

Attachment 2
Administrative Temporary Labor Position Descriptions

Labor Category Overview

1.	Receptionist
2.	Processing Specialist
3.	Staff Audit Support Specialist
4.	Senior Staff Audit Support Specialist
5.	Talent Sourcing Specialist
6.	Sharepoint Developer
7.	File Clerk
8.	Office Coordinator
9.	Technical writer
10.	Project manager
11.	Product analyst
12.	Business process analyst
13.	Telecommunications Rate Analyst
14.	Telecommunications Analyst
15.	Telecommunications Engineer
16.	Payroll specialist

1. Receptionist

Primary Purpose of Position:

The purpose of this position is the responsibility of the front desk duties to include, answering telephone, greeting visitors, and receiving packages.

Scope of Work:

These tasks may include but are not limited to:

- Answer, address, and transfer incoming phone calls at the front desk.
- Greet all visitors and issuing badges
- Receive FedEx/UPS/DHL/etc. including logging all packages that come in for the day and notifying the recipient(s).
- Maintain the front lobby area in an appropriate manner.
- Occasionally work with programs such as Word & Excel.
- Other tasks as assigned by USAC management.

Qualifications and Experience:

- High School Diploma
- 3 – 4 years’ experience with Microsoft Office Suite
- At least 3 years of administrative support work experience
- At least 4 years’ experience answering busy telephones for office environment

2. Processing Specialist

Primary Purpose of Position

Contractors will review all submitted documentation for completeness and accuracy, work with applicants to resolve issues where possible and calculate or deny funding.

Scope of Work:

Tasks include but are not limited to:

- Providing initial review of forms and supporting documentation to determine accuracy and funding
- Processing forms according to documented procedures and relaying procedural concerns to other reviewers, supervisors, or managers, to ensure timely resolution
- Providing timely details and clear summaries of information, documentation, or corrections needed from applicants; responding to and resolving inquiries (via email and telephone) in a professional and timely fashion with clear and detailed language

- Tracking and ensuring successful resolution of open issues and escalating them to management, as needed
- Other duties, as assigned

Qualifications and Experience

- Bachelor's degree from an accredited college and/or university
- Utilize analytical and critical thinking skills to resolve complex or confusing issues
- Execute projects based on established guidelines, while engaging in continuous process improvement
- Prepare and deliver information in a concise, professional written format
- Be analytical and can make informed decisions quickly and manage multiple work streams
- Enjoy working in teams, including cross-functional interaction with varied departments

3. Staff Audit Support Specialist

Primary Purpose of Position

The purpose of the Staff Auditor position is to assist with planning, execution, communication, and reporting of all internal audit activities associated with USAC's operations. The contractor may also be asked to perform specialized audits of the Universal Service Fund contributors or beneficiaries.

Scope of Work

- Planning and performing compliance audits in accordance with applicable audit standards;
- Preparing clear and concise audit work papers, reports, and other communications to document the audit procedures performed and exceptions identified;
- Communicating audit status and results via written reports and oral presentations on a timely basis to the auditee and USAC management;
- Performing project management duties over individual workload;
- Assisting in other special projects as needed

Qualifications and Experience

- Bachelor Degree from an accredited college or university (preferably in Audit, Accounting, Finance and/or Business)
- 1-2 years of experience performing duties similar to those above
- 1-2 years of direct work experience in regulatory and compliance audit and/or accounting
- You can prepare and deliver information in a concise and professionally written format, as well as present it in formal and informal settings
- You are a people person, with strong interpersonal skills to establish and maintain team-oriented working relationships with co-workers and external contacts while working seamlessly in a professional environment
- You are able to plan and conduct multiple projects concurrently
- You are able to handle confidential matters
- Telecommunications Industry; Microsoft Office; Regulatory experience desired

4. Senior Staff Audit Support Specialist

Primary Purpose of Position

The purpose of the Senior Auditor position is to assist with planning, execution, communication, and reporting of all internal audit activities associated with USAC's operations.

Scope of Work

- Understand the functional and operational areas of the organization and identify areas of greatest risk to the USAC and the universal service fund.
- Provide input to the development of audit procedures designed to meet audit objectives and organizational risks.
- Plan and perform compliance, financial, and operational audits in accordance with the Institute of Internal Audit (IIA) and other applicable audit standards.
- Ensure compliance with established internal control procedures by examining records, reports, operating practices, and documentation.
- Prepare clear and concise audit work papers, reports, and other communications to document audit procedures performed and exceptions noted.

- Perform self-review of work paper documentation for quality assurance purposes.
- Execute the necessary corrective recommendations for deficiencies identified during work paper review.
- Provide value adding recommendations for audit findings identified.
- Communicate audit results, in oral or written format, to the auditee, USAC management and/or the Audit Committee.
- Maintain cordial professional relationships with auditees across divisions to facilitate progress of audits.
- Pursue professional development opportunities, including external and internal training and professional association memberships, certifications and share information with co-workers to contribute to the growth and development of the Audit and Assurance Division.
- Provide on the job coaching and perform preliminary reviews of the work product of less experienced staff level auditors where applicable.
- Provide assistance for investigations, strategic initiatives, divisional special projects and any other assigned projects as needed.

Qualifications and Experience

- Bachelor Degree and/or relevant technical training and certifications.
- Five (5) to Seven (7) years' of directly related experience.
- One (1) to Two (2) years' of operational and/or technical experience.
- High level of proficiency in the following tools: ACL, Microsoft Office Suite, Visio and MS Project.
- Ability to absorb information from multiple sources and produce clear, accurate and concise communications.
- Strong project management skills and experience with a proven history of results.
- Ability to maintain a high degree of confidentiality and the ability to deal appropriately with sensitive information.
- Excellent analytical and proven problem solving skills.
- Ability to work well individually and in teams to share information, support colleagues and encourage participation.
- Ability to travel out of town on a periodic, as needed basis.
- Certified Public Accountant (CPA), Certified Internal Auditor (CIA), Certified Fraud Examiner (CFE), preferred

5. Talent Sourcing Specialist

Primary Purpose of Position:

The Talent Sourcing Specialist's will be responsible for identifying and recruiting qualified candidates for the full life cycle recruitment. This includes strategic sourcing, pre-screening, planning and communication with interviews and status of positions, and maintaining the talent pipeline and database.

Scope of Work:

- Recruitment of qualified IT talent. This includes but is not limited to: (identify what jobs we have) example: Systems Engineers, DBA's, Developers, Business Intelligence Analysts, System Analysts, IT Management roles
- Recruitment of qualified operations talent such as Program, Finance, Audit, HR Legal, Strategy roles
- Utilize traditional and non-traditional resources to identify qualified candidates through job posting sites, referrals, networking and social media opportunities in order to develop a pipeline of available candidates.
- Ascertain the competence of the candidates against a job description.
- Screen and refer qualified applicants to Recruiters for interviewing by matching education, experience and salary requirements with specific job requirements.
- Coordinate with Recruiters to move qualified candidates to the next step.
- Coordinate and/or set up telephone and/or in-person interviews as requested.

Qualifications and Experience:

- 2-3 years of experience in the staffing industry and/or recruiting.
- Passion for recruiting and experience in pipeline building.

- Must have established network of candidates and the ability to continuously build their network.
- Ability to review job descriptions to understand the staffing needs of the client.
- Strong social networks and ability to leverage your networks to source candidates.
- Demonstrated expertise in utilizing all functions of an Applicant Tracking System.
- Ability to communicate clearly and concisely across all levels.
- Bachelor's degree is required.

6. Sharepoint developer

Primary Purpose of Position

This person will have experience with SharePoint Online and the ability to work with Divisions and Programs to help customize their SharePoint Online page, meeting their business needs and complying with USAC's templates and style.

Scope of Work

- Attend focus groups/meetings to collect information on design requirements and requests
- Develop the pages in SharePoint Online, and conduct reviews with Program/Division

Qualifications and Experience

- College graduate
- Some knowledge of User Experience/User Design
 - Follow prescribed page templates and styles
 - Maintain accessibility of pages
- 3-5 years experience with SharePoint Online
 - Creation of sites, lists, libraries via web interface
 - Light customization of site pages
 - Nice to have: Familiarity with SharePoint Framework (1-2 years)

7. File Clerk

Primary Purpose of Position

Conduct reviews of qualifying documentation and render decisions of eligibility for consumers in the Lifeline program

Scope of Work

- Creating, indexing, and tracking files while utilizing USAC's records management system
- Assisting in moving, converting, storing and retrieving records/files as needed
- Profiling, scanning, and maintaining electronic documents
- Process incoming and outgoing mail
- Other tasks assigned by USAC management

Qualifications and Experience

- High School Diploma
- 1-2 years' experience with Microsoft Office Suite, basic knowledge
- 1-2 years of administrative support work experience
- Experience in identifying, organizing, and filing records
- Strong attention to detail
- Ability to lift move 15 – 25 pounds
- Ability to communicate effectively
- Ability to work standing up for long periods of time.
- Follow specifically defined instructions

8. Office Coordinator

Purpose of Position

The purpose of this position is to lead a team in reviewing and processing documentation to determine eligibility in the Lifeline Program.

Scope of Work

- Serve as a team lead on a filing or processing eligibility documentation.
- Creating, indexing, and tracking files while utilizing USAC's records management system
- Assisting in moving, converting, storing and retrieving records/files as needed
- Profiling, scanning, and maintaining electronic documents
- Process incoming and outgoing mail

- Other tasks assigned by USAC management

Qualifications and Skills

- High School Diploma
- 3-4 years' experience with Microsoft Office Suite, basic knowledge
- 3-4 years of administrative support work experience
- Experience in identifying, organizing, and filing records
- Strong attention to detail
- Ability to lift move 15 – 25 pounds
- Ability to communicate effectively
- Ability to work standing up for long periods of time.
- Follow specifically defined instructions

9. Technical Writer

Primary Purpose of Position

The contractor will develop comprehensive procedures for the application review processes. The contractor will work with subject matter experts to ensure procedures are accurate, and document them in a way new staff can easily understand. The contractor will also use your research to highlight opportunities where procedures can be made more efficient, improving operational processes.

Scope of Work

- Interviewing and facilitating meetings with subject matter experts to understand and refine procedures
- Drafting new procedures based on interviewing and shadowing experts
- Reviewing and adjusting existing procedures to make them more consistent and clear
- Using best practices in procedural documentation to ensure RHC processes are as comprehensive as possible
- Relate procedures to regulatory and policy direction from the Federal Communications Commission (FCC)
- Tracking and ensuring successful resolution of open issues and escalating them to management, as needed
- Other duties, as assigned

Qualifications and Experience

- You possess a Bachelor's degree from an accredited college and/or university
- You have 4-6 years of combined experience in technical writing, business process analysis, and/or operations
- You are a strong writer with experience conveying complex topics and processes to non-technical audiences through written documentation
- You utilize analytical and critical thinking skills to resolve complex or confusing issues
- You execute projects based on established guidelines, while engaging in continuous process improvement
- You can prepare and deliver information in a concise, professional written format
- You are analytical and can make informed decisions quickly and manage multiple work streams
- You enjoy working in teams, including cross-functional interaction with varied departments

10. Project Manager

Primary Purpose of Position

The purpose of this position is to be responsible for the overall direction, coordination, implementation, execution, control and completion of specific projects ensuring consistency with company strategy, commitments and goals.

Scope of work:

- Performs agile project management activities including planning, execution, tracking and reporting;
- Develops and reports team status and metrics to various stakeholders;
- Works as a Product Owner, conducts and effectively participates in sprint planning, story prioritization, work estimates, and Product Backlogs.

- Develops and maintains team standards, tools, and best practices;
- Identifies and removes impediments, prevents distractions;
- Helps cultivate and establish robust and sustainable working relationships between business and technology teams.
- Fosters an environment of cross-team collaboration and teamwork;
- Facilitates the business process of requirements documentation, user acceptance testing, and scope definition.
- Develops and maintains a thorough knowledge of business processes supported by software systems and finance users;
- Assists in the documentation of business requirements when necessary;
- Participates in requirements reviews, design reviews, and change control activities;
- Manages outsourced work, consultants, vendors, and relationships.

Qualification and Skills:

- Bachelor degree from an accredited college or university (preferably in Business Administration, Information Technology, etc.)
- PMP Certification
- 3-4 years' performing duties similar to those above
- 3-4 years project management experience
- Working in teams, task forces, etc.
- Directing/coordination work among teams, groups, etc.
- Developing and/or creating new or more effective ideas, approaches, etc.
- Developing and/or creating methods, procedures, training, etc.
- Selecting, developing, motivating, and managing subordinates
- Providing outstanding customer service
- Developing and maintaining positive customer rapport
- Organizational skills
- Excellent interpersonal and communication skills

11. Product Analyst

Primary Purpose of Position

The contractor will work with product owners and managers, IT teams, business analysts and stakeholders and be responsible for providing support and business expertise to comply with recent FCC orders and guidelines.

Scope of Work

- Assist product managers with capturing and managing business and user requirements for product development and maintenance
- Support product owner and managers in prioritizing requirements, and creating user stories through understanding of product strategy and roadmaps
- Create and edit functional requirements artifacts including business requirements documents, process flows, user stories, and other artifacts as needed
- Evaluate existing business processes, identify opportunities for improvement, analyze and recommend solutions as they relate to the products
- Communicate product enhancements, requirements and options to business stakeholders to arrive at a consensus for user stories
- Support and conduct user acceptance testing (UAT)
- Provide cross-team general product troubleshooting and support
- Have a high-level understanding of the software development lifecycle and agile methodologies
- Perform other tasks as needed by the business and functional teams

Qualifications and Experience

- Bachelor's Degree

- Experience in system design, analysis, and requirements gathering.
- Knowledge of key elements of effective software requirements and specifications.

12. Business Process Analyst

Primary Purpose of Position

This position serves as technical and process development team member with will operational projects across the division.

Scope of Work

The position's essential duties include the following:

- Identify key processes, process flows, information requirements, decision points or criteria to improve visibility and transparency. Assist in process documentation and standard operating procedures
- Document process flows and decision points to support establishing the acquisition processes baseline of activities to meet mission. Identifying the core information elements associated with those processes.
- Identify opportunities to improve customer experience and business impact through using a process focused improvement approach
- Identify automation use cases and develop associated business cases for opportunities for improvement in existing processes
- Developing new processes and procedures to enhance operations.
- Assist with operational project – project management experience is a plus
- Creating process flow and other process supporting documentation
- Creating visual displays for data analysis and presentation.
- Other duties as assigned

Qualifications and Experience

- Bachelor's Degree in Business
- Microsoft Excel 4 years
- Excellent verbal and written communication skills are an absolute must.
- Ability to work well under pressure and work on multiple tasks simultaneously.
- Outstanding analytic skills—in particular, an ability to translate an unstructured strategic question into a structured program of research, to disaggregate potential drivers of performance, explore relationships between multiple pieces of data, and to test and identify the drivers underlying performance measures
- Advanced verbal and written communication skills and the ability to present effectively to small and large groups.
- Energetic, organized, detail-oriented
- Consistent ability to meet deadlines in a fast-paced environment
- Must be strong self-starter able to work independently under limited supervision
- Ability to build consensus and to work through others in achieving desired results and objectives.
- Consistent ability to set and deliver against a work plan in a fast-paced environment
- Ability to foster a cooperative work environment and to freely give and receive feedback
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Customer and results oriented

13. Telecommunications Rate Analyst

Primary Purpose of Position

Working with product owners and project members in a fast-paced environment, the contractor will be responsible for providing technical expertise to help successfully create rates database mentioned in the FCC order (<https://docs.fcc.gov/public/attachments/FCC-19-78A1.pdf>).

Scope of Work

- Define terminology used for rates database project
- Define eligible services lists to for proper categorization of rates

- Research and identify available sources where the rates can be obtained and provide recommendations on the rates to be included in the database
- Develop process for non-technical project members to identify specific location of rates to be used for the rates database development
- Develop process for non-technical project members to collect rates and associated information from identified sources and submitted documents into proper category
- Working knowledge of Tariffs, Master Service Level Agreements, and other relevant Telecom contracts in order to interpret their contents necessary for identifying the urban and rural rates by state and services
- Define how to consider asymmetrical vs symmetrical services and dedicated vs best-efforts services for rates database development
- Provide support and address technical issues including compliance relating to rates and other policy-related concerns

14. Telecommunications Analyst

Primary Purpose of Position

Working with product owners and technical expert in a fast-paced environment, the contractor will be responsible for validating rates information, collecting rates information from various sources, inputting the information into centralized database for the rates project.

Scope of Work

- Follow and support to refine the procedure for rates collection
- Maintain proper documentation throughout the process
- Validate rates found from various sources to ensure minimum requirement is met
- Ensure the rates are found from valid sources identified by technical expert
- Working in collaboration with other project members to ensure the rate information is properly collected based on the established category
- Capture collected rates into centralized database
- Other duties as assigned

15. Telecommunications Engineer

Primary Purpose of the Position

Working with product owners and project members in a fast-paced environment, the contractor will be responsible for providing technical expertise to help successfully create rates database mentioned in the FCC order (<https://docs.fcc.gov/public/attachments/FCC-19-78A1.pdf>). The contractor will be responsible for providing technical support to ensure rates database complying with FCC rules are developed.

Scope of Work

- Support the technical program teams and issues including compliance relating to rates database project
- Support the knowledge management of rates structure and eligible service for the rates database project
- Collaborate with FCC and project members on technology and technical matters related to rates database development
- Support the process of collecting and analyzing rates data to ensure proper categorization of collected rates by project members
- Identify risk and help mitigate / accept observed risks as the project progresses
- Effectively communicate and explain technical information to various technical and non-technical audiences
- Supports project development and implementation of rates database efforts
- Other duties assigned.

16. Payroll Specialist

Primary Purpose of Position

Compile and record employee time and payroll data. May compute employees' time worked, production and commissions. May compute and post wages and deductions or prepare paychecks.

Scope of Work

- Compile payroll data such as garnishments, vacation time, insurance and 401(k) deductions.
- Poll electronic time clocks (E-time software) and review the downloaded information for completeness and accuracy.
- Contact various department supervisors for any missed times.
- Process weekly transfer of payroll data to ADP.
- Compile internal management reports from payroll system software.

Skills and Qualifications

- Associate's degree (A.A) or equivalent from two-year college or technical school or one or more years of related experience and/or training; or equivalent combination of education and experience.
- College Degree Preferred
- Two to three years of ADP experience.