NORTH TEXAS TOLLWAY AUTHORITY

NORTH TEXAS TOLLWAY AUTHORITY
RFP 03299-NTT-00-CS-HR
Temporary Staffing Services

PROPOSALS DUE:
May 22, 2012 @ 4:00p.m. CST
At the following location:
NORTH TEXAS TOLLWAY AUTHORITY
Attn: Procurement Services
5900 West Plano Parkway, Suite 100
Plano, Texas 75093

PRE-PROPOSAL MEETING:
May 2, 2012 @ 10:00 a.m. CST
At the following location:
NTTA Boardroom
5900 West Plano Parkway, Suite 200
Plano, Texas 75093

Vendor Information Page

Please Print or Type

FIRM'S NAME: _____

FIRM'S PHYSICAL ADDRESS: _____

_____

CITY/STATE/ZIP: _____

FIRM'S MAILING ADDRESS: _____

_____

CITY/STATE/ZIP: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

EMAIL ADDRESS: _____

TAXPAYER IDENTIFICATION NUMBER: _____

The undersigned affirms that he or she is authorized to submit the firm's response to this RFP and execute a contract between the firm and the North Texas Tollway Authority. The undersigned further affirms that all of the statements and representations made in the response were made based on reasonable inquiry and are complete and accurate to the best of the knowledge of the undersigned. The NTTA reserves the right to reject any response found to contain false, misleading or inaccurate information. By signing and submitting this response the firm certifies that it understands the terms and conditions of this RFP and that it agrees with such terms and conditions except those to which it specifically objects in writing.

FIRM'S AUTHORIZED AGENT: _____

TITLE: _____

AUTHORIZED AGENT'S SIGNATURE: _____

ATTENTION ALL RESPONDENTS: THIS FORM MUST BE COMPLETED AND INCLUDED WITH YOUR RESPONSE – IT SHOULD BE PLACED IN A SECTION OF YOUR RESPONSE LABELED "REQUIRED FORMS AND DOCUMENTS"

REQUIRED RESPONSE CHECKLIST

The following checklist is provided as a convenience to aid Proposers in responding to this RFP. The items shown in the checklist must be included in your response.

- ☐ Vendor Information Form
- ☐ All responses required by the Scope and Additional Requirements-Attachment A
- ☐ Cost Proposal - Attachment B
- ☐ Confidentiality and Non Disclosure Statement, CIQ, Affidavit of CIQ - Attachment D
- ☐ Diversity Compliance Forms (Commitment Form NTTA 4906) - Attachment E
- ☐ Addenda acknowledgements, if applicable (the signed acknowledgement form must be included in the response to the RFP)

Questions about the RFP should be directed via e-mail to Mr. Felix Alvarez, NTTA Director of Procurement Services, at bidpurchasing@ntta.org no later than May 11, 2012 @ 4:00 p.m. CST.

INTRODUCTION

A. BACKGROUND

The North Texas Tollway Authority (NTTA) is a regional tollway authority governed by Chapter 366 of the Texas Transportation Code authorized to acquire, construct, maintain, repair and operate turnpike projects in the North Texas region. The NTTA serves its member counties of Collin, Dallas, Denton and Tarrant and is responsible for the NTTA System, consisting of the Dallas North Tollway, the President George Bush Turnpike, Sam Rayburn Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge and the Mountain Creek Lake Bridge, and the NTTA Special Projects System, consisting of the President George Bush Turnpike – Western Extension and the Chisholm Trail Parkway. The NTTA is governed by a nine-member board of directors (Board) with two members appointed by each of the four NTTA member counties. A ninth member is appointed by the Governor of Texas. The following individuals currently serve on the NTTA Board of Directors:

Chairman Kenneth Barr (Tarrant County)
Vice Chairman Bill Moore (Collin County)
Victor T. Vandergriff (Tarrant County)
Jane Willard (Collin County)
David R. Denison (Denton County)
Matrice Ellis-Kirk (Dallas County)
George "Tex" Quesada (Dallas County)
Michael R. Nowels (Denton County)
William D. Elliott (Governor's appointee)

More information on the NTTA can be obtained by visiting the NTTA's web site at www.ntta.org.

B. INTENT:

The purpose of this solicitation is to solicit proposals for Temporary Staffing Services.

Sealed proposals marked 03299-NTT-00-CS-HR Temporary Staffing Services will be received by Director of Procurement Services, North Texas Tollway Authority, 5900 West Plano Parkway, Suite 100, Plano, TX, 75093.

Proposals will be accepted until May 23, 2012 at 4:00pm CST. Proposals submitted after this date and time will be returned unopened to the submitting firm/individual. The Authority will require strict compliance with the sealing, marking and timely delivery of all submittals.

NTTA is not responsible for delays caused by the U.S. Postal Service, the internal mail delivery system of the NTTA, or any other means of delivery employed by the Proposer. Similarly, the NTTA is not responsible for, and will not open, any proposal responses which are received later than the date and time indicated above. The time stamp device in the customer reception lobby is the official time clock used for the purpose of the due date and time of the proposals. Any discrepancies between this official time clock and any other time keeping devices are not the responsibility of the NTTA.

The NTTA reserves the right, in its sole discretion, to waive any technicality in a response to this RFP, provided such action is in the best interests of the NTTA. Where the NTTA waives minor

technicalities in a Proposal, such waiver does not modify the RFP requirements or excuse the Respondent from full compliance with the RFP. Notwithstanding the waiver of any minor technicalities, the NTTA holds all Respondents to strict compliance with the RFP.

C. **TELEGRAPHIC/ELECTRONIC PROPOSAL RESPONSES**: Proposal responses sent by facsimile machines or email are not acceptable and will be rejected upon receipt. Vendors will be expected to allow adequate time for delivery of their proposal responses either by airfreight, postal services, or by other means.

D. **TERMS OF CONTRACT:** The contract will become effective upon final execution of contracts by both parties. The initial contract period shall be for a period of one year. The initial contract may be extended at the Authority's option for up to (4) four additional (1) one year periods. This contract may be terminated by the NTTA with a thirty (30) day written notice to the other party regardless of the reason.

E. **INQUIRIES:** Questions about this RFP should be directed in writing, via e-mail to Director of Procurement Services at bidpurchasing@ntta.org, no later than May 11, 2012 by 4:00pm CST. Correspondence with individuals other than those listed herein will not be allowed:

North Texas Tollway Authority
5900 West Plano Parkway, Suite 100
Plano, TX 75093
Attn. Director of Procurement Services
RFP No. 03299-NTT-00-CS-HR

From the issuance date of this RFP until a firm/individual is selected and the selection is announced, firms are not allowed to communicate regarding this RFP with any NTTA officer, employee or consultant. Any inquiry regarding this RFP must be directed to the contact listed above. The NTTA reserves the right to disqualify any Proposer who is found in violation of this provision. No questions other than written via email will be accepted, and no response other than written will be binding upon the Authority. Written responses to questions will be provided to all recipients of the RFP.

F. **INTERPRETATIONS AND ADDENDA:** No interpretation or modification made to any respondent as to the meaning of the RFP shall be binding on the North Texas Tollway Authority unless submitted in writing and distributed as an addendum by NTTA. **Interpretations and/or clarifications shall be requested in writing and directed to Director of Procurement Services at the address or e-mail noted above.** Information obtained otherwise will not be considered in awarding of contract. All addenda shall become part of the RFP.

G. **LANGUAGE, WORDS USED INTERCHANGEABLY:** The word AUTHORITY, Authority or NTTA refers to the NORTH TEXAS TOLLWAY AUTHORITY throughout this document. Similarly, RESPONDENT, Vendor, Respondent and Proposer refer to the person or company submitting an offer to sell its goods or services to the Authority. The words Proposal and, Quotation, are all offers from the Proposer. NTTA has established for the purposes of this RFP that the words "shall," "must" or "will" are equivalent in this RFP and indicate a mandatory requirement or condition, the material deviation from which shall not be waived by the Authority. A deviation is material if, at the sole discretion of the Authority, the deficient response is not in substantial accord with this RFP's mandatory condition requirements. The words "should" and "may" are equivalent in the RFP and indicate very

desirable conditions or requirements but are permissive in nature. Deviation from, or omission of, such a desirable condition or requirement will not in and of itself cause automatic rejection of a proposal, but may result in being considered as not in the best interest of the Authority.

I. SCOPE
(ATTACHMENT A)

II. RESPONSE TO THIS RFP

A. EXAMINATION OF RFP DOCUMENTS:

Failure of any Proposer to receive or examine any form, instrument, addendum or other document shall in no way relieve any Proposer from any obligation with respect to their proposal or to any contract resulting from this proposal. The submission of a proposal shall be taken as conclusive evidence of compliance with this condition. Failure to meet this condition may result in rejection of any offering on this proposal.

B. PROPRIETARY INFORMATION:

Any proprietary information contained in the Response shall be so indicated with the following notation in BOLD letters at the top and bottom of the page, THIS PAGE CONTAINS PROPRIETARY INFORMATION. A general statement that the entire content or major portion, of the Response is proprietary will not be honored. Firms should be aware that all information submitted is subject to public disclosure under the provisions of the Texas Public Information Act (Chapter 552 of the Texas Government Code)

C. PROPOSAL SUBMITTAL GUIDELINES:

Proposals should be as brief and concise as possible, providing relevant information and *excluding marketing materials*. Responses are limited to 20 pages (8.5x11), single sided and will included typed text, graphics, charts and photographs. Charts and Exhibits may be a larger size but must be folded to the standard size when submitted. Each proposal must include all of the following content in each of the following sections (these sections do count toward the 20 page count limit):

1. **Cover Letter**: A brief one-page cover letter should summarize key elements of the proposal. The cover letter should include the name, address and telephone number of the proposer and all key personnel that will assist in providing the requested services. The letter should be signed by an individual authorized to submit the required information to the NTTA.

2. **Table of Contents**: Describe the contents of the proposal (one page).

3. **Vendor Information Page:** An individual authorized to bind the consultant's firm must sign the vendor information page. Indicate the address and telephone number of the contact person for this assignment. (This does not count against your total of 20 pages)

4. **Technical Proposal**: The Proposer shall describe plans and approach for accomplishing the services requested. The information should be in enough detail to enable the NTTA to ascertain the Proposer's understanding of the effort to be

accomplished and should outline the full-cycle recruitment process. The following processes shall be included:

a) Sourcing/Diversity Recruitment
b) Pre-Screening Candidates
c) Interviewing Candidates
d) Skills Assessment Testing
e) Pre-Placement Training (ex. Safety, Sexual Harassment, Workplace conduct, etc.)
f) Background Investigations (Please include a sample background report for review)
g) Drug Screening
h) Employment Eligibility Verification
i) Pool of Candidates available

The Proposer shall also include a comprehensive narrative that illustrates how Proposer will manage the agreement, relationship with the client, ensure completion of the scope of services and accomplish required objectives within reasonable timeframes.

5. **Firm Experience and Qualifications:**

a) A brief descriptive statement indicating the Proposer's credentials to deliver services sought under this RFP.
b) Areas of specialization.
c) A brief description of Proposer's background and organizational history.
d) List of all awards, certifications and recognitions received that are applicable to the Staffing industry.
e) Years in business.
f) Location of offices.
g) Form of business (i.e., individual, sole proprietor, corporation, non-profit, joint venture, Limited Liability Company, etc.).
h) A statement as to whether Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of or plead guilty to any felony; and if so, an explanation providing relevant details.
i) A personnel roster of key staff who shall be assigned by Proposer to perform services under the agreement.
j) Details of any failed agreements, and/or refusal to complete an agreement within the last five (5) years. If an agreement has been cancelled or terminated, provide name, address and phone number of the client who terminated the agreement. Explain reasons for cancellation.

6. **References:** Provide the names and contact person(s) of your firms five (5) most relevant references for which your firm has provided services comparable to the services described herein over the past three (3) years. Services performed for the NTTA may not be included in this listing – the NTTA should not be included as a reference. At a minimum, the following information should be included for each reference:

a) Name, address and contact information of references, including email address (reference should be the appropriate staff member that was associated with that project)
b) Description and scope of work

c) Explanation of perceived relevance of the experience to the RFP

7. **Cost Proposal**:

Attachment B

III. PROPOSAL REQUIREMENTS

A. SUBMISSION OF PROPOSALS

The proposer must submit one (1) original hard copy, (1) electronic copy on either a CD or a thumb drive and five (5) additional hard copies of the complete written proposal to:

Procurement Department – Director of Procurement Services
North Texas Tollway Authority
5900 West Plano Parkway, Suite 100
Plano, TX 75093

The respondent should clearly mark the outermost envelope of the submittal with **RFP#03299-NTT-00-CS-HR Temporary Staffing Services**. The NTTA is not responsible for submittals received but not clearly marked. It shall be the responsibility of each bidder to deliver its proposal to the NTTA Director of Procurement at the above listed address before or by the time listed above for its bid to be considered. The NTTA customer receptionist will stamp the date and time on the proposal envelope upon receipt and this will serve as the official date and time used for the bid opening purpose. Any discrepancies between the official time and any other time keeping devices will not be the responsibility of the Authority. Faxed, oral, or telephoned bids will not be accepted. Late bids will be returned unopened.

B. SCHEDULE OF EVENTS

Public notification/advertisement	April 20, 2012 April 27, 2012
Pre-Proposal Meeting	May 2, 2012 at 10:00 a.m. CST
Deadline for submitting questions	May 9, 2012 at 4:00 p.m. CST
Deadline for answering questions	May 15, 2012
RFP Proposals Due	May 22, 2012 at 4:00 p.m. CST

Questions concerning the RFP are due in writing via e-mail to the Director of Procurement Services at bidpurchasing@ntta.org. All responses to such questions will be distributed to all potential respondents.

C. OFFICIAL TIME CLOCK

The time stamp device in the customer reception lobby is the official time clock used for the purpose of the due date and time of the proposals. Any discrepancies between this official time clock and any other time keeping devices are not the responsibility of the NTTA. Late proposals will be returned unopened to the submitting firm.

D. PROPERTY OF NORTH TEXAS TOLLWAY AUTHORITY

All copies and contents thereof of any proposal, attachment, and explanation thereto submitted in response to this RFP, except copyrighted material, shall become the property of the Authority regardless of the proposer selected. All copyrighted material must be clearly marked indicating the copyrighted status. NTTA shall be held harmless from any claims arising from the release of proprietary information not clearly designated as such by the proposing firm.

E. EVALUATION OF PROPOSALS:

Proposals will be evaluated on the basis of their responses to all provisions of this RFP. The Authority may use some or all of the criteria in its evaluation and comparison of proposals submitted. The criterion listed is not necessarily an all-inclusive list. The order in which they appear is not intended to indicate their relative importance, a scoring criteria matrix is provided in of this document in **Attachment F**.

- Compliance with RFP Requirements 5 %
- Experience and Qualifications 25%
- Methodology for Recruitment and Staffing 20%
- Cost Proposal 40%
- Business Diversity Component 10%

IV. ADDITIONAL TERMS & CONDITIONS

A. OPEN RECORDS

Respondents are advised that information included in a proposal is subject to the Texas Public Information Act, Chapter 552 of the Texas Government Code (the Act). Information a third party submits to or prepares on behalf of NTTA is subject to the Act and must qualify for an exception provided by the Act to be withheld from public disclosure. Information is not confidential under the Act simply because the party submitting the information anticipates or requests that it be kept confidential. NTTA cannot bring information within an exception to disclosure under the Act merely through a contract or agreement to keep the information confidential. Accordingly, a Respondent whose proposal may include information that the Respondent believes in good faith to be proprietary or commercial information and that the Respondent otherwise keeps confidential for competitive reasons is responsible for identifying and proving that such information qualifies for an exception to public disclosure under the Act. Each item of such information must be separately and conspicuously labeled "Confidential Proprietary Information." NTTA, its directors, officers, employees, agents, and attorneys shall not be liable for any disclosure of any information submitted in a response to this RFP. By submitting a proposal, the Respondent waives any claim against, and releases from liability, NTTA, its directors, officers, employees, agents, and attorneys with respect to disclosure of any information included in the proposal, including information labeled as "Confidential Proprietary Information." The Respondent also authorizes NTTA, at its sole option, to submit any information contained in the proposal, including information the Respondent has labeled as being proprietary, to the Office of the Attorney General for a determination as to whether any such information submitted by the Respondent may be excepted from public disclosure under the Act, either by its provisions alone or in conjunction with other law. For the purpose of asking the Office of the Attorney General to determine whether an exception to disclosure exists for information the Respondent deems to be proprietary, NTTA will submit to the Attorney General only that information the Respondent has specifically labeled "Confidential Proprietary Information."

B. INVOICING

All invoices must agree with the purchase order in description and price and must include a Purchase Order Number and a Ship-to department name and address. If the invoice does not agree with the purchase order, credits or a correct invoice will be required in order for the Authority to process payment. Invoices that do not reference an authorized Purchase Order will be returned to the Vendor.

In order to ensure prompt payment, ALL ORIGINAL INVOICES MUST BE SENT TO:

North Texas Tollway Authority
Accounts Payable
Post Office Box 260729
5900 West Plano Parkway
Suite 100
Plano, TX 75093

C. THIRD-PARTY "REMIT-TO":

If a Proposer has a third-party "remit-to" company, that information must appear on the Proposer's response. NTTA will send payment to the company designated on the Proposer's. However, the Authority will not be responsible for resolving payment issues should the Proposer change payment processing companies after a payment has been mailed or without 45-day written notification to the Purchasing and Accounting divisions of NTTA.

D. TAX EXEMPT AUTHORITY

All payments to be made by the Authority to the Vendor pursuant to the Contract are inclusive of federal, state, or other taxes, if any, however designated, levied, or based. The Authority is a tax-exempt entity under Sections 151.309, et seq., of the Texas Tax Code. Title to any consumable items purchased by the Vendor in performing the Contract shall be deemed to have passed to the Authority at the time the Vendor takes possession or earlier, and such consumable items shall immediately be marked, labeled, or physically identified as the property of the Authority, to the extent practical.

E. STATEMENT OF CONFIDENTIALITY

Proposer agrees that any information accessed or gained in performance of those duties will be maintained in absolute confidence and will not be released, discussed, or made known to any party or parties for any reason whatsoever, except as required in the conduct of duties required, or where disclosure is required by law or mandated by a court of law. Proposers must submit the "Confidentiality and Non-disclosure Statement, **Attachment *D*** and return it with their proposals in a section labeled "REQUIRED NTTA FORMS".

F. LAWS AND REGULATIONS

All applicable State of Texas and federal laws, ordinances, licenses and regulations of a governmental body having jurisdiction shall apply to the award throughout as the case may be, and are incorporated here by reference. Any contract executed based on award of this RFP must stipulate that governing law will be the State of Texas.

G. INCURRING COSTS

All costs incurred in preparing the Proposal, or costs incurred in any other manner by the respondent in responding to this Request for Proposal, will be wholly the responsibility of the respondent. All materials, supporting materials, correspondence and documents submitted in response to this Request for Proposal will become the property of NTTA and will not be returned.

H. NEGOTIATIONS

NTTA reserves the right to negotiate the terms and conditions of the contract with any of the evaluated Proposers. Should the successful Proposer and NTTA fail to come to an agreement, the Authority may at its sole discretion award services to any of the remaining Proposers. The Proposer to whom the contract is awarded shall be required to enter into a written contract with NTTA in a form approved by legal counsel for the Authority. This RFP and the proposal, or any part thereof, shall be incorporated into and made a part of the final contract.

I. CLARIFICATION

Respondent may be requested to provide additional information and/or clarify contents of their proposal package. Other than information requested by the Authority, no proposer will be allowed to alter the proposal or add new information after the final filing date.

J. HOLD HARMLESS AGREEMENT:

Proposer agrees to protect, defend, indemnify and hold harmless NTTA and its DIRECTORS, OFFICERS, AGENTS and employees from any and all costs, claims, and damages of every kind and nature made, including attorneys' fees, rendered or incurred by or in behalf of every person or corporation whatsoever, including the parties hereto and their employees that may arise, occur, or grow out of any acts, actions, work or other activity done by the Proposer, its employees, sub-contractors or any independent contractor working under the direction of either the Proposer or subcontractor in the performance of this contract.

K. CONFLICT OF INTEREST QUESTIONNAIRE AND CONFLICT OF INTEREST & DISCLOSURE AFFIDAVIT:

A Conflict of Interest Questionnaire and Conflict of Interest and Disclosure Affidavit are attached as **Attachment D**, and incorporated herein for all purposes; both must be signed and returned with Respondent's completed proposal, additional the affidavit must be notarized. These completed forms must be included in the section labeled "REQUIRED NTTA FORMS".

L. EQUAL OPPORTUNITY

Each Proposer submitting a proposal agrees not to refuse to hire, discharge, promote, demote, or to otherwise discriminate in matters of compensation against any person otherwise qualified solely because of race, creed, sex, national origin, ancestry or physical handicap.

M. DISCLAIMER OF LIABILITY

The Authority will NOT hold harmless or indemnify any successful Proposer for any liability whatsoever.

N. INSURANCE

Insurance requirements for this project can be found in **Attachment H**. If selected for this project the selected firm will be required to provide proof of all coverage and waivers described in **Attachment H**. Failure or inability to provide proof of these insurance requirements will render the proposers submittal for this project to be deemed non-responsive and the NTTA will reject the proposal in its entirety.

O. LICENSES/CERTIFICATES

NTTA reserves the right to require documentation that each Proposer is an established business and is abiding by the Ordinances, Regulations, and Laws of their community and the State of Texas.

If you are required by any regulatory agency to maintain professional license or certification to provide any product and/or service solicited under this RFP, the Authority reserves the right to require you to provide documentation of your current license and/or certification before considering your proposal and/or before awarding a contract.

P. GENERAL

NTTA expressly reserves the right to reject any or all proposals, in whole or in part; or to re-propose; and to make the award on merit and/or features of design, quality, delivery, and service as determined to be in the best interest of the Authority.

Q. GUARANTEE:

Proposer certifies by proposing, that he is fully aware of the conditions of service and purpose for which services included in this RFP are to be purchased, and that his offering will meet the requirements of service and purpose to the satisfaction of the NTTA and its Agent.

R. SAMPLE CONTRACT:

A sample contract has been provided in **Attachment G** included herein. If chosen for this project firms would be expected to sign a contract substantially similar to the sample provided in **Attachment G**, it is therefore recommended that all firms review the sample contract.

Scope of Services
Attachment A

Temporary Staffing Services

1.1 Requirements of Workers to be Provided:

At the request of the NTTA, the selected Contractor(s) shall provide qualified temporary, contract, or direct hire staff for the positions listed in Attachment C of this RFP. The candidates provided by the Contractor(s) shall meet the minimum education and experience required by the job description for the job to be performed. The Contractor(s) must also ensure that each candidate submitted has completed and successfully passed any required pre-placement testing and/or training, as requested by the NTTA, prior to the start of assignment, at the cost of the proposer.

Some Customer Service Assessments include:

Call Center Customer Service Survey
This assessment consists of 72 multiple choice customer service related questions. The assessment gauges and assesses attitudes and opinions, of individuals, when making various types of customer service decisions. The minimum required score to pass is 85% with a 20 minute time limit.

Call Center Data Entry (audio)
This assessment tests the accuracy and speed of an individual by providing five different auditory scenarios. Individuals are required to type what is heard verbatim.
The minimum required score to pass is 75% with a 10 minute time limit. Capitalization is not required but points are deducted for incorrect spelling.

Call Center Spanish-English Bilingual (audio)
This assessment tests translation of formal Spanish, and tests English to Spanish and Spanish to English translation. Various questions are asked pertaining to colors, numbers, commonly used words, phrases and simple math. The minimum required score to pass is 80% with a 10 minute time limit.

1.2 Background Checks:

Contractor shall provide a background check on all temporary, contracted employees, or direct hire workers assigned to the NTTA. NTTA Staff will receive a copy of the background check and will verify compliance prior to placement.

The NTTA has specific background check guidelines/criteria that are consistently applied as part of the recruiting process. All Staffing Services providing temporary employees to the NTTA must be in compliance with the NTTA Pre-Employment Background Checks Standards. Such workers must have passed the background check prior to commencing work at the assignment.

Background Check Criteria

The same screening firm used by the NTTA will be used by the contractor. As of March 1, 2012, the background screening firm used by the NTTA is Pinkerton Consulting and Investigations – Global Background Screenings. If any debts are owed to NTTA for tolls, fees or violations, the prospective candidate must resolve prior to starting training. It is the Contractor's responsibility to review the background screening report. NTTA staff

will receive copies of the report to review and audit for compliance prior to placement. The contractor is responsible to pay up to $60.00 per applicant. At NTTA's request, additional costs incurred will be paid by NTTA. Contractor must include the cost of background checks in the proposed fee schedule.

Contractor will review consent and disclosure forms for background checks to reflect the roles of the parties. Under the federal Fair Credit Reporting Act (FCRA), a staffing agency can request that the background release extend to the NTTA so appropriate personnel can review the background report. However the background release must also clarify that the staffing agency is the employer of record and providing a report to the NTTA does not create an employment relationship. Contractor will revise forms. NTTA staff will approve the forms.

Contractor will make the preliminary decision based on the screening protocol and criteria provided by the NTTA, as described in item 2 above. NTTA staff will review the Contractor's decision and provide a final decision. The contractor will be responsible for all action notices or re-investigations. If there is any conflict between these requirements and applicable law, the law shall prevail. Contractor shall promptly bring to the NTTA staff's attention any perceived conflict between these requirements and applicable law. Remedies for non-compliance include reimbursement of paid invoices and termination of Staffing Agreement.

- **Social Security Trace**
- **Criminal Court Search Record (Felony and Misdemeanor)**
  See attached NTTA Pre-Employment Criminal Background Checks Procedure
  - County (based on Social Trace and Alias results)
  - Statewide
  - Federal
  - National Criminal
- **Employment History Verification:** This search is based on previous employers listed on application. (Up to the maximum number of years used for the purpose of assigning salary in accordance with the experience required for position as listed in the attached NTTA Compensation Guidelines.)
  - Start/end dates must be verified
  - Minimum of five years, or more if required by job description
  - Terminations are not acceptable unless cleared by NTTA
  - If discrepancies are discovered; further research/ documentation must be completed to NTTA standard
    - Contractor will make the preliminary decision based on the screening protocol and criteria provided by the NTTA, as described in item 2 above. NTTA staff will review the Contractor's decision and provide a final decision.
- **Credit Check.** See attached NTTA Pre-Employment Credit Checks Standards and Modified Credit Trigger Guidelines for Customer Service Center
- **Other background checks**
  - Education verification when required by the job description
  - Motor Vehicle verification when required by the job description

1.3 Procedure for Requesting Temporary Workers

A departmental representative may contact the Contractor to request temporary, contracted, or direct hire staffing services. The NTTA shall be responsible for providing the Contractor with all necessary job information in order for the Contractor to place the most qualified competent worker within the organization.

Contractor shall provide a status report on the request or confirm a placement with the NTTA. All requests shall be filled within five (5) business days of the time services are requested.

1.4 Placement of Temporary Workers

Contractor shall make all necessary arrangements with the NTTA for the Contractor's employees to report and commence work for the NTTA as temporary workers. If in the sole discretion of the NTTA, the NTTA finds that the assigned temporary worker fails to meet minimum qualifications for the position or the work performance of the temporary worker is unsatisfactory, the NTTA shall notify the Contractor. Contractor shall then remove the temporary worker from the NTTA site and, if requested by the NTTA, provide a qualified replacement worker within 24 hours of removal. Contractor shall not bill NTTA for time attributed to unsatisfactory work during the first 8 working hours if the request for removal is made prior to commencement of the second work day.

1.5 Time Sheets

Contractor shall provide weekly time sheets to the NTTA that shall be designed to accurately reflect actual hours worked per week by each temporary worker and that provides the temporary worker and the NTTA with documentation of the hours worked.

1.6 Invoices

Contractor shall submit a weekly, itemized invoice for payment directly to Accounts Payable – NTTA. The invoice shall indicate the hourly rate of pay received by the temporary workers for each assignment (as indicated in the original proposal), the percent markup (as indicated in the original proposal), and the subsequent total bill hourly rate for each assignment.

1.7 Reporting

Contractor shall generate and provide a monthly report to the NTTA Human Resources Department, in Microsoft Excel format, showing usage of temporary staffing services. This report shall include the following:

- Name of Temporary Worker
- Last four digits of social security number
- Date requested
- Date of assignment
- Job classification
- Pre-placement testing/training completed
- Temporary worker hourly rate (regular and overtime)
- Total bill hourly rate (regular and overtime)
- Assigned department
- Number of days and hours the temporary worker has worked in his/her current assignment.

1.8 Compliance with NTTA Policy

Temporary workers employed by the Contractor will be required to uphold the policies and procedures of the NTTA. Such employees will be required to complete Facilities Access Training, Information Security Awareness Training, and any other pre-placement training as the NTTA determines is necessary to carry out its interests, policies, or procedures. The candidate must also follow the NTTA attendance policy.

The NTTA seeks to award this RFP by category. The services of the awarded vendors for each category will be used on a rotational basis, provided that vendor's performance remains adequate and compliant with the RFP requirements.

. The award breakdown is detailed below. A vendor may be awarded multiple categories.

Group A

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
FINANCE
Accounts Payable Specialist
Accountant
PROCUREMENT
Purchase Order Specialist
ADMINISTRATIVE
Administrative Assistant
Receptionist/Human Resources

Group B

The NTTA will award to four (4) vendors to handle the following professional areas:

Category/Sub Category Position
CUSTOMER SERVICE
Customer Service Specialist – In Training
Customer Service Specialist II
Customer Service Specialist II (Bilingual)
Customer Service Representative
Receptionist/Customer Service Center

Group C

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
AUDIT

Internal Auditor

Group D

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
HUMAN RESOURCES
HRIS Analyst
Human Resources Coordinator

Group E

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
MAINTENANCE
Maintenance Technician
Mechanic
Custodian I
Customer Service Representative

Cost Proposal
Attachment B

Group A							
Category/Sub Category Position	**Temporary Worker Hourly Rate**	**Total Bill Hourly Rate**	**Firm Fixed Percent Markup**	**Firm Fixed Conversion Fee - Temp to Hire**	**Firm Fixed Conversion Fee - Direct Hire**	**Minimum Hours - Conversion Eligibility**	**Buy Out Fee**
FINANCE							
Accounts Payable Specialist	$ _____ - $ _____	$ _____ - $ _____					
Accountant	$ _____ - $ _____	$ _____ - $ _____					
PROCUREMENT							
Purchase Order Specialist	$ _____ - $ _____	$ _____ - $ _____					
ADMINISTRATIVE							
Administrative Assistant	$ _____ - $ _____	$ _____ - $ _____					
Receptionist/Human Resources	$ _____ - $ _____	$ _____ - $ _____					

_____
Firm

_____
Date

_____
Signature, Authorized Agent

Group B							
Category/Sub Category Position	Temporary Worker Hourly Rate	Total Bill Hourly Rate	Firm Fixed Percent Markup	Firm Fixed Conversion Fee - Temp to Hire	Firm Fixed Conversion Fee - Direct Hire	Minimum Hours - Conversion Eligibility	Buy Out Fee
CUSTOMER SERVICE							
Customer Service Specialist – In Training	$ _____ - $ _____	$ _____ - $ _____					
Customer Service Specialist II	$ _____ - $ _____	$ _____ - $ _____					
Customer Service Specialist II (Bilingual)	$ _____ - $ _____	$ _____ - $ _____					
Customer Service Representative	$ _____ - $ _____	$ _____ - $ _____					
Receptionist - Customer Service Center	$ _____ - $ _____	$ _____ - $ _____					

_____
Firm

_____
Date

_____
Signature, Authorized Agent

Group C							
Category/Sub Category Position	Temporary Worker Hourly Rate	Total Bill Hourly Rate	Firm Fixed Percent Markup	Firm Fixed Conversion Fee - Temp to Hire	Firm Fixed Conversion Fee - Direct Hire	Minimum Hours - Conversion Eligibility	Buy Out Fee
AUDIT							
Internal Auditor	$ _____ - $ _____	$ _____ - $ _____					

_____
Firm

_____
Date

_____
Signature, Authorized Agent

Group D							
Category/Sub Category Position	Temporary Worker Hourly Rate	Total Bill Hourly Rate	Firm Fixed Percent Markup	Firm Fixed Conversion Fee - Temp to Hire	Firm Fixed Conversion Fee - Direct Hire	Minimum Hours - Conversion Eligibility	Buy Out Fee
HUMAN RESOURCES							
HRIS Analyst	$ _____ - $ _____	$ _____ - $ _____					
Human Resources Coordinator	$ _____ - $ _____	$ _____ - $ _____					

_____
Firm

_____
Date

_____
Signature, Authorized Agent

Group E							
Category/Sub Category Position	Temporary Worker Hourly Rate	Total Bill Hourly Rate	Firm Fixed Percent Markup	Firm Fixed Conversion Fee - Temp to Hire	Firm Fixed Conversion Fee - Direct Hire	Minimum Hours - Conversion Eligibility	Buy Out Fee
MAINTENANCE							
Maintenance Technician	$ _____ - $ _____	$ _____ - $ _____					
Mechanic	$ _____ - $ _____	$ _____ - $ _____					
Custodian I	$ _____ - $ _____	$ _____ - $ _____					
Customer Service Representative	$ _____ - $ _____	$ _____ - $ _____					

_____
Firm

_____
Date

_____
Signature, Authorized Agent

Job Descriptions
Attachment C

Title: Accounts Payable Specialist

BRIEF DESCRIPTION:

The purpose of this position is to perform routine accounting, and administrative work in coordinating and processing all payables. This is accomplished by receiving documents, verifying invoices, processing requests for payment; creating vouchers, entering data, tracking payments, reporting discrepancies, reconciling all accounts, completing journal entries, and maintaining files and records of activities. Other duties include communicating with vendors, assisting departments with account payable procedures and questions related to payments, filing, and handling the mail.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Creates vouchers and vendor identification by matching invoices, recording numbers, obtaining approvals, matching invoices with quantities received, and recording wire payments,
2	L	Processes checks and dispatches statements by arranging documents, presenting information to supervision for review and approval, and documenting information on late payments.
3	L	Completes routine clerical tasks by answering the phone and responding to inquiries, sorting and distributing mail, and filing.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Under and including one year.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light **X**	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	N	
Sitting	C	Desk work
Walking	R	To other departments/offices
Lifting	R	Files
Carrying	N	
Pushing/Pulling	N	
Reaching	R	For files
Handling	N	
Fine Dexterity	F	Computer keyboard, calculator
Kneeling	N	
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	N	
Balancing	N	
Vision	C	Reading, computer screen
Hearing	R	Communicating via telephone/radio, to co-workers/public
Talking	R	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently	Occasionally	Rarely	Never
From 1/3 to 2/3 of the time	Up to 1/3 of the time	Less than 1 hour per week	Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	O
Frequent Change of Tasks	R
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	R
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Accountant

BRIEF DESCRIPTION:

The purpose of this position is to work in conjunction with the Accounting Manager in all accounting operations and activities. This is accomplished by analyzing investment transactions and preparing journal vouchers, adjusting entries, preparing bank reconciliations, reconciling special accounts, preparing scheduled financial statements, and assisting with the testing and implementation of software. Other duties include updating and preparing various schedules, maintaining filing systems, developing and analyzing specific reports, and working directly with internal and external audit requests.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Audits and/or reviews various items specific to assigned area for accuracy, regulatory compliance and/or adherence to policies and procedures, i.e., budget details, billing/vendor invoices, direct expenditures, collection reports, bank statements and/or wire transfers. Reconciles and/or balances various accounts or items specific to assigned area, i.e., payroll, bank statements, liability accounts and/or petty cash accounts. Performs research, analysis and follow up on various items, i.e., out of balance conditions, journal entry inconsistencies and/or account discrepancies.
2	S	Prepares financial statements and schedules as required. Maintains financial statement component reconciliations. Prepares month financial reports, completes assigned accounting and other financial functions. Works in conjunction with the Accounting Manager to accommodate external auditors with financial research and reporting.
3	S	Participates in budget development, monitors budget amounts versus actual expenditures, alerts departments to variances, and prepares monthly budget versus reports and analyses. Coordinates with and audits all departments for budget information.
4	S	Prepares all fixed asset schedules and reports. Maintains fixed asset files and data in the GL system including additions, deletions, transfers, retirements and depreciation reports. Supervises the recording and handling of interoperability transactions. Works in conjunction with the Accounting Manager in the

development, implementation and revision of processes and procedures for reporting purposes. Works in conjunction with the Accounting Manger in the coordination and conduct of surplus property sales and related activities.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Over one year up to and including three years.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations.
Freedom to Act	Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. The assignment may be reviewed upon completion. Performance is reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Does research for budget documents; and compiles data for computer entry; enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than a department size, i.e. program, projects, or small organizational units.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced – Ability to apply fundamental concepts of theories, work with advanced mathematical operation methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light **X**	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work duties, communicating with co-workers
Sitting	C	Desk work
Walking	O	To other departments/offices, around work site
Lifting	R	Files
Carrying	N	Supplies, files
Pushing/Pulling	O	File drawers, equipment
Reaching	F	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	N	
Balancing	N	
Vision	C	Reading, computer screen, observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	O	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Purchase Order Specialist

BRIEF DESCRIPTION:

The purpose of this position is to process purchase requisitions and orders and to complete related routine work. This is accomplished by working with departments on receiving and distributing information, processing purchases, communicating with vendors, opening accounts, resolving vendor issues, documenting merchandise receipt, and forwarding all invoices for payment. Other duties include entering data, distributing mail, and maintaining office inventories.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Processes requisitions and purchase orders by providing purchase information to vendors, researching vendors if necessary, verifying account codes, maintaining files, storing records, and ensuring accurate costs.
2	S	Sends purchasing activities to accounting by adjusting prices, matching orders and requisitions, and including tax certificates as required.
3	S	Review requisitions and initiate further research for automated/manual requisitions for discount re-pricing opportunities.
4	S	Resolves vendor issues by researching payments, opening or adjusting accounts, and contacting vendors for more information.
5	S	Checks, documents and delivers merchandise by verifying order, distributing materials or supplies to departments, and arranging pick up for non-usable parts
6	S	Maintain and update related cost-savings data and supporting documentation.
7	S	Compile and disseminate procurement related information, respond to routine/emergency customer inquiries and coordinate resolution to customer/vendor complaints.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Over one year up to and including three years.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid driver's license

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium **X**	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work,
Walking	F	Around work site
Lifting	O	Supplies, equipment
Carrying	O	Supplies, equipment
Pushing/Pulling	O	Equipment, hoses
Reaching	F	For supplies
Handling	F	Paperwork
Fine Dexterity	O	Computer keyboard, telephone keypad, calibrating equipment
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	O	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground, making repairs
Twisting	N	
Climbing	R	Office Steps
Balancing	N	
Vision	C	Reading, computer screen
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software, office supplies

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	F

(1) N/A

-Environmental Factors-	
Respiratory Hazards	S
Extreme Temperatures	D
Noise and Vibration	N
Wetness/Humidity	W
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

Protective clothing, footwear, eyewear, gloves

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Administrative Assistant

BRIEF DESCRIPTION:

The purpose of this position is to provide administrative support to the department. This is accomplished by answering and screening calls, directing callers and visitors, completing routing clerical tasks, maintaining office supplies and inventories, distributing mail, and maintaining and monitoring expenditures. Other duties include developing and distributing materials, filing, and coordinating and participating in special events and projects.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Provides administrative support to the assigned department by faxing and copying documents; attending meetings and taking minutes of the meetings, assisting with logistics and documents, and ordering and maintaining office supplies.
2	S	Works with the public by receiving and screening calls; providing answers and assistance to citizens; greeting and directing callers and walk-in visitors; receiving complaints and routing them to the appropriate person; and taking and delivering messages.
3	S	Organizes and schedules meetings by completing agenda packets, posting notices and advertisements, recording official minutes and preparing meeting rooms.
4	S	Coordinates the preparation and submission of regularly scheduled information such as payroll, budgets, requisitions and purchase orders, and assists with or coordinates special projects.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Over one year up to and including three years.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. The assignment may be reviewed upon completion. Performance is reviewed periodically.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid driver's license.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary **X**	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Communicating with co-workers
Sitting	F	Desk work, meetings
Walking	C	To other departments/offices, around work site
Lifting	F	Supplies, files
Carrying	F	Supplies, files
Pushing/Pulling	F	File drawers, tables and chairs
Reaching	F	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	F	Retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	F	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	F	Stairs, step stools
Balancing	F	On ladders, on equipment
Vision	C	Reading, computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	N
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	N
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

NORTH TEXAS TOLLWAY AUTHORITY

Title: Receptionist/Human Resources

BRIEF DESCRIPTION:

The purpose of this position is to provide customer and guest relations on the phone or in person. This is accomplished by receiving and directing calls and inquiries, greeting guests, answering questions, providing directions, assisting applicants for positions, accepting deliveries, and ensuring signatures are obtained. Other duties include assisting with human resources functions, maintaining shipping supplies and materials, maintaining records and files, and distributing supplies.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Provides customer service and clerical support by answering the phone, taking messages and referring callers and visitors, maintaining visitor logs and records of appointments, receiving and distributing mail, entering data, composing correspondence, and maintaining files of documents and related information.
2	S	Assists customers by providing information regarding programs and services.
3	S	Assists applicants by providing applications and vacancy lists, checking finished applications for completeness and signature, giving instructions to applicants, completing courtesy postcards, and delivering applications to human resources.
4	L	Accepts deliveries by logging information, contacting departments regarding deliveries, and maintaining logs.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Under and including one year.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary **X**	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	R	Communicating with co-workers
Sitting	F	Desk work
Walking	R	To other departments/offices
Lifting	R	Supplies
Carrying	R	Supplies
Pushing/Pulling	R	Tables and chairs
Reaching	O	For supplies, for files
Handling	O	Paperwork, monies
Fine Dexterity	F	Computer keyboard, telephone keypad
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	N	
Balancing	N	
Vision	F	Reading, computer screen
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

NTTA
NORTH TEXAS TOLLWAY AUTHORITY

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	R
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)Exposure to hostile customers

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Customer Service Specialist II

BRIEF DESCRIPTION:

The purpose of this position is to provide general support for agency activities and services. This is accomplished by answering the phone and taking messages, answering questions and providing assistance and information, processing requests for services, processing the mail, processing payments, and reviewing images. Other duties include completing related projects as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Sets up new accounts, taking and providing information, making account changes, and processing requests by answering the phone and/or working on the front counter
2	S	Provides general clerical support by assisting patrons or customers; providing general or specific information; processing requests for services, researching information, compiling information, maintaining general office records, processing the mail, and assisting with other services.
3	S	Processes correspondence by receiving and responding to emails, faxes and other requests for information.
4	S	Processes payments by verifying information for accuracy, reviewing images, processing payments for overnight payments, and researches and resolves credit card disputes.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Over one year up to and including three (3) years of verifiable experience in a call center or in a position requiring significant interaction with the public.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Fluency in English is required. Typing requirements – 30 wpm. Grammar and mathematical evaluation will be assessed with a minimum passing score – 70%.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium **X**	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	O	To other departments/offices, around work site
Lifting	F	Supplies, equipment, files
Carrying	F	Supplies, equipment, files
Pushing/Pulling	F	Equipment
Reaching	C	For supplies, for files
Handling	C	Paperwork, monies
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	N	
Crawling	N	
Bending	R	Filing in lower drawers
Twisting	N	
Climbing	R	Step stools
Balancing	N	
Vision	C	Reading, computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public, listening to equipment
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	N
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	O

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)Exposure to hostile customers

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Customer Service Specialist II

BRIEF DESCRIPTION:

The purpose of this position is to provide general support for agency activities and services. This is accomplished by answering the phone and taking messages, answering questions and providing assistance and information, processing requests for services, processing the mail, processing payments, and reviewing images. Other duties include completing related projects as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Sets up new accounts, taking and providing information, making account changes, and processing requests by answering the phone and/or working on the front counter
2	S	Provides general clerical support by assisting patrons or customers; providing general or specific information; processing requests for services, researching information, compiling information, maintaining general office records, processing the mail, and assisting with other services.
3	S	Processes correspondence by receiving and responding to emails, faxes and other requests for information.
4	S	Processes payments b y verifying information for accuracy, reviewing images, processing payments for overnight payments, and researches and resolves credit card disputes.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Over one year up to and including three (3) years of verifiable experience in a call center or in a position requiring significant interaction with the public.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Fluency in English is required. **Bilingual applicants preferred.** Typing requirements – 30 wpm. Grammar and mathematical evaluation will be assessed with a minimum passing score – 80%.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium **X**	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	O	To other departments/offices, around work site
Lifting	F	Supplies, equipment, files
Carrying	F	Supplies, equipment, files
Pushing/Pulling	F	Equipment
Reaching	C	For supplies, for files
Handling	C	Paperwork, monies
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	N	
Crawling	N	
Bending	R	Filing in lower drawers
Twisting	N	
Climbing	R	Step stools
Balancing	N	
Vision	C	Reading, computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public, listening to equipment
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	N
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	O

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)Exposure to hostile customers

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Receptionist/Customer Service Center

BRIEF DESCRIPTION:

The purpose of this position is to provide customer and guest relations on the phone or in person. This is accomplished by receiving and directing calls and inquiries, greeting guests, answering questions, providing directions, assisting applicants for positions, accepting deliveries, and ensuring signatures are obtained. Other duties include assisting with human resources functions, maintaining shipping supplies and materials, maintaining records and files, and distributing supplies.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Provides customer service and clerical support by answering the phone, taking messages and referring callers and visitors, maintaining visitor logs and records of appointments, receiving and distributing mail, entering data, composing correspondence, and maintaining files of documents and related information.
2	S	Assists customers by providing information regarding programs and services, providing materials for toll tags, and referring guests to customer service.
3	S	Assists applicants by providing applications and vacancy lists, checking finished applications for completeness and signature, giving instructions to applicants, completing courtesy postcards, and delivering applications to human resources. S15
4	L	Accepts deliveries by logging information, contacting departments regarding deliveries, and maintaining logs.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Under and including one year.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary **X**	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	R	Communicating with co-workers
Sitting	F	Desk work
Walking	R	To other departments/offices
Lifting	R	Supplies
Carrying	R	Supplies
Pushing/Pulling	R	Tables and chairs
Reaching	O	For supplies, for files
Handling	O	Paperwork, monies
Fine Dexterity	F	Computer keyboard, telephone keypad
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	N	
Balancing	N	
Vision	F	Reading, computer screen
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	R
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)Exposure to hostile customers

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Internal Auditor

BRIEF DESCRIPTION:

The purpose of the position is to execute audit assignments throughout the Authority and third parties. Assist in providing recommendations that improve internal controls, add value and/or create greater efficiencies with respect to operations, compliance, reporting, etc. Employees in this classification are responsible for assisting with the planning, coordination and execution of activities that support the overall audit function. Performs related work as required.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Assist in the completion of a variety of audits, including all phases of the audit process.
2	S	Identify control weaknesses and recommend appropriate resolution, including best practice analysis and implementation.
3	S	Evaluate the relevance, reliability, and integrity of reports and information systems.
4	S	Review existing as well as new projects, services, and procedures to ensure compliance with applicable requirements.
5	S	Communicate audit findings by assisting with the preparation of periodic reports.
6	S	Special projects involvement.
7	S	Provide audit assistance to the Authority's public accounting firm.
8	S	Review for compliance with all federal, state, local, and other legal/regulatory requirements.
9	S	Advises management on appropriate systems' controls and other account and operational matters.
10	S	Completes all activities and internal audits in an effective, professional, and timely manner.
11	S	Maintain confidentiality of all information obtained during the execution of job responsibilities.
12	S	Keep abreast of all relevant pronouncements, changes, etc., and evaluate their impact or potential impact on the Authority.
13	S	Maintain courteous, professional and effective working relationships with all levels of employees and third parties working for the Authority. Show respect

		for the opinion of others and behave in such a way as to encourage an atmosphere free of discrimination and harassment.
14	S	Work days and hours necessary to perform all assigned responsibilities and tasks.
15	S	Perform all other tasks and special projects as requested by supervisor.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Over one year up to and including three years.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support or controversial position or the negation of sensitive issues or important presentations.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.
Technical Skills	Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Job has no budget responsibility.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced – Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Knowledge of International Standards for the Professional Practice of Internal Auditing, along with excellent technical and comprehensive abilities. Detail oriented. Ability to establish effective audit policies and procedures and to handle multiple priorities, organize projects, and meet deadlines.

Intermediate to advanced computer skills including: knowledge of Excel and other spreadsheet programs, and the ability to quickly assimilate knowledge of Authority's computer systems used into the development of audit practices and procedures.

Ability to prioritize and meet deadlines.

Ability to exercise sound judgment and make independent decisions in accordance with established policies and procedures, as well as exercise discretion in matters of a sensitive and confidential nature.

Ability to apply analytical and interpretive skills to problem solving.

Interpersonal skills to communicate clearly and concisely, both orally and in writing. Additionally, ability to identify items of a sensitive nature.

Ability to establish and maintain effective working relationships with those contacted in the course of work.

Professional customer service and leadership skills.

Self-motivated, ability to work independently.

Excellent follow-up and follow-through skills.

Excellent verbal and written communication skills.

Team player who views his/her role as "value added" while improving overall operations.

Project management, construction accounting/analysis, or fund accounting experience a plus.

Prefer current certification applicable to job (i.e. CIA, CPA, CISA, PMI, CMA, etc.)

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary **X**	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Communicating with co-workers
Sitting	F	Desk work, meetings
Walking	C	To other departments/offices, around work site
Lifting	F	Supplies, files
Carrying	F	Supplies, files
Pushing/Pulling	F	File drawers, tables and chairs
Reaching	F	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	F	Retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	F	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	F	Stairs, step stools
Balancing	F	On ladders, on equipment
Vision	C	Reading, computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N

Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	N
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

Signature of Employee _____ Date _____

Date _____

_____	_____
Job Title of Supervisor	Signature of Supervisor

_____	_____	_____
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: HRIS Services Analyst

BRIEF DESCRIPTION:

The purpose of this position is to coordinate, implement, support and maintain all activities related to Human Resources software applications for the organization. This is accomplished by partnering with departments, analyzing, reviewing and updating business processes with best practices, directing/managing staff and consultants in the implementation of HR software, managing/monitoring costs/budget impact and reporting as required to Senior Management of both the Human Resources Department and the organization.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Manages, coordinates implementation, and supports all activities related to human resources software applications for the organization. Work with Human Resources staff to evaluate HRIS software and hardware needs and design new or modify existing HRIS to meet changing demands.
2	S	Maintains the human resources system for the organization including but not limited to collection, retrieval, accessibility and usage of employee information for Human Resource department planning and activities.
3	S	Analyzes, reviews and updates current business processes with best practices using PeopleSoft. Integrates PeopleSoft functionality with business needs.
4	S	Directs and manages staff and consultants in the implementation, revision and update of PeopleSoft to meet the needs of the organization. Work directly with IT staff, acting as the main interface between the HR and IT/MIS departments and third party systems vendors. Interact with payroll and its personnel to coordinate retrieval and reporting functions.
5	S	Periodically reports analysis, recommendations and/or other data as necessary or required to Senior Management of both the Human Resources Department and the organization. Maintain internal database files and tables, and develop custom reports to meet the requirements of Human Resource management and staff. Participate in active development of the scorecard and develop and deliver reports as required.
6	S	Manage HR projects related to systems, data, process development and related issues across the full spectrum of HR support areas (e.g., benefits, compensation, risk management, training, development, performance management).

Manages multiple priorities on a daily basis.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Five to seven years hands-on experience in the implementation of PeopleSoft HR and seven to ten years experience maintaining a HR information system in a governmental organization.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	Receives Administrative Direction: Within this job, the employee normally performs the duty assignment within broad parameters defined by general organizational requirement and accepted practices. Total end results determine effectiveness of job performance.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Does research for budget documents; and compiles data for computer entry; enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than a department size, i.e. program, projects or small organizational units.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced – Ability to write editorials, journals, speeches, manuals or critiques. Ordinarily such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	PeopleSoft HR experience required. Governmental organization experience required.

The successful candidate must be a critical thinker, possess strong oral and written communication skills, be comfortable managing multiple assignments and changing priorities and be flexible, adaptable and comfortable working in a cooperative, highly collaborative team environment with a substantial work load. The ideal candidate must thrive on problem solving and finding answers to difficult questions and issues.

Understanding is required of the following:

Process Improvement methodology (as represented in Deming or Six Sigma)
Software Engineering as a concept including knowledge of defects, sizing and software development methodologies.
Cost of Quality (the opportunities, savings & costs and the methods of quality control.)
How to develop metrics, particularly in relation to process improvement and goal attainment.

A solid background and/or proficiency is required in the following:

Metric analysis and reporting.
Statistical and data analysis, statistical process control, and root cause analysis.
The use of MS Excel macros, pivot tables, graphing tools, etc.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations, observing work site, observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	O	To other departments/offices, around work site
Lifting	O	Supplies, files
Carrying	O	Supplies, files
Pushing/Pulling	O	File drawers, equipment, tables and chairs
Reaching	F	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	R	Step stools
Balancing	R	On ladders, on equipment

Vision	C	Reading, computer screen, driving
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:
Computers, printers and related software, binding equipment

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:
None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Human Resources Coordinator

BRIEF DESCRIPTION:

The purpose of this position is to provide human resources support to departments and staff to assist with the implementation and administration of agency policies and procedures. This is accomplished by processing new employees, coordinating human resources programs, analyzing data, coordinating and monitoring of the human resources department budget and assisting with proposals and executive summaries. Other duties include assisting with preparation of training materials and completing special projects as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Attends meetings and taking minutes of meetings, assisting with documents including proposals, RFP and RFP development, executive summaries and departmental assessment binders.
2	S	Processes all new hire and benefits information in PeopleSoft.
3	S	Coordinates the Employee Educational Assistance Program.
4	S	Coordinates and oversees the administration of the human resources file room.
5	S	Coordinates the preparation and submission of regularly scheduled information such as payroll, monthly turnover analysis, purchase orders and assists with or coordinates special projects.
6	S	Coordinates the position based management process in PeopleSoft.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Over one year up to and including three years.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Prepares budget documents; does research to justify language used in documents.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid driver's license

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary **X**	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations, observing work site, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	O	To other departments/offices
Lifting	O	Files
Carrying	O	Supplies, files
Pushing/Pulling	R	File drawers
Reaching	R	For files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers
Crouching	R	Filing in lower drawers
Crawling	N	
Bending	O	Filing in lower drawers
Twisting	R	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	C	Reading, computer screen, driving, observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

Safety vest

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Maintenance Technician – Roadway

BRIEF DESCRIPTION:

The purpose of this position is to provide professional maintenance of the roadways, signs, buildings, and to maintain the landscape. This is accomplished by driving and operating heavy equipment including dump trucks, tractors, street sweepers, snow and ice equipment, litter picker, fork lifts, front end loaders, skid loaders and various other heavy equipments. The position also entails duties such as operating air compressors, push mowers, weed eaters, crack sealing machines, chemical applicators, and various other road and landscape equipment. Other duties include making minor repairs and assisting others with inspections and preventive maintenance.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	H	Mowing grass and weeds. Weed eating along guardrails, fence lines, around light poles, and bridge columns. Duties also include using pressure washer to wash walls to remove dirt, tire marks, and debris.
2	VH	Maintaining and repairing of damaged appurtenance including guardrails, fences, signs, attenuator, median walls, and flume drains.
3	M	Operations of heavy road sweeper and removal of debris from roadway. Also includes sweeping of entry and exit ramps, and shoulder access. Clean up of snow and ice debris.
4	H	Operating a Vactor truck to remove debris from drainage system, remove litter and/or debris from roadway, manually clean drains and repair and/or replace drain grates. Also perform rolling lane closures to ensure safety of workers and pedestrians.
5	H	Repairing pot holes and spills on the roadway.
6	M	Build up and creation of roadway signs pursuant to the "Texas Manual on Uniform Traffic Control Devices".

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, and technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training
Experience	Under and including one year.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Budget Responsibility	None.
Reading	Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid driver's license. Ability to obtain a CDL within 6 months of hire.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium	Heavy **X**	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site, observing work duties, communicating with co-workers.
Sitting	O	Driving
Walking	F	Around work site
Lifting	O	Supplies and equipment
Carrying	C	Supplies, tools and equipment
Pushing/Pulling	O	Equipment, tables and chairs, hoses
Reaching	O	For supplies, for files
Handling	O	Equipment and supplies
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	F	Retrieving items from lower shelves/ground
Crawling	R	Under equipment, inside attics, pipes, ditches
Bending	F	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	Getting inside vehicle
Climbing	C	Stairs, ladders, onto equipment
Balancing	O	On ladders, on equipment
Vision	C	Reading, computer screen, driving, observing work sites
Hearing	F	Communicating via telephone/radio, to co-workers/public, listening to equipment
Talking	O	Communicating via telephone/radio, to co-workers/public
Foot Controls	F	Driving, operating heavy equipment
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Hand and power tools

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	F
Electrical Hazards	O
Fire Hazards	R
Explosives	R
Communicable Diseases	R
Physical Danger or Abuse	N
Other (see 1 below)	F

(1) High Speed Traffic

-Environmental Factors-	
Respiratory Hazards	D
Extreme Temperatures	D
Noise and Vibration	D
Wetness/Humidity	D
Physical Hazards	D

PROTECTIVE EQUIPMENT REQUIRED:

Protective clothing, footwear, eyewear, gloves

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	R
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	X
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Mechanic

BRIEF DESCRIPTION:

The purpose of this position is to service vehicles and equipment. This is accomplished by completing preventive maintenance and routine activities such as changing oil, filters and tires, checking lights and fluids, rotating tires, changing tires, repairing small engines, working on and repairing heavy equipment, and completing road tests Other duties include completing minor body work, fabricating parts, and completing related shop activities.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	V	Completes fluid changes by checking all fluids, filters and other components, draining fluids. changing fluids and filters, and confirming if other maintenance is warranted.
2	V	Completes tire work by inspecting tires, removing wheels and tires, replacing tires with spares, replacing wheels, rotating tires, balancing, installing new tires, and removing tires from units.
3	S	Assists with overall fleet services by answering the phone, providing information, scheduling maintenance, and completing paperwork.
4	V	Provides outside support by providing roadside assistance, picking up and returning vehicles for service, and taking vehicles for inspections
5	H	Cleans and maintains the shop by cleaning all bays, removing trash and debris, sweeping floors and properly disposing of all supplies and used materials.
6	H	Completes vehicle/system repairs by performing engine tune ups, repairing/replacing brake system components, and repairing/replacing cooling system components.
7	H	Performs sand spreader maintenance and repair by lubricating the spreader subsystems, replacing hydraulic pumps and hoses, repair the spinner subsystem, and changing the chain and belts.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Over one year up to and including three years.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	None.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid Class A license

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium	Heavy **X**	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	C	Communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	C	To other departments/offices, around work site
Lifting	C	Supplies, equipment
Carrying	C	Supplies, equipment
Pushing/Pulling	C	Equipment, hoses
Reaching	C	For supplies
Handling	O	Paperwork
Fine Dexterity	R	Calibrating equipment
Kneeling	C	Retrieving items from lower shelves/ground
Crouching	C	Retrieving items from lower shelves/ground
Crawling	C	Under equipment
Bending	C	Retrieving items from lower shelves/ground, making repairs
Twisting	C	Getting inside vehicle
Climbing	C	Ladders, onto equipment
Balancing	C	On ladders, on equipment
Vision	C	Reading, computer screen, driving, observing work site
Hearing	C	Communicating via telephone/radio, to co-workers/public, listening to equipment
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	C	Driving, operating heavy equipment
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software, automotive repair and maintenance tools and equipment

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	C
Chemical Hazards	C
Electrical Hazards	C
Fire Hazards	C
Explosives	C
Communicable Diseases	R
Physical Danger or Abuse	C
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	D
Extreme Temperatures	D
Noise and Vibration	D
Wetness/Humidity	D
Physical Hazards	D

PROTECTIVE EQUIPMENT REQUIRED:

Protective clothing, footwear, eyewear, gloves

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	
Shop	X	Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Custodian I

BRIEF DESCRIPTION:

The purpose of this position is to provide thorough facility cleaning and total customer satisfaction. This is accomplished by maintaining a clean safe facility and environment by providing daily restroom sanitation, trash removal, the scrubbing and dusting of surfaces, vacuuming, cleaning glass and mirrors, stainless steel and hardware. Stocking and maintaining supply inventories. Other duties include reporting damaged and/or out of service facility components.

The successful candidate will be well organized, self motivated, possess a positive attitude, and provide first class customer service, realize their worth to the organization and accept responsibility while maintaining a willingness to succeed at any given task.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Maintains interiors by cleaning restrooms, break rooms and offices/cubicles. Cleaning and vacuuming carpet, damp wiping walls, cleaning windows, scrubbing and buffing hard surfaces. Stocking restrooms and break rooms with supplies, emptying trash, and keeping areas free of dust and debris. Prepares meeting rooms.
2	M	Maintains facility exteriors by cleaning walls, sidewalks and windows. Picks-up trash from grounds, landscaped areas and parking lots.
2	S	Reports issues observed in the day to day performance of duties. Items include damaged or stained ceiling tiles, non-functioning lighting and broken receptacles.
3	S	Legibly completes work orders in English, works with other departments and team members, participates meetings and reviewing policies and procedures.
4	M	Placing of deicing materials on concrete surfaces and clean up of snow and ice debris.
5	S	Coordinates the preparation and submission of regularly scheduled information such as payroll.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic, operational, technical or office processes. Level of knowledge equivalent to four years of high school or GED.
Experience	Under and including one year.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Direction: The employee performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization. Independent judgment and decision-making abilities are necessary to apply technical skills effectively. The ability to read and understand MSDS sheets.
Budget Responsibility	None.
Reading and Comprehension	Basic - Ability to recognize and understand the meaning of common words and phrases communicated through both oral and written requests and documents. The ability to comprehend and respond clearly too all requests and documents.
Math	Basic - Ability to perform the four basic arithmetic operations.
Writing	Basic - Ability to write effectively and construct comprehensive sentences containing subject, verb, and object.
Certification & Other Requirements	Valid Texas driver's license. Must be able to obtain a Texas Class B Commercial Drivers License within 6 months of hire date.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	C	Cleaning, communicating and operating equipment.
Sitting	R	Desk work, meetings
Walking	C	To other departments/offices, around work site
Lifting	F	Supplies, equipment
Carrying	F	Supplies, equipment
Pushing/Pulling	F	Equipment
Reaching	F	For supplies
Handling	C	Performing tasks
Fine Dexterity	C	Performing tasks
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	O	Cleaning
Crawling	O	Cleaning
Bending	O	Cleaning
Twisting	O	Cleaning
Climbing	O	Step stools
Balancing	R	
Vision	C	Reading
Hearing	C	Communicating with co-workers and the public.
Talking	C	Communicating with co-workers and the public.
Foot Controls	O	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Applicant must possess basic computer skills and the ability to print documents, view training software. Must be able to operate Vacuum Cleaners, Steam Cleaners, Carpet Shampooers, Floor Buffers, Mop Machines, and Floor Scrubbers, utilize Step-Stools and /or ladders.

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	R
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

Depending on the type of cleaning operation being performed, typically may be required to wear various types of PPE such as safety glasses, gloves, masks, etc.

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 2 below)	R

(2) Exposure to dissatisfied or angry customers.

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3) N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Title: Customer Service Representative_Maintenance

BRIEF DESCRIPTION:

The purpose of this position is to provide general support for agency activities and services, and administrative support for internal Maintenance divisions. This position interacts routinely with customers by providing assistance and information. Other duties include completing related projects as assigned.

The successful candidate will be well organized, self motivated, possess a positive attitude, with acceptance to an ever-changing work environment, provide first class customer service, realize their worth to the organization and accept responsibility while maintaining a willingness to succeed at any given task.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Performs a variety of clerical functions; maintains and updates filing systems; processes reports, prepares general correspondence; performs calculations and monetary transactions; researches records and files; processes departmental mail; prepares meeting rooms.
2	S	Responds to customer inquiries and complaints in a timely and efficient manner; resolves problems within area of assignment; explains applicable policies and procedures.
3	S	Works with law enforcement and insurance companies in the collection of 3rd party claims. This includes contacting involved parties and keeping detailed notes on communications with these individuals; and the ability to send and track legal letters and documents.
4	S	Inputs data to a computerized maintenance management system for the purpose of dispatching CSR requests and updating work orders.
5	S	Coordinates the preparation and submission of regularly scheduled information such as payroll time entry.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, and office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Over one year up to and including three years.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled: Work requires knowledge of business procedures and systems. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	None.
Reading	Basic - Ability to recognize and understand the meaning of common words and phrases communicated through both oral and written requests and documents. The ability to comprehend and respond clearly too all requests and documents.
Math	Basic - Ability to perform the four basic arithmetic operations. These operations may require collecting data from various worksheets and sources to incorporate into a collective document.
Writing	Basic - Ability to write effectively and construct comprehensive sentences containing subject, verb, and object, and the ability to include a series of numbers, names, and addresses.
Computers	Basic – An understanding of Microsoft Office software including Word and Excel is required. Experience with any non-Microsoft software is a plus. Experience with a Maintenance data collection system and PeopleSoft is preferable.
Certification & Other Requirements	Valid driver's license

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium **X**	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	O	To other departments/offices, around work site
Lifting	F	Supplies, equipment, files
Carrying	F	Supplies, equipment, files
Pushing/Pulling	F	Equipment
Reaching	C	For supplies, for files
Handling	C	Paperwork, monies
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	N	
Crawling	N	
Bending	R	Filing in lower drawers
Twisting	N	
Climbing	R	Step stools
Balancing	N	
Vision	C	Reading, computer screen
Hearing	C	Communicating via telephone and radio, to co-workers and the public.
Talking	C	Communicating via telephone and radio, to co-workers and the public.
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	D
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently	Occasionally	Rarely	Never
From 1/3 to 2/3 of the time	Up to 1/3 of the time	Less than 1 hour per week	Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	R

(2) Exposure to dissatisfied or angry customers.

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3) N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

_____

_____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Confidentiality and Non-Disclosure Statement
Attachment D

CONFIDENTIALITY
AND NON-DISCLOSURE STATEMENT

Respondent agrees that it will not disclose to any unauthorized person, association, firm, corporation or other party any proprietary or confidential information relating to the Authority. The Confidential Information includes all information directly or indirectly furnished, obtained or acquired directly, indirectly or by inference in the course of providing services to the NTTA, or other information that the receiving Party should reasonably know is of a confidential nature. Confidential Information shall include, but not be limited to, security operations, equipment, measures, plans, policies, procedures or devices, intellectual property, ideas, inventions, processes, know-how, techniques, business methods, financial data and information, accounting and control procedures, information or data concerning the parties' products, services, policies, violation enforcement system, patrons, Toll-Tag customers, personnel and any other aspect of its operation and the like, whether such information is tangible or intangible, or transferred, maintained or obtained orally, visually, electronically or by any other means.

Respondent confirms that such information constitutes the exclusive property of the Authority. All confidential and proprietary information shall be held in strict confidence. Respondent shall protect the confidentiality of all related records, data and information, with the same degree of care given toward the protection of Respondent's confidential information. Respondent agrees to be responsible for the negligent or willful release or unauthorized use of the Confidential Information by its employees, agents, representatives, affiliates, subcontractors, contractors, or any other third party which shall gain access to Confidential Information via Respondent, its employees, agents, representatives, affiliates, subcontractors or contractors that results in any damages to the NTTA, including loss to persons, property and revenues.

Respondent agrees that this Non-disclosure and Confidentiality Agreement is important and material to the RFP process and subsequent contract award, and disclosure of said confidential and proprietary information would significantly affect the successful conduct of the business of the Authority, as well as its reputation and goodwill. Any breach of the terms of this Agreement is a material breach, from which Respondent may be enjoined and for which the Respondent also shall pay to the NTTA all damages which arise from said breach. Respondent understands and acknowledges that its responsibilities under this Agreement shall continue in full force and effect after the award of the contract for an independent performance review services and after termination of Respondents contractual relationship with the Authority ends for any reason.

IN WITNESS THEREOF, executed this _____ day of _____, 201_____.

RESPONDENT:

_____
(Signature)
Name/Title:_____

_____

Company Name:_____

ATTACHMENT D

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor or other person doing business with local governmental entity

FORM CIQ

This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session. OFFICE USE ONLY

This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. *See* Section 176.006, Local Government Code.

A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

OFFICE USE ONLY

Date Received

1

Name of person doing business with local governmental entity.

2

☐ **Check this box if you are filing an update to a previously filed questionnaire.**
(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

3

Name of local government officer with whom filer has employment or business relationship.

_____

Name of Officer

This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

☐ Yes ☐ No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

☐ Yes ☐ No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

☐ Yes ☐ No

D. Describe each employment or business relationship with the local government officer named in this section.

4

_____ _____

Signature of person doing business with the governmental entity Date

AFFIDAVIT CONFLICT OF INTEREST AND DISCLOSURE STATEMENT

Project:	Temporary Staffing Services
RFP number:	03299-NTT-00-CS-HR

THE STATE OF TEXAS §
§
COUNTY OF_____ §

Before me, the undersigned, on this day personally appeared _____ who, being by me duly sworn, upon oath says: that he/she is duly qualified and authorized to make this affidavit for and on behalf of _____ ("Contractor") and is fully cognizant of the facts herein set out; that Contractor covenants and agrees that Contractor's officers, employees, agents or board members have no interest, and will acquire no interest, either direct or indirect, which will conflict in any manner with the performance of the services called for under this Contract; and that Contractor's officers, employees, agents, or board members have not and will neither solicit nor accept gifts, gratuities, favors or anything of monetary value from the Authority, employees, board members, agents, and representatives other than that which is the required compensation for services rendered or to be rendered pursuant to Contract.
Contractor's acknowledges that one or more of the items listed below are applicable to Contractor officers, its employee(s) agents or board member. Please check all that apply.

[ ] I have no business or familial relationship with a board member, employee, consultant or agent of the Authority, one of its member counties or another toll agency.

[ ] I have a business relationship with a board member, employee, consultant or agent of the Authority, one of its member counties or another toll agency which is as follows:

_____

_____

[ ] I have a familial relationship with a board member, employee, consultant or agent of the Authority, one of its member counties or another toll agency which is as follows:

_____

_____

[ ] I have other interest in the Authority which is as follows:

_____

_____

By signature of this Agreement, Contractor acknowledges to the Authority that Contractor has made full disclosure of any existing conflicts of interest and that Contractor will disclose any potential conflicts of interest, including personal financial or real property interests, direct or indirect, which develop after signature of the contract and prior to completion of the contract.

_____
Signature

_____
Name

_____
Title

SWORN TO AND SUBSCRIBED BEFORE ME by the said _____ this

_____day of _____, 20___, to certify which witness my hand and seal of office.

_____
Notary Public in and for

My Commission Expires:

_____ _____
Please Print Name of Notary

Business Diversity Reporting Forms
Business Diversity Policy
FORM 4906
FORM 4907
FORM 4908

NORTH TEXAS TOLLWAY AUTHORITY

"DISADVANTAGED, MINORITY, WOMEN-OWNED, AND SMALL BUSINESS ENTERPRISE PROGRAM"

Professional Services, Consulting and Goods/Services Contracts, and Special Provision for Construction and Maintenance related projects

1. General

The North Texas Tollway Authority (the Authority) is committed to providing contracting opportunities for disadvantaged, minority, women-owned, and small business enterprises (D/M/WBE). In this regard, the Authority maintains DBE, M/WBE, and SBE programs in order to facilitate contracting opportunities for these businesses.

The programs are implemented in accordance with the NTTA's Disadvantage, Minority, Women-Owned and Small Business Enterprises Policy (Diversity Policy), originally adopted by the NTTA Board of Directors under Resolution No. 10-19 on January 20, 2010, and any revisions thereafter.

The following document outlines:

- Criteria regarding commercially useful function
- Factors to determine good faith efforts
- Contractor responsibilities
- Monthly reporting and compliance requirements
- Noncompliance enforcement

The Business Diversity Department Contracting and Compliance Manual (CCM) outline the procedures, provisions and compliance requirements to support and comply with the Authority's Diversity Policy. The CCM is approved and incorporated into the contract by reference for all purposes by the Authority.

The CCM and the Diversity Policy may be obtained online at the NTTA website at http://www.ntta.org under "Working With Us" and "Business Diversity Department" or by contacting the Business Diversity Department at (214) 461-2007.

2. Commercially useful function criteria

A commercially useful function (CUF) is when the D/M/WBE is responsible for the performance, management and supervision of a distinct element of work, in accordance with normal industry practice. The criteria utilized to determine a commercially useful function is set forth in the CCM (page 18).

3. Factors to determine good faith efforts

All prime contractors are required to demonstrate a good faith effort toward achieving a D/M/WBE goal. A good faith effort can be demonstrated by actions which, by their scope, intensity, and appropriateness to the objective, can reasonably be expected to, either individually or collectively, achieve the goal.

If a prime contractor does not meet the designated goal, it shall nevertheless be eligible for award of the contract if it can demonstrate to the NTTA that it has made a good faith effort to

meet the goal. The factors that determine if a good faith effort has been met are set forth in the CCM (page 23).

4. Contractor's responsibilities

All responding firms, including D/M/WBE certified firms, must submit documentation regarding all subcontractor utilization and how they will meet or exceed the established goal using certified D/M/WBE firms for this project on the Commitment Agreement Form (Form 4906) provided.

Commitment Agreement Form (Form 4906), good faith effort documentation and supporting information must be submitted to the Business Diversity Department for all contracting opportunities in accordance to the CCM. Form 4906 must be submitted to the Authority with the proposal.

Information for construction and maintenance related projects

For all construction and maintenance related projects, Form 4906 must be submitted to the Authority no later than 5:00 pm on the 14th day after written notification of the conditional award of the contract.

Additional questions and/or clarification can be obtained by contacting the Business Diversity Department at businessdiversity@ntta.org. Please copy the Procurement Services Department at bidpurchasing@ntta.org on all correspondence. Form 4906 must include a brief description of the type of work to be performed and the dollar value or percentage of utilization of work that will be assigned to the subcontractors including D/M/WBEs and must be signed by both the prime contractor and subcontractor.

5. Monthly reporting and compliance requirements

Prime contractors must submit monthly reports, no later than the 15th of each month, using the Monthly Subcontractor Progress Report (Form 4907) throughout the term of the contract, and submit the Subcontractor Final Report (Form 4908) upon completion of the Contract in accordance with the CCM.

All compliance forms may be obtained online at the NTTA website at http://www.ntta.org under "Working With Us", "Business Diversity Department", and "D/M/WBE Compliance Forms."

6. Noncompliance enforcement

All participants of the D/M/WBE business process must comply with the requirements set forth in the Diversity Policy and are subject to noncompliance enforcement as set forth in the CCM (page 41).

NORTH TEXAS TOLLWAY AUTHORITY
"D/M/WBE GOAL"

Contract No: 03299-NTT-00-CS-HR
Project: Temporary Staffing Services

The following goal is established for DBE, MBE, and WBE subcontractor participation:

DBE	_____% of total contract amount
M/WBE	_____% of total contract amount
Total D/M/WBE Goal	**____19____% of total contract amount**

Pursuant to the Authority's Disadvantaged, Minority, Women-Owned and Small Business Enterprises Policy, and as outlined in the "Business Diversity Department Contracting and Compliance Manual", SBE utilization will continue to be tracked, reported, and monitored in its procurements. However, SBE participation will be counted independent of D/M/WBE participation goal and tracked separately.

DBE = Disadvantaged Business Enterprise
MBE = Minority Business Enterprise
WBE = Women-Owned Business Enterprise
SBE = Small Business Enterprise

Form NTTA 4906

COMMITMENT AGREEMENT FORM FOR ALL SUBCONTRACTORS

(Please complete one form for each subcontractor)

This commitment is subject to the award and receipt of a signed contract from the North Texas Tollway Authority for the subject project.

Project Description:		**County:**		**Contract No:**	
Corridor/Project:		**Segment/Section:**			

Items of work/service to be performed* (attach a list of work/service items, if more room is required):

Work/Service Description	**Unit Price**	**Quantity/Percentage**	**Total Per Item**
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
	$ -		$ -
		TOTAL	$ -

IMPORTANT! The signatures of the prime contractor, the subcontractor, and the total commitment amount must always be on the same page.

Prime Contractor:		**Name:**	
Contact Name:		**Title:**	
Address:		Signature:	
City:	ST, Zip:		
Phone:	Fax:		
Email:		Date:	
Subcontractor:		**Name:**	
☐ 8(a) ☐ DBE ☐ MBE ☐ WBE ☐ SBE ☐ Non-Minority		**Title:**	
Certification Entity:			
Contact Name:		Signature:	
Address:			
City:	ST, Zip:		
Phone:	Fax:		
Email:		Date:	
2nd Tier Sub:		**Name:**	
☐ 8(a) ☐ DBE ☐ MBE ☐ WBE ☐ SBE ☐ Non-Minority		**Title:**	
Certification Entity:			
Contact Name:		Signature:	
Address:			
City:	ST, Zip:		
Phone:	Fax:		
Email:		Date:	

The NTTA maintains the information collected through this form. With few exceptions, upon request you may be informed of the information that is collected about you. Under Sections 552.021 and 552.023 of the Texas Government Code, you are permitted to receive and review the information. Under Section 559.004 of the Texas Government Code, you are also permitted to have the NTTA correct information about you that it is incorrect.

To ensure prompt and efficient handling of your project file, we are requesting that all commitments be presented to the NTTA's stakeholder using this form.

Form NTTA 4907

NORTH TEXAS TOLLWAY AUTHORITY

NORTH TEXAS TOLLWAY AUTHORITY
MONTHLY SUBCONTRACTOR PROGRESS REPORT

Contract No.:	**number**	**County:**	**Name**
SA/WA/ETC#:	**number**	**Reporting Period** (M/D/Yr to M/D/Yr)	**date to date**
Contractor:	**Name**	**Original Contract Amount:**	**$ -**
D/M/WBE Goal:	**0.00%**	**Current Contract Amount:**	**$ -**
D/M/WBE Goal Attained to Date:	**0.0%**	**D/M/WBE Goal Dollars:**	**$ -**
		Current Year to date D/M/WBE Dollars paid (Beginning January 1st - December 31st)	**$ -**

Name of Subcontractor/Supplier		Type of Work/Service performed	Amount Paid This Period to Subcontractor	Amount Paid To Date to Subcontractor
D/M/WBE Certified Firms:				
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
		D/M/WBE Firm Totals:	$ -	$ -
SBE Firms:				
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
		SBE Firm Totals:	$ -	$ -
Non-Minority Firms:				
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
			$ -	$ -
		Non-Minority Firm Totals:	$ -	$ -

Include payments to all certified DBEs, WBEs, MBEs, SBE's and all Non-Minority firms during the period noted above.

If using a non-minority hauling firm that leases from D/M/WBE truck owner-operators, payments made to each owner-operator must be reported.

Any changes to the original commitments previously approved by the department must be reported to the NTTA's stakeholder and the Business Diversity Department.

For projects with assigned D/M/WBE Goals, submission of this report for periods of negative D/M/WBE activity is required. This report is required until all subcontracting or material supply activity is completed. ***This report must be submitted to the NTTA or Construction Manager each month with your monthly invoices***.

I hereby certify that the above is a true and correct statement of the amounts paid to all the firms listed above.

Signature: _____

Authorized Company Official Date

The NTTA maintains the information collected through this form. With few exceptions, upon request you may be informed of the information that is collected about you. Under Sections 552.021 and 552.023 of the Texas Government Code, you are permitted to receive and review the information. Under Section 559.004 of the Texas Government Code, you are also permitted to have the NTTA correct information about you that it is incorrect.

Form NTTA 4908

NORTH TEXAS TOLLWAY AUTHORITY

NORTH TEXAS TOLLWAY AUTHORITY
SUBCONTRACTOR FINAL REPORT

Contract No.:	**number**	**Original Contract Amount:**	**$ -**
SA/WA/ETC#:	**number**	**Final Contract Amount:**	**$ -**
Contractor:	**Name**	**D/M/WBE Goal Amount:**	**$ -**
D/M/WBE Goal:	**0.00%**	**Goal Amount Attained to Date:**	**$ -**

Name of Subcontractor/Supplier	**SBE, DBE, MBE, WBE, Non-Minority**	**Final Amount Paid To Subcontractor to Date**
D/M/WBE Certified Firms:		
		$ -
		$ -
		$ -
		$ -
		$ -
		$ -
		$ -
	Total:	**$ -**
SBE Firms:		
		$ -
		$ -
		$ - **$ -**
	Total:	**$ -**
Non-Minority Firms:		
		$ -
		$ -
		$ -
		$ -
		$ -
		$ -
	Total:	**$ -**

* Include payments to all **NON-MINORITY** and certified DBEs, WBEs,MBEs and SBEs.

This is to certify that 0.0% of the work was completed by D/M/WBE firms, as stated above.

IF THE GOAL WAS NOT ATTAINED, THEN ATTACH DOCUMENTATION THAT EXPLAINS THE REASONING.

Signature of General Contractor: _____ Date: _____

AFFIX NOTARY STAMP/SEAL ABOVE

Sworn to and subscribed before me, by the said _____, this the _____ day of _____, 20____, to certify which, witness my hand and seal of office.

Signature of Notary Public: _____ Printed Name of Notary Public: _____

The NTTA maintains the information collected through this form. With few exceptions, upon request you may be informed of the information that is collected about you. Under Sections 552.021 and 552.023 of the Texas Government Code, you are permitted to receive and review the information. Under Section 559.004 of the Texas Government Code, you are also permitted to have the NTTA correct information about you that it is incorrect.

Evaluation Criteria Score Sheet
Attachment F

Proposer	
Review Advisory Panel Member	

Scoring

Criteria under each area are listed to assist in the point determination. A comment section is included to explain point determination, if needed.

Weight Points	Criteria	Awarded
5	Compliance with proposal requirements	
25	Experience and Qualifications	
20	Methodology for recruitment and staffing • Candidate Sources • Pool of Qualified Candidates • Screening and Testing • Process time to fill available positions	
40	Cost proposal	
10	Business Diversity component • Participation in a teaming arrangement with a certified D/M/WBE firm in the last two years • Historical subcontractor utilization on previous/similar projects Business Diversity plan to meet/exceed the goal	
	Comments	
	Total Points	

Sample Contract
Attachment G

CONSULTING SERVICES AGREEMENT BETWEEN THE NORTH TEXAS TOLLWAY AUTHORITY
AND

[INSERT NAME OF CONSULTANT]
Contract No.: 03299-NTT-00-CS-HR

THIS CONSULTING SERVICES AGREEMENT (this "Agreement) is made and entered into as of _____ _____, **2012**(the "Effective Date"), by and between the **North Texas Tollway Authority**, a regional tollway authority and a political subdivision of the State of Texas, whose address is 5900 West Plano Parkway, Suite 100, Plano, Texas 75093 (the "NTTA"), and _____ _____, a **[INSERT NAME OF STATE AND WHETHER ENTITY IS A CORPORATION/LIMITED LIABILITY COMPANY/LIMITED PARTNERSHIP]**, whose address is _____ (the "Consultant").

WITNESSETH

WHEREAS, the NTTA is a regional tollway authority governed by Chapter 366 of the Texas Transportation Code (the "Regional Tollway Authority Act"), and authorized to enter into agreements necessary or incidental to its duties and powers; and

WHEREAS, the NTTA has determined that it is desirous of obtaining the necessary resources to provide Temporary Staffing Services; and

WHEREAS, the NTTA's procurement policy provides that the NTTA may contract for consulting services if the Executive Director reasonably determines that the NTTA cannot adequately perform the services with its own personnel, and the Executive Director hereby makes such a determination; and

WHEREAS, the NTTA must base its selection of consultants on their demonstrated competence, knowledge and qualifications, and on the reasonableness of the proposed fee for the services; and

WHEREAS, the services to be provided by the Consultant under this Agreement are described in the NTTA's Request for Proposal for Contract **03299-NTT-00-CS-HR** (the "RFP"), as well as the Consultant's Response, which was prepared by the Consultant and submitted to the NTTA in response to the RFP (the "Request for Proposal"); and

WHEREAS, the Consultant's personnel are highly trained, qualified, and experienced in performing the Scope of Services (as defined below) desired by the NTTA, the Consultant has the demonstrated competence, knowledge, and requisite qualifications

to provide the desired services, and has agreed to do so for a reasonable fee as set forth below and upon the terms and conditions provided in this Agreement.

NOW, THEREFORE, in consideration of payments hereinafter stipulated, the receipt and sufficiency of which are hereby acknowledged, the parties do hereby agree as follows:

1) DUTIES OF CONSULTANT

a) The Consultant covenants and agrees to provide those services detailed in the Scope of Services, attached hereto as Exhibit A and incorporated herein for all purposes (all such services being collectively referred to hereinafter as, the "Services").

b) The Consultant covenants and agrees that the Services shall be of the highest quality, complete in all respects, comply fully with the terms of this Agreement, and be subject to the approval of the NTTA.

2) TIME OF PERFORMANCE; SUSPENSION OF WORK

a) The Consultant agrees to begin the performance of the Services designated herein no later than ten (10) business days after the Effective Date.

b) Notwithstanding the foregoing, the NTTA may elect to suspend the work of the Consultant hereunder, but not terminate this Agreement, by providing the Consultant with thirty (30) days' prior written notice to that effect. Thereafter, the work may be reinstated and resumed in full force and effect upon receipt from the NTTA of thirty (30) days' prior written notice requesting same. The Consultant shall not be entitled to any damages or other compensation of any form in the event that the NTTA exercises its right to suspend the work; provided, however, that the completion period shall be extended for a period of time determined by the NTTA at its discretion to allow for said suspension of work.

c) The Consultant agrees that no claims for damages or for other compensation shall be made by the Consultant for any delays or hindrances occurring during the progress of any portion of the Services. Such delays or hindrances, if any, shall be provided for by an extension of time for such reasonable periods as the NTTA may decide.

3) COMPENSATION

a) The Consultant agrees to accept the consideration described on Exhibit B, attached hereto and made a part of this Agreement, as full and sufficient compensation for the satisfactory performance of the Services and its other obligations under this Agreement. Payments by the NTTA shall be inclusive of all

federal, state, and local taxes, and shall constitute full payment for the Services and all resources required to deliver the Services, including materials, training, equipment used, travel, overhead, and expenses.

b) If the NTTA shall materially change the contractual scope of the Services or materially revise features of the Services from those shown and described on Exhibit A, then the fees to be paid to the Consultant shall be subject to adjustment upward or downward as specified by mutual written agreement signed by the NTTA and the Consultant prior to such change.

c) If after paying for the Services or any other products or deliverables, the NTTA determines that the Services, products or deliverables do not satisfy the requirements of this Agreement, the NTTA may reject them and the Consultant shall return the compensation received therefore. No payment by the NTTA shall relieve the Consultant of its obligation to deliver timely the Services required under this Agreement. In addition to all other available rights and remedies, the NTTA may set off amounts owed by the Consultant under this Agreement, against amounts owed by the NTTA to the Consultant.

d) Consultant shall provide fully documented and accurate itemized statements of invoices with appropriate and applicable attachments, statistical and programmatic documentation reports as required. Each statement shall, at a minimum, include a description of the services, the day(s) and the time during the day(s) that the Consultant performed the services, and the total amount billed for the services rendered. The NTTA shall review and approve each statement in a timely manner and compensate Consultant within thirty (30) business days of the statement's receipt. All travel expenses shall comply with and be submitted in conformance with the NTTA's Travel Authorization and Expense Reimbursement Procedure. The NTTA shall have the right to withhold all or part of any payments to the Consultant to offset any payment or reimbursement made to Consultant for ineligible expenditures, use or sales taxes assessed for which the NTTA is exempt, undocumented units of service billed, and any profit made by the Consultant not provided for herein on the Services performed hereunder.

4) INSURANCE

a) Prior to beginning its performance of the Services, the Consultant shall, at the Consultant's own expense, obtain insurance coverage in the amounts specified in Exhibit C, attached hereto and incorporated into this Agreement for all purposes as if fully set forth herein. The Consultant hereby agrees that it shall maintain any and all required insurance in full force and effect during the term of this Agreement or for a longer term as may be otherwise provided for hereunder.

b) The Consultant hereby agrees that all polices will be written through companies licensed or approved to transact that class of insurance in the State of Texas,

rated with respect to the companies providing the insurance by A.M. Best Co. as "A minus X" or better.

c) Upon the execution of this Agreement by the Consultant, the Consultant shall furnish certificates of insurance, on the Agency Company Organization Research & Development Form 25 (i.e., ACORD Form 25), acceptable to the NTTA evidencing compliance with the requirements of this Section 4. The certificates shall indicate the name of insured, the name of insurance company, the name of the agency/agent, the policy number, the term of coverage, and the limits of coverage. Additionally, all insurance furnished for Commercial General Liability and Business Automobile shall name the NTTA as an additional insured. On all policies and certificates, the insurer shall certify that the aggregate amount shown on insurance limits is in full force and has not been diminished. The insurance carrier shall include in each of the insurance policies required under Exhibit C the following statement: "This policy shall not be canceled or materially changed during the period of coverage without at least thirty (30) days' prior written notice addressed to the North Texas Tollway NTTA, P.O. Box 260729, Plano, Texas 75026, Attention: Insurance and Claims Coordinator".

d) Contractor will be responsible for any damages caused to the NTTA property by any employee, sub-contractor, or any independent contractor working under the direction of the contractor or sub-contractor in the performance of this contract.

5) TERM; TERMINATION

a) The term of this Agreement will start on the Effective Date and shall remain in effect for one year until **[INSERT MONTH, DAY, YEAR]**, this agreement may be extended at the sole discretion of the NTTA for four (4) additional one (1) year terms. This agreement or any subsequent extensions may be terminated by either party in accordance with the provisions of Section 5 of this Agreement (the "Term").

b) In addition to any other remedy set forth in this Agreement or otherwise available at law or in equity, the NTTA may terminate this Agreement by written notice to the Consultant at any time, without prejudice to any other legal rights to which the NTTA may be entitled, upon the occurrence of any one or more of the following:

i) the NTTA's determination, in its sole judgment, that the Consultant's performance under this Agreement is unsatisfactory; or

ii) the Consultant's default in the performance of any of the provisions of this Agreement; or

iii) any representations or warranties made by the Consultant to the NTTA that prove to be untrue or inaccurate in any material respect; or

iv) the NTTA's determination, in its sole judgment, that termination is in the NTTA's best interest.

c) If the NTTA, in its sole judgment, determines that the Consultant's performance is unsatisfactory, the Consultant is in default of its obligations under this Agreement, or the Consultant made untrue or inaccurate representations or warranties in any material respect, then the NTTA may immediately terminate this Agreement and shall have a right to set off or otherwise recover any damages incurred by reason of the Consultant's breach hereof. The NTTA's rights and options to terminate this Agreement shall be in addition to, and not in lieu of, any and all rights, actions, options, and privileges otherwise available to the NTTA as a consequence of said default, whether arising under law or equity pursuant to this Agreement, or otherwise. During the pendency of a default by the Consultant hereunder, the NTTA may withhold payment of any sums that the Consultant claims are owed by the NTTA pending determination of the amount of any setoff or damages available to or suffered by the NTTA due to the Consultant's failure to satisfactorily perform under this Agreement.

d) Termination of this Agreement for any reason shall not relieve either party from its obligation to perform up to the effective date of termination or to perform all obligations that survive termination. If before the termination of the Agreement, the NTTA makes payments hereunder attributable to periods after termination, the Consultant shall refund those payments promptly to the NTTA. If payments attributable to periods before the termination remain unpaid upon the termination of the Agreement, the NTTA (or if applicable, the Consultant) shall do so promptly after the termination of this Agreement. Subject to the provisions of this Subparagraph 5(c), the Consultant shall not be entitled to any compensation after the effective date of termination. Nothing in this paragraph shall limit the rights otherwise available to a party arising from the breach of the provisions hereof.

6) INSPECTION OF BOOKS AND RECORDS

The NTTA, its employees, agents or any duly authorized representative of the NTTA, shall have the right at all reasonable times to inspect and examine the books and records of the Consultant, in whatever form said records may be kept, at Consultant's office for all lawful purposes, including but not limited to the following:

- Examination;
- Audit;
- Investigation;
- Contract Administration;
- Checking the salary costs and other expenses described and/or contemplated in the Agreement; or
- Otherwise confirming compliance with the terms of the Agreement.

Books and records for the purposes of this section shall include any and all authorization logs, transaction records, books, documents, and papers that are directly pertinent to the performance of the services covered under this Agreement. The Consultant shall maintain such records, together with such supporting or underlying documents and materials, for the duration of this agreement and according to the NTTA's Records Retention Schedules after the completion of this agreement, including any and all renewals or extensions thereof. The records, together with the supporting or underlying documents and materials shall be made available, upon request, to the NTTA, through its employees, agents, representatives, contractors or other designees, during normal business hours. Consultant will provide such access in reasonable comfort and will provide any furnishings, equipment, or other conveniences deemed reasonably necessary to fulfill the purposes described in this section.

a. SSAE 16 TYPE II AUDIT REQUIREMENT

At the sole discretion of the NTTA the following type of audit may be required of firms contracting for services with NTTA. This will not be a requirement of all contractual relationships but will be enforced on an as needed basis where it clearly is in the best interest of the NTTA.

Vendor shall cause a SSAE 16 Type II audit to be conducted at least annually, for each location from which the services are provided. Consistent with applicable determination of the scope and focus any such audit being determined by the applicable audit standard, the Parties acknowledge that each such SSAE 16 Type II audit shall include within its general focus vendor's policies, procedures and internal controls during the preceding twelve (12) months. As part of the sample, vendor shall ensure that NTTA data is included. Vendor will ensure that the SSAE 16 Type II audit includes all the processes for which services are provided to the NTTA. Vendor or firm conducting the audit shall also review the scope of the SSAE 16 Type II audit with NTTA to verify that the scope includes all the processes pertinent to NTTA. Vendor shall permit NTTA to participate in the planning of each such audit, shall confer with NTTA as to the scope and timing of each such audit and shall accommodate NTTA's requirements and concerns to the extent reasonably practicable. Unless otherwise agreed by the Parties, such audit shall be conducted so as to result in a final audit report dated as of each December 31st during the Term and shall be provided by vendor to NTTA within thirty (30) days of such date. In all events, each report delivered by such date shall be unqualified (or, if not, shall be accompanied by a plan intended to address any identified deficiencies, which plan shall be timely implemented to resolve such deficiencies) and vendor shall respond to such report.

7) NOTICES

All notices required to be given hereunder shall be in writing and shall be sent by certified mail, return receipt requested, hand delivered, or via reputable overnight air courier, addressed as follows:

If to the NTTA by hand delivery or air courier:

North Texas Tollway NTTA
Attn: Felix Alvarez
5900 W. Plano Parkway, Suite 100
Plano, Texas 75093

If to the Consultant:

[INSERT VENDOR NAME]
Attn:
_____
[INSERT VENDOR ADDRES]
[INSERT VENDOR ADDRES]

If to the NTTA by United States mail:

North Texas Tollway Authority
Attn: Felix Alvarez
P.O. Box 260729
Plano, Texas 75026:

or to such other address as either party may provide to the other in accordance herewith. All written notices, demands, and other papers or documents served upon the NTTA or the Consultant in the aforesaid manner shall be deemed served or delivered for all purposes hereunder either (a) three (3) days following the U.S. Postal Service's postmarked date if mailed, registered or certified mail and return receipt requested, or (b) immediately upon actual delivery or refusal of delivery if transmitted by courier or overnight delivery service.

8) COMPLIANCE WITH LAWS

The Consultant and its employees and agents shall strictly comply with all laws, rules and regulations applicable to its performance of this Agreement. The Consultant warrants to the NTTA that it has obtained and shall maintain all required permits, licenses, registrations, and filings in connection with its performance of this Agreement.

9) WARRANTIES

a) The Consultant represents, warrants and covenants to the NTTA that (a) it has the full right, power, capacity and legal authority to enter into and fully perform all obligations required of the Consultant under this Agreement in accordance with its terms, (b) the execution, delivery, and performance of this Agreement has been duly authorized by the Consultant and does not and will not violate or cause a breach of any other agreement or obligation to which it is a party or by which it is bound, and (c) no approval or other action by any third party is required in connection herewith.

b) The Consultant warrants that the Services performed under this Agreement shall be performed consistent with the highest prevailing professional or industry standards. In order to receive warranty remedies, the NTTA agrees to report in writing any deficiencies in the Services to the Consultant within sixty (60) days of the NTTA's acceptance of all modules within the Services, as provided under this Agreement. As a result of the breach of warranty, the NTTA shall be entitled to the expeditious cure of any deficiencies in a manner least disruptive to the operation of the NTTA's business. If the Consultant is unable to perform the work necessary to cure the deficiencies, the NTTA shall be entitled to recover the fees paid to the Consultant and to recover any additional costs incurred by the NTTA specific to curing the deficiency in its performance of the Services. Nothing contained in this section, nor the NTTA's making of a warranty claim under this section, shall be deemed to constitute an election of remedies by the NTTA for a breach by the Consultant under this Agreement, nor shall this section or the making of a claim under this section limit or otherwise impair the NTTA's ability to pursue any and all remedies available under this Agreement or under applicable law for a breach by the Consultant under this Agreement.

10) COMPLIANCE WITH DIVERSITY POLICY.

The NTTA is an Equal Opportunity Employer. In conducting business with or on behalf of the NTTA, the Consultant shall not discriminate against any person because of race, age, color, religion, sex, disability, ancestry, national origin or place of birth. The Consultant further acknowledges the NTTA's commitment to facilitate and assure the participation of disadvantaged and small businesses in the NTTA's procurement process through its Disadvantaged, Minority, Women-Owned and Small Business Enterprises (Diversity) Policy ("Diversity Policy") and agrees that it will use its best good faith efforts to assist the NTTA in the NTTA's fulfillment of such commitment. It is the policy of the NTTA's Board of Directors that disadvantaged and small businesses have the maximum practicable opportunity to participate in the awarding of NTTA contracts and related subcontracts. To do so the NTTA has developed its Diversity Policy, attached hereto as Exhibit D and incorporated into this Agreement for all purposes as if fully set forth herein. The NTTA requires that all Consultants, including certified D/M/WBE firms agree to submit a fully executed copy of the Commitment Agreement Form For All Subcontractors (Form 4906) to the NTTA, a copy of which is attached hereto also as part of Exhibit D, in relation to this

Agreement. In connection with any subletting, assignment or transfer of its work or obligations hereunder, the Consultant shall serve in a role typically described as the prime contractor with respect to all Services provided pursuant to this Section and will be responsible for ensuring the delivery of all of the Services of whatever kind provided pursuant to this Section. The Consultant will also submit a monthly report of the status of its D/M/W/SBE sub consultants. Reports will be submitted monthly with the Consultant's monthly invoices to the NTTA's Business Diversity Liaison and the applicable department director in the form designated by the Business Diversity Liaison.

11) MISCELLANEOUS

a) NTTA INDEMNIFIED. THE CONSULTANT SHALL INDEMNIFY AND HOLD HARMLESS THE NTTA AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONSULTANTS, AND REPRESENTATIVES (COLLECTIVELY, THE "INDEMNITEES") FROM ANY CLAIMS, COSTS, OR LIABILITIES OF ANY TYPE OR NATURE, AND BY OR TO ANY PERSONS WHOMSOEVER, TO THE EXTENT ARISING FROM THE CONSULTANT'S NEGLIGENCE OF THE WORK TO BE ACCOMPLISHED UNDER THIS AGREEMENT, OR THE CONSULTANT'S FAILURE TO PERFORM SUCH WORK WHETHER SUCH CLAIM OR LIABILITY IS BASED IN TORT OR STRICT LIABILITY OR CAUSED BY AN EMPLOYEE OR AGENT OF THE CONSULTANT AGAINST THE INDEMNITEES. IN SUCH EVENT, THE CONSULTANT ALSO SHALL INDEMNIFY AND HOLD HARMLESS THE INDEMNITEES FROM ANY AND ALL EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, INCURRED BY THE NTTA IN LITIGATING OR OTHERWISE RESPONDING TO SAID CLAIM OR LIABILITIES. IN THE EVENT THAT ANY OF THE INDEMNITEES IS/ARE FOUND TO BE PARTIALLY AT FAULT, THE CONSULTANT SHALL, NEVERTHELESS, INDEMNIFY THE INDEMNITEES FROM AND AGAINST THE EXPENSES, CLAIMS, OR LIABILITIES RELATING TO THE PERCENTAGE OF FAULT ATTRIBUTABLE TO THE CONSULTANT, ITS EMPLOYEES, AGENTS, CONTRACTORS, CONSULTANTS OR REPRESENTATIVES OR TO THEIR CONDUCT. THE PROVISIONS OF THIS SECTION SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT FOR ANY REASON, INCLUDING PURSUANT TO ANY TERMINATION RIGHT PROVIDED FOR OR ALLOWED HEREUNDER.

b) **CONFIDENTIALITY.** The Consultant acknowledges that any information that it or its employees, agents, or subcontractors obtain regarding the operation of the NTTA, its products, services, policies, personnel, and any other aspect of its operation is confidential, and shall not be revealed or disclosed to any person, company, or other entity without the express written consent of the NTTA. The Consultant hereby acknowledges and agrees that each of its employees, agents, or subcontractors performing work or services on behalf of the NTTA shall agree to be bound by the terms of this Agreement. The Consultant hereby agrees that each staff member assigned to work on the deliverables of this Agreement by the Consultant shall sign any confidentiality and/or computer access and security document/form required by the NTTA. The Consultant further agrees that any subcontractor staff utilized by the Consultant as a part of this implementation/engagement must also sign the same.

c) **PERSONNEL, EQUIPMENT, AND MATERIAL.** Except as otherwise specified, the Consultant shall furnish and maintain, at its own expense, adequate and sufficient personnel, equipment, supplies, transportation, and material, in the sole opinion of the NTTA, to perform the Services when and as required, and without delay. All employees of the Consultant shall have such knowledge and experience as will enable them to perform the duties assigned to them. Any employee of the Consultant who, in the sole opinion of the NTTA, is incompetent or by his work or conduct becomes detrimental to the performance of the Services rendered hereunder, shall, upon the request of the NTTA, immediately be removed from association with work being performed for the NTTA under this Agreement.

d) **ACTS AND LIMITATIONS OF NTTA.** Anything to be done under this Agreement by the NTTA may be done by such persons, corporations, or firms as the NTTA may designate, except as otherwise provided in this Agreement or by law. Notwithstanding anything herein to the contrary, all covenants and obligations of the NTTA under this Agreement shall be deemed to be valid covenants and obligations only to the extent authorized by the Regional Tollway NTTA Act and permitted by the laws and the Constitution of the State of Texas, and no officer, director, or employee of the NTTA shall have any personal obligations or liability hereunder.

e) **AUTHORITY OF CONSULTANT.** The Consultant represents and warrants that it is duly formed and qualified to do business under the laws of the State of Texas, and the individual or individuals executing this Agreement on its behalf are fully authorized to do so without the necessity of any additional action by its partners or any other party. The Consultant further represents and warrants that the execution, delivery, and performance by the Consultant of this Agreement shall neither conflict with any laws, statutes, regulations, or decisions affecting the Consultant nor breach any contractual covenants or restrictions between the Consultant and any other party.

The undersigned signatory or signatories for the Consultant hereby represent and warrant that each signatory is a fully authorized officer, partner, or representative, as applicable, of the Consultant and that said signatory has full and complete authority to execute this Agreement on behalf of the Consultant. The NTTA shall be relying upon the assurances provided in this section when entering into this Agreement.

f) **DELAYS AND DAMAGES.** The Consultant agrees that no claims for damages or for other compensation shall be made by the Consultant for any delays or hindrances occurring during the progress of any portion of the Services specified in this Agreement. Such delays or hindrances, if any, shall be provided for by an extension of time for such reasonable periods as the NTTA may determine.

g) **WAIVER.** The failure of either party to object to or to take affirmative action with respect to any conduct of the other party which is in violation of the terms hereof shall not be construed as a waiver thereof, nor of any subsequent breach or wrongful conduct. The rights and remedies set forth herein are intended to be cumulative, and the exercise of any right or remedy by either party shall not preclude or waive its exercise of any other rights or remedies hereunder or pursuant to law or equity.

h) **INDEPENDENT CONTRACTOR STATUS.** The Consultant shall be and act as an independent contractor under this Agreement. Under no circumstances shall this Agreement be construed as one of agency, partnership, joint venture or employment between the parties. Without limiting the foregoing, the purposes for which the Consultant and the NTTA have entered into this Agreement are separate and distinct, and there are no pecuniary interests, common purposes and/or equal rights of control among the parties hereto. The Consultant acknowledges and agrees that neither it nor any of its employees, sub-consultants, or subcontractors shall be considered an employee of the NTTA for any purpose. The Consultant shall have no authority to enter into any contract binding upon the NTTA, or to create any obligation on behalf of the NTTA, without express authorization from the Executive Director of the NTTA. Under no circumstances shall the Consultant or its employees, sub-consultants, or subcontractors, represent that it serves the NTTA in any capacity other than as an independent contractor. .
The Consultant is solely responsible for determining the hours and method of its employees' work, as well as providing all necessary training, instruction, and supervision to its employees so that the Consultant is able to satisfy its obligations under this Agreement. Notwithstanding the foregoing and unless otherwise coordinated with and authorized by the Director of Human Resources, the Consultant acknowledges and agrees that any work by the Consultant to be performed at the NTTA's offices or on the NTTA's premises shall be conducted during normal business hours for the NTTA, which are 8:00 a.m. to 5:00 p.m., CST Monday through Friday

Nothing contained in this Agreement shall be deemed or construed to create any liability for the NTTA whatsoever with respect to the liabilities, obligations or acts of the Consultant, its employees, sub-consultants, or subcontractors, or any other person. .

i) **ASSIGNMENT; SUCCESSORS; AND BENEFICIARIES.** The Consultant has no right or authority to assign its rights and/or obligations or to delegate its duties under this Agreement without the NTTA's prior written approval, such approval may be granted or withheld at the NTTA's sole discretion. Any attempted assignment or delegation without such approval shall be void and constitute a material breach. This Agreement and all of the terms and provisions hereof will be binding upon, and will inure to the benefit of, the parties hereto, and their respective successors and approved assigns. In any event, the responsibility for subcontracted, assigned, or transferred work shall remain with the Consultant

Nothing in this Agreement nor in any approval subsequently provided by either party hereto shall be construed as giving any benefits, rights, remedies, or claims to any other person, firm, corporation, or other entity, including, without limitation, the public in general or any member thereof, or to authorize anyone not a party to this Agreement to maintain a suit for personal injuries, property damage, or any other relief in law or equity in connection with this Agreement.

j) **NO CONTINGENT FEES; ETC.** The Consultant warrants that it has neither employed nor retained any company or person, other than a bona fide employee working solely for the Consultant, to solicit or secure this Agreement, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Consultant, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement. In the event of a breach or violation of this warranty, the NTTA shall have the right to annul and terminate this Agreement without liability or, in its sole discretion, to deduct from the compensation, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift, or contingent fee

k) **TEXAS FRANCHISE TAX CERTIFICATION** The Consultant hereby certifies that it is not delinquent in its Texas Franchise Tax Payments or, alternatively, that it is exempt from, or not subject to, such tax. A false statement concerning the Consultant's franchise tax status shall constitute grounds for cancellation of this Agreement at the sole option of the NTTA.

l) **SALES AND USE TAX.** The stated amounts of all payments to be made by the NTTA to the Consultant pursuant to this Agreement are inclusive of federal, state, or other taxes, if any, however designated, levied, or based; provided, however, that the NTTA acknowledges and represents that it is a tax-exempt entity under Sections 151.309, et seq., of the Texas Tax Code. A Tax Exemption Certification ("TEC") from the NTTA will be provided to Consultant to avoid sales and uses taxes on any purchases made on behalf of the NTTA under this Agreement. Consultant shall use the TEC solely for purchases made under this contract. Consultant shall not be reimbursed for taxes assessed on any purchase to which the NTTA's exemption applies. All copies of the TEC shall be destroyed by Consultant upon termination of this Agreement.

m) **CONFERENCES** The stated amounts of all payments to be made by the NTTA to the Consultant pursuant to this Agreement are inclusive of federal, state, or other taxes, if any, however designated, levied, or based; provided, however, that the NTTA acknowledges and represents that it is a tax-exempt entity under Sections 151.309, et seq., of the Texas Tax Agreement.

n) **GOVERNING LAW; VENUE** This Agreement shall be governed and construed in accordance with the laws of the State of Texas. The parties hereto acknowledge that venue is proper in Collin County, Texas, for all disputes arising hereunder and waive the right to sue or be sued elsewhere.

o) **HEADINGS** The paragraph headings set forth herein are for convenience only and do not constitute a substantive part of this Agreement.

p) **COUNTERPARTS** This Agreement may be executed in two or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instruments

q) **SEVERABILITY** If any provision of this Agreement is deemed to be invalid or unenforceable by any court of competent jurisdiction, then the balance of this Agreement shall remain enforceable, and such invalid or unenforceable provision shall be enforced by such court to the maximum possible extent.

r) **ENTIRE AGREEMENT; AMENDMENTS** Upon execution this Agreement will supersede all prior discussions and agreements of the parties relating to the subject matter hereof. This Agreement constitutes the final, complete and exclusive understanding between the parties with respect to its subject matter and supersedes all prior or contemporaneous agreements, whether oral or written, in regard thereto. This Agreement cannot be amended or waived except by an agreement in writing signed by authorized representatives of both parties and specifically referring to this Agreement

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have executed this Agreement to be effective as of the Effective Date.

NORTH TEXAS TOLLWAY AUTHORITY,
a regional tollway authority and a political subdivision of the State of Texas

By:_____
Name:_____
Title:_____

Date of Execution:
_____/____/20___

ATTEST:

By:_____
_____, Secretary

[INSERT VENDOR NAME]
[INSERT VENDOR ADDRES]
[INSERT VENDOR ADDRES]

By:_____
Name:_____
Title:_____

Date of Execution:
_____/____/20___

ATTEST:

By:_____
_____, Secretary

[If Consultant's governing documents do not require attestation of contracts, type: "Attestation not required" in attestation signature block.]

Approved As To Form:

By:_____
Print name:_____
Title:_____

Exhibit A
Scope of Services

1.9 Requirements of Workers to be Provided:

At the request of the NTTA, the selected Contractor(s) shall provide qualified temporary, contract, or direct hire staff for the positions listed in Attachment C of this RFP. The candidates provided by the Contractor(s) shall meet the minimum education and experience required by the job description for the job to be performed. The Contractor(s) must also ensure that each candidate submitted has completed and successfully passed any required pre-placement testing and/or training, as requested by the NTTA, prior to the start of assignment, at the cost of the proposer.

Call Center Customer Service Survey
This assessment consists of 72 multiple choice customer service related questions. The assessment gauges and assesses attitudes and opinions, of individuals, when making various types of customer service decisions. The minimum required score to pass is 85% with a 20 minute time limit.

Call Center Data Entry (audio)
This assessment tests the accuracy and speed of an individual by providing five different auditory scenarios. Individuals are required to type what is heard verbatim.
The minimum required score to pass is 75% with a 10 minute time limit. Capitalization is not required but points are deducted for incorrect spelling.

Call Center Spanish-English Bilingual (audio)
This assessment tests translation of formal Spanish, and tests English to Spanish and Spanish to English translation. Various questions are asked pertaining to colors, numbers, commonly used words, phrases and simple math. The minimum required score to pass is 80% with a 10 minute time limit.

1.10 Background Checks:

Contractor shall provide a background check on all temporary, contracted employees, or direct hire workers assigned to the NTTA. NTTA Staff will receive a copy of the background check and will verify compliance prior to placement.

The NTTA has specific background check guidelines/criteria that are consistently applied as part of the recruiting process. All Staffing Services providing temporary employees to the NTTA must be in compliance with the NTTA Pre-Employment Background Checks Standards. Such workers must have passed the background check prior to commencing work at the assignment.

Background Check Criteria

The same screening firm used by the NTTA will be used by the contractor. As of March 1, 2012, the background screening firm used by the NTTA is Pinkerton Consulting and Investigations – Global Background Screenings. If any debts are owed to NTTA for tolls, fees or violations, the prospective candidate must resolve prior to starting training. It is the Contractor's responsibility to review the background screening report. NTTA staff will receive copies of the report to review and audit for compliance prior to placement. The contractor is responsible to pay up to $60.00 per applicant. At NTTA's request, additional costs incurred will be paid by NTTA. Contractor must include the cost of background checks in the proposed fee schedule.

Contractor will review consent and disclosure forms for background checks to reflect the roles of the parties. Under the federal Fair Credit Reporting Act (FCRA), a staffing agency can request that the background release extend to the NTTA so appropriate personnel can review the background report. However the background release must also clarify that the staffing agency is the employer of record and providing a report to the NTTA does not create an employment relationship. Contractor will revise forms. NTTA staff will approve the forms.

Contractor will make the preliminary decision based on the screening protocol and criteria provided by the NTTA, as described in item 2 above. NTTA staff will review the Contractor's decision and provide a final decision. The contractor will be responsible for all action notices or re-investigations. If there is any conflict between these requirements and applicable law, the law shall prevail. Contractor shall promptly bring to the NTTA staff's attention any perceived conflict between these requirements and applicable law. Remedies for non-compliance include reimbursement of paid invoices and termination of Staffing Agreement.

- **Social Security Trace**
- **Criminal Court Search Record (Felony and Misdemeanor)**
  See attached NTTA Pre-Employment Criminal Background Checks Procedure
  - County (based on Social Trace and Alias results)
  - Statewide
  - Federal
  - National Criminal
- **Employment History Verification:** This search is based on previous employers listed on application. (Up to the maximum number of years used for the purpose of assigning salary in accordance with the experience required for position as listed in the attached NTTA Compensation Guidelines.)
  - Start/end dates must be verified
  - Minimum of five years, or more if required by job description
  - Terminations are not acceptable unless cleared by NTTA

- If discrepancies are discovered; further research/ documentation must be completed to NTTA standard
  - Contractor will make the preliminary decision based on the screening protocol and criteria provided by the NTTA, as described in item 2 above. NTTA staff will review the Contractor's decision and provide a final decision.

- **Credit Check.** See attached NTTA Pre-Employment Credit Checks Standards and Modified Credit Trigger Guidelines for Customer Service Center
- **Other background checks**
  - Education verification when required by the job description
  - Motor Vehicle verification when required by the job description

1.11 Procedure for Requesting Temporary Workers

A departmental representative may contact the Contractor to request temporary, contracted, or direct hire staffing services. The NTTA shall be responsible for providing the Contractor with all necessary job information in order for the Contractor to place the most qualified competent worker within the organization.

Contractor shall provide a status report on the request or confirm a placement with the NTTA. All requests shall be filled within five (5) business days of the time services are requested.

1.12 Placement of Temporary Workers

Contractor shall make all necessary arrangements with the NTTA for the Contractor's employees to report and commence work for the NTTA as temporary workers. If in the sole discretion of the NTTA, the NTTA finds that the assigned temporary worker fails to meet minimum qualifications for the position or the work performance of the temporary worker is unsatisfactory, the NTTA shall notify the Contractor. Contractor shall then remove the temporary worker from the NTTA site and, if requested by the NTTA, provide a qualified replacement worker within 24 hours of removal. Contractor shall not bill NTTA for time attributed to unsatisfactory work during the first 8 working hours if the request for removal is made prior to commencement of the second work day.

1.13 Time Sheets

Contractor shall provide weekly time sheets to the NTTA that shall be designed to accurately reflect actual hours worked per week by each temporary worker and that provides the temporary worker and the NTTA with documentation of the hours worked.

1.14 Invoices

Contractor shall submit a weekly, itemized invoice for payment directly to Accounts Payable – NTTA. The invoice shall indicate the hourly rate of pay received by the temporary workers for each assignment (as indicated in the

original proposal), the percent markup (as indicated in the original proposal), and the subsequent total bill hourly rate for each assignment.

1.15 Reporting

Contractor shall generate and provide a monthly report to the NTTA Human Resources Department, in Microsoft Excel format, showing usage of temporary staffing services. This report shall include the following:

- Name of Temporary Worker
- Last four digits of social security number
- Date requested
- Date of assignment
- Job classification
- Pre-placement testing/training completed
- Temporary worker hourly rate (regular and overtime)
- Total bill hourly rate (regular and overtime)
- Assigned department
- Number of days and hours the temporary worker has worked in his/her current assignment.

1.16 Compliance with NTTA Policy

Temporary workers employed by the Contractor will be required to uphold the policies and procedures of the NTTA. Such employees will be required to complete Facilities Access Training, Information Security Awareness Training, and any other pre-placement training as the NTTA determines is necessary to carry out its interests, policies, or procedures. The candidate must also follow the NTTA attendance policy.

The NTTA seeks to award this RFP by category. The services of the awarded vendors for each category will be used on a rotational basis. The award breakdown is detailed below. A vendor may be awarded multiple categories.

Group A

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
FINANCE
Accounts Payable Specialist
Accountant
PROCUREMENT
Purchase Order Specialist

ADMINISTRATIVE
Administrative Assistant
Receptionist/Human Resources

Group B

The NTTA will award to four (4) vendors to handle the following professional areas:

Category/Sub Category Position
CUSTOMER SERVICE
Customer Service Specialist – In Training
Customer Service Specialist II
Customer Service Specialist II (Bilingual)
Customer Service Representative
Receptionist/Customer Service Center

Group C

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
AUDIT
Internal Auditor

Group D

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
HUMAN RESOURCES
HRIS Analyst
Human Resources Coordinator

Group E

The NTTA will award to two (2) vendors to handle the following professional areas:

Category/Sub Category Position
MAINTENANCE
Maintenance Technician

Mechanic
Custodian I
Customer Service Representative

Exhibit B
Compensation Schedule

Exhibit C
Insurance Requirements

NORTH TEXAS TOLLWAY AUTHORITY
Special Provision Addressing Insurance Requirements

Contract No.: 03299-NTT-00-CS-HR
Project: Temporary Staffing Services

Laws to be Observed. The Consultant shall comply with all federal, state, and local laws, ordinances, and regulations applicable to the performance of the Services. **THE CONSULTANT SHALL INDEMNIFY AND HOLD HARMLESS THE AUTHORITY AND ITS REPRESENTATIVES AGAINST ANY CLAIM ARISING FROM VIOLATION BY THE CONSULTANT OF ANY LAW, ORDINANCE, OR REGULATION APPLICABLE TO THE SERVICES.** The Agreement is between the Authority and the Consultant only. Except with respect to claims arising from the Consultant's indemnity obligations owed to the Authority's directors, employees, and consultants, no person or entity may claim third-party beneficiary status under the Agreement or any of its provisions, nor may any non-party sue for personal injuries or property damage under the Agreement.

Insurance. The Consultant shall not commence performing the Services under the Agreement until it has furnished the Authority with satisfactory proof that the Consultant has obtained insurance of such character and in such amounts as set forth below. The Consultant shall submit complete policies or certificates evidencing the policy coverages and stipulations. The certificate submittals shall be provided on forms adopted by the Association for Cooperative Research and Development (ACORD).
The Consultant shall purchase and maintain in full force and effect, until completion of the Services and the expiration of all applicable Texas statutes of limitations, with respect to claims that could arise out of the Services or the Consultant's performance of the Services, such insurance as will cover the obligations and liabilities of the Consultant and its agents, employees, and subconsultants which may arise from the Services or the Consultant's performance of the Services under the Agreement. All such insurance shall be written with companies having an A.M. Best Financial Strength Rating of **A-** or better, and be in a Financial Size Category of **X** or greater. The Consultant hereby agrees that all policies shall be on ACORD Form. The Consultant acknowledges that except for Professional Liability, Claims Made Policy Forms are not acceptable. The Consultant hereby agrees that the Authority has the right to review the insurance providers, and that all companies must be acceptable to the Authority.

Until the expiration of all applicable Texas statutes of limitations, the Consultant shall secure and maintain, in the Consultant's own name, the following:

Workers' Compensation Insurance **in compliance with the laws of the State of Texas and Employer's Liability Insurance with minimum limits of:**

$ 500,000	Each Accident
$ 500,000	Disease Policy Limit
$ 500,000	Disease Each Employee

A **"Waiver of Subrogation"** in favor of the Authority shall be attached to the policies.

Commercial General Liability Insurance **covering the Consultant with minimum limits of:**

2004 ISO, CGL or Equivalent Limits for Bodily Injury and/or Property Damage:

$ 500,000	General Aggregate
$ 500,000	Products and Completed Operations Aggregate
$ 500,000	Personal and Advertising Injury
$500,000	Each Occurrence
$ 50,000	Fire Damage

The Authority **shall be included as additional insured by endorsement to all policies required under the Agreement, other than Workers' Compensation Insurance policy.**

Insurance for Subconsultants.

The Consultant shall secure and maintain, until the expiration of all applicable Texas statutes of limitations with respect to claims that could arise out of a subconsultant's performance of the Services, certificates of insurance from all subconsultants, evidencing the fore going types and amounts of insurance coverages, with respect to the Services to be performed by the subconsultant.

Insurance certificates of subconsultants and sub-subconsultants will be maintained by the Consultant for the duration of the Agreement.

Required Addendum. The insurance carrier shall include in each of the insurance policies required under the Agreement the following statement:

> **"This policy shall not be canceled or materially changed nor non-renewed during the period of coverage without at least thirty (30) days' prior written notice to the North Texas Tollway Authority, 5900 West Plano Parkway, Suite 100, Plano, Texas 75093, Attention: Insurance Program Administrator".**

Payment of Deductibles. The Consultant shall be responsible for any deductible stated in any policy required under the Agreement.

Duration of Coverage. The Consultant shall carry the insurance specified above until all of the Services required to be performed under the terms of the Agreement are satisfactorily completed, as evidenced by the formal acceptance thereof and final payment of all amounts owed to the Consultant by the Authority, or provide, prior to the end of coverage, a new certificate of insurance. If, for any reason, the required insurance coverage is not kept in force, the Consultant shall stop all work until it provides acceptable documentation to the Authority. The Consultant shall notify the Authority, in writing, by certified mail or hand delivery of any material change in the insurance coverage of the Consultant or any subconsultant or sub-subconsultant within ten (10) days of such change.

Certification by the Insurer. On all policies, the insurer shall certify that the aggregate amount shown on insurance limits is in full force and has not been diminished.

No Special Payments. No special payments shall be made for any insurance that the Consultant may be required to carry, but all costs thereof shall be included in the price bid for the various items included in the proposal. Bidders shall determine all the kinds and costs of insurance that may be required before submitting their bids and shall submit acceptable evidence of same to the Authority.

No Waiver by the Authority. Neither the approval by the Authority of any insurance supplied by the Consultant nor the failure to disapprove that insurance shall relieve the Consultant from full responsibility for any liability as set forth herein

Waiver by the Consultant. The Consultant hereby waives any and every claim which arises or may arise in its favor against the Authority, the Engineer, the Construction Manager, the Section Engineer, and the Consulting Engineers and their respective owners, directors, officers, employees, consultants, contractors, and agents pursuant to the Agreement which is covered, in whole or in part, by insurance provided or to be provided pursuant to the terms hereof. Such waiver shall be in addition to, and not limitation of, any other waiver or release contained in the Agreement. Inasmuch as such waiver shall preclude the assignment of any aforesaid claim by way of subrogation or otherwise to an insurance company (or any other person), the Consultant hereby agrees immediately to give to each insurance company which has issued policies of insurance pursuant hereto written notice of the terms of such waiver and to cause such insurance policies to be properly endorsed, if necessary, to prevent the invalidation of such insurance coverages by reason of such waiver.

Exhibit D
Diversity Policy

NORTH TEXAS TOLLWAY AUTHORITY
"DISADVANTAGED, MINORITY, WOMEN-OWNED, AND SMALL BUSINESS ENTERPRISE PROGRAM"

Professional Services, Consulting and Goods/Services Contracts, and Special Provision for Construction and Maintenance related projects

1. General

The North Texas Tollway Authority (the Authority) is committed to providing contracting opportunities for disadvantaged, minority, women-owned, and small business enterprises (D/M/WBE). In this regard, the Authority maintains DBE, M/WBE, and SBE programs in order to facilitate contracting opportunities for these businesses.

The programs are implemented in accordance with the NTTA's Disadvantage, Minority, Women-Owned and Small Business Enterprises Policy (Diversity Policy), originally adopted by the NTTA Board of Directors under Resolution No. 10-19 on January 20, 2010, and any revisions thereafter.

The following document outlines:

- Criteria regarding commercially useful function
- Factors to determine good faith efforts
- Contractor responsibilities
- Monthly reporting and compliance requirements
- Noncompliance enforcement

The Business Diversity Department Contracting and Compliance Manual (CCM) outlines the procedures, provisions and compliance requirements to support and comply with the Authority's Diversity Policy. The CCM is approved and incorporated into the contract by reference for all purposes by the Authority.

The CCM and the Diversity Policy may be obtained online at the NTTA website at http://www.ntta.org/WorkingWithUs/Business+Diversity+Department/ or by contacting the Business Diversity Department at (214) 461-2007.

2. Commercially useful function criteria

A commercially useful function (CUF) is when the D/M/WBE is responsible for the performance, management and supervision of a distinct element of work, in accordance with normal industry practice. The criteria utilized to determine a commercially useful function is set forth in the CCM (page 18).

3. Factors to determine good faith efforts

All prime contractors are required to demonstrate a good faith effort toward achieving a D/M/WBE goal. A good faith effort can be demonstrated by actions which, by their scope, intensity, and appropriateness to the objective, can reasonably be expected to, either individually or collectively, achieve the goal.

If a prime contractor does not meet the designated goal, it shall nevertheless be eligible for award of the contract if it can demonstrate to the NTTA that it has made a good faith effort to meet the goal. The factors that determine if a good faith effort has been met are set forth in the CCM (page 23).

4. Contractor's responsibilities

All responding firms, including D/M/WBE certified firms, must submit documentation regarding all subcontractor utilization and how they will meet or exceed the established goal using certified D/M/WBE firms for this project on the Commitment Agreement Form (Form 4906) provided.

Commitment Agreement Form (Form 4906), good faith effort documentation and supporting information must be submitted to the Business Diversity Department for all contracting opportunities in accordance to the CCM. Form 4906 must be submitted to the Authority with the proposal.

Information for construction and maintenance related projects

For all construction and maintenance related projects, Form 4906 must be submitted to the Authority no later than 5:00 pm on the 14th day after written notification of the conditional award of the contract.

Additional questions and/or clarification can be obtained by contacting the Director of Business Diversity at businessdiversity@ntta.org. Please copy the Procurement Services Department at bidpurchasing@ntta.org on all correspondence. Form 4906 must include a brief description of the type of work to be performed and the dollar value or percentage of utilization of work that will be assigned to the subcontractors including D/M/WBEs and must be signed by both the prime contractor and subcontractor.

All compliance forms may be obtained online at the NTTA website at http://www.ntta.org/WorkingWithUs/Business+Diversity+Department/

5. Monthly reporting and compliance requirements

Prime contractors must submit monthly reports, no later than the 15th of each month, using the Monthly Subcontractor Progress Report (Form 4907) throughout the term of the contract, and submit the Subcontractor Final Report (Form 4908) upon completion of the Contract in accordance with the CCM.

Prime contractors are also required to electronically submit their respective Form 4907 information into the business diversity contract compliance tracking system by the 15th

of each month. Prime contractors will have a designated User ID & password to login to the contract compliance tracking system via the following link:
https://pro.prismcompliance.com

6. Noncompliance enforcement

All participants of the D/M/WBE business process must comply with the requirements set forth in the Diversity Policy and are subject to noncompliance enforcement as set forth in the Non Compliance Enforcement section of the CCM .

NORTH TEXAS TOLLWAY AUTHORITY
"D/M/WBE GOAL"

Contract No: **03299-NTT-00-CS-HR**
Project: **Temporary Staffing Services**

The following goal is established for DBE, MBE, and WBE subcontractor participation:

DBE _____% of total contract amount

M/WBE _____% of total contract amount

Total D/M/WBE Goal **____19%____ of total contract amount**

Pursuant to the Authority's Disadvantaged, Minority, Women-Owned and Small Business Enterprises Policy, and as outlined in the "Business Diversity Department Contractors Compliance Handbook", SBE utilization will continue to be tracked, reported, and monitored in its procurements. However, SBE participation will be counted independent of D/M/WBE participation goal and tracked separately. Women-owned minority firms certified as WBEs will count towards NTTA's MBE participation. Minority firms certified as DBEs will count towards NTTA's DBE participation.

DBE = Disadvantaged Business Enterprise
MBE = Minority Business Enterprise
WBE = Women-Owned Business Enterprise
SBE = Small Business Enterprise

Insurance Requirements
Attachment H

NORTH TEXAS TOLLWAY AUTHORITY
Special Provision Addressing Insurance Requirements

Contract No.: 03299-NTT-00-CS-HR
Project: Temporary Staffing Services

Laws to be Observed. The Consultant shall comply with all federal, state, and local laws, ordinances, and regulations applicable to the performance of the Services. **THE CONSULTANT SHALL INDEMNIFY AND HOLD HARMLESS THE AUTHORITY AND ITS REPRESENTATIVES AGAINST ANY CLAIM ARISING FROM VIOLATION BY THE CONSULTANT OF ANY LAW, ORDINANCE, OR REGULATION APPLICABLE TO THE SERVICES.** The Agreement is between the Authority and the Consultant only. Except with respect to claims arising from the Consultant's indemnity obligations owed to the Authority's directors, employees, and consultants, no person or entity may claim third-party beneficiary status under the Agreement or any of its provisions, nor may any non-party sue for personal injuries or property damage under the Agreement.

Insurance. The Consultant shall not commence performing the Services under the Agreement until it has furnished the Authority with satisfactory proof that the Consultant has obtained insurance of such character and in such amounts as set forth below. The Consultant shall submit complete policies or certificates evidencing the policy coverages and stipulations. The certificate submittals shall be provided on forms adopted by the Association for Cooperative Research and Development (ACORD).
The Consultant shall purchase and maintain in full force and effect, until completion of the Services and the expiration of all applicable Texas statutes of limitations, with respect to claims that could arise out of the Services or the Consultant's performance of the Services, such insurance as will cover the obligations and liabilities of the Consultant and its agents, employees, and subconsultants which may arise from the Services or the Consultant's performance of the Services under the Agreement. All such insurance shall be written with companies having an A.M. Best Financial Strength Rating of **A-** or better, and be in a Financial Size Category of **X** or greater. The Consultant hereby agrees that all policies shall be on ACORD Form. The Consultant acknowledges that except for Professional Liability, Claims Made Policy Forms are not acceptable. The Consultant hereby agrees that the Authority has the right to review the insurance providers, and that all companies must be acceptable to the Authority.

Until the expiration of all applicable Texas statutes of limitations, the Consultant shall secure and maintain, in the Consultant's own name, the following:

Workers' Compensation Insurance **in compliance with the laws of the State of Texas and Employer's Liability Insurance with minimum limits of:**

$ 500,000 Each Accident
$ 500,000 Disease Policy Limit
$ 500,000 Disease Each Employee

A **"Waiver of Subrogation"** in favor of the Authority shall be attached to the policies.

Commercial General Liability Insurance **covering the Consultant with minimum limits of:**

2004 ISO, CGL or Equivalent Limits for Bodily Injury and/or Property Damage:

$ 500,000 General Aggregate
$ 500,000 Products and Completed Operations Aggregate
$ 500,000 Personal and Advertising Injury
$500,000 Each Occurrence
$ 50,000 Fire Damage

The Authority **shall be included as additional insured by endorsement to all policies required under the Agreement, other than Workers' Compensation Insurance policy.**

Insurance for Subconsultants.

The Consultant shall secure and maintain, until the expiration of all applicable Texas statutes of limitations with respect to claims that could arise out of a subconsultant's performance of the Services, certificates of insurance from all subconsultants, evidencing the fore going types and amounts of insurance coverages, with respect to the Services to be performed by the subconsultant.

Insurance certificates of subconsultants and sub-subconsultants will be maintained by the Consultant for the duration of the Agreement.

Required Addendum. The insurance carrier shall include in each of the insurance policies required under the Agreement the following statement:

"This policy shall not be canceled or materially changed nor non-renewed during the period of coverage without at least thirty (30) days' prior written notice to the North Texas Tollway Authority, 5900 West Plano Parkway, Suite 100, Plano, Texas 75093, Attention: Insurance Program Administrator".

Payment of Deductibles. The Consultant shall be responsible for any deductible stated in any policy required under the Agreement.

Duration of Coverage. The Consultant shall carry the insurance specified above until all of the Services required to be performed under the terms of the Agreement are satisfactorily completed, as evidenced by the formal acceptance thereof and final payment of all amounts owed to the Consultant by the Authority, or provide, prior to the end of coverage, a new certificate of insurance. If, for any reason, the required insurance coverage is not kept in force, the Consultant shall stop all work until it provides acceptable documentation to the Authority. The Consultant shall notify the Authority, in writing, by certified mail or hand delivery of any material change in the insurance coverage of the Consultant or any subconsultant or sub-subconsultant within ten (10) days of such change.

Certification by the Insurer. On all policies, the insurer shall certify that the aggregate amount shown on insurance limits is in full force and has not been diminished.

No Special Payments. No special payments shall be made for any insurance that the Consultant may be required to carry, but all costs thereof shall be included in the price bid for the various items included in the proposal. Bidders shall determine all the kinds and costs of insurance that may be required before submitting their bids and shall submit acceptable evidence of same to the Authority.

No Waiver by the Authority. Neither the approval by the Authority of any insurance supplied by the Consultant nor the failure to disapprove that insurance shall relieve the Consultant from full responsibility for any liability as set forth herein

Waiver by the Consultant. The Consultant hereby waives any and every claim which arises or may arise in its favor against the Authority, the Engineer, the Construction Manager, the Section Engineer, and the Consulting Engineers and their respective owners, directors, officers, employees, consultants, contractors, and agents pursuant to the Agreement which is covered, in whole or in part, by insurance provided or to be provided pursuant to the terms hereof. Such waiver shall be in addition to, and not limitation of, any other waiver or release contained in the Agreement. Inasmuch as such waiver shall preclude the assignment of any aforesaid claim by way of subrogation or otherwise to an insurance company (or any other person), the Consultant hereby agrees immediately to give to each insurance company which has issued policies of insurance pursuant hereto written notice of the terms of such waiver and to cause such insurance policies to be properly endorsed, if necessary, to prevent the invalidation of such insurance coverages by reason of such waiver.

NTTA Pre-Employment Credit Checks Standards
Attachment I

NTTA Pre-employment Credit Checks Standards
Effective April 15, 2010

Background

Employee credit checks, also known as employment financial background checks, are a common practice of employers in present time. Credit checks are used as a preventative measure against claims of negligent hiring and to ensure the organization is hiring the right person for the job.

Credit checks are commonly used in conjunction with other safe hiring tools such are interviews, work and educational history verifications, references checks, and criminal background checks. At NTTA all these are conducted as appropriate for applicants who have accepted an offer of conditional hire, and if an adverse assessment is found, employment to such an applicant may be denied.

Employment credit checks provide all the necessary financial details of the applicant, except his credit score and date of birth. Collections and current negative accounts are specific items in the report that helps employers learn about some aspects of the employee's ability to manage his or her finances including whether or not he or she exhibits financial responsibility and pays bills on time. However, an applicant's credit report is better used as an additional tool in the hiring process, rather than as a pass/fail standard.

To ensure due diligence is exercised and to provide a consistent framework for risk assessment in hiring, the NTTA has developed the table below indicating credit triggers for credit reports of applicants seeking employment. The standard assumes that employees working in certain departments (Finance, Human Resources, Customer Service, and Information Technology) represent a higher risk due to their access to processes related to monetary transactions and sensitive information, including customer credit card information. Positions of higher responsibility are also deemed to carry a higher risk. Positions not addressed in the table below will not be subject to pre-employment credit checks.

Credit Score Triggers Table

Job Group/Department	Collections	Current Negative Accounts
Finance Department (All positions)	2	2
Internal Audit (All positions)	2	2
Customer Service Center (All positions exept CSSII)	2	2
Customer Service Center (CSSII and below positions) Excluding Medical and Education debt	8	8
Human Resources (All positions)	2	2
Information Technology (All positions)	2	2
Executive/Sr. Level Officials and Managers	1	1

Credit Report Triggers Process

- Positions included in Job Groups listed in the table above correspond to the Classification of Private Industry Employees, EEO-1 Job Categories.
- Further inquiry as to the reason for derogatory information on an applicant's credit report is required for all internal and external hires in the listed categories – including promotions - when

the report contains the number of records listed above (or higher) in one or more categories (Collections or Current Negative Accounts).

- If the applicant has a bankruptcy, the bankruptcy may not be the sole reason for denying employment. In the case of a bankruptcy, the accounts in collection and current negative accounts must be post-bankruptcy to be considered.
- Decision-making authority: Once a derogatory credit check is returned to the department, the corresponding Department Director will assess the potential risks the applicant with the derogatory credit background poses in relation to the position being considered.
- In considering whether a negative credit history may prevent the selected candidate from being appointed, the Department Director will take into account the context of the events and possible extenuating circumstances and mitigating factors regarding the timing or nature of the applicant's credit issues. Extenuating circumstances may include a catastrophic illness of the employee or a family member, extended unemployment, etc.
- In order to proceed with the hiring process, the Department Director must issue a memorandum explaining the applicant's unique circumstances and obtain the approval of the Executive Director.
- For positions falling in two different categories (example: CFO – Executive/Finance Department) the most stringent standard applies.
- All documentation related to the hiring process must be included in the Position Hiring File.

Additional Issues

THE FAIR CREDIT REPORTING ACT (FCRA)

1. Employers are entitled to run consumer credit reports on applicants or existing employees at any time, providing they comply with the FCRA. Employers who use consumer reports have legal obligations under FCRA, which was designed to prevent applicants from being denied jobs or employees being denied promotions unjustly.
2. Before the NTTA obtains a consumer report, the employee or applicant must grant written permission to the NTTA. This cannot be accomplished on the employment application. A separate disclosure must contain the proper notification, and the employee or applicant must sign it. If an employee gave permission in the past, it is required that the employee receive a notice stating that additional reports may be obtained over the course of their employment. This notice must be signed before the NTTA will obtain such additional reports.
3. Disclosure/permission didn't occur during the hiring process for all employees. To run reports on current employees, it is necessary to notify employees and get their written permission before running the reports.
4. NTTA current employee screening reports are provided by a Consumer Reporting Agency (CRA). The reports include credit checks, criminal, employment, educational, and driving record checks.
5. The FCRA requires employers to comply with reporting requirements. These include:
    a. Certifying that the employer is obtaining information for employment purposes;
    b. the proper disclosure has been provided to and written authorization has been obtained from the applicant or employee; and
    c. the information will not be used in violation of equal opportunity laws.
6. **Before taking adverse action**, such as **terminating an employee**, or denying a job or a promotion, the individual must be given a pre-adverse action disclosure, including a copy of their consumer report and a copy of *"A Summary of Your Rights Under the Fair Credit Reporting Act."*
7. **After taking adverse action**, the NTTA is required to give the individual notice, either orally, electronically, or in writing, that the adverse action has been taken. The notice must include the name, address and phone number of the CRA that supplied the report, as well as a statement that the CRA did not make the decision for adverse action and cannot give specific reasons for it. In addition, the individual must be notified that they have the right to dispute the accuracy or completeness of the information and the right to obtain a free report from the agency within 60 days.
8. If there is any conflict between these requirements and applicable law, the law shall prevail.

NTTA Pre-employment Criminal Background Check Standards
Attachment J

NTTA Pre-employment Background Checks Guidelines
June 30, 2010

Purpose and Applicability

The North Texas Tollway Authority (NTTA) is committed to protecting the security, safety, and health of employees, customers, and others; safeguarding the assets and resources of the organization; and carrying out due diligence in hiring qualified applicants. At the NTTA, background checks serve to support the organization's commitment to maintaining a well-qualified workforce and promoting a safe and secure environment through the review of criminal convictions and other data deemed relevant. Successful completion of a criminal background check is required for all applicants prior to the start of employment with the NTTA. Background checks may include criminal records, employment and educational history verification, and driving record verification.

The NTTA's Human Resources Employee Handbook establishes requirements for background checks in section 1.8, including that all applicants and NTTA employees are subject to background checks prior to and during their employment with the NTTA. The level and extent of pre-employment background checks for individual positions is determined based on the requirements of the position, as listed in the Job Description, and as needed to conduct salary allocations according to the NTTA's Compensation Guidelines.

Applicants and employees are required, as a condition of employment and continued employment, to provide written authorization to allow the NTTA to obtain background information. The NTTA reserves the right not to hire an applicant with an unsatisfactory background report. There are circumstances that could lead to an unfavorable background, some of which would not disqualify an applicant from a position or represent an added risk to the organization.

These guidelines apply regardless of whether or not a competitive recruitment process is used to fill a position. Employees who have a completed background check on file and experience a break in employment will not be required to have an additional background check if they have been in an active work status within 18 months in a position requiring an equivalent background check.

Procedures

1. **Initiation.** Background Checks will be initiated only by Human Resources staff or by other Human Resources Professionals to whom that responsibility has been formally delegated by Human Resources or the Executive Director (referred to in this policy collectively as "Authorized Initiators"). Temporary staffing services recruiting on behalf of the NTTA are deemed to be Authorized Initiators.

   Authorized Initiators may only initiate Background Checks once they receive a completed and signed Authorization for Pre-Employment Background Check form from the applicant.

2. **Scope.** Background Checks will include, at a minimum, a multi-state criminal background search including felonies and misdemeanors, a social security trace, and a National Sexual Offender Registry check. Background Checks may also include a credit check (conducted in compliance with the Fair Credit Reporting Act and in accordance with the NTTA's Pre-employment Credit Check Standards); driver history check; and education records and employment verification as listed in the Job Description as needed to conduct salary allocations according to the NTTA's Compensation Guidelines.

3. **Conditional Offer of Employment.** The Background Check must be completed before employment begins. Any employment offers made before a background check has been completed shall be expressly conditional upon successful completion of the Background Check. Conditional offers shall be withdrawn if the results of the background check are deemed to disqualify the applicant for the position.

4. **Results.** To ensure due diligence is exercised and to provide consistent framework for risk assessment in hiring, results from a Background Check will be considered in the following manner:
    a. All background checks must be reviewed by the Director and/or Assistant Director of Human Resources.
    b. Failure to disclose criminal convictions as requested during the application process are likely to result in disqualification for employment or termination of employment. Applicants are required to disclose on their employment application any probation, deferred adjudication, conviction, fine or guilty plea relating to any felony or misdemeanor (excluding only minor traffic violations for which the fines were $200.00 or less). Applicants are also required to disclose any current criminal charges pending they may have, excluding minor traffic violations.
    c. Any instances of felonies and/or misdemeanors (other than minor traffic violations)are flagged and communicated to Legal Counsel, the hiring manager, Department Director and respective Assistant Executive Director.
        i. The hiring department's head shall make an initial determination as to whether the Background Check results would disqualify the candidate for the position.
        ii. In order to proceed with the hiring process for an applicant with a felony or misdemeanor, the department head must issue a memorandum explaining the applicant's circumstances and an evaluation of the employment risk. The Executive Director will review and approve or reject the proposed employment action.
        iii. Considerations in determining if an applicant criminal background disqualifies him or her shall include, but not be limited to, the following factors:
            - severity of the offense or misconduct;
            - number of offenses or misconduct and the circumstances of each;

- length of time between the offense or misconduct and the application for employment;
- other employment history;
- evidence of applicant's rehabilitation efforts; and
- the relevance of the offense or misconduct to responsibilities of the position and the access to resources and information the employee is expected to have. Positions of a higher responsibility are deemed to carry higher risks.

5. **Confidentiality and Recordkeeping.** All results of the Background Check will remain confidential, will be maintained by Human Resources or Authorized Initiators, and will be disclosed only to authorized employees who have a need to know in the performance of their job assignments. Records relating to background checks will be kept in accordance with the NTTA's records control schedule.

   Disqualification of a candidate based on information discovered in the Background Check is not subject to grievance or appeal by the candidate.

Legal Consideration Regarding Criminal Record Checks

1. Equal Employment Opportunity laws govern much of how the information on a criminal record check can be used. The NTTA follows EEOC and state policies when considering conviction history.
2. A conviction history will not necessarily disqualify an applicant from consideration of a position.
3. The NTTA does not base its hiring decisions on an arrest records.

NTTA Compensation Guidelines
Attachment K

NTTA Compensation Guidelines

EDUCATION AND EXPERIENCE*
USED FOR DETERMINING COMPENSATION FOR INTERNAL AND EXTERNAL CANDIDATES AT NTTA

- **Experience listed below is based on predetermined job description requirements which indicate the minimum years of experience required for *entry* into the position.**
- **For the purpose of determining compensation, experience must be in a position of similar job title, duties and level of responsibility. General experience in the field will be taken into consideration for the purpose of determining salary at a rate of one year of comparable experience per three years of related experience; unrelated experience will not be considered for the purpose of determining salary.**
- **One year of relevant formal education beyond the minimum requirement of the position may substitute for one year of required experience.**
- **Specialized credentials beyond the minimum required for the position, such as PMP and CPA, may substitute for one to two years of education and/or experience.**
- **One year of relevant experience may be substituted for each year of required education. For example: If a position requires a Bachelor's degree and the applicant/employee has no college credits, four years of relevant experience may substitute for the Bachelor's degree.**

EXPERIENCE *		Minimum of Range	Up to 90% Comparatio	Mid of Range (100% Comparatio)
1.	No experience required.	No experience	1-2 years	3+ years
2.	Under and including one year.	Under one year	2-3 years	4+ years
3.	Over one year up to and including three years.	One year	3-4 years	5+ years
4.	Over three years up to and including five years.	3 years	5-6 years	7+ years
5.	Over five years up to and including seven years.	5-6 years	7-9 years	10+ years
6.	Over seven years up to and including nine years.	7-8 years	9-11 years	12+ years
7.	Over nine years experience.	9-10 years	11-14 years	15+ years