logs; Collaborate with other service desk staff members to resolve issues; advise users on appropriate action and turnaround times if the information is available as well as follow-up with them accordingly to provide the requested information once received; Follow (SOP) Standard Operating Procedures in reference to (greetings, email scripts, escalation process, etc.); Log all service desk calls, emails, and voicemails into the Lotus Notes/GroupSoft application for tracking purposes; reroute problems to appropriate resource such as a Trainer if assistance on the matter is needed; Identify and escalate situations requiring urgent attention to appropriate resources such as a Trainer or the Service Desk Manager; Create, route problems, track and document resolutions in regards to all ticket request assignments; Stay current with system information, changes and updates by attending Service Desk weekly meetings and also currently attending in-house training; Work on supervisor assigned projects when requested.

34. Survey Collector – Office of Highway Safety (Temporary Assignment)

Employees would be responsible for manning a two person survey center at each participating DMV location and would supply each participant with the survey and a pencil. The survey content will address the purpose of the survey and list instructions on how to correctly select their response. Should the participants have any additional questions, the temporary employee should be readily available to assist. Participants will place completed surveys into a labeled box. The survey will conclude once we have the appropriate amount of completed surveys from each DMV (approximately 500 from each of the four locations).

35. Unemployment Insurance Claims Interviewer

Work involves interviewing claimants to determine progress made toward re employment and providing assistance in formulating job search plans. Eliciting confidential information from claimants of varied backgrounds is a significant aspect of the work. Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here. Reviews questionnaires completed by claimants regarding education, skills, desired employment, and job search activities to ensure that claimants are actively seeking and available for work; selects claimants for personal interview based on information provided and/or length of unemployment. Conducts personal interviews with claimants to clarify information provided on questionnaires; discusses factors which may affect claimants' opportunity for re-employment such as acceptable starting wage, hours or days available for work, lack of transportation; may suggest possible solutions to routine problems which affect re-employment opportunities or conflict with job search requirements. Determines whether claimant is in compliance with job search requirements based on interview results; prepares written statement regarding claimants' non-compliance in order to recommend review of claimants' eligibility to receive benefits. Reviews listing of job openings available through the job bank and compares qualifications or jobs with claimants' education, skills and desired work; refers claimant to job bank to apply for specific jobs and receive additional employment information; follows-up with claimant and/or job bank personnel to verify referral results. Takes claims for Unemployment Insurance benefits during peak claim periods. Assists claimants in developing a job search plan by reviewing proposed plans of claimant to seek employment, suggest additional employment sources, identify training needs and provide labor market information such as wage rates, availability of workers in certain skills, and minimum wage laws. Prepares monthly activity report which includes information such as number of claimants scheduled for interviews, initial interviews conducted, referrals to the Division of Employment and Training and referrals for non-monetary eligibility determinations. May complete and process forms to recover overpayment of benefits due to unreported wages or duplicate checks issued. May review pay orders completed by claimants receiving benefits on a continuous basis for completeness and reported earnings during benefits week; records information such as date, pay order number and deductions from weekly benefit amount on claimants' master file. May provide technical guidance to clerical staff engaged in taking and processing claims for Unemployment Insurance benefits. The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class. Knowledge of laws, regulations, procedures and eligibility requirements for receiving Unemployment Insurance benefits. Knowledge of Employment and Training Division program and services in order to refer claimants. Skill in interviewing to elicit confidential information from persons of varied backgrounds. Skill in maintaining accurate records and preparing routine reports. Skill in tact and diplomacy. Ability to guide claimant to establish a realistic job search plan and identify problems which may affect re-employment opportunities. Ability to analyze data and make sound recommendations. Ability to perform simple arithmetic computations such as addition, subtraction, multiplication and division. Ability to record information accurately, complete and process standard forms.

JOB REQUIREMENTS for Unemployment Insurance Claims Interviewer Applicants must have education, training and/or experience demonstrating competence in each of the following areas: Experience in record keeping which includes maintaining records, logs, and filing systems. Experience in applying laws, rules, regulations, standards, policies and procedures. Experience in using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data. Knowledge of health or human services support which includes interviewing clients and assessing personal, health, social or financial needs in accordance with program requirements; may coordinate with community resources to obtain client services.

36. Cosmetologist

A class incumbent reports to a technical or administrative superior and is responsible for providing beauty services to the physically and mentally ill or developmentally disabled at a State institution. Work is performed in accordance with standard cosmetology practices and general work instructions. Class incumbents wave, cut, style and color hair; give scalp and hair treatments and keep associated records from which the incumbent prepares summary reports. Principal contacts are with institutional staff to schedule patient appointments. Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here. Assesses hair type, condition, growth pattern; cuts, sets and styles hair. Applies permanent waves, hair relaxers, tints and dyes. Applies shampoos, scalp and hair treatments. Sterilizes and sanitizes shop equipment and instruments and cleans work area. Records number and type of treatments and services administered; schedules patient appointments, prepares summary reports, inventories and recommends requisition of beauty shop supplies and equipment. The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class. Knowledge of the principles and practices of cosmetology. Knowledge of the operation and routine maintenance of beauty shop equipment. Knowledge of the methods and techniques of cutting, setting and styling hair based upon assessment of hair type, condition, growth pattern and desired results. Knowledge of the proper application of permanent waves, hair relaxers, tints and dyes. Knowledge of the proper procedures for the sanitization and sterilization of beauty shop equipment and utensils. Knowledge of the practices and procedures of recordkeeping and routine report preparation. Skill in the practice of cosmetology. Ability to detect scalp, skin and hair problems and disorders. Ability to exercise patience and understanding while working with the physically and mentally ill and developmentally disabled. Ability to remain calm and exercise sound judgment when confronted with aberrant behavior. Ability to instruct auxiliary personnel in work methods and procedures. Ability to maintain accurate records. Applicants must have education, training and/or experience demonstrating competence in each of the following areas: Possession of a Delaware Cosmetologist license.

37. Investigator II

This class series uses four levels in the Public Safety occupational group, Investigative Services occupational series and describes work in investigating regulated activities to assure compliance with applicable laws, rules, regulations, standards, policies, and procedures. Work includes investigating alleged or possible violations, interviewing witnesses, claimants, victims and others to gather facts relating to alleged or possible violations. An investigation normally results in civil, criminal, or administrative action. Positions in the class series perform investigations involving the interpretation of applicable laws, rules, regulations, standards, policies, and procedures; this distinguishes these positions from compliance reviewers or inspectors who conduct compliance reviews using predetermined regulatory criteria. This class series is not focused on law enforcement work. Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here. Conducts investigations, which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings. Interviews or interrogates witnesses, complainants and others. Verifies claims of alleged or probable violations. Examines various records and documents in order to ascertain relevant information. Gathers, controls and evaluates evidence. Makes judgments after evaluating all available facts and recommends appropriate action. Interprets and applies applicable laws, rules, regulations, standards, policies and procedures. Prepares various investigative reports. Testifies before boards, commission, administrative bodies or courts. May conduct surveillance and undercover investigations. Plans and conducts complex investigations such as investigations that include conducting extensive interviews, crossing jurisdictional lines, working with law enforcement agencies, long term investigations, substantial dollar amounts, severe cases of alleged violations of law that result in criminal charges, fraud or other fraudulent activity. The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class. Knowledge of investigative methods, techniques and procedures. Knowledge of providing testimony before boards, commissions, administrative bodies, or court officials. Knowledge of applicable division, state and federal laws, rules, regulations, policies and procedures. Knowledge of legal rights and rules of evidence. Knowledge of civil, criminal or administrative proceedings. Skill in the methods and techniques of evidence gathering and analysis. Skill in the methods and techniques for preparing clear and concise reports and correspondence. Skill in conducting interviews to elicit information of a sensitive and confidential nature. Skill in planning and conducting complex investigations. Skill in providing testimony before boards, commissions, administrative bodies, or court officials. Skill in interpreting, applying, explaining and determining compliance with applicable laws, rules, regulations, standards, policies and procedures. Applicants must have education, training and/or experience demonstrating competence in each of the following areas: Experience in conducting investigations which includes conducting interviews to obtain confidential information, gathering evidence and documenting findings. Experience in determining compliance with laws, rules, regulations, standards, policies and procedures. Experience in civil, criminal or administrative proceedings. Experience in narrative report writing.

38. Transportation Store Representative

The Transportation Store Representative is responsible for providing schedule and fare information; selling SEPTA and stored value cards, reconciling their cash register monies/paperwork; reconciling overages/shortages; providing refunds, redemption reports, entitlement coupons; and schedule replenishment. The position reports to the Transportation Stores Supervisor. The position draws on experience in the customer service field. Must have the ability to deliver information to the public in a readily understandable manner and be comfortable in handling monetary instruments. Specific experience-based skills include communication and attention to detail. The Transportation Store Representative must have knowledge of general mathematical skills and a basic understanding of schedules and time tables. The Transportation Store Representative is seen as representing the Corporation through daily contacts with DART First State customers. Exercise of judgment is necessary in interpreting established guidelines and procedures when fielding questions from customers. The function is relatively straightforward with day-to-day operations governed by an established set of guidelines and procedures. The Transportation Store Representative operates under the general direction and through guidelines and procedures developed by the Transportation Stores Supervisor. Work is monitored on a spot check basis, as much of the work is performed at transportation store locations with no direct supervision. The Transportation Store Representative has no supervisory authority. The position directly impacts revenues and the health of the organization by accurately collecting and reconciling monies, providing accurate fare and schedule information, and creating a positive interaction for DTC customers. The Transportation Store Representative position is seen as representing the corporation through customer contact. The incumbent interacts extensively with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational, however, the element of problem solving may be required in directing contacts with the public. This position operates primarily in the transportation store environment; however, the incumbent can work in an office or money room environment as required. The workdays and hours are based on regular shifts, although subject to periodic exception in order to provide adequate staffing during all hours the stores are in operation. As a result, this position is expected to be available to work before or after normal business hours, and in any of DTC's transportation stores, and North District money rooms and Administration locations. Occasional weekend work may be required to cover for employees that are on vacation or to staff DTC special events.

39. Customer Ridechecker

This position is responsible for collecting ridership data on buses for the Federal Transit Administration and National Transit databases. This is accomplished by observing and recording how many passengers get on and off at each bus stop during service hours. Experience in data collection and the recordation of data on appropriate forms. Experience recording data accurately and legibly. Must be able to read, write and speak English, must be able to write legibly, ability to tell time and understand the cardinal directions, i.e. north, south, east, and west; ability to pay close attention to detail, ensuring accuracy in recording necessary data. This position performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review. This position requires regular interaction involving exchange and receipt of information. This position reports directly to a Customer Ride Check Supervisor. The incumbent is expected to be able to make sound judgments on technical problems and/or know

when to seek advice from the supervisor or others. Work performed by this position is subject to review on a day-to-day basis. This position has no responsibility for the direction or supervision of others. The position directly impacts revenues and the health of the organization by accurately collecting customer counts. This position is seen as representing the corporation through customer contact. The incumbent interacts little with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational. This position generally involves irregular hours and workdays. Work may be conducted at a variety of locations throughout the State and may entail indoor/outdoor work, as well as work under difficult and or uncomfortable circumstances.

40. Customer Ridechecker Supervisor

This position is responsible for the supervision of Customer Ride Checkers for the data collection with respect to the Federal Transit Administration (FTA) required National Transit Database (NTD) report by directing the Customer Ride Checkers. Experience in supervising employees, verifying data and reporting for consistency and accuracy. Experience in data collection and the recordation of data on appropriate forms. Experience recording data accurately and legibly and performing arithmetic quickly and accurately. Experience-based skills required in this position include supervisory experience in an operational facility environment. Specific skills include oral and written communication, coordination, problem analysis and decision-making. Strong interpersonal skills are also vital. Although the Customer Ride Check Supervisor operates within a body of generally known and accepted transportation and supervisory techniques and approaches, the incumbent exercises judgment in matters involving priorities to support efficient collection of customer counts and completion of daily schedules. Dealing with dispatch and operators' concerns in the field requires discretion necessary to resolve problems with minimum service disruption. Although the Customer Ride Check Supervisor's duties are governed, for the most part, by established guidelines, policies and procedures, prioritization of multiple responsibilities lends an additional element of complexity. The Customer Ride Check Supervisor operates under general guidance from the their corporate contact but is expected to determine methods and to make specific recommendations for the efficient and accurate collection of customer counts. The Corporate contact is given general guidance from the Business Analyst, Finance but is expected to determine methods and to make specific recommendations for the efficient and accurate collection of customer counts. Must be able to communicate effectively and train the staff in coordination with DTC Business Analyst. Supervisor must address any issues that the Customer Ride Checkers have with regard to performing their required duties and providing the same to DTC Business Analyst. Supervisors are responsible for4 documenting Customer Checkers' actual hours worked, scheduling an adequate number of Customer Ride Checkers to ensure that on and off of each block is completed accurately within the project time constraints without incurring overtime. Supervisors are also required to review the Customer Ride Checkers' folders for completeness and return the folders to DTC, Business Analyst in a timely manner. The Customer Ride Check Supervisor may be responsible for one or more Customer Ride Checker, as well as general supervisory responsibilities as assigned. The Customer Ride Check Supervisor carries out responsibilities that have strong impact on the success of the Corporation's primary mission. The Customer Ride Check Supervisor works closely with Finance and Operations personnel. Interactions are both informational and of a problem-solving nature. They are also a liaison between the Customer Ride Checkers and DTC, Business Analyst. Supervisors must also provide dispatch the days scheduled work to coordinate with bus operators. This position generally involves irregular hours and workdays. Work may be conducted at a variety of locations throughout the State and may entail indoor/outdoor work, as well as work under difficult and or uncomfortable circumstances.

The following classifications/positions are set aside for all three counties, in accordance with **Title 16, Subsection 9605, Delaware Code.**

	CLASSIFICATION
1.	MAIL CLERK
2.	DATA ENTRY TECHNICIAN
3.	SOCIAL WORKER/CASE MANAGER
4.	ACCOUNTING TECHNICIAN
5.	OPERATIONS SUPPORT SPECIALIST
6.	ADMINISTRATIVE SPECIALIST I
7.	ADMINISTRATIVE SPECIALIST II
8.	ADMINISTRATIVE SPECIALIST III