

General Services Administration

Federal Supply Service
Authorized Federal Supply Service Terms and Conditions and Price List

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 at <http://www.fss.gsa.gov>

GSA Schedule 36: Office, Imaging and Document Solutions
Federal Supply Group: 36
Contract Number: GS-03F-074AA
May 15, 2013 through May 14, 2018

CMI Management, Inc.
5285 Shawnee Road, Suite 200
Alexandria, VA 22312
Phone: 703-738-5300
Website: <http://www.cmimgmt.com>

Business Size: Small Business
DUNS: 60-261-9223
Contract Administrator: Shason Yavari
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1. **Table of Awarded Special Item Numbers (SINs)**

SIN	Service
733 1	Mailroom Administrative Support
733 3	Miscellaneous Mail Services
733 4	List Management Services
733 5	Mailroom Ergonomic Analysis Services
51 504	Records Management Services

2. **Minimum Orders:** The minimum dollar value of orders to be issued is \$1000.00

3. **Quantity/Volume Discount:** None

4. **Prompt Payment Terms:** Net 30 days

5. **Time of Delivery:** 30 days or as specified in the task order

6. **Expedited Delivery:** As negotiated with ordering agency

7. **FOB Points:** All services provided by CMI Management, Inc. under this contract will be provided FOB destination

8. **Ordering Address:** CMI Management, Inc. 5285 Shawnee Road, Suite 200
Alexandria, VA 22312

9. **Payment Address:** Same as Ordering Address

10. **Data Universal Numbering System (DUNS):** 60-261-9223

11. **Forms of Payment:** Check, electronic and credit card

Founded in 1986, CMI Management, Inc. provides Records Management and Support Services, Program Management, Administrative Support, Workforce Development, and Facilities Management to government and commercial clients. With experience managing multiple locations nationwide, and a pipeline of qualified candidates, CMI pairs the capacity of a big business with the agility of a small business.

As an ISO 9001:2008 registered company, CMI brings exacting attention to quality control, and we use our Six Sigma expertise to focus on continual process improvement, saving customers both time and costs, while providing the utmost quality. Our past performance, awards, recognition by numerous organizations, and high client satisfaction prove our skill at managing, scheduling, and staffing. At CMI, we strive to exceed our clients' expectations, and offer quality and reliability to both clients and team members.

CMI brings the capability of effectively managing personnel regardless if the staffing requirement for a site is one full-time equivalent (FTE) or 200 FTEs. We realize the importance of quickly filling vacant positions and keeping them filled. CMI is experienced in managing exempt staff and non-exempt staff, including personnel falling under the requirements of the Service Contract Act (SCA) and Department of Labor's Wage Determinations. We understand that keeping employee morale elevated reduces employee turnover which in turn saves money and time. CMI recognizes our staff via bonuses and our Rewards and Recognition Program where staff can earn points to redeem for gifts or cash.

CMI's past performance includes processing applications and related documents for U.S. citizenship or benefits, maintaining paper files and electronic records, collecting fees, monitoring electronic mailboxes, providing mail and messenger services, conducting reviews of applications and related documents for compliance and completeness, creating electronic data records, contacting applicants, fulfilling file requests, maintaining accountability of records, and retirement of files and records in accordance with NARA and Homeland Security guidelines.

SIN 51 504 Records Management Services

Includes on-site services including retrieving and filing documents in their appropriate file, managing electronic files, tracking, information and document indexing, scanning, labeling, bar coding, filing, and processing files for retirement or storage and retrieval.

SIN 733 1 Mailroom Administrative Support

Pick-up or accept incoming mail from USPS, courier services, UPS, FedEx, etc. Sign for and track certified mail, registered mail, and overnight mail. Distribute mail using a mail guide. Process outgoing mail including metering and delivering to drop-off point or USPS.

SIN 733 3 Miscellaneous Mail Services

Includes management, supervision, labor and equipment. Assure performance meets and exceeds required acceptable quality levels or SLAs. Prepare, package and label mail, folding, inserting, bursting, collating, metering and stamping mail.

SIN 733 4 List Management Services

Data entry, address preparation and label printing, and list management.

SIN 733 5 Mailroom Ergonomic Analysis Services

Workflow analyses, studying and improving mailroom processes, productivity studies, time and motion studies, determining optimal layout, and equipment assessments.

CMI Management, Inc. Schedule 36 Price List
Period of Performance: May 15, 2013 through May 14, 2018

	5/15/2013 to 5/14/2014	5/15/2014 to 5/14/2015	5/15/2015 to 5/14/2016	5/15/2016 to 5/14/2017	5/15/2017 to 5/14/2018
Labor Category (Exempt Positions)	Base Period Year One	Base Period Year Two	Base Period Year Three	Base Period Year Four	Base Period Year Five
Principal Program Manager	\$92.68	\$95.46	\$98.32	\$101.27	\$101.27
Project Manager III	\$81.55	\$84.00	\$86.52	\$89.11	\$89.11
Project Manager II	\$74.14	\$76.36	\$78.65	\$81.01	\$81.01
Project Manager I	\$70.44	\$72.55	\$74.72	\$76.97	\$76.97
Project Lead II	\$59.31	\$61.09	\$62.92	\$64.81	\$64.81
Project Lead I	\$55.61	\$57.28	\$59.00	\$60.76	\$60.76
Administrative Services Manager	\$37.07	\$38.18	\$39.33	\$40.51	\$40.51
Sr. Management Analyst	\$74.14	\$76.36	\$78.65	\$81.01	\$81.01
Management Analyst	\$66.72	\$68.72	\$70.79	\$72.91	\$72.91
Operation Analyst	\$69.69	\$71.78	\$73.94	\$76.16	\$76.16
Instructor/Trainer	\$55.61	\$57.28	\$59.00	\$60.76	\$60.76
Quality Assurance Specialist	\$59.31	\$61.09	\$62.92	\$64.81	\$64.81
Quality Control Inspector	\$55.61	\$57.28	\$59.00	\$60.76	\$60.76
Supervisor	\$37.81	\$38.95	\$40.11	\$41.32	\$41.32

	5/15/2013 to 5/14/2014	5/15/2014 to 5/14/2015	5/15/2015 to 5/14/2016	5/15/2016 to 5/14/2017	5/15/2017 to 5/14/2018
Labor Category (Non-exempt Positions)	Base Period Year One	Base Period Year Two	Base Period Year Three	Base Period Year Four	Base Period Year Five
Administrative Assistant	\$52.88	\$54.47	\$56.10	\$57.78	\$57.78
General Clerk III	\$31.55	\$32.50	\$33.47	\$34.47	\$34.47
General Clerk II	\$27.33	\$28.15	\$29.00	\$29.87	\$29.87
General Clerk I	\$25.05	\$25.80	\$26.58	\$27.37	\$27.37
File Clerk II	\$27.33	\$28.15	\$29.00	\$29.87	\$29.87
File Clerk I	\$25.05	\$25.80	\$26.58	\$27.37	\$27.37
Data Entry Operator II	\$26.42	\$27.21	\$28.02	\$28.87	\$28.87
Data Entry Operator I	\$24.20	\$24.93	\$25.68	\$26.45	\$26.45
Vehicle Operator	\$23.53	\$24.24	\$24.97	\$25.71	\$25.71
Mail Clerk	\$25.05	\$25.80	\$26.58	\$27.37	\$27.37
Lead Clerk	\$27.33	\$28.15	\$29.00	\$29.87	\$29.87

Labor Category Descriptions

Principal Program Manager

Minimum/General Experience: 10 years of progressively responsible experience to include a minimum of 8 years of specialized experience as a line manager and/or program manager/project manager supervising major projects.

Functional Responsibility: Senior corporate manager responsible for overall direction, coordination, and evaluation of major business units. Provides high-level expert guidance and expertise in support of single or multiple projects. Serves as Senior Corporate interface between Program/Project Managers and the corporation. May be designated Corporate Monitor. Manages complex organizations and teams by integrating skills into client-focused, consulting solutions, e.g., change management, etc. Integrates technical solutions into business process requirements. Translates concepts into operational improvements and systems. Manages substantial program/technical support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates the planning and execution of all program/technical support activities. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with senior Government management officials regarding the status of specific program/technical activities as well as problems, issues, or conflicts requiring resolution. Serves as the contractor counterpart for the Government's program/technical managers.

Minimum Education: Master's degree in business administration or related field or a bachelor's degree and 12 years of experience. Certification as a Project Management Professional (PMP) preferred.

Project Manager III

Minimum/General Experience: 8 years or more of directly related and progressively more responsible work experience to include 6 years of management experience or equivalent combination.

Functional Responsibility: Plans, directs and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed timeframe and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. Meets with project staff to outline work plans and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Reviews status reports prepared by project personnel and modifies

schedules or plans as required. Prepares project reports for management, client, or others. Confers with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies.

Minimum Education: Master's degree in a business administration or related field or a bachelor's degree and 10 years of experience. Certification as a Project Management Professional (PMP) preferred.

Project Manager II

Minimum/General Experience: 5 years or more of directly related and progressively more responsible work experience to include 3 years of management experience or equivalent combination.

Functional Responsibility: Plans, directs, and coordinates activities of designated project to ensure that goals or objectives for project area or region are accomplished within prescribed time frame and funding parameters. Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Collects, analyzes and submits various reports from offices under his or her purview. Reviews status reports prepared by project personnel and modifies schedules or plans as required. Prepares project reports for management, client, or others. Confers with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies. If responsible for a specific area or region, conducts visits and ensures assigned offices are staffed and personnel are trained. Maintains liaison with designated government representatives.

Minimum Education: Master's degree in business administration or related field or a bachelor's degree and 7 years of experience. Certification as a Project Management Professional (PMP) preferred.

Project Manager I

Minimum/General Experience: 3 years or more of directly related and progressively more responsible work experience to include 2 years of management experience or equivalent combination.

Functional Responsibility: Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and funding parameters. Reviews project proposals or plans to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget. Reviews status reports prepared by project personnel and modifies schedules or plans as required. Prepares project reports for management, client, or others. Meets with project personnel to provide technical advice and to resolve problems. May coordinate project activities with activities of government regulatory or other governmental agencies.

Minimum Education: Bachelor's degree in business administration or related field or associate's degree and 5 years of experience. Certification as a Project Management Professional (PMP) preferred.

Project Lead II

Minimum/General Experience: Minimum of 4 years of directly related and progressively more responsible experience in developing business systems including the ability to provide consultation on technical matters.

Functional Responsibility: Provides support to the overall project effort by providing expertise in developing business systems to include technical advice. Investigates, analyzes, designs, develops and implements cost effective solutions to business issues. Investigates, plans, analyzes, designs, codes, tests, implements, trains, and supports solutions to business sponsored initiatives. Supervises a technical support team and provides technical support to project team members.

Minimum Education: Bachelor's degree in business management, information resources, or related subject. Associate's degree and 6 years of directly related experience may be substituted.

Project Lead I

Minimum/General Experience: Minimum of 2 years of directly related and progressive experience in leading tasks.

Functional Responsibility: Provides expertise in support of organizational project goals. Designs, plans, and coordinates work teams. Provides technical support to project team members. Assists in the designs and implements the components required for complex application or business features. May manage a staff of management or program analysts.

Minimum Education: Bachelor's degree in business management, information resources, or related field. Associate's degree and 4 years of directly related experience may be substituted.

Administrative Services Manager

Minimum/General Experience: Minimum of 6 years of directly related and progressively more responsible experience in administrative services.

Functional Responsibility: Has overall responsibility for the delivery of a variety of services. Plans, directs, supervises, and coordinates the delivery of services which may include, but is not limited to: office support services, information processing, information transfer, mail distribution, messenger services, telecommunications support, maintenance oversight, purchasing and security. Typically reports to a senior manager or project manager.

Minimum Education: Bachelor's degree in administration, business or related field. Associate's degree and 8 years or no degree and 10 years of directly related experience may be substituted.

Sr. Management Analyst

Minimum/General Experience: 7 years or more of progressively more responsible experience in reviewing, analyzing, and suggesting improvements to business and organizational systems.

Functional Responsibility: Reviews, analyzes, and suggests improvements to business and organizational systems. Conducts organizational studies and evaluations, designs efficient and effective systems and procedures, conducts work simplification and measurement studies, and prepares operations and procedures manuals. Also establishes the overall objectives and initiatives of the quality management department.

Minimum Education: Master's degree in business, management, or related field or a bachelor's degree and 10 years experience. Six Sigma Black Belt certification preferred.

Management Analyst

Minimum/General Experience: 2 years of experience in reviewing, analyzing, and suggesting improvements to business and organizational systems.

Functional Responsibility: Reviews, analyzes, and suggests improvements to business and organizational systems. Conducts organizational studies and evaluations, designs efficient and

effective systems and procedures, conducts work simplification and measurement studies, and prepares operations and procedures manuals.

Minimum Education: Bachelor's degree in business, management, or a related field or an associate's degree and 4 years experience. Six Sigma Green Belt certification preferred.

Operations Analyst

Minimum/General Experience: 4 years or more of directly related and progressively more responsible experience in data collection analyses.

Functional Responsibility: Conducts analyses of management and operational problems in terms of management information and concepts. Formulates mathematical or simulation models of the problem for solution by computer or other method. May develop and supply time and cost networks such as program evaluation and review techniques.

Minimum Education: Master's degree in business, management or a related field, a bachelor's degree and 6 years experience, or 10 years of progressively responsible experience directly related to the subject matter. Six Sigma Black Belt certification preferred

Instructor/Trainer

Minimum/General Experience: The Instructor/Trainer requires a minimum of 4 years experience in a training or classroom instructional setting and a minimum of 2 years experience as a management analyst, quality control inspector, quality assurance evaluator, supervisor or team lead on a project with similar requirements.

Functional Responsibility: Provides project support by designing and conducting training programs. Must be familiar with a variety of concepts, practices, and procedures in the field of study. Develops and presents training materials based on established standard operating procedures for each position and task. Creates and distributes approved training aids and job task aids for each position. Provides "train-the-trainer" training to supervisors and team leads so that they are proficient in training new hires, cross-training, etc. The Instructor/Trainer must have strong leadership and communication skills and able to motivate the staff. He or she must have an understanding of adult learning theory and adult training techniques. Updates classroom training materials such as student handouts, lesson plans, overhead slides, and practical exercises, as required due to new requirements and tasks from the client. Provides normal (allowable) maintenance of all classroom equipment. Reports student attendance at training in accordance with client/company requirements. The Instructor/Trainer reports to the Senior Management Analyst or Project Manager.

Minimum Education: Bachelor's degree in education, business, management or related subject. Associate's degree and 6 years of directly related experience may be substituted. Must have excellent oral and written English skills.

Quality Assurance Specialist

Minimum/General Experience: 6 years of progressively responsible quality management/quality control experience.

Functional Responsibility: Responsible for organizing highly complex activities for the development, implementation, and maintenance of quality control projects and plans. Develops and defines major and minor characteristics of quality, including performance requirements, acceptable quality levels (AQLs), types and frequency of inspections that will be used, etc., and determines requisite quality control resources for specific task orders. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the project's life cycle. Develops and implements quality control methodologies to ensure compliance with quality assurance concepts, standards, guidelines, practices, and procedures.

Minimum Education: Bachelor's degree in management, business administration or other appropriate area or associate's degree and 8 years of related experience may be substituted. Six Sigma Black or Green Belt certification preferred.

Quality Control Inspector

Minimum/General Experience: 2 years experience in quality control activities and at least one year conducting quality control activities in a records management, information management, or administrative services environment.

Functional Responsibility: Verifies compliance with work standards, paying particular attention to timeliness and accuracy of the work performed; screens problem documents for corrective action; maintains various logs; and uses random sampling to evaluate process efficiency. Responsible for recognizing data problems, investigating complaints and violations, preparing reports of findings and action taken or recommended and recommending changes in standards, administrative procedures, methods, and standards.

Minimum Education: High school diploma or equivalent.

Supervisor

Minimum/General Experience: 2 years experience in direct records management or administrative services.

Functional Responsibility: Directs, assists, and supervises staff in performing the applicable support function such as clerical support, mail operations, file operations, data entry, fee collection/processing, courier operations, etc. Performs random quality control checks and ensures timely delivery of all deliverables related to the functional area. Tracks the progress of all functional area activities and reports the status to the Project Manager.

Minimum Education: High school diploma or equivalent.

Administrative Assistant

Minimum/General Experience: One year of experience in performing office support duties in an office environment or completion of a clerical or business training program.

Functional Responsibility: Provides support to the Site Manager or Project Manager in completing and meeting administrative requirements. Develops management and technical skills by rotating through functional areas on a routine schedule and participating as a member of the site management team under the mentorship of the Site or Project Manager. Uses a computer with word processing software to produce and edit letters, memoranda, reports, etc., from rough drafts or notes. Creates, modifies and revises forms. Operates modern office equipment. Maintains and orders supplies and equipment. Coordinates, consolidates, and prepares production and payroll documents and ensures documents are submitted to appropriate receiving party. Collects and monitors applicant employment packages. Coordinates arrival, orientation, and completion of all required documentation for new employees.

Minimum Education: Associate's degree in business administration or other appropriate degree or certification.

General Clerk III

Minimum/General Experience: Minimum of 4 years experience providing general and technical assistance to senior technical and management personnel.

Functional Responsibility: Performs daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties. Uses a computer or word processor, digital camera, electronic fingerprint equipment, and other similar equipment. Familiar with a variety of office procedures and standard operating procedures. May direct and lead the work of others. Typically reports to a manager.

Minimum Education: High school diploma or equivalent plus additional education or technical certification.

General Clerk II

Minimum/General Experience: Minimum of 2 years experience providing general and technical assistance to senior technical and management personnel

Functional Responsibility: Supports program efforts by performing daily office tasks such as sorting internal mail and delivering it to its destination, often using a cart to carry the mail between offices. Serves as the US Postal Service link to individual offices and workers. Prepares outgoing mail for delivery to the post office; determines if mail is to be sent registered, certified, special delivery or first, second, third, or fourth class and groups mailings by ZIP code. Performs other office tasks such as filing, recording, maintaining records, copying, collating, folding and inserting material to be mailed into envelopes, posting, and other similar duties. Uses a computer terminal, postage meter, and word processors. Familiar with standard administrative procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager.

Minimum Education: High school diploma or equivalent.

General Clerk I

Minimum/General Experience: Familiar with performing clerical services in a professional office setting.

Functional Responsibility: Performs daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal and other word processors. Has knowledge of common office procedures. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Reports to a supervisor or manager.

Minimum Education: High school diploma or equivalent.

File Clerk II

Minimum/General Experience: 6 months experience in performing routine filing functions.

Functional Responsibility: Performs routine to moderately complex filing in an office environment. May require searching electronic databases to locate files, correspondence, etc.

Minimum Education: High School diploma or equivalent.

File Clerk I

Minimum/General Experience: Entry level position.

Functional Responsibility: Performs routine filing in an office environment. May require searching electronic databases to locate files, correspondence, etc.

Minimum Education: High school diploma or equivalent.

Data Entry Operator II

Minimum/General Experience: 12 months or more of experience as a computer operator, junior programmer, or data entry clerk

Functional Responsibility: Operates data entry equipment for various automated systems using formatted input screens. Transcribes, deciphers and codes more complex alpha numeric data. May instruct new operators on procedures. Performs data inquiries and searches on automated systems and generates records and reports from these systems. Requires judgment in selecting procedures to be followed in searching for, interpreting, selecting, or coding items to be entered.

Minimum Education: High school diploma or equivalent.

Data Entry Operator I

Minimum/General Experience: Entry level position.

Functional Responsibility: Enters information from source documents into various automated systems using formatted input screens. Modify, update, and correct data contained in automated systems; position also may involve minor coding. Perform data inquiries and searches, and generate records and reports from these systems.

Minimum Education: High school diploma or equivalent.

Vehicle Operator

Minimum/General Experience: Must possess 1-3 years of driving and/or messenger experience with a good driving record. Knowledgeable of the local area.

Functional Responsibility: Will be responsible for the pickup and delivery of US Government mail including regular, bulk, classified, pouch, and guard mail. At the direction of the mailroom supervisor, site or project manager, proceeds to the location(s) as instructed to pick up or deliver bulk or other materials. Ensures that materials are delivered to location designated by instructions and follows all additional written instructions associated with the delivery of the materials. Obtains signatures and date/time information as required for a proper receipt. Prepares a daily log with appropriate receipts. Coordinates and prioritizes all work requests. Ensures necessary follow-up steps are used to institute an effective quality control procedure for assigned work. Must be familiar with automated mail equipment, USPS rules and regulations, and UPS and Federal Express procedures; knowledgeable in packing requirements and Government mail regulations. Must have strong interpersonal and problem-solving skills and the ability to work independently and be a self-starter.

Minimum Education: High school diploma or equivalent.

Mail Clerk

Minimum/General Experience: Must possess 1-3 years of mail or general clerk experience working for a federal agency or commercial entity.

Functional Responsibility: Opens and reads incoming mail that is addressed only to the agency or only to street address with no name or pertinent office specified. Makes decision to determine the correct forwarding address after reviewing correspondence that has been determined to be improperly or inadequately addressed. Logs in and re-routes checks and incoming accountable mail received from outside courier services and disseminates to the proper destination. Prepares a messenger receipt for all checks and accountable mail that are to be signed by both the delivery clerk and the person receiving the item(s). Opens and re-routes certified mail that is deemed undeliverable due to lack of proper address as soon as they are received and re-routes them immediately per the acceptable mail guidelines. Returns mail that does not have enough information to determine the proper forwarding address to the sender with an enclosed standard form letter. Must be computer literate to use a computerized locator directory as a locator tool. Assures that backlog of no more than 1 day for processing and reading mail. Retrieves mail from the guard desk, upon notification from guard. Will be responsible for the receipt, sorting, preparing/packaging mail, addressing, labeling, folding, inserting, bursting, collating, mail match, wrapping, software services, metering and stamping in accordance with standard commercial practices and the US Postal Services (USPS) regulations.

Minimum Education: High school diploma or equivalent.

Lead Clerk

Minimum/General Experience: Requires a minimum of 2 years experience including 1 year of progressively more responsible specialized experience in their assigned functional area.

Functional Responsibility: As directed by the Supervisor, Site or Project Manager, directs, assists, and supervises staff in performing the applicable support function. Performs random quality control checks and collects and reports data for completion of deliverables related to the functional area. Tracks the progress of their functional area activities and reports the status to the Supervisor, Site or Project Manager.

Minimum Education: High school diploma or equivalent.