



**GENERAL SERVICES ADMINISTRATION  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST**

**Management, Organizational and Business Improvement Services (MOBIS)**

**Federal Supply Group 874  
Class R499**



**Eagle Systems and Services, Inc.  
6223 West Gore Blvd.  
Lawton, OK 73505-5836**

**Phone: (580) 355-6023  
Fax: (580) 355-5107  
www.esacorp.com**

**DUNS No: 189154149  
Business Size: Large, Woman-Owned Business  
www.esacorp.com**

**Contract Administrator: Rhonda Clemmer  
Email: rclemmer@esacorp.com**

**Contract # GS-10F-0421R  
Through Mod PA-0001  
Contract Period August 12, 2005 to August 11, 2010**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The INTERNET ADDRESS For GSA Advantage!™ is: <http://www.gsaadvantage.gov>. For more information on ordering from Federal Supply Schedule click on the FSS Schedules button at <http://www.fss.gsa.gov>.



## Customer Information

1a. Awarded special item numbers:

<b>Special Item Numbers:</b>	<b>Description</b>	<b>Page</b>
<b>874-1</b>	<b>Consulting Services</b>	<b>6</b>
<b>874-2</b>	<b>Facilitation Services</b>	<b>6</b>
<b>874-7</b>	<b>Program Integration and Project Management Services</b>	<b>6</b>

1b. Pricelist: Included

1c. Labor categories and descriptions: Included

2. Maximum order: \$1,000,000.00

3. Minimum order: \$100.00

4. Geographic Coverage: Domestic

5. Point(s) of production: Same as company address

6. Prices Shown in Catalog: Government net prices (discounts already deducted). See included price list

7. Quantity discounts: None Offered

8. Prompt payment terms: Net 30 days

9a. Government purchase cards are accepted above the micro-purchase threshold: Yes

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold: Contact Eagle Systems

10. Foreign items (list items by country of origin): None

11a. Time of Delivery: As specified by ordering agency on each task order

11b. Expedited Delivery: Contact Eagle Systems

11c. Overnight and 2-day Delivery: Contact Eagle Systems

11d. Urgent Requirements: Contact Eagle Systems

12. FOB Points: Destination
- 13a. Ordering Address: Eagle Systems and Services, Inc.  
6221 West Gore Blvd.  
Lawton, OK 73505-5836
- 13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. Payment Addresses: Check/U.S. Mail  
Eagle Systems and Services, Inc.  
6221 West Gore Blvd.  
Lawton, OK 73505-5836
15. Warranty Provision: Contractor's standard commercial warranty
16. Export Packing Charges: Not applicable
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level: Contact Eagle Systems
18. 24a. Not applicable
- 24b. Section 508: The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov)
25. Data Universal Number System (DUNS): 18-9154149  
Cage Code Number: 0B1P1
26. Central Contractor Registration: Eagle Systems and Services, Inc. is registered in the CCR Database

**Eagle Systems and Services, Inc.**  
**Rates**

<b>Labor Category</b>	<b>Government Site Burdened Rate</b>	<b>Contractor Site Rate</b>
Program Manager	\$ 91.29	\$ 103.21
Project Manager	\$ 70.83	\$ 80.10
Principal Investigator	\$ 73.43	\$ 83.02
Quality Assurance Manager	\$ 57.02	\$ 46.45
Senior Instructional Designer	\$ 53.57	\$ 60.55
Instructional Designer	\$ 48.38	\$ 54.70
Technical Writer	\$ 42.33	\$ 47.85
Senior Systems Analyst	\$ 62.21	\$ 70.32
Systems Analyst	\$ 49.25	\$ 55.67
Senior Training Analyst	\$ 60.29	\$ 68.15
Training Analyst	\$ 50.11	\$ 56.64
Organizational Development Specialist	\$ 55.28	\$ 62.50
Senior Administrative Assistant	\$ 32.83	\$ 37.12
Administrative Assistant	\$ 26.09	\$ 29.51
Logistics Coordinator	\$ 38.88	\$ 43.94
Subject Matter Expert 1	\$ 86.40	\$ 97.68
Subject Matter Expert 2	\$ 154.68	\$ 174.88
Financial Analyst	\$ 49.97	\$ 56.50
Media Specialist	\$ 47.80	\$ 54.06
Facilitator	\$ 44.48	\$ 50.30

## **Accessing Eagle Systems and Services, Inc.**

The following organizations may place orders with Eagle Systems' Management, Organizational and Business Improvement Services (MOBIS) contract through this U.S. General Services Administration (GSA) Federal Supply Schedule (FSS):

- Executive agencies
- Other federal agencies
- Mixed-ownership government corporations
- The District of Columbia
- Government contractors authorized in writing by a federal agency pursuant to 48 CFR 51.1
- Other activities and organizations authorized by statute or regulation to use GSA as a source of supply

## **Other Eagle Systems GSA Schedules**

- **GSA Schedule 70** Information Technology Professional Services, Contract # **GS-35-F-0327L**
- **GSA LOGWORLD** Contract # **GS-10F-0266P**

## **To Place an Order**

To obtain GSA MOBIS services, agencies may work directly with approved GSA MOBIS contractors such as Eagle Systems and Services, Inc. For orders under \$2,500, agencies can simply place an order with their contractor of choice. The following procedure is used to place orders above \$2,500:

Step 1: Customer prepares Statement of Work describing work to be accomplished

Step 2: Customer conducts a "best value" review of at least three GSA vendors

Step 3: Customer selects awardee

Step 4: Awardee undertakes work and invoices customer directly

## **CORPORATE OVERVIEW**

Eagle Systems and Services, Incorporated (Eagle Systems) is a small business that was established in 1986. We are a Native American-owned, women-owned, Small Disadvantaged Business (SDB).

Eagle Systems focuses on optimizing performance for ourselves, our customers, and end users. A dedicated management team and experienced professionals provide unmatched responsiveness to our customers' changing and diverse needs.

## **SCHEDULE OF ITEMS**

### **SIN 874-1: CONSULTING SERVICES**

Contractors shall provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. This may also include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to:

- strategic, business and action planning
- systems alignment
- cycle time
- high performance work
- leadership systems
- performance measures and indicators
- process and productivity improvement
- organizational assessments
- program audits, and evaluations

### **SIN 874-2: FACILITATION SERVICES**

Contractors shall provide facilitation and related decision support services to agencies engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams. Agencies bringing together diverse teams and/or groups with common and divergent interests may require a neutral party to assist them in:

- the use of problem solving techniques
- resolving disputes, disagreements, and divergent views
- providing a draft for the permanent record
- defining and refining the agenda
- logistical meeting/conference support when performing technical facilitation
- recording discussion content and focusing decision-making
- debriefing and overall meeting planning
- convening and leading large and small group briefings and discussions
- preparing draft and final reports for dissemination

### **SIN 874-7: PROGRAM INTEGRATION AND PROJECT MANAGEMENT SERVICES**

Contractors shall provide services in the management, integration, and programs and projects. These services may include, but are not limited to:

- program management
- program integration (team leader)
- program oversight
- project management

## **JOB DESCRIPTIONS**

### **PROGRAM MANAGER**

Responsible for managing the overall program/contract operations and ensuring quality standards and work performance on all task orders and projects. Serves as primary interface with contracting officer and technical representatives. Plans, organizes, and oversees all work efforts; assigns resources; supervises personnel; provides risk management; ensures quality management; and monitors overall project and contract performance. Provides management guidance in the accomplishment of work efforts and ensures adherence to contract standards of performance.

#### **Primary Responsibilities:**

- Final responsibility for cost, schedule, and technical aspects of program and associated projects of all efforts executed under assigned contracts.
- Leads large programs that have multiple complex subordinate projects. May delegate task order lead to Task Order/Project Leaders. Performs or leads two or more of the functions as outlined in the task order.
- Ensures provision and direction of appropriate labor, material, and other resources to accomplish technical objectives.
- Authors, edits, and contributes to production of technical and cost and performance reports. Provides quality control of same.

#### **Experience:**

- Ten years relevant project management experience.
- Fifteen years relevant management, organizational development, and analysis experience.

#### **Education:**

- Bachelor's degree in business field appropriate to program management. Graduate degree preferred.

### **PROJECT MANAGER**

The Project Manager plans, organizes, directs, and controls activities to ensure accomplishment of objectives, goals, and missions. He/she supervises subordinate managers, supervisors, and other assigned personnel.

**Primary Responsibilities:**

- Plans for and manages resources.
- Reviews and approves all product deliverables.
- Assigns tasks to the appropriate subordinates.
- Functions as the point of contact with other managers and customer representatives.
- Processes administrative and personnel actions.
- Reviews and approves task assignments and task assignment execution plans.
- Provides for the professional development of subordinates.
- Performs staffing functions.
- Performs other duties as required by Corporate.

**Experience:**

- Three or more years experience relevant to subject area.
- Two or more years experience managing a project of similar size and scope.

**Education:**

- Bachelor's degree in business or field appropriate to program management. Graduate degree preferred.

**PRINCIPAL INVESTIGATOR**

The Principal Investigator researches and analyzes various organizational development and management issues. Primary output will include questionnaires, survey, presentations, and research reports/findings. The principal investigator will analyze and report results to clients.

**Primary Responsibilities:**

- Analyzes and reports results for research studies.
- Works with project managers and other team members to ensure that the data tabulations provide the information needed to conduct the analysis and write the report.
- Communicates with client and other team members to understand the purpose of the analysis and report as well as relevant background information and other critical issues.
- Assists in the production of reports and presentations.
- Conducts business improvement research.
- Serves as project lead when necessary.

**Experience:**

- Three or more years experience with research, statistical analysis, and report writing experience in a research environment.
- Six or more years experience in the project-related area.

**Education:**

- Bachelor’s degree in business, math, statistics, or related field. Graduate degree preferred.

**QUALITY ASSURANCE MANAGER**

The Quality Assurance Manager develops, implements, communicates, and maintains quality systems and policies related to regulatory standards dealing with quality. The manager will work with other personnel to train them in the requirements, documentation, and maintenance of the quality system and will provide design control quality assurance functions. Supervises quality assurance specialists or inspectors.

**Primary Responsibilities:**

- Coordinates test activities across project teams to meet business and customer needs.
- Provides guidance and coaching on quality assurance “best practices.”
- Develops QA documentation, including processes, test cases, test scenarios, and test data.
- Oversees QA team and coordinate between company’s functional units to ensure quality standards are defined, measured, and maintained.
- Oversees documentation for all QA processes and procedures.
- Oversees change management processes and ensures all CM processes are clearly defined and adhered to.
- Establishes change priorities and coordinates change schedules with Project Management, Business Analyst, and IT.
- Establishes Service Level ROIs and works with other teams to identify and define infrastructure support costs and expected revenues.
- Evaluates and reports on commitments and delivery while working with business development to identify customer requirements and expectations regarding performance and availability.

**Experience:**

- Five or more years experience relevant to subject area.

**Education:**

- Bachelor's degree in related field appropriate to position. Graduate degree preferred.

**SENIOR INSTRUCTIONAL DESIGNER**

The Senior Instructional Designer analyzes training and other intervention requirements, designs and develops materials, and evaluates and validates training effectiveness in accordance with stated guidelines, specifications, and models. In addition, the Senior Instructional Designer supervises other instructional designers.

**Primary Responsibilities:**

- Performs front-end analyses and needs assessments to determine organizational training needs and job requirements.
- Develops objectives based on task analysis.
- Identifies tasks and subtasks critical to meeting job performance criteria.
- Develops flowcharts.
- Develops modules using MS Word<sup>®</sup> and PowerPoint<sup>®</sup>.
- Prepares scripts/storyboards for scenarios or activities.
- Validates completed instructional blocks to ensure objectives are met.
- Provides support to media specialists, programmers, and quality assurance personnel.
- Interacts with subject matter experts to determine needs and modifications.
- Develops evaluation instruments and survey instruments.
- Assists in determining the requirements that will be used by the programmer or others to design the visual environment for the target audience.
- Revises storyboards based on editorial, content expert, client, and user comments.
- Develops specific production notes describing linking, branching instructions, and screen dynamics (such as highlighting, motion, and sound) to be executed by the data entry or programming staff.
- Performs as lead for a project when assigned, including coordinating timely task accomplishment.

**Experience:**

- A minimum of five years directly related experience including needs assessment task analysis, course design, course development, and/or evaluation.

**Education:**

- Bachelor's degree in instructional technology, education, human resource development, or related area. Graduate degree preferred.

**INSTRUCTIONAL DESIGNER**

The Instructional Designer analyzes training requirements, designs and develops materials, and evaluates and validates training effectiveness in accordance with stated guidelines, specifications, and models.

**Primary Responsibilities:**

- Performs front-end analyses and needs assessments to determine training needs and job requirements.
- Develops objectives based on task analysis.
- Identifies tasks and subtasks critical to meeting job performance criteria.
- Develops flowcharts.
- Develops modules using MS Word<sup>®</sup> and PowerPoint<sup>®</sup>.
- Prepares scripts/storyboards for scenarios or activities.
- Validates completed instructional blocks to ensure objectives are met.
- Provides support to media specialists, programmers, and quality assurance personnel.
- Interacts with subject matter experts to determine needs and modifications.
- Develops evaluation instruments and survey instruments.
- Assists in determining the requirements that will be used by the programmer or others to design the visual environment for the target audience.
- Organizes and scripts a lesson or portion of a lesson in storyboard format.
- Revises storyboards based on editorial, content expert, client, and user comments.
- Coordinates with graphic and media specialists to obtain supporting media.
- Develops specific production notes describing linking, branching instructions, and screen dynamics (such as highlighting, motion, and sound) to be executed by the data entry or programming staff.

**Experience:**

- A minimum of three years directly related experience including needs assessment, task analysis, course design, course development, and/or evaluation.

**Education:**

- Bachelor's degree in instructional technology, education, human resource development, or related area.

**TECHNICAL WRITER**

Provides technical writing support for various development and support teams. Primary duties include developing, writing, and editing materials for reports, manuals, instructional materials, and related technical and administrative publications.

**Primary Responsibilities:**

- Deciphers directions provided on scripted storyboards, specifications, government regulations, etc.
- Reviews documents for technical accuracy in accordance with applicable regulations.
- Drafts flowcharts, graphics, tables, and other schematics to depict and summarize content.
- Uses various software programs to prepare technical documents to include written and online publications.
- Drafts technical documents in accordance with specifications.
- Provides quality assurance support for various development projects.
- Performs other duties as required by the supervisor.

**Experience:**

- Five or more years work experience in a related area.

**Education:**

- Bachelor's degree in English, technical writing, journalism, or related area.

**SENIOR SYSTEMS ANALYST**

The Senior Systems Analyst analyzes operations data, designs and develops materials, and evaluates operational and organizational effectiveness in accordance with stated guidelines, specifications, and models. The Senior Systems Analyst organizes, directs, and controls project activities to ensure accomplishment of objectives, goals, and missions.

**Primary Responsibilities:**

- Gathers data, analyzes data, formulates courses of action to improve organizational effectiveness.
- Evaluates strategies and recommends organizational and operational improvements.
- Coordinates and assigns work tasks and resources.
- Presents briefings to project team and clients.
- Attends all project coordination meetings.
- Designs, develops, and writes project reports.
- Communicates and acts as the Point of Contact (POC) with the customer's representative.
- Coordinates with Subject Matter Experts (SMEs), subcontractors, and consultants.
- Tracks task accomplishment on the project for all team members.
- Explores contract expansion opportunities.
- Travels to evaluate operations and work with clients.
- Uses simulations and modeling software to analyze and validate courses of action.
- Coordinates for editorial, word processing, and presentation support.
- Coordinates for internal review of deliverables.
- Supervises staff as necessary.
- Responsible for delivery of project deliverables as noted in the timeline for the assigned project.
- Coordinates for delivery of products and deliverables as needed.

**Experience:**

- A minimum of five years directly related experience including data analysis, organization effectiveness, process flow design and analysis, and quality control.

**Education:**

- Master's degree in business, engineering, organizational development, or related area.

**SYSTEMS ANALYST**

The Systems Analyst analyzes operations data, designs and develops materials, and evaluates operational effectiveness in accordance with stated guidelines, specifications, and models. The Systems Analyst organizes, directs, and controls project activities to ensure accomplishment of objectives, goals, and missions as directed by the Senior Systems Analyst.

**Primary Responsibilities:**

- Gathers data, analyzes data, formulates courses of action to improve operational effectiveness.
- Coordinates and assigns work tasks and resources.
- Designs, develops, and writes project reports.
- Coordinates with Subject Matter Experts (SMEs), subcontractors, and consultants.
- Uses simulations and modeling software to analyze and validate courses of action.
- Coordinates for editorial, word processing, and presentation support.
- Coordinates for internal review of deliverables.
- Responsible for delivery of project deliverables as noted in the timeline for the assigned project.
- Coordinates for delivery of products and deliverables as needed.

**Experience:**

- A minimum of three years directly related experience including data analysis, organization effectiveness, process flow design and analysis, and quality control.

**Education:**

- Bachelor's degree in business, engineering, organizational development, or related area.

**SENIOR TRAINING ANALYST**

The Senior Training Analyst is responsible for assessing training requirements and organizational development, conducting needs analysis, developing alternatives for training methods, implementing methods, and leading training efforts for selected options.

**Primary Responsibilities:**

- Conducts needs analysis based on the audience to be trained, the scope of the content (task analysis), any restraints to delivery, identifies subject matter experts and the delivery method (instructor-led, computer-based, web-based, etc).
- Develops Plans of Instruction
- Coordinates with Subject Matter Experts (SMEs), subcontractors, and consultants.
- Leads two or more training analysts in their functions.

**Experience:**

- A minimum of five years analysis experience.

**Education:**

- Bachelor's degree in business, instructional design, or related area. Graduate degree preferred.

**TRAINING ANALYST**

The Training Analyst is responsible for assessing training requirements, conducting needs analysis, developing alternatives for training methods, implementing methods, and leading training efforts for selected options.

**Primary Responsibilities:**

- Conducts needs analysis based on the audience to be trained, the scope of the content (task analysis), any restraints to delivery, identifies subject matter experts and the delivery method (instructor-led, computer-based, web-based, etc).
- Develops Plans of Instruction.
- Coordinates with Subject Matter Experts (SMEs), subcontractors, and consultants.
- Provides training packages to meet specific needs.

**Experience:**

- A minimum of three years analysis and training experience related to the position.

**Education:**

- Bachelor's degree in business, instructional design, or related field. Graduate degree preferred.

**ORGANIZATIONAL DEVELOPMENT SPECIALIST**

The Organizational Development Specialist is responsible for the alignment of organizational culture with business objectives and human capital processes. This position develops and facilitates programs to improve organizational effectiveness.

**Primary Responsibilities:**

- Consults with client to identify, diagnose, and problem solve organizational effectiveness problems and solutions.
- Designs interventions.
- Implements work group intervention strategies such as organizational climate surveys, resultant interventions, coaching, mediation, mentoring, and career counseling.
- Conducts and implements focus groups, interviews, and survey assessments to determine performance gaps and requirements.
- Develops facilitation strategies and trains/facilitates in areas such as conflict resolution, team building, skills training, work flow process or organizational changes, and project management.
- Evaluates external learning resources such as videos, training programs, and testing instruments.
- Consults with client regarding organizational effectiveness and employment development needs.

**Experience:**

- A minimum of six years related experience in the organizational development field.

**Education:**

- Bachelor's degree in Organizational Development, Staff Development, or Human Resources. Graduate degree preferred.

**SENIOR ADMINISTRATIVE ASSISTANT**

The Senior Administrative Assistant provides overall management, administrative, and clerical support.

**Primary Responsibilities:**

- Oversees the daily administrative and clerical duties, to include word processing, copying, filing, faxing, organizing, and scheduling.
- Oversees general receptionist duties, to include answering the telephone and taking messages, greeting all visitors, and processing incoming and outgoing mail.
- Uses excellent oral and written communication skills.
- Supports the organization's mission and values by fostering a cooperative team effort and a consistent commitment to customer service.
- Performs other office duties as required.
- Provides senior level administrative support for projects.

- Prepares correspondence and reports as directed by the Program/Project Manager.

**Experience:**

- A minimum of six years professional administrative experience.

**Education:**

- High school diploma.

**ADMINISTRATIVE ASSISTANT**

The Administrative Assistant provides administrative and clerical support.

**Primary Responsibilities:**

- Performs general administrative and clerical duties, to include word processing, copying, filing, faxing, organizing, and scheduling.
- Performs general receptionist duties, to include answering the telephone and taking messages, greeting all visitors, and processing incoming and outgoing mail.
- Word processes and types letters, memos, proposals, training materials, and other documents.
- Orders supplies and maintains supply inventory.
- Coordinates and/or performs general housekeeping duties, to include scheduling monthly cleaning service, daily trash take-out, and ensuring overall professional appearance for the office.
- Supports Project Managers with administrative duties, to include scheduling, coordinating, mailings, and other related duties.
- Assists with non-routine and routine correspondence and handles highly confidential and sensitive information with utmost integrity and commitment to ethical behavior.
- Deals with a diverse group of callers and visitors with a professional, helpful, and courteous manner at all levels of the organization.
- Uses excellent oral and written communication skills.
- Supports the organization's mission and values by fostering a cooperative team effort and a consistent commitment to customer service.

**Experience:**

- A minimum of two years of professional administrative experience.

**Education:**

- High school diploma.

## **LOGISTICS COORDINATOR**

The Logistics Coordinator coordinates and administers the logistical functions of specific projects.

### **Primary Responsibilities:**

- Performs general administrative and clerical duties to include word processing, copying, filing, faxing, organizing, and scheduling.
- Inventories, orders, receives, and tracks supplies for applicable department of operation.
- Maintains correspondence, to include writing, typing, distributing, copying, and mailing memos and letters.
- Assists with specific project functions, to include scheduling and coordinating events, programs, use of facilities, or travel arrangements; editing and maintaining updates to administrative documents; processing requests and orders; entering and sorting data; and preparing, collating, and organizing administrative forms and documents.
- Manages specific databases.
- Responds to customer requests for logistics support.
- Schedules facilities and events for successful accomplishment of tasks.

### **Experience:**

- Three years experience in logistics or a combination of experience, education, and other training related to logistics.

### **Education:**

- Bachelor's degree in related field or equivalent education, training, and experience.

## **SUBJECT MATTER EXPERT I**

Subject Matter Expert at this level shall have knowledge and skills in his/her area of expertise. Areas of responsibilities includes but are not limited to, consulting, researching, strategic planning, and/or management. The SME contributes the core content and original materials and is available for information acquisition through formal or informal interviews.

### **Primary Responsibilities:**

- Provides access to source materials and reference items such as books, articles, videotapes, and static art.
- Reviews design documents, scripts, and the final deliverable for accuracy.

- Explains processes, creates flow diagrams, provides sample dialogue, and shapes simulated settings.
- Consults with project team to provide subject matter expertise.

**Experience:**

- A minimum of five years experience in their his/her of expertise.

**Education:**

- Bachelor’s degree in area of expertise or related field. Graduate degree preferred.

**SUBJECT MATTER EXPERT II**

Subject Matter Expert at this level shall have advanced knowledge and skills in his/her area of expertise. Areas of responsibilities include, but are not limited to, consulting, researching, strategic planning, and/or management. The SME contributes the core content and original materials and is available for information acquisition through formal or informal interviews.

**Primary Responsibilities:**

- Provides access to source materials and reference items such as books, articles, videotapes, and static art.
- Reviews design documents, scripts, and the final deliverable for accuracy.
- Explains processes, creates flow diagrams, provides sample dialogue, and shapes simulated settings.

**Experience:**

- A minimum of 10 years experience in their field of expertise.

**Education:**

- Graduate degree in area of expertise or related field.

**FINANCIAL ANALYST**

The Financial Analyst analyzes financial information flows; designs and operates financial systems; performs special studies; and reports results. End result is to improve the overall operational and financial effectiveness for the client.

**Primary Responsibilities:**

- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past performance and/or to project a financial probability.
- Reviews costs and performs cost benefit analyses related to projects and/or programs.
- Performs statistical, cost, and financial analysis of data reported in various financial systems.
- Develops financial reports for forecasting, trending, and results analysis.
- Records, classifies, and summarizes financial transactions and events in accordance with generally accepted accounting principles.
- Interprets financial transactions and events for users who must make economic or business decisions.
- Applies a working knowledge of applicable laws and regulations; verifies documents for completeness and compliance with government and private agencies.
- Uses various software applications, such as spreadsheets, relational databases, statistical packages, and graphic packages to assemble, manipulate, and/or format data and/or reports.

**Experience:**

- Eight years of relevant cost/financial process experience.

**Education:**

- Bachelor's degree in business field appropriate to cost/financial processes. Graduate degree preferred.

**MULTIMEDIA SPECIALIST**

The Multimedia Specialist designs and develops computer-based, web-based, and other technology-based training products using a systems approach to development.

**Primary Responsibilities:**

- Translates assessment and analysis data into an instructionally sound course design.
- Determines media requirements and drafts complete description for all media requirements.
- Serves as a liaison to other development team members such as word processors, developers, and analysts.
- Prepares media (e.g., audio, video, animations, photography) for incorporation into lessons.
- Provides authoring support for the development of technology-based training products.
- Develops graphics, animations, illustrations, and templates.

- Provides instructional design support, as required.
- Develops course materials based on identified course objectives.
- Interfaces with subject-matter experts to determine needs, modifications, etc.
- Packages training for delivery.

**Experience:**

- Three or more years experience developing instructional and informational materials and/or media.

**Education:**

- Bachelor’s degree in a related area or equivalent combination of education and experience.

**FACILITATOR**

The Facilitator delivers workshops, conducts group activities, and initiates processes that will create an environment in which people can direct their own learning to achieve more effective and efficient results in their day-to-day workload. The facilitator is expected to have strong leadership and group process skills.

**Primary Responsibilities:**

- Structures program activities.
- Coordinates group exercises.
- Stimulates discussion groups.
- Supports participants during moments of confusion and doubt.
- Reinforces ideas and suggestions through visual aids.
- Establishes program schedules and norms for client.
- Emphasizes application and utilization of group ideas and suggestions.
- Uses different decision-making and problem solving models in presentations.
- Conducts different organizational assessments.
- Conducts group meetings and exercises.
- Understands group dynamics for determining decision-making and problem solving processes.
- Uses different tools (e.g. fishbone diagram, impact analysis, force-field analysis, Pareto analysis, etc.) for decision making and problem solving processes.
- Facilitates workshops and seminars as required.

**Experience:**

- Five or more years experience as a facilitator.

**Education:**

- Bachelor's degree in education, social work, family studies or related field, or equivalent combined training, experience, and education.