

Temporary Staffing Services Contract
Kelly Services
9/1/08 - 8/31/10

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Job Family	Job Title	Job Description
Administrative	Administrative Assistant I	Supports one or more mid-level managers. Works in low to medium-complex environment. Performs routine administrative duties: placing, receiving and routing telephone calls; receiving and directing visitors, typing, filing, faxing, handling incoming and outgoing mail, order and maintain supplies, provide backup coverage to other administrative desks. Has basic to intermediate computer skills including: word processing and spreadsheet software. Possesses strong written and verbal communication skills.
Administrative	Administrative Assistant II	Supports one or more mid to senior-level managers. Works in a diverse and more complex environment; and includes some customer and executive contact. Performs more complex administrative activities including managing projects, composing letters and reports, preparing/editing presentations, and recommending or making purchase decisions. Possesses strong written and verbal communication skills. Duties may include more complex administrative activities: managing projects, managing budget and payroll, composing letters and reports, developing newsletters, preparing presentations, recommending or making purchase decisions. Has intermediate to advanced computer skills including: word processing, spreadsheet, and basic presentation or database applications; and may train others.
Administrative	Administrative Assistant III	Supports one or more mid to senior-level managers. Works in a diverse and more complex environment; and includes some customer and executive contact. Performs more complex administrative activities including managing projects, composing letters and reports, preparing/editing presentations, and recommending or making purchase decisions. Requires strong written and verbal communication skills. Has intermediate to advanced computer skills including word processing, spreadsheet, and basic presentation or database applications. Provides assistance, training to other administrative staff, may supervise other staff. Includes frequent/continual contact with customers and executives. Possesses strong interpersonal skills, leadership, negotiation, analytical and problem solving skills. May also possess specialized industry skill/knowledge or knowledge of foreign languages.
Administrative	Legal Secretary	Supports attorneys and paralegals/legal assistants in day-to-day legal practice. Manages general documentation, correspondence, and filing systems. Coordinates scheduling and deadlines as matters require. Must be knowledgeable in legal terminology, legal documents/forms, and local court/agency rules and procedures. May be responsible for attorney client billing logs/reconciliation. Specific practice areas may require associated specialized practice experience (i.e. corporate legal secretary, litigation legal secretary).
Administrative	Executive Assistant I	Supports executive management. Responsibilities may include making travel and meeting arrangements, screening calls, composing letters and reports, preparing presentations and financial data. Has advanced computer skills including word processing, spreadsheet, presentation and database software; and may train others. Has the ability to perform Internet research. Work is generally of highly confidential nature. Possesses strong interpersonal skills, leadership, negotiation, analytical and problem solving skills.
Administrative	Executive Assistant II	Support most senior executives (i.e., EVP, President, CEO), particularly in large organizations. Responsibilities may include making travel and meeting arrangements, screening calls, composing letters and reports, preparing presentations and financial data. Has advanced computer skills including: word processing, spreadsheet, presentation and database software; and may train others. Has the ability to perform Internet research. Work is generally of highly confidential nature. Possesses strong interpersonal skills, leadership, negotiation, analytical and problem solving skills. May train and supervise other administrative staff.

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Job Family	Job Title	Job Description
Administrative	Office Manager	Coordinates various office support services, including purchasing and facilities management. Has intermediate to advanced computer skills including word processing, spreadsheet, email, and basic presentation or database applications. May supervise other administrative staff. Has strong written and verbal communication skills, and knowledge of common office equipment (phones, fax, postage machine, copier, PC etc.)
Clerical	Clerk I	Performs general filing duties including sorting and filing materials, correspondence, records, business forms or other materials according to an alpha, numeric, date, subject or color-coded system. Scans documents or prepares documents for scanning. Ability to use basic office equipment: photocopy machine, facsimile machine, binding machine, etc. Has basic computer skills including: word processing and spreadsheet software. Work environment can be an office or non-office setting.
Clerical	Clerk II	Performs general filing duties including sorting and filing materials, correspondence, records, business forms or other materials according to an alpha, numeric, date, subject or color-coded system. Has the ability to use basic office equipment including photocopy machines, facsimile machines, binding machines, etc. Proofreads documents, completes forms, and performs basic mail distribution activities. Produces lists, labels, forms or other documents. Counts documents, materials, etc, and groups into batches; tabulates batch totals. Reviews content of documents to determine correct filing. Checks manual files for duplicate, missing or misfiled items. Prepares filed materials for storage. Destroys documents according to guidelines. Has basic to intermediate computer skills including: word processing and spreadsheet software. Requires knowledge of proper grammar. Work environment can be an office or non-office setting.
Clerical	Clerk III	Performs general filing duties including sorting and filing materials, correspondence, records, business forms or other materials according to an alpha, numeric, date, subject or color-coded system. Has the ability to use basic office equipment including photocopy machines, facsimile machines, binding machines, etc. Proofreads documents, completes forms, and performs basic mail distribution activities. Produces lists, labels, forms or other documents. Counts documents, materials, etc, and groups into batches; tabulates batch totals. Reviews content of documents to determine correct filing. Checks manual files for duplicate, missing or misfiled items. Prepares filed materials for storage. Destroys documents according to guidelines. Sets up manual filing systems. Handles money and/or financial transactions, including: Processes money (sort, count, wrap); issues money orders and cashier's checks; pays checking and savings accounts; and verifies and balances transactions. Has intermediate to advanced computer skills including: word processing and spreadsheet software. Requires strong communication and problem-solving skills. Requires kno
Clerical	Messenger Clerk	Delivers mail, internal correspondence, or confidential documents within an organization. Processes and sends outgoing mail utilizing postal procedures. Processes airfreight and overnight shipments. Monitors postage meter and other operating supplies to ensure availability. May sort mail. Has prior office experience and strong customer service skills. Generally reports to Supervisor or Manager.
Clerical	Accounting Clerk I	Verifies the accuracy of information (vouchers, purchase orders, invoices or payments). Performs various clerical duties (i.e. make copies, file documents). Possesses familiarity/knowledge of basic accounting terminology and concepts and manual or automated filing systems. (Note: Duties DO NOT include auditing accounts to identify or correct past errors or omissions; and preparing final financial statements for any audit functions, such as reporting year-end totals to the IRS, unemployment compensation and withholding, etc.)

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Job Family	Job Title	Job Description
Clerical	Accounting Clerk II	Balances/reconciles accounts. Produces financial and statistical reports/statements from subsidiary ledgers (payables and receivables). Verifies the accuracy of information (vouchers, purchase orders, invoices or payments). May process money (sort, count and wrap). Performs various clerical duties (i.e. make copies, file documents). Possesses familiarity/knowledge of accounting terminology and concepts, knowledge of manual and/or automated accounting systems, manual or automated filing systems, and skills using mainframe, spreadsheet, database or other software. (Note: Duties DO NOT include auditing accounts to identify or correct past errors or omissions; and preparing final financial statements for any audit functions, such as reporting year-end totals to the IRS, unemployment compensation and withholding, etc.)
Clerical	Accounting Clerk III	Balances/reconciles accounts. Produces financial and statistical reports/statements from subsidiary ledgers (payables and receivables). Verifies the accuracy of information (vouchers, purchase orders, invoices or payments). May process money (sort, count and wrap). Performs various clerical duties (i.e. make copies, file documents). Possesses familiarity/knowledge of accounting terminology and concepts, knowledge of manual and/or automated accounting systems, manual or automated filing systems, and skills using mainframe, spreadsheet, database or other software. (Note: Duties DO NOT include auditing accounts to identify or correct past errors or omissions; and preparing final financial statements for any audit functions, such as reporting year-end totals to the IRS, unemployment compensation and withholding, etc.). Train/supervise others to perform work activities. Requires strong communication skills.
Clerical	Accounts Payable Clerk	Performs various clerical duties (i.e. make copies, file documents). Prepares checks for payroll and/or payables. Processes invoices, posts information to accounting ledgers (i.e. payables, general ledger). Performs a variety of routine and non-routine accounting activities in accounts payable or a related financial area. Has knowledge of commonly used concepts, practices and procedures. Generally reports to Supervisor or Manager.
Clerical	Accounts Receivable Clerk	Performs various clerical duties (i.e. make copies, file documents). Processes invoices, posts information to accounting ledgers (i.e. receivables, general ledger). Performs a variety of routine and non-routine accounting activities in accounts receivable or a related financial area. Has knowledge of commonly used concepts, practices and procedures. Generally reports to Supervisor or Manager.
Data Entry	Data Entry Operator I	Performs low-volume data entry (average: 5,000 to 8,000 keystrokes per hour). Performs basic management of electronic files (i.e., print, copy, transfer and delete). Accesses information from a computer and/or maintains a computer database. Enters data for envelopes, labels, form letters and correspondence. Formats and produce documents. Detects and correct errors. Uses word processing, spreadsheet, database or other software on a computer. Can also use basic office equipment (including a photocopy machine, facsimile machine, binding machine, etc.) and has the ability to follow instructions.
Data Entry	Data Entry Operator II	Performs mid-volume data entry (average: 8,001 to 10,000 keystrokes per hour). Performs basic management of electronic files (i.e., print, copy, transfer and delete). Accesses information from a computer and/or maintains a computer database. Enters data for envelopes, labels, form letters and correspondence. Formats and produce documents. Works with numbers (i.e., add, subtract, multiply and divide). Detects and correct errors. Uses word processing, spreadsheet, database or other software on a computer. Can also use basic office equipment (including a photocopy machine, facsimile machine, binding machine, etc.) and has the ability to follow instructions.
Office Automation	Typist	Performs typing, including envelopes, labels, reports, form letters and correspondence.

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Job Family	Job Title	Job Description
Reception/Switchboard	Receptionist I	Answers and routes incoming phone calls for 1-9 lines. Takes and relays telephone messages. Provides telephone directory assistance. Greets, escorts and directs visitors. Provides general information to callers or visitors. Has ability to communicate clearly and accurately; use a telephone system to receive and transfer calls; shows patience and courtesy when dealing with people.
Reception/Switchboard	Receptionist II	Answers and routes incoming phone calls for 10 or more lines. Takes and relays telephone messages. Greets, escorts and directs visitors. Provides general information to callers or visitors. Provides telephone directory assistance. Has ability to communicate clearly and accurately; use a telephone system to receive and transfer calls; shows patience and courtesy when dealing with people. Possesses basic computer skills including word processing. May be required to provide information to callers regarding products/services.
Reception/Switchboard	Switchboard Operator	Places, receives and routes a high volume of calls through an electronic key system or a switchboard system. Takes and relays telephone messages. Greets, escorts and directs visitors. Provides general information to callers or visitors. Provides telephone directory assistance. Has ability to communicate clearly and accurately; uses a telephone system to receive and transfer calls; and shows patience and courtesy when dealing with people.
Reception/Switchboard	Customer Support Representative I	Provides service to customers that may include fielding complaints, answering questions, and/or providing information about an organization or service. Must handle requests face to face but may also include a portion of telephone or mail (including electronic) interaction. May work as part of a team or as an individual. May require use of office automation to enable and report on the outcomes.
Maintenance	Maintenance Worker	Performs general maintenance functions. May include replacing simple equipment, setting up equipment, laundry and housekeeping functions, maintaining company grounds, etc.
Maintenance	Janitor	Maintains and keeps office building, apartment, or similar building in clean and orderly condition by performing routine maintenance functions. Cleans, sweeps, mops, scrubs, vacuums, empties trash containers.
Maintenance	Groundskeeper	Performs general care of lawns or grounds to maintain industrial, commercial or public property. Responsibilities may include lawn mowing, edging, watering and planting and pruning of small trees, flowers and shrubs. Requires knowledge of lawn care equipment such as mowers, spreaders, edging tools and sprinkler systems. Duties may include work at a nursery or in a green house.
Technical Support	Computer Operator	Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. May require an Associates Degree or equivalent and 0-2 years of experience in the field or in a related area.
System Design and Administration	System Administrator 1	Under direct supervision, assists in the installation and maintenance of the company's server infrastructure systems by installing and patching operating systems and application software according to established guidelines. Correct hardware/software failures by working with appropriate vendors and site contacts during and outside business hours as necessary. Builds and installs server hardware according to architectural standards. Performs own work and provides assistance to others as directed. Job tasks, correctly performed, have minimal impact on the viability of the organization. Skills are typically acquired through completion of an undergraduate degree in an IT related discipline or equivalent related work experience and 2 years of experience in a corporate IT environment.

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Accounting	Staff Accountant	Applies generally accepted accounting principles (GAAP) to prepare income and balance sheet statements and various other accounting statements and reports. Prepares journal entries, performs reconciliations, and performs account analysis. Audits various records to verify accuracy. Bachelors Degree with 1-5 years of experience. Generally reports to Manager or Senior Manager.
Accounting	Bookkeeper	Responsible for creating and maintaining a complete and systemic set of financial records up to generation of financial statements. Balances and reconciles general and subsidiary ledgers and prepares various related reports. Associate degree or related experience with 2+ years experience. Generally reports to Supervisor or Manager.