Hon. Pedro Pierluisi Urrutia
Gobernador

Lcda. Karla G. Mercado Rivera
Administradora y Principal Oficial de Compras

NOTIFICACIÓN NÚM. 2

RFP 21-0004

## TO ESTABLISH A CONTRACT(S) FOR MULTIPLE SELECTION OF TEMPORARY LABOR FOR ALL OF THE ENTITIES OF THE GOVERNMENT OF PUERTO RICO

ASUNTO: ENVIO DE TABLA DE COTIZAR REVISADA

A todo proponente interesado, se le remite la **TABLA DE COTIZAR en formato Excel** sobre el RFP de referencia. (Ver documento adjunto). La misma será a su vez publicada en la página de la Administración de Servicios Generales, en el área de "Reforma de Compras."

María Isabel Ortiz Rivera
Secretaria Alterna
Junta de Subasta

**Emitida hoy, jueves, 12 de agosto de 2021**
**En San Juan, Puerto Rico**

**Temp Labor RFP**
*Pricing Worksheet Overview and Instructions*

**Proposer Organization:**

**Proposer Name:**

**Proposer Role:**

**Proposer Location:**

**Contact Details:**

## Purpose of Document

This Pricing Worksheet is intended to allow Proposers to provide the Government of Puerto Rico with a pay rate proposal for Temp Labor.

## Submission Instructions

Please complete the following five sections of the Pricing Worksheet:

1. Proposer information at the top of the "Instructions" tab (above).
2. Job Title-level pricing for all positions listed in the "Pay Rate" tab.
   a. Pay rate for Level I experience in position
   b. Pay rate for Level II experience in position
   c. Pay rate for Level III experience in position
   d. The multiplier at which the overtime pay rate is calculated for
   e. The mark-up category applied to position for Payroll and Non Payroll categories
3. A breakdown of the mark-ups for all components and job categories in the "Mark-up Breakdown" tab.
4. Discounts that will be offered are to be provided in the "Discounts" tab.
5. All fees have to be disclosed in the "Additional Fees" tab

**Proposers are required to fill in only the yellow cells.**

DO NOT attempt to add any rows or columns.  It is crucial that the structure of the Worksheet is not changed as any disruption to the Worksheet may cause errors in interpreting your submission.

The completed sheet must be submitted using the file naming convention indicated below:
<Proposer's Name> <21-0004>_Pricing Worksheet_<MMDDYYYY>.xlsx

Proposals must be returned to juntadesubastas@asg.pr.gov by <Month> <Day> at <Time> (AST).  As there are no planned extensions beyond the deadline, it is imperative that submissions be on time.

## Worksheet Contents

The Pricing Worksheet contains the job title (and other relevant information) needed to provide rate quotes.  All hours are estimate based on one (1) year of work.  The Pricing Worksheet is made up of representative positions of Temp Labor utilized across all of GPR and has an estimated annual contracting amount

The Pricing Worksheet asks Proposers to provide pay rate proposals for positions that meet the job title definitions as listed in the "Position Descriptions" tab.

The "Discounts & Escalations" tab contains discount structures that can be offered by Proposers.  It enables the Proposers to list the discounts off their rates for different job categories.

A brief description of each field name in the "Pay Rate" tab, the "Mark-up Breakdown" tab, the "Discounts" tab, and the "Additional Fees" tab is listed below.

**Pay Rate Tab Field Names and Descriptions**

| Field Name | Description |
|---|---|
| Resources | Temporary Labor Personnel providing services to the Government of Puerto Rico identified by the Staffing Agency or the Government as a candidate to support the Government's requirements for Temporary Labor Personnel.□ |
| Job Title | The title of the position to be filled by a temporary labor worker based on historical data of prior positions filled.□ |
| Pay Rate Proposals: Level I | The pay rate for a given job title for individuals classified as having level I experience defined in the "Position Definitions" tab. |
| Pay Rate Proposals: Level II | The pay rate for a given job title for individuals classified as having level II experience defined in the "Position Definitions" tab.□ |
| Pay Rate Proposals: Level III | The pay rate for a given job title for individuals classified as having level III experience defined in the "Position Definitions" tab.□ |
| Pay Rate Proposals: Overtime Pay Rate Multiplier | The numerical value that will be multiplied by the pay rate for hours worked overtime in a given week.□ |
| Mark-up Category | The job category of the job title which will determine the mark-ups to be applied.□ |
| Mark-up Applied | The mark-up percentage that will be automatically calculated based on the mark-up category selected and the total percentage for the specified job category, found in the "Total" row of the "Mark-up Breakdown" table in the "Mark-up Breakdown" tab. □ |
| Overtime Mark-up | The overtime mark-up percentage that will be automatically calculated based on the mark-up category selected and the overtime mark-up percentage entered in the "Mark-up Breakdown" tab.□ |
| Final Straight Time Bill Rate: Level I | The bill rate that will be automatically calculated for a given job title for individuals classified as having level I experience defined in the "Position Descriptions" tab which multiplies the level I pay rate by the mark-up rate then added back to the pay rate in order to arrive at the bill rate.□ |
| Final Straight Time Bill Rate: Level II | The bill rate that will be automatically calculated for a given job title for individuals classified as having level II experience defined in the "Position Descriptions" tab which multiplies the level II pay rate by the mark-up rate then added back to the pay rate in order to arrive at the bill rate.□ |
| Final Straight Time Bill Rate: Level III | The bill rate that will be automatically calculated for a given job title for individuals classified as having level III experience defined in the "Position Descriptions" tab which multiplies the level III pay rate by the mark-up rate then added back to the pay rate in order to arrive at the bill rate.□ |
| Final Overtime Bill Rate: Level I | The overtime rate automatically calculated by multiplying the overtime rate multiplier in column I by the overtime mark-up percentage then multiplied by the standard pay rate for a given job title for individuals classified as having level I experience defined in the "Position Descriptions" tab.□ |
| Final Overtime Bill Rate: Level II | The overtime rate automatically calculated by multiplying the overtime rate multiplier by the overtime mark-up percentage then multiplied by the standard pay rate for a given job title for individuals classified as having level II experience defined in the "Position Descriptions" tab.□ |
| Final Overtime Bill Rate: Level III | The overtime rate automatically calculated by multiplying the overtime rate multiplier by the overtime mark-up percentage then multiplied by the standard pay rate for a given job title for individuals classified as having level III experience defined in the "Position Descriptions" tab.□ |

*These hours are subject to change and are by no means a commitment of expected volume to be awarded.

**Mark-up Breakdown Tab Field Names and Descriptions**

| Field Name | Description |
|---|---|
| Component | List of items which are considered to be additional fees or factors in compensating individuals for work performed.□ |
| % of Total Mark-up: General | The percentage mark-up applied to the pay rate for positions which fall under the "General" job category.□ |
| % of Total Mark-up: IT | The percentage mark-up applied to the pay rate for positions which fall under the "IT" job category.□ |
| % of Total Mark-up: Technical | The percentage mark-up applied to the pay rate for positions which fall under the "Technical" job category.□ |
| % of Total Mark-up: Professional | The percentage mark-up applied to the pay rate for positions which fall under the "Professional" job category.□ |
| Overtime Markup | The additional mark-up applied to the overtime pay rate for each positions for the given job categories listed. This markup is added to the Total Regular Markup. |

**Discounts Tab Field Names and Description**

| Field Name | Description |
|---|---|
| Spend Level Discount | The percentage discount you are willing to provide on the mark-up rate depending on the spend ranges defined.☐ |
| Payment Terms | Proposers must agree to at least one of the payment terms listed. Please select "yes" for the payment term(s) that your organization is willing to agree to.☐ |

**Additional Fees Tab Field Names and Descriptions**

| Field Name | Description |
|---|---|
| Administrative Fees | The fee(s) charged to the Government for any bookkeeping, contracting or other administrative expenses related to the contract. It could be a per cent (%) of the contract or a defined amount. |
| Incentive's Mark up | The fee the Proposer charges, if any, for the Government to hire a Resource that has been working as a temporary Resource at the Government for fewer than ninety (90) days in the "Temp to Hire Fee" tab. After ninety (90) days, the fee is assumed to be zero. |
| Bonus' Mark up | The mark up added to any bonus the Government could give to the Resource. |
| Mileage's Mark up | The mark up added to any mileage reimbursement the Government could give to the Resource. |
| Drug Tests Fee | The fee the Proposer charges, if any, to the Government for any Drug Tests administered to the Resource. If the Proposer covers the Drug Test fee, it shouldn't be included in the worksheet. |
| Late Fees | The fee the Proposer charges, if any, if the Government pays late the monthly invoice. |
| Temp to Hire Fee | The fee the Proposer charges, if any, for the Government to hire a Resource that has been working as a temporary Resource at the Government for fewer than ninety (90) days in the "Temp to Hire Fee" tab. After ninety (90) days, the fee is assumed to be zero.☐ |
| Base Amount (unit) | The unit in which the fee will be calculated upon. For example, the Temp to Hire Fee will be based on the amount of Resources hired by the Government; the Mileage's Mark Up will be based on the quantity of the mileage reimbursement. |
| % of Base Amount | Fees that are calculated as a per cent (%) of the base amount established in the second column of the table (Base Amount (unit)). A fee can only be calculated based on a percentage of the base **or** a fixed fee. |
| Defined Amount ($) | Fixed fees that are calculated for each one of the base amount established in the second column of the table (Base Amount (unit)). A fee can only be calculated based on a percentage of the base **or** a fixed fee. |
| Other Fees | Any other fees that you would or could invoice the Government for provinding Temp Labor services. |

**Questions**

The Proposer is fully responsible for obtaining clarification on all fields where input is required. Proposers who are uncertain about the meaning of any of the input fields should reach ASG for clarification by following the instructions set forth in Section 1.5 of the RFP document.

**REQUEST FOR SEALED PROPOSAL**
**NUMBER 21-0004**
**TO ESTABLISH A CONTRACT(S) FOR MULTIPLE SELECTION OF TEMPORARY LABOR FOR ALL OF THE ENTITIES OF THE GOVERNMENT OF PUERTO RICO**

**Pay Rate Proposal Instructions:**

Please provide the Pay Rate Proposals that include Pay Rate for Levels I - III, Overtime Pay Rate Multiplier, Mark up Category (General, Technical, Professional or IT).

Please provide responses in YELLOW highlighted cells and do not change or edit any other information on this tab.

| Job Title | Estimated Annual Hours (40h per week) | Pay Rate Proposals Level I | Level II | Level III | Overtime Pay Rate Multiplier | Mark up Category | Mark up Applied Regular Time Mark up | Overtime Mark up | Final Straight Time Bill Rate Level I | Level II | Level III | Final Overtime Bill Rate Level I | Level II | Level III | Total Cost Straight Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *Sample Position* | 2,000 | $ 10.00 | $ 12.00 | $ 14.00 | 1.50 | Example | 34.0% | 5.0% | $ 13.40 | $ 16.08 | $ 18.76 | $ 15.75 | $ 18.90 | $ 22.05 | $ 32,160.00 |
| Accountant | 2,000 | | | | | | | | | | | | | | |
| Accounting Clerk | 2,000 | | | | | | | | | | | | | | |
| Administrative Official | 2,000 | | | | | | | | | | | | | | |
| Administrative Supervisor | 2,000 | | | | | | | | | | | | | | |
| Administrative Support | 2,000 | | | | | | | | | | | | | | |
| Auditor | 2,000 | | | | | | | | | | | | | | |
| Biotistician | 2,000 | | | | | | | | | | | | | | |
| Business Analyst | 2,000 | | | | | | | | | | | | | | |
| Caregiver | 2,000 | | | | | | | | | | | | | | |
| Clinical Advisor | 2,000 | | | | | | | | | | | | | | |
| Collector | 2,000 | | | | | | | | | | | | | | |
| Community Health Educator | 2,000 | | | | | | | | | | | | | | |
| Computer Operator | 2,000 | | | | | | | | | | | | | | |
| Consultant | 2,000 | | | | | | | | | | | | | | |
| Coordinator | 2,000 | | | | | | | | | | | | | | |
| Cook Supervisor | 2,000 | | | | | | | | | | | | | | |
| Cook | 2,000 | | | | | | | | | | | | | | |
| Coordinator of Health Services | 2,000 | | | | | | | | | | | | | | |
| Counselor Support | 2,000 | | | | | | | | | | | | | | |
| Courier | 2,000 | | | | | | | | | | | | | | |
| Data Clerk | 2,000 | | | | | | | | | | | | | | |
| Developer | 2,000 | | | | | | | | | | | | | | |
| Driver | 2,000 | | | | | | | | | | | | | | |
| Driver Supervisor | 2,000 | | | | | | | | | | | | | | |
| Epidemiologists | 2,000 | | | | | | | | | | | | | | |
| General Labor | 2,000 | | | | | | | | | | | | | | |
| Graphic Artist | 2,000 | | | | | | | | | | | | | | |
| Health Services Specialist | 2,000 | | | | | | | | | | | | | | |
| Health Services Support | 2,000 | | | | | | | | | | | | | | |
| Health Services Technician | 2,000 | | | | | | | | | | | | | | |
| Human Resources Analyst | 2,000 | | | | | | | | | | | | | | |
| Human Resources Coordinator | 2,000 | | | | | | | | | | | | | | |
| Inspector | 2,000 | | | | | | | | | | | | | | |
| Installation Technician | 2,000 | | | | | | | | | | | | | | |
| IT Coordinator | 2,000 | | | | | | | | | | | | | | |
| Laboratory Assistant | 2,000 | | | | | | | | | | | | | | |
| Legal Advisor | 2,000 | | | | | | | | | | | | | | |
| Legal Support | 2,000 | | | | | | | | | | | | | | |
| Librarian | 2,000 | | | | | | | | | | | | | | |

**Pay Rate Proposal Instructions:**

Please provide the Pay Rate Proposals that include Pay Rate for Levels I - III, Overtime Pay Rate Multiplier, Mark up Category (General, Technical, Professional or IT).

Please provide responses in YELLOW highlighted cells and do not change or edit any other information on this tab.

| Job Title | Estimated Annual Hours (40h per week) | Pay Rate Proposals Level I | Level II | Level III | Overtime Pay Rate Multiplier | Mark up Category | Regular Time Mark up | Overtime Mark up | Final Straight Time Bill Rate Level I | Level II | Level III | Final Overtime Bill Rate Level I | Level II | Level III | Total Cost Straight Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Sample Position | 2,000 | $ 10.00 | $ 12.00 | $ 14.00 | 1.50 | Example | 34.0% | 5.0% | $ 13.40 | $ 16.08 | $ 18.76 | $ 15.75 | $ 18.90 | $ 22.05 | $ 32,160.00 |
| Licensed Practice Nurse | 2,000 | | | | | | | | | | | | | | |
| Medical Record Abstractors | 2,000 | | | | | | | | | | | | | | |
| MMIS / E&E Business Process Lead | 2,000 | | | | | | | | | | | | | | |
| MMIS / E&E Project Coordinator | 2,000 | | | | | | | | | | | | | | |
| Nurses | 2,000 | | | | | | | | | | | | | | |
| Nutrition Lead | 2,000 | | | | | | | | | | | | | | |
| Nutritionist | 2,000 | | | | | | | | | | | | | | |
| Paralegal | 2,000 | | | | | | | | | | | | | | |
| Pharmaceutical Staff | 2,000 | | | | | | | | | | | | | | |
| Pharmacist | 2,000 | | | | | | | | | | | | | | |
| Project Manager | 2,000 | | | | | | | | | | | | | | |
| Property Supervisor | 2,000 | | | | | | | | | | | | | | |
| Public Documents Administrator | 2,000 | | | | | | | | | | | | | | |
| Purchasing Support | 2,000 | | | | | | | | | | | | | | |
| Registered Nurse | 2,000 | | | | | | | | | | | | | | |
| Service Mediator | 2,000 | | | | | | | | | | | | | | |
| Service Specialist | 2,000 | | | | | | | | | | | | | | |
| Social Media Specialist | 2,000 | | | | | | | | | | | | | | |
| Tax Technician | 2,000 | | | | | | | | | | | | | | |
| Team Lead | 2,000 | | | | | | | | | | | | | | |
| Technical Analyst | 2,000 | | | | | | | | | | | | | | |
| Technical Coordinator | 2,000 | | | | | | | | | | | | | | |
| Technical Support | 2,000 | | | | | | | | | | | | | | |
| Translator Oral/Written | 2,000 | | | | | | | | | | | | | | |
| Translator Sign Language | 2,000 | | | | | | | | | | | | | | |

# Mark up Breakdown

Please provide an **estimated average breakdown** of the Total Payroll Mark up and Non Payroll Mark up percentage by job category.

Please Note: Estimates represent components of the Total Mark up used in the 'Pay Rate' tab.

Please provide responses in YELLOW highlighted cells and do not change or edit any other information on this tab.

## Regular Time Mark up Breakdown

| Component | Example | % of Total Mark up for Resources | | | |
| --- | --- | --- | --- | --- | --- |
| | | General | IT | Technical | Professional |
| FICA | 6.2% | | | | |
| Medicare | 1.5% | | | | |
| SUTA | 6.2% | | | | |
| FUTA | 0.8% | | | | |
| Worker's Compensation | 1.8% | | | | |
| Management Fee | 17.5% | | | | |
| (List Other here) | | | | | |
| (List Other here) | | | | | |
| (List Other here) | | | | | |
| (List Other here) | | | | | |
| (List Other here) | | | | | |
| Total | 34.0% | 0.0% | 0.0% | 0.0% | 0.0% |

| Job Category | Overtime Markup |
| --- | --- |
| Example | 5.0% |
| General | |
| IT | |
| Technical | |
| Professional | |

**Discount Instructions**

Please provide your proposed discounts on Volume, Payment Terms and Referrals.

## Volume Discount Levels

What Volume Rebate are you willing to offer for the following spend levels

| Spend Level | Discount |
|---|---|
| (Insert Spend Level Range) | 0.00% |
| (Insert Spend Level Range) | 0.00% |
| (Insert Spend Level Range) | 0.00% |
| (Insert Spend Level Range) | 0.00% |
| (Insert Spend Level Range) | 0.00% |

Example: The mark-up for all spend up to $5M is 20%. The spend between $5M and $10M, the discount on the markup is 10%, meaning the markup would go from 20% to 18% (1-0.1 X .2 = .18)
This would be paid in the form of a rebate.

Vendors are encouraged to offer at least one spend level. Please indicate the spend level required and the discount that would be given.

## Payment Terms

Vendors are encouraged to offer at least one of the following payment terms listed. Please select "yes" for the payment term(s) that your organization is willing to agree to.

| Early Payment Term | Willing to Agree? |
|---|---|
| 2% 45 Net 90 | |
| 1% 60 Net 90 | |
| 0.75% 75 Net 90 | |
| (Other Payment Term) | |

## Referral Discount

Indicate the markup discount that will be given if the Government refers the Resource to the Proposer

| | General | IT | Technical | Professional |
|---|---|---|---|---|
| Referral Discount | 0.00% | 0.00% | 0.00% | 0.00% |

**Additional Fees Breakdown**

Please provide all the fees, in addition to the mark up, that your company would bill the Government for.

Please provide responses in YELLOW highlighted cells and do not change or edit any other information on this tab.

The Proposer can only charge a fixed fee or a variable fee, thus only one "% of Base Amount" column or "Defined Amount ($)" column can be completed for each Fee item.

**Additional Fees Breakdown**

| Component | Base Amount (unit) | % of Base Amount | | | | Defined Amount ($) | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | General | IT | Technical | Professional | General | IT | Technical | Professional |
| Example: Fixed Contract Fee | per Resource | No bid | No bid | No bid | No bid | $ 10.00 | $ 12.00 | $ 12.00 | $ 15.00 |
| Example: Variable Contract Fee | per Total Amount of Contract | 2.0% | 3.0% | 3.0% | 5.0% | No bid | No bid | No bid | No bid |
| Administrative Fees | per Total Amount of Contract | | | | | | | | |
| Incentive's Mark up | per Incentive Amount | | | | | | | | |
| Bonus' Mark up | per Bonus Amount | | | | | | | | |
| Mileage's Mark up | per Mileage Amount | | | | | | | | |
| Drug Tests Fee | per Drug Test | | | | | | | | |
| Late Fees | per Invoice Amount | | | | | | | | |
| Temp to Hire Fees* | per Resource | | | | | | | | |
| (List Other here) | (state Unit here) | | | | | | | | |
| (List Other here) | (state Unit here) | | | | | | | | |
| (List Other here) | (state Unit here) | | | | | | | | |
| (List Other here) | (state Unit here) | | | | | | | | |
| (List Other here) | (state Unit here) | | | | | | | | |
| (List Other here) | (state Unit here) | | | | | | | | |

* Temp to Hire Fee the Proposer charges, if any, for the Government to hire a Resource that has been working as a temporary Resource at the Government for fewer than ninety (90) days in the "Temp to Hire Fee" tab. After ninety (90 days), the fee is assumed to be zero.

**Include Conversion Fee of Temp to Hire - including timing and costs**

REQUEST FOR SEALED PROPOSAL
NUMBER 21-0004

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| Level Definitions | Level I: Minimal Experience/Expertise (0-4 years) |
|---|---|
| | Level II: Moderate Experience/Expertise (5-8 years) |
| | Level III: Advanced Experience/Expertise (9+ years) |

| Job Title | Definition | Role Examples | Minimum Education Requirements |
|---|---|---|---|
| Accountant | Performs professional accounting work including the examination, analysis, maintenance, reconciliation, and verification of financial records; develops and implements new accounting systems; and performs related duties as required. | Accountants and CPAs | - Four-year bachelor's degree in Accounting from a accredited university.<br>- In case of a CPA, the accountant should be licensed as a Certified Public Accountant and should meet all the continuing education requirements stated by the *Colegio de CPAs de Puerto Rico* and/or AICPA to practice in Puerto Rico.<br>- Previous Accounting experience / expertise required based on the Level the GPR requires. |
| Accounting Clerk | Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. Supports the Accountants in their daily tasks. | Accounting Assistant<br>Accounting Clerk<br>Collection Assistant<br>Fiscal Assistant | - Preparation and a diploma from a vocational school in an Accounting related schoolwork from an accredited school, and/or an associate degree in Accounting from an accredited university.<br>- Previous Accounting experience / expertise required based on the Level the GPR requires. |
| Administrative Official | Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and perform other compliance and enforcement inspection and analysis activities not classified elsewhere. May need specific compliance knowledge of an industry or area. | Compliance Officer<br>Contracts Officer<br>Planning Officer<br>Occupational Health and Safety Officer<br>Screening Officer | - Four-year bachelor's degree in Business Administration or a related field from a accredited university.<br>- Knowledge in compliance, contracting, planning, health, or any other area that is required to be capacitated to do their tasks correctly and efficiently.<br>- Previous administrative experience required based on the Level the GPR requires. |
| Administrative Supervisor | Directly supervise, train and coordinate the activities of clerical and administrative workers. Responsible for organizing department functions and meetings, answering questions pertaining to policies, and providing administrative support. Exercises independent judgment. Assists in day-to-day activities when their support staff needs help. | Administrative Supervisor | - Four-year bachelor's degree in Business Administration or a related field from a accredited university.<br>- Previous supervisor experience required based on the Level the GPR requires. |
| Administrative Support | Duties revolve around managing and distributing information within an office. This generally includes answering phones, taking memos, answering electronic and physical mail, bookeeping, typing or word processing, and maintaining files. Requires knowledge in office procedures. | Administrative Assistant<br>Assistant Staff<br>Administrative Affairs Assistant<br>Follow-up Assistant<br>Booking Coordinator<br>Certified Official<br>Clerical Support<br>Executive Legal Secretary<br>General Assistant<br>Human Resources Secretary<br>Office Assistant<br>Office Clerk<br>Office Systems Assistant<br>Administrative Officer<br>Office worker<br>Administrative staff<br>Phone Operator<br>Professional Staff<br>Professional Support<br>Receptionist<br>Secretary<br>Support Staff<br>Administrative technician | - Preparation and a diploma from a vocational school in an Office Administration related schoolwork from an accredited school, and/or an associate degree in Office Administration or related program from an accredited university.<br>- Previous Administrative experience / expertise required based on the Level the GPR requires. |

TO ESTABLISH A CONTRACT(S) FOR MULTIPLE SELECTION OF TEMPORARY LABOR FOR ALL OF THE ENTITIES OF THE GOVERNMENT OF PUERTO RICO

| Job Title | Definition | Role Examples | Minimum Education Requirements |
|---|---|---|---|
| Auditor | Examine and analyze accounting records to determine financial status of establishment and prepare financial reports concerning operating procedures. | Auditor | - Four-year bachelor's degree in Accounting from a accredited university.<br>- The applicable auditing licenses necessary to practice in PR<br>- In case of a CPA, the accountant should be licensed as a Certified Public Accountant and should meet all the continuing education requirements stated by the *Colegio de CPAs de Puerto Rico* and/or AICPA to practice in Puerto Rico.<br>- Previous Accounting experience / expertise required based on the Level the GPR requires. |
| Biostistician | Design research studies and analyze its helath-related data to identify trends or relationships among variables. Use this information to prepare analytical reports and provide its results and recomendations to implement public health policies to the GPR. | Biotistician | - Master's degree in Statistics, Biological Sciences, Bio-statistics or a related field from a accredited university.<br>- Previous Bio-statistics experience / expertise required based on the Level the GPR requires. |
| Business Analyst | Analyze data and documentations to study and prepare recommendations. Implement the recommendations to solve operational, financial or administrative complex problems and maximize productivity. Use active listening, critical thinking, decision making and hard skills tools to design, implement and monitor the solutions. Work actively with various departments and offices. | Planning Analyst<br>Business Analyst<br>Financial Analyst<br>Fraud Analyst<br>General Services Administration<br>Human Resources Analyst<br>Operational Staff<br>Operations Performance Analyst<br>Planning Analyst<br>Professional Analyst<br>Program Policy Analyst | - Bachelor's degree from a accredited university in the area that most aligns or is related to the type of analyst the GPR required.<br>- Previous business analyst experience / expertise required based on the Level the GPR requires.<br>- Computer skills knowledge to do analytical tasks. Example: Excel, Power Point, Word, Online Search Tools. |
| Caregiver | Monitor the health status of an individual with disabilities or illness. Provide assistance with routine healthcare tasks or activities of daily living, such as feeding, bathing, toileting, or ambulation. May also help with tasks such as preparing meals, doing light housekeeping, depending on the patient's abilities. | CTS Home Caregiver<br>Home Caregiver | - High School degree from a accredited high school.<br>- Previous caregiver experience required based on the Level the GPR requires.<br>- Basic health and housekeeping knowledge |
| Clinical Advisor | Studies, analyzes and make reccomendations to non-clinical staff about health-related situations to help the GPR make health-related public policy. | Clinical Advisors | - Bachelor's degree from a accredited university in a health related subject.<br>- Previous advisory experience / expertise required based on the Level the GPR requires.<br>- Computer skills knowledge to do communicate findings and recommendations. Example: Excel, Power Point, Word, Online Search Tools. |
| Collector | Inputs data of the customer's financial status, identify delinquent accounts, contact customers and arrange debt repayment schedules based on the customer's financial information. | Collector<br>Lottery collector | - High School degree from a accredited high school.<br>- Previous collector experience required based on the Level the GPR needs.<br>- Basic computer skills knowledge to do data entry tasks and identify accounts. |
| Community Health Educator | Examine the health risks of a particular group, design informational material, and schedule events to spread health awareness/healthy lifestyle message. May also be expected to be on call during emergency situations such as the appearance of a new virus to advise the public on how to respond. | Community Health Educator | - Associate's degree from a accredited university/college in a health or science related subject.<br>- Previous education experience / expertise required based on the Level the GPR requires. |
| Computer Operator | Running computer systems; ensuring that they are secure and fully-functional. Logging critical computer activity. Provide support to computer users having tech difficulties. | Computer Operator<br>Computer Technician | - Associate's degree from a accredited university/college in a IT related subject.<br>- Previous education experience / expertise required based on the Level the GPR needs. |
| Consultant | Offers advice and expertise to help improve business performance in terms of operations, profitability, management, structure, and strategy. | Consultant<br>HR Consultant<br>Legal Subject Matter Expert<br>Professional Consultant<br>Subject Matter Expert | - Bachelor's degree from a accredited university in a business related subject or the subject for which the individual is being hired for the expertise. Master's degree preferred.<br>- Previous advisory experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge to do communicate findings and recommendations. Example: Excel, Power Point, Word, Online Search Tools. |

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| Job Title | Definition | Role Examples | Minimum Education Requirements |
|---|---|---|---|
| Cook | Setting up workstations with all needed ingredients and cooking equipment. Preparing ingredients to use in cooking (chopping and peeling vegetables, cutting meat, etc. Cooking food in various utensils or grillers. | Cook, Food Service Support, Food Service Worker | - High School degree from an accredited high school. A cooking related degree is preferred. - Previous cooking experience required based on the Level the GPR needs. |
| Cook Supervisor | Supervise, co-ordinate, and schedule the activities of staff who prepare, portion, and serve food. Estimate and order ingredients and supplies required for meal preparation. | Food Service Supervisor | - Associate's degree from a cooking related subject by an accredited college/university. - Previous supervising experience required based on the Level the GPR needs. |
| Coordinator | Provides office services by implementing administrative systems, procedures, and policies; monitoring administrative projects; maintaining suggestion program. | Coordinator, Data Coordinator, Project Coordinator, Supervisor | - Bachelor's degree from a accredited university in a business related subject or the subject for which the individual is being hired for the expertise. Master's degree preferred. - Previous coordinator experience / expertise required based on the Level the GPR needs. - Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools. |
| Coordinator of Health Services | Responsible for administrative aspects of patient care. Typically work in hospitals and nursing care facilities, and provide non-medical support to nurses and patients alike. Health care coordinators work with patients to determine what the patient's specific medical needs are. | COVID-19 Projects Coordinator, Case Investigation Coordinator, Contact Tracing Coordinator, Health and Safety Coordinator, Radiology Services Coordinator, LTC Facilities / HAI Coordinator, COVID-19 High Risk Communities Coordinator, Public Health Specialist / Administrator, Health Services Coordinator, Home Coordinator, Transportation Coordinator | - Master's degree from a accredited university in a health related subject. Medical degree preferred. - Previous health coordinator experience / expertise required based on the Level the GPR needs. - Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools. |
| Counselor Support | Counsel and advise individuals to improve their mental health, battle addictions and substance abuse, family problems, stress management, or any other situation that may be affecting the individual and their mental health. Assess patients and establish a plan to improve their lives. Document the situation with each patient to comply with state, administrative and federal regulations. | Counselor Support | - Master's degree from a accredited university in a counseling related subject. Medical degree preferred. - Previous counseling experience / expertise required based on the Level the GPR needs. - Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools. |
| Courier | Responsible for distributing packages and documents for institutions and government agencies. Required to pick up documents and packages from customer's offices and then deliver them to final destinations within a specified area. | Courier | - High School degree from a accredited high school. - Previous courier experience required based on the Level the GPR needs. |
| Data Clerk | Reads hand-written or printed records and types them into a computer. Verifies the accuracy and completeness of the information. | Data Entry Clerk, Data Integrity Clerk | - High School degree from a accredited high school. - Previous data entry experience required based on the Level the GPR needs. - Computer skills knowledge and typing skills. |
| Developer | Analyze project and determine the requirements needed in a software to maximize efficiency. Develop useful softwares to be used in the GPR. Modify existing softwares to improve them. | Programmer, UAT Test Developer, Web Developer | - High School degree from a accredited high school. - Previous developer experience required based on the Level the GPR needs. - Software skills knowledge is required based on the language established by the GPR to meet the goal of the project |
| Driver | Responsible for ensuring timely delivery of goods to predetermined customers on specific routes, reviewing orders prior to delivery, and oversee loading and unloading trucks. | Cat 6. Driver, Cat. 8-9 Truck Driver, Driver, Transportation and Service Officer | - High School degree from a accredited high school. - Previous driver experience required based on the Level the GPR needs. - Required state licenses to drive the required vehicles stated by the GPR (Example: Cat. 8, Cat.9, among others) |
| Driver Supervisor | Provides office services by implementing in transportation related projects administrative systems, procedures, and policies; monitoring administrative projects; maintaining suggestion program. | Transportation and Service Supervisor, Transportation and Service Coordinator | - High School degree from a accredited high school. - Previous supervisor experience required based on the Level the GPR needs. - Required state licenses to drive the required vehicles stated by the GPR (Example: Cat. 8, Cat.9, among others) |

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|---|---|---|---|
| Epidemiologists | Research and develop strategies to determine the distribution of disease, disability, or health outcomes in Puerto Rico. Develop the means for prevention and control. Oversee public health programs and make reccomendations about public health policy. | Epidemiologists | - Master's degree from a accredited university in a epidemiologists related subject.<br>- Medical degree preferred.<br>- Previous epidemiologists experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools, Statistics software, Scientific software. |
| General Labor | Load, unload, and move materials at plant, yard, or other work site. | General Labor<br>Trainees<br>Warehouse Staff | - High School degree from a accredited high school.<br>- Previous general labor experience required based on the Level the GPR needs. |
| Graphic Artist | Design and develop artistic designs and content for social media, web pages, print publications, logos and any other materials that the GPR may need. Collaborate with projects and agencies to determine their graphic needs and generate it creatively as digital media. | Graphic Artist | - High School degree from a accredited high school.<br>- Previous graphic artist or content creation experience required based on the Level the GPR needs.<br>- Technology design skills is required to complete their functions (Example: desktop publishing software, video creation and editing software). |
| Health Services Specialist | Required to provide support for health service providers/payers in areas including but not necessarily limited to: authorization/utilization review; case management; quality improvement; and/or other health services coordination/support activities. | Health Care Specialist<br>Health Educator<br>Health Educator Lead<br>Health Services Specialist | - Bachelor's degree from a accredited university in a health related subject.<br>- Previous health services experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge. Example: Excel, Power Point, Word, Online Search Tools. |
| Health Services Support | Assists professional staff or other medical staff by providing a variety of client services, which includes basic administrative, clerical, and technical support services for clients/patients and the public. | COVID Response Evaluator<br>Contact Tracing Team<br>Health Educator<br>Health Service Staff<br>Health Services Assistant<br>Health Services Clerk<br>Health Services Support | - Associate's degree from a accredited university in a health related subject.<br>- Previous health services experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge. Example: Excel, Power Point, Word, Online Search Tools, Data Entry. |
| Health Services Technician | Ensures operation of medical equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques. The Resource is also re | Laboratory Technician<br>CT Scan Technician<br>Medical Technologists<br>Radiologist Technologist<br>Sonogram Technician | - Bachelor's degree from a accredited university in a health technician or related subject.<br>- Previous technologist experience / expertise required based on the Level the GPR needs.<br>- Required state licenses and/or experience to work as a medical technician / technologist in Puerto Rico. |
| Human Resources Analyst | Responsible for collecting and studying information related to jobs, issues, and costs that affect their companies. Many HR analysts use human resource information system programs. | Employment Promoter<br>Interviewer | - Bachelor's degree from a accredited university in Human Resources or a related subject.<br>- Previous HR experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge. Example: Excel, Power Point, Word, Online Search Tools, HR softwares. |
| Human Resources Coordinator | Required to help the HR management team with HR-related tasks. In general, the duties are connected to staffing, record-keeping, and employee benefits. | Human Resources Advisor<br>Human Resources Coordinator | - Bachelor's degree from a accredited university in Human Resources or a related subject.<br>- Previous supervisor experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge. Example: Excel, Power Point, Word, Online Search Tools, HR softwares. |
| Inspector | Exercises the fundamental function of code and regulation enforcement and effective compliance. | Inspector<br>Environmental Health Inspectors | - Associate's degree from a accredited university.<br>- Previous compliance experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge. Example: Excel, Power Point, Word, Online Search Tools, Data Entry. |

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|---|---|---|---|
| Installation Technician | Examine, test, install, repair and maintain machinery and equipment to keep it working efficiently. Use hand and power tools to perform the functions. | Installation Technician | - Associate's degree from a accredited university in a related technician subject.<br>- Previous experience / expertise as an installation technician required based on the Level the GPR needs.<br>- Required state licenses and/or experience to work as a technician in Puerto Rico. |
| IT Coordinator | Organize daily operations of an IT project by establishing workflows, priorities, setting deadlines and meeting with stakeholders to solve problems and deliver solutions. Supervise IT analysts. Provide technical support for computer users. | AFIX Coordinator | - Bachelor's degree from a accredited university in Information Systems or a related subject.<br>- Previous supervisor experience / expertise required based on the Level the GPR needs.<br>- Fluent, varied and deep skills in computer softwares. |
| Laboratory Assistant | Responsible for preparing specimens, carry out basic laboratory procedures and run tests. Repairs/reorders, maintains, and organizes all the material and equipment for the laboratory. | Laboratory Assistant<br>Laboratory Specialist<br>Laboratory Technician | - Bachelor's degree from a accredited university in science or a related subject.<br>- Previous laboratory experience / expertise required based on the Level the GPR needs.<br>- Research Skills |
| Legal Advisor | Lawyers who are employed by the government and other organizations to provide legal advice and services to the organization and its employees. | Legal Advisor | - Law degree from a accredited university.<br>- Previous legal experience / expertise required based on the Level the GPR needs.<br>- The required licenses to advise and litigate as a lawyer in Puerto Rico |
| Legal Support | Prepare, revise and process legal documents. Work under the supervision of a lawyer and assist during her daily duties. Schedule appointments. Answer the phone. Receive and send correspondence. | Legal Advisor Assistant<br>Legal Support | - Associate's degree from a accredited university/college.<br>- Previous support experience / expertise required based on the Level the GPR needs.<br>- Knowledge of legal terminology |
| Librarian | Responsible for keeping current on resources and literature, and select publications for the library's collection. | Librarian . | - Associate's degree from a accredited university/college.<br>- Previous librarian experience / expertise required based on the Level the GPR needs. |
| Licensed Practice Nurse | Assess patients' health problems and needs, develop and execute nursing care plans, and uphold medical records. Administer medications to patients and provide basic patient care. | Licensed Practice Nurse (LPN) | - Associate's degree from a accredited university/college.<br>- Previous LPN experience / expertise required based on the Level the GPR needs.<br>- Required licenses to work in Puerto Rico |
| Medical Record Abstractors | Responsible for understanding the EHR (electronic health record), and accurately abstract information that the patient provides concerning his or her symptoms and medical history, obtained from patient intake forms. | Medical Record Abstractors | - Bachelor's degree from a accredited university in health or a related subject.<br>- Previous medical record abstractor experience / expertise required based on the Level the GPR needs.<br>- Basic Computer Skills |
| MMIS / E&E Business Process Lead | Evaluates, designs, executes, measures, monitors and controls business processes. Manages work to ensure that business process outcomes are in harmony with an organization's strategic goals. | MMIS / E&E Business Process Lead | - Bachelor's degree from a accredited university in health, business or a related subject.<br>- Previous supervision experience / expertise required based on the Level the GPR needs.<br>- Basic Computer Skills<br>- Familiar with the Medicaid Management Information System. |
| MMIS / E&E Project Coordinator | Coordinating project schedules, resources, equipment and information. Liaising with clients to identify and define project requirements, scope and objectives. | MMIS / E&E Project Coordinator | - Bachelor's degree from a accredited university in health, business or a related subject.<br>- Previous coordinator experience / expertise required based on the Level the GPR needs.<br>- Basic Computer Skills<br>- Familiar with the Medicaid Management Information System. |
| Nurses | Assess patients' health problems and needs, develop and execute nursing care plans, and uphold medical records. | COVID-19 High Risk Communities Nurses<br>Nurses | - Bachelor's degree from a accredited university in nursing.<br>- Previous nurse or health experience / expertise required based on the Level the GPR needs.<br>- Basic Computer Skills |

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| Nutrition Lead | Holds managerial responsibility for overseeing the day-to-day operational, purchasing, menu planning, and budgeting aspects of food service. | Nutrition Lead | - Bachelor's degree from a accredited university in a health related degree.<br>- Previous nutrition and supervision experience / expertise required based on the Level the GPR needs.<br>- Required licenses to practice as a Nutriotionist in Puerto Rico<br>- Basic Computer Skills |
| Nutritionist | Responsible for developing health plans and educating people about food. A nutritionist will help facilities, patients, and communities plan menus and nutritional programs. | Nutritionist | - Bachelor's degree from a accredited university in a health related degree.<br>- Previous nutrition experience / expertise required based on the GPR needs.<br>- Required licenses to practice as a Nutriotionist in Puerto Rico<br>- Basic Computer Skills |
| Paralegal | Researches law, investigates facts, and prepares documents to assist attorneys by performing a variety of support duties. | Paralegal | - Associate's degree from a accredited university/college<br>- Previous paralegal experience / expertise required based on the Level the GPR needs.<br>- Required licenses to practice as a Paralegal in Puerto Rico<br>- Basic Computer Skills |
| Pharmaceutical Staff | Produces pharmaceutical components and products by setting-up, cleaning, operating, and maintaining equipment, following aseptic procedures and documenting actions. | Pharmacy assistant<br>Pharmaceutical Staff | - Associate's degree from a accredited university/college in a pharmaceutic related degree<br>- Previous pharmaceutical aide experience / expertise required based on the Level the GPR needs.<br>- Required licenses to practice as a pharmaceutical aide in Puerto Rico<br>- Basic Computer Skills |
| Pharmacist | Review prescriptions, advise patients about their medications, maintain records and dispatch medicines ensuring their quality and security. | Pharmacist | - Post Graduate degree from a accredited university/college in Pharmacy<br>- Previous Pharmaceutical experience / expertise required based on the Level the GPR needs.<br>- Required licenses to practice as a Pharmacist in Puerto Rico<br>- Basic Computer Skills |
| Project Manager | Leads planning, budget, personnel issues, knowledge management, and documentation for a project. | Deputy Project Manager<br>Event Coordinator<br>Operations Project Manager<br>Project Manager | - Bachelor's degree from a accredited university in a business related subject or the subject for which the individual is being hired for the expertise. Master's degree preferred.<br>- Previous project management experience / expertise required based on the Level the GPR needs.<br>- Required licenses / certifications to administrate properties in Puerto Rico.<br>- Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools. |
| Property Supervisor | Responsible for providing property management to ensure a safe, clean, and sanitary environment for residential and commercial properties. | Property Supervisor | - Bachelor's degree from a accredited university.<br>- Previous property administration experience / expertise required based on the Level the GPR needs.<br>- Required licenses / certifications to administrate properties in Puerto Rico.<br>- Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools. |
| Public Documents Administrator | Trains employees on records management procedures and policies, which include documentation, retention, retrieval, destruction and disaster recovery. Also assists with file migrations and audits, and perform administrative tasks as needed. | Public Documents Administrator | - Bachelor's degree from a accredited university.<br>- Previous document management experience / expertise required based on the Level the GPR needs.<br>- Strong computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools, Databases. |
| Purchasing Support | Purchase goods and services for the GPR based on applicable laws and regulations. Follow the procedures, prepare purchase orders, solicit bid proposals, and review requisitions. Analyze price proposals, financial reports, and other data to correctly determine a reasonable price. | Purchasing Staff | - Bachelor's degree from a accredited university.<br>- Previous purchasing experience / expertise required based on the Level the GPR needs.<br>- Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools, Databases. |

| Job Title | Definition | Role Examples | Minimum Education Requirements |
|---|---|---|---|
| Registered Nurse | Performs diagnostic tests and analyzing results, administers medications, operates medical equipment, records patients' symptoms and medical histories, and assists with patient rehabilitation and follow-up. | Registered Nurse (RN) | - Associate's degree from a accredited university in Nursing. <br> - Previous nursing experience / expertise required based on the Level the GPR needs. <br> - Required licenses to be an RN in Puerto Rico <br> - Basic computer skills knowledge. |
| Service Mediator | Serves as neutral and non-biased negotiator to settle disputes between service providers. | Service Mediator | - Master's degree from a accredited university in Mediation or a related subject. <br> - Previous mediating experience / expertise required based on the GPR needs. <br> - Required licenses to be an mediator in Puerto Rico <br> - Basic computer skills knowledge. |
| Service Specialist | Provides service or product information, solutions, and relevant details to customers about governmental programs. | Service Specialist | - High School degree from a accredited high school. <br> - Previous customer service experience required based on the Level the GPR needs. <br> - Basic computer skills knowledge. |
| Social Media Specialist | Study market segments and gather data to determine which ones should the GPR target for that specific program. Create a social media strategy to communicate to that target segment. Create content to share in social media. Administrate the social media accounts. Develop recommendations to increase visibility. | Social Media Specialist | - Bachelor's degree from a accredited university in Marketing or a related subject. <br> - Previous marketing and social media experience / expertise required based on the Level the GPR needs. <br> - Computer skills knowledge to do communicate work plan and recommendations. Example: Excel, Power Point, Word, Online Search Tools, Databases, Publisher, Social Media. |
| Tax Technician | Determine the tax liability from individuals and business firms. Collect taxes based on applicable state and federal laws and regulations. Contact taxpayers to ask for supporting documentation and revise it. Maintain records of taxpayers up to date. Perform clerical duties. | Tax Technician | - Bachelor's degree from a accredited university in Accounting. <br> - Previous tax accounting experience / expertise required based on the Level the GPR needs. <br> - Strong Puerto Rico tax knowledge of the rules and regulations <br> - Computer skills knowledge. Example: Excel, Power Point, Word, Online Search Tools, Databases. |
| Team Lead | Manages and leads a team of employees. Communicates company goals, safety practices, and deadlines to team. Provides help to management, including hiring and training, and keeps management updated on team performance. Communicates concerns and policies among management and team members. | Certification Lead <br> Case Investigation Leader <br> Operational Leader <br> Volunteer Promoter <br> Team Lead | - Bachelor's degree from a accredited university. <br> - Previous supervising experience / expertise required based on the Level the GPR needs. <br> - Computer skills knowledge. Example: Excel, Power Point, Word, Online Search Tools, Databases. |
| Technical Analyst | Responsible for network management, software development and database administration. IT specialists may also provide technical support to an agency's employees and train non-technical workers on the business's information systems. | Implementation Analyst <br> Program Integrity Analyst <br> Program Integrity Investigator <br> Quality Assurance Analyst <br> Operations Readiness Analyst <br> Surveillance Utilization Review <br> Technical Project manager <br> Data Manager <br> Implementation Manager <br> Quality Assurance Manager <br> Electronic Information Systems Supervisor | - Bachelor's degree from a accredited university in Information Systems or a related subject. <br> - Previous IT experience / expertise required based on the Level the GPR needs. <br> - Strong technical computer skills knowledge. |
| Technical Coordinator | Responsible for supervising technical analysts and support, coordinate projects, manage budgets, establish deadlines and communicate results to stakeholders. | | - Bachelor's degree from a accredited university in Information Systems or a related subject. <br> - Previous IT Supervision experience / expertise required based on the Level the GPR needs. <br> - Strong computer skills knowledge. |

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|---|---|---|---|
| Technical Support | Responsible for providing assistance to computer users, answering their problems, set up equipment, train employees how to use technical software and oversee the daily performance of computer systems. | Data Governance<br>Data Quality Staff<br>Help Desk<br>Interfaces Data Conversion<br>IT Specialist<br>Computer operator<br>Program Analytical Report<br>Program Technicians<br>Security Compliance Officer<br>Security IT Officer<br>Technical Staff<br>Technical Support<br>IT Technician<br>Systems Technicians | - Bachelor's degree from an accredited university in Information Systems or a related subject.<br>- Previous IT support experience / expertise required based on the Level the GPR needs.<br>- Strong technical computer skills knowledge. |
| Translator Oral/Written | Responsible of interpreting oral or written text from one language to another. | Translator | - Bachelor's degree from an accredited university.<br>- Previous translator/interpreter support experience / expertise required based on the Level the GPR needs.<br>- At a minimum, fully fluent in Spanish and English (written, oral and hearing). |
| Translator Sign Language | Responsible of interpreting sign language from one language to another. | Translator Sign Language | - Bachelor's degree from an accredited university.<br>- Previous translator/interpreter support experience / expertise required based on the Level the GPR needs.<br>- Able to translate into sign language from Spanish and English. |