

**1. GENERAL / ADMINISTRATIVE**

1.01 General Clerk - Entry  
 1.02 General Clerk - Intermediate  
 1.03 General Clerk - Senior  
 1.04 Mail Clerk  
 1.05 Administrative Assistant - Entry  
 1.06 Administrative Assistant - Intermediate  
 1.07 Administrative Assistant - Senior  
 1.08 Administrative Assistant - Executive  
 1.09 Receptionist  
 1.10 Telephone Operator / Switchboard  
 1.11 Bank Teller  
 1.12 Courier  
 1.13 Administrative Supervisor  
 1.14 Office Manager  
 1.15 Administrative Services Manager  
 1.16 Director of Administrative Services  
 1.17 Project Analyst  
 1.18 Project Manager I  
 1.19 Project Manager II

**2. ACCOUNTING**

2.01 Accounting Clerk - Entry  
 2.02 Accounting Clerk - Intermediate  
 2.03 Accounting Clerk - Senior  
 2.04 Accounting Supervisor  
 2.05 Payroll Clerk - Intermediate  
 2.06 Accountant - Entry  
 2.07 Accountant - Intermediate  
 2.08 Accountant - Senior  
 2.09a Auditor - Entry  
 2.09b Auditor - Intermediate  
 2.09c Auditor - Senior  
 2.10 Financial Analyst - Intermediate  
 2.11 Financial Analyst - Senior  
 2.12 Accounting Manager  
 2.13 Assistant Controller  
 2.14 Controller (not CFO)  
 2.15 Collector  
 2.16 Collections Supervisor  
 2.17 Collections Manager  
 2.18 Director of Finance  
 2.19 Risk Management / Loss Control Manager  
 2.20 Director of Risk Management

**3. HUMAN RESOURCES**

3.01 Human Resources Clerk  
 3.02 Human Resources Assistant  
 3.03 Human Resources Specialist  
 3.04 Human Resources Specialist - Senior  
 3.05 Human Resources Generalist  
 3.06 Human Resources Generalist - Senior  
 3.07 Training Specialist  
 3.08a Recruiter  
 3.08b Recruitment / Employment Manager  
 3.09 HRIS Coordinator  
 3.10 Compensation Analyst  
 3.12 Benefits Administrator  
 3.13 Benefits Manager  
 3.14 Compensation Manager\*  
 3.15 Compensation & Benefits Manager  
 3.16 Human Resources Manager  
 3.17 Human Resources Director

**4. PUBLIC RELATIONS / LEGAL**

4.01 Public Relations Specialist  
 4.03 Public Relations Director  
 4.04 Legal Secretary  
 4.06 Paralegal  
 4.07 Attorney - Intermediate  
 4.08 Attorney - Senior  
 4.09 Compliance Officer\*  
 4.10 Regulatory Affairs Specialist\*\*  
 4.11 Regulatory Affairs Manager\*

**5. INFORMATION TECHNOLOGY**

5.01 Computer Operator - I  
 5.02 Computer Operator - II  
 5.03 Computer Operator - III  
 5.04 Computer Operations Supervisor  
 5.05 PC Technician  
 5.06 Programmer / Analyst  
 5.07 Programmer / Analyst - Senior  
 5.08 Systems Analyst  
 5.09 Systems Analyst - Senior  
 5.10 Systems & Programming Manager  
 5.11 Data Security Analyst  
 5.12 Database Analyst  
 5.13 Database Administrator  
 5.14 Network Administrator - I\*\*  
 5.15 Network Administrator - II\*\*  
 5.16 Network Administrator - III\*\*  
 5.19 Help Desk Coordinator I  
 5.20 Help Desk Coordinator II  
 5.21 GIS Technician  
 5.22 GIS Specialist  
 5.23 Technical Writer\*  
 5.24 Applications Manager  
 5.25 Information Technology Manager\*\*  
 5.26 Director of Information Technology\*\*

**6. ENGINEERING / TECHNICAL**

6.01 Electrical Technician  
 6.02 Instrumentation Technician  
 6.03 Internal Communications Technician  
 6.04 Telecommunications Technician  
 6.06 Lineman - Journey Level  
 6.07 Dispatcher  
 6.08a Drafter / CAD Operator - Intermediate  
 6.08b Drafter / CAD Operator - Senior  
 6.09 Environmental Specialist  
 6.10 Environmental Engineer  
 6.11 Engineer - Entry  
 6.12a Engineer - Intermediate  
 6.12b Engineer - Intermediate, PE  
 6.13a Engineer - Senior  
 6.13b Engineer - Senior, PE  
 6.14 Engineering Supervisor (First Level)  
 6.15 Engineering Manager (Second Level)  
 6.16 Chief Engineer  
 6.17 Director of Engineering

**7. PURCHASING / DISTRIBUTION**

7.01 Purchasing Clerk  
 7.02 Buyer - Intermediate  
 7.03 Buyer - Senior  
 7.04 Purchasing Manager  
 7.05 Director of Purchasing

7.06 Contract Administrator  
 7.07 Shipping / Receiving / Inventory Clerk  
 7.08 Material Handler  
 7.09 Warehouse Supervisor

**9. OPERATIONS / MAINTENANCE / HOSPITALITY**

9.01 Building Services / Custodian  
 9.02a Facilities Maintenance - Intermediate  
 9.02b Facilities Maintenance Manager  
 9.03 Heavy Equipment Operator  
 9.04 Driver  
 9.05 Cook  
 9.06 Safety Specialist  
 9.07 Safety Manager  
 9.08 Security Guard (Unarmed)  
 9.09 Security Guard - Senior  
 9.10 Security Guard - Supervisor  
 9.11 Auto Fleet Mechanic  
 9.12 Diesel Mechanic - Journey Level  
 9.13 Machinist / Mechanic  
 9.14 Housekeeper  
 9.15 Housekeeping Supervisor  
 9.16 Food Service Worker  
 9.17 Food Service Supervisor  
 9.18 Food Service Manager  
 9.19 Front Desk Clerk  
 9.20 Front Desk Supervisor

**10. HEALTH CARE**

10.01 Certified Nursing Assistant  
 10.02 LPN  
 10.03 RN  
 10.04 Physician Assistant  
 10.05a Physical Therapist  
 10.05b Occupational Therapist  
 10.06 Social Worker - Master's  
 10.07 Medical Lab Technician  
 10.08 Pharmacy Technician  
 10.09 Pharmacist  
 10.10 Medical Records Clerk  
 10.12 Biller\*  
 10.16 Radiology Technologist (Registered)  
 10.18 Ultrasonographer  
 10.19 Nursing Shift Supervisor  
 10.20 Nursing Manager  
 10.23 Laboratory Supervisor  
 10.24 Nurse Practitioner - General  
 10.25 Reimbursement / Coding Specialist

**11. MARKETING / SALES**

11.01 Account Exec - Field Sales Rep  
 11.02 Account Exec - Field Sales Rep - Senior  
 11.03 Inside Sales Representative  
 11.04a Marketing Specialist\*  
 11.04b Marketing Analyst\*\*  
 11.05 Regional Sales Manager  
 11.07 Marketing Manager  
 11.08 Graphic Designer

**12. CUSTOMER SERVICE**

12.01 Customer Service Representative  
 12.02 Customer Service Representative - Senior  
 12.03 Customer Service Supervisor  
 12.04 Customer Service Manager  
 12.05 Cashier

# Jobs Surveyed (in alphabetical order)

# 2009 Alaska Cross-Industry Survey

11.01 Account Exec - Field Sales Rep	1.16 Director of Administrative Services	1.04 Mail Clerk
11.02 Account Exec - Field Sales Rep - Senior	6.17 Director of Engineering	<b>11.04b Marketing Analyst**</b>
2.06 Accountant - Entry	2.18 Director of Finance	11.07 Marketing Manager
2.07 Accountant - Intermediate	<b>5.26 Director of Information Technology**</b>	<b>11.04a Marketing Specialist*</b>
2.08 Accountant - Senior	7.05 Director of Purchasing	7.08 Material Handler
2.01 Accounting Clerk - Entry	2.20 Director of Risk Management	10.07 Medical Lab Technician
2.02 Accounting Clerk - Intermediate	6.07 Dispatcher	10.10 Medical Records Clerk
2.03 Accounting Clerk - Senior	6.08a Drafter / CAD Operator - Intermediate	<b>5.14 Network Administrator - I**</b>
2.12 Accounting Manager	6.08b Drafter / CAD Operator - Senior	<b>5.15 Network Administrator - II**</b>
2.04 Accounting Supervisor	9.04 Driver	<b>5.16 Network Administrator - III**</b>
1.05 Administrative Assistant - Entry	6.01 Electrical Technician	10.24 Nurse Practitioner - General
1.08 Administrative Assistant - Executive	6.11 Engineer - Entry	10.20 Nursing Manager
1.06 Administrative Assistant - Intermediate	6.12a Engineer - Intermediate	10.19 Nursing Shift Supervisor
1.07 Administrative Assistant - Senior	6.12b Engineer - Intermediate, PE	10.05b Occupational Therapist
1.15 Administrative Services Manager	6.13a Engineer - Senior	1.14 Office Manager
1.13 Administrative Supervisor	6.13b Engineer - Senior, PE	4.06 Paralegal
5.24 Applications Manager	6.15 Engineering Manager (Second Level)	2.05 Payroll Clerk - Intermediate
2.13 Assistant Controller	6.14 Engineering Supervisor (First Level)	5.05 PC Technician
4.07 Attorney - Intermediate	6.10 Environmental Engineer	10.09 Pharmacist
4.08 Attorney - Senior	6.09 Environmental Specialist	10.08 Pharmacy Technician
2.09a Auditor - Entry	9.02a Facilities Maintenance - Intermediate	10.05a Physical Therapist
2.09b Auditor - Intermediate	9.02b Facilities Maintenance Manager	10.04 Physician Assistant
2.09c Auditor - Senior	2.10 Financial Analyst - Intermediate	5.06 Programmer / Analyst
9.11 Auto Fleet Mechanic	2.11 Financial Analyst - Senior	5.07 Programmer / Analyst - Senior
1.11 Bank Teller	9.18 Food Service Manager	1.17 Project Analyst
3.12 Benefits Administrator	9.17 Food Service Supervisor	1.18 Project Manager I
3.13 Benefits Manager	9.16 Food Service Worker	1.19 Project Manager II
<b>10.12 Biller*</b>	9.19 Front Desk Clerk	4.03 Public Relations Director
9.01 Building Services / Custodian	9.20 Front Desk Supervisor	4.01 Public Relations Specialist
7.02 Buyer - Intermediate	1.01 General Clerk - Entry	7.01 Purchasing Clerk
7.03 Buyer - Senior	1.02 General Clerk - Intermediate	7.04 Purchasing Manager
12.05 Cashier	1.03 General Clerk - Senior	10.16 Radiology Technologist (Registered)
10.01 Certified Nursing Assistant	5.22 GIS Specialist	1.09 Receptionist
6.16 Chief Engineer	5.21 GIS Technician	3.08a Recruiter
2.17 Collections Manager	11.08 Graphic Designer	3.08b Recruitment / Employment Manager
2.16 Collections Supervisor	9.03 Heavy Equipment Operator	11.05 Regional Sales Manager
2.15 Collector	5.19 Help Desk Coordinator I	<b>4.11 Regulatory Affairs Manager*</b>
3.15 Compensation & Benefits Manager	5.20 Help Desk Coordinator II	<b>4.10 Regulatory Affairs Specialist**</b>
3.10 Compensation Analyst	9.14 Housekeeper	10.25 Reimbursement / Coding Specialist
<b>3.14 Compensation Manager*</b>	9.15 Housekeeping Supervisor	2.19 Risk Management / Loss Control Manager
<b>4.09 Compliance Officer*</b>	3.09 HRIS Coordinator	10.03 RN
5.04 Computer Operations Supervisor	3.02 Human Resources Assistant	9.07 Safety Manager
5.01 Computer Operator - I	3.01 Human Resources Clerk	9.06 Safety Specialist
5.02 Computer Operator - II	3.17 Human Resources Director	9.09 Security Guard - Senior
5.03 Computer Operator - III	3.05 Human Resources Generalist	9.10 Security Guard - Supervisor
7.06 Contract Administrator	3.06 Human Resources Generalist - Senior	9.08 Security Guard (Unarmed)
2.14 Controller (not CFO)	3.16 Human Resources Manager	7.07 Shipping / Receiving / Inventory Clerk
9.05 Cook	3.03 Human Resources Specialist	10.06 Social Worker - Master's
1.12 Courier	3.04 Human Resources Specialist - Senior	5.10 Systems & Programming Manager
12.04 Customer Service Manager	<b>5.25 Information Technology Manager**</b>	5.08 Systems Analyst
12.01 Customer Service Representative	11.03 Inside Sales Representative	5.09 Systems Analyst - Senior
12.02 Customer Service Representative - Senior	6.02 Instrumentation Technician	<b>5.23 Technical Writer*</b>
12.03 Customer Service Supervisor	6.03 Internal Communications Technician	6.04 Telecommunications Technician
5.11 Data Security Analyst	10.23 Laboratory Supervisor	1.10 Telephone Operator / Switchboard
5.13 Database Administrator	4.04 Legal Secretary	3.07 Training Specialist
5.12 Database Analyst	6.06 Lineman - Journey Level	10.18 Ultrasonographer
9.12 Diesel Mechanic - Journey Level	10.02 LPN	7.09 Warehouse Supervisor
	9.13 Machinist / Mechanic	

# Job Descriptions ...

## **GENERAL GUIDELINES . . .**

- Job descriptions denote the **primary focus of the job**, not necessarily all the duties that might be performed.
- Although some job descriptions specify a **college degree** as a typical qualification, a degree is not an absolute necessity. Equivalent knowledge and experience may be substituted for a degree in many instances. When a degree is mentioned as a typical qualification, it is assumed to be in a related discipline. A Bachelor's Degree is implied unless otherwise stated.
- Most job descriptions specify a **minimum length of experience** as a typical qualification. The number of years should be used as a guideline only. Job-related experience is always implied.
- Some jobs in this survey specify a **particular level in a job hierarchy** (e.g., General Clerk - Senior). All job titles in this survey which do not identify a level (e.g., senior) are referring to the intermediate level. Organizations with a one-level job (no junior or senior level) will usually be able to match their job to the intermediate level.

## **1. General / Administrative**

### **1.01 General Clerk - Entry**

*Performs routine clerical duties of a general nature requiring some knowledge about the unit's operations and company procedures • Processes repetitive documents in accordance with established procedures, records data, prepares routine reports, lists data, files, greets visitors and operates office machines (including 10-key by touch) • Works under general supervision • Entry level position requiring 2-3 years previous general office experience and basic clerical skills • Requires basic use of computer terminal and word processing equipment.*

### **1.02 General Clerk - Intermediate**

*Performs semi-routine clerical duties requiring complete familiarity with the unit's operations and company procedures • Processes documents, keeps records, compiles reports, calculates figures, operates office machines (including 10-key by touch), types, files, and contacts customers or suppliers • Duties require moderate judgment and are varied or specialized • Works under limited supervision • Intermediate level position requiring 3-5 years previous general office experience and proficient typing skills • Requires proficient use of computer terminal and word processing equipment.*

### **1.03 General Clerk - Senior**

*Performs advanced clerical duties requiring detailed knowledge of the unit's operations and company procedures • Coordinates and processes documents, maintains complicated records, and prepares and compiles reports and special studies of a complex nature • Work requires independent judgment and is often varied and specialized • Resolves questions; refers questions with policy and procedure implications to supervisor • May act as a lead clerk and often assists in the training of others • Senior level position requiring 6 or more years clerical experience and skilled operation of office equipment • Requires advanced use of computer terminal and word processing equipment.*

### **1.04 Mail Clerk**

*Sorts and distributes incoming, internal and outgoing mail • Collects outgoing and internal mail • Weighs and stamps outgoing mail using scales and postage meters • Performs miscellaneous duties associated with the mail room • Maintains records on postage, registered mail and express packages • Stays updated on postal regulations and communicates them to other employees. Intermediate level position requiring 2 years of general office experience.*

### **1.05 Administrative Assistant - Entry**

*Performs routine secretarial duties such as filing, answering telephones, and other general office duties • Typically provides secretarial support for one or more individuals, typically at the entry management level • Composes simple and straightforward correspondence on well-defined matters for supervisor's approval • Assembles and compiles basic data for reports and presentations • Some knowledge about the unit's operation and company procedures needed • Entry level position requiring 3-4 years secretarial experience • Word processing proficiency required.*

### **1.06 Administrative Assistant - Intermediate**

*Performs full secretarial and administrative duties such as typing, filing, answering telephones and other general office duties • Typically provides secretarial support to mid-level management • Composes and types routine letters and memoranda from general instructions • Assembles data and compiles statistics as directed • Responds to routine requests for information and refers more complex requests to supervisor • A clear understanding of departmental and company procedures is required • Intermediate level position requiring 5-7 years secretarial experience • Word processing proficiency and spreadsheet applications required.*

### **1.07 Administrative Assistant - Senior**

*Performs full secretarial and administrative duties of a responsible and confidential nature • Typically reports to a position responsible for a major function such as Finance, Engineering or Human Resources • Incumbent interacts on a daily basis with direct reports to functional manager and, on occasion, with senior management • Composes and types non-routine letters and memoranda • Prepares special reports; compiles and summarizes data • Organizes and expedites flow of work through manager's office • Initiates follow-up action • A clear understanding of departmental and company operations is required • Senior level position requiring 8 or more years secretarial/administrative experience • Advanced word processing proficiency and spreadsheet applications required.*

### **1.08 Administrative Assistant - Executive**

*Performs full administrative and secretarial duties of a highly responsible and confidential nature • Typically reports to a senior level manager who directs multiple major functions • Works independently under general instructions on a wide variety of special projects • Organizes and expedites flow of work through manager's office • Initiates follow-up action • Incumbent interacts daily with senior management and company clients • Requires a high degree of tact and integrity due to the frequency of senior level internal and external contacts and the high degree of exposure to confidential data • Thorough understanding of company's organization, operations and procedures required • Senior level position requiring 9 or more years secretarial/administrative experience • Advanced word processing proficiency and spreadsheet applications required.*

### **1.09 Receptionist**

*Greets customers and clients • Answers incoming telephone calls • Directs callers to the proper person or department • Maintains record of name and corporate affiliation of all visitors • Pages persons when necessary and takes messages • Performs general clerical duties such as typing, filing, and recordkeeping • Operates a multiple-call telephone switchboard console, facsimile machines and other office equipment • May maintain master time schedule for office employees • Works under general supervision • Entry level position requiring intermediate level clerical skills • Position requires 2-3 years of related experience.*

### **1.10 Telephone Operator / Switchboard**

*Operates a multiple-position switchboard or electronic console, receiving and relaying incoming, outgoing, and intra-system telephone calls • May assist internal company personnel with the operation of their individual telephones, identify trunk problems for maintenance personnel and may operate a paging system • A clear understanding of company operations, organization and personnel is required • Incumbent maintains constant awareness and preparedness for emergencies of all types and sizes • Position requires 2-4 years experience as a telephone operator.*

### **1.11 Bank Teller**

*Performs a variety of teller functions including: routine checking and savings deposits and withdrawals, notes, collections, foreign exchange and commercial transactions • May perform other miscellaneous customer service and teller activities • Experienced teller position requiring 6 or more months of previous experience and related training.*

### **1.12 Courier**

*Picks up, sorts and delivers letters, packages and records to offices or departments within the company and to and from outside establishments • Performs other miscellaneous duties, as required • Maintains log of all activity and secures authorized signature of receipt for outside deliveries • Entry level position requiring 1-2 years of general work experience.*

### **1.13 Administrative Supervisor**

*Directs the work activities of clerical and administrative employees • Determines work procedures, prepares work schedules and expedites work flow • Inspects and reviews quality and quantity of work • Recommends salaries, administers performance reviews, trains staff, prepares initial budget and recommends and implements procedures to increase efficiency • Has responsibility for hiring and firing • This is the first level supervisor typically requiring course work or experience in business administration, office sciences, or equivalent • Typically requires knowledge of area of specialization, organization policies and procedures, supervisory skills, planning and coordinating skills and oral and written communication skills.*

### **1.14 Office Manager**

*Coordinates administrative aspects of an office, including developing and supervising programs for the maximum utilization of services and equipment • Supervises a general services staff which may perform clerical support, word processing, mail, purchasing, and related internal operations • Negotiates the purchase and maintenance of office supplies and equipment and supervises the related shipping and receiving activities • Conducts special analyses and studies to determine comparative operational costs • Typically supervises 6-10 employees • This position typically requires general office and business knowledge and 2-4 years experience.*

### **1.15 Administrative Services Manager**

*Manages and coordinates the internal support services, which may include mail distribution, office equipment and supplies, telecommunications, centralized clerical support functions, office space utilization, food services, company vehicles, and outside service contracts • Monitors and audits facility capital and operating budgets • Directs supervisors who are responsible for individual administrative functions • Typically requires a degree and 3-5 years experience.*

### **1.16 Director of Administrative Services**

*Directs and coordinates internal support services, which may include mail distribution, office equipment and supplies, centralized clerical support functions, office space utilization, telecommunications, food services, company vehicles, and outside service contracts • Monitors and audits facility capital and operating budgets • Directs supervisors and managers who are responsible for individual administrative functions • Typically requires a degree and 5-8 years experience.*

### **1.17 Project Analyst**

*Researches and documents existing operations, structures, procedures, and service requirements • Analyzes assembled data to define problems and development areas • Resolves moderately complex problems based on business knowledge using general guidelines and research techniques • Analyzes project outcomes • May assist in implementing new work procedures and operations • Assists project manager in developing unit/team's operating plan • Participates in the selection of internal resources/consultants • Typically requires a bachelor's degree and 2-4 years experience in the project area and a thorough knowledge of the project area.*

### **1.18 Project Manager I**

*Oversees a small project or phases of a larger project • Meets quality standards and the production of expected deliverables during all phases of the project life cycle: initiating, planning, executing, controlling, and closing • Responsible for activities of project team, identifying appropriate resources needed, and developing schedules to ensure timely completion of project • Leads the project team and team members to effectively coordinate the activities of the project • Communicates with senior management and/or functional area manager regarding status of specific projects • Typically requires less than 5 years experience in the project area.*

### **1.19 Project Manager II**

*Oversees various projects of a highly complex nature • Meets quality standards and the production of expected deliverables during all phases of the project life cycle: initiating, planning, executing, controlling, and closing • Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project • Leads the project team and team members to effectively coordinate the activities of the project • Communicates with senior management and/or functional area manager regarding status of specific projects • Typically requires 5 or more years experience in the project area and advanced knowledge of the project area.*

## **2. Accounting**

### **2.01 Accounting Clerk - Entry**

*Performs one or more simple clerical accounting duties such as: entering data, matching invoices, opening and distributing mail to processors • Checks completeness and mathematical accuracy of repetitive accounting documents • Position is closely supervised and has well defined procedures • No knowledge of accounting and bookkeeping principles is required • Accurately operates 10-key by touch.*

### **2.02 Accounting Clerk - Intermediate**

*Performs various non-repetitive clerical accounting transactions which require familiarity with office procedures and prescribed accounting codes and classifications • Identifies and corrects routine discrepancies • As much as 50% of duties performed may be repetitive; however, a moderate degree of complexity exists • Accurately operates a 10-key by touch • Operates a computer terminal and printer for data storage and retrieval • A basic knowledge of company and departmental practices and procedures is required • Intermediate level position requiring a minimum of 3-5 years accounting experience.*

### **2.03 Accounting Clerk - Senior**

*Performs complex accounting duties which require specialized skill and a thorough knowledge of accounting and bookkeeping principles • Participates in preparation of account analysis, transaction entries, research and report summaries • Maintains one or more sections of a complete set of books relating to phases of the company's business transactions • Position is contributory and facilitative to accountants, supervisor and other departments • A thorough knowledge of company and departmental practices and procedures is required • Accurately operates a 10-key by touch • Operates a computer terminal and printer for data storage and retrieval • Develops and manipulates complex accounting spreadsheets • May direct lower level accounting assistants • Prioritizes own work • Senior level position requiring 8-10 years accounting experience.*

### **2.04 Accounting Supervisor**

*Supervises nonexempt employees in the accounting department • May specialize in a functional area such as accounts payable, accounts receivable or inventory • Communicates with other departments regarding interaction of activities and schedules • Implements and reviews operating procedures • This is a first-line supervisory position typically requiring 8-10 year's of accounting experience or a bachelor's degree plus 5 year of accounting experience.*

### **2.05 Payroll Clerk - Intermediate**

*Performs moderately complex duties necessary for the calculation of accurate wages and salaries • Calculates payrolls, including standard deductions and taxes, often against tight deadlines and with infrequent guidance • May prepare pay-related reports and compiles statistical data • Identifies pay anomalies from familiarity with company pay practices and obtains resolution from appropriate authorities • Position requires a broad understanding of procedures covering multiple payrolls which require different deductions and tax treatment • Intermediate level position requiring 3-5 years related payroll experience.*

### **2.06 Accountant - Entry**

*Performs entry level accounting activities relating to the maintenance of a complete and accurate general ledger and resulting managerial reports and financial statements • Keeps routine accounts requiring the analysis of accounting transactions and maintenance of accounting controls • Maintains work sheets and assists in preparation of monthly financial and operating reports • Reviews and verifies the accuracy of journal vouchers and accounting classifications assigned to various records • Conducts special studies and develops or recommends accounting methods and procedures • Operates a computer terminal, printer, 10-key (by touch) and other types of office equipment • Develops and manipulates complex accounting spreadsheets • Entry level position requiring a degree in accounting or business administration or equivalent experience.*

### **2.07 Accountant - Intermediate**

*Performs moderately complex accounting activities relating to the maintenance of a complete and accurate general ledger and resulting managerial reports and financial statements • Keeps comprehensive and complex accounts requiring the analysis of accounting transactions and the establishment or maintenance of accounting controls • Prepares monthly financial statements and operating reports for distribution to management and other company personnel • Reviews and verifies the accuracy of journal vouchers and accounting classifications assigned to various records • Conducts moderately complex studies and develops and recommends accounting methods and procedures • Performs consolidations for multi-unit companies • Operates a computer terminal, printer, 10-key (by touch) and other types of office equipment • Instructs or assigns work to accounting clerks • Develops and manipulates complex accounting spreadsheets • Will have a working knowledge of company practices • Intermediate level position requiring a degree in accounting or business administration or equivalent experience, and 4-6 years of significant accounting experience.*

## 2.08 Accountant - Senior

Responsible for complex activities associated with maintaining ledger accounts and for developing financial statements and reports • Performs complex consolidation procedures for multi-unit companies • This is the most senior skill level but does not include supervisory responsibilities • Provides functional advice or training to less experienced accountant positions • Develops and manipulates complex accounting spreadsheets • *Senior level position requiring a degree in accounting or business administration or equivalent experience • Requires 6 or more years accounting experience, a strong knowledge of accounting theories and principles, and a complete working knowledge of company practices.*

## 2.09a Auditor - Entry

Conducts audits (external and/or internal) of operating units to examine and verify accounting and statistical records to determine reliability and effectiveness of financial and control systems • Examines operations and procedures for compliance with established policy • Prepares documentation or final written report as assigned • Drafts and presents recommendations for control improvement • *Requires knowledge of company operations, policies and procedures • Entry level position requiring a degree in business administration, accounting or finance, or equivalent experience.*

## 2.09b Auditor - Intermediate

Conducts audits (external and/or internal) of operating units to examine and verify accounting and statistical records to determine reliability and effectiveness of financial and control systems • Examines operations and procedures for compliance with established policy • Prepares documentation or final written report as assigned and participates in review of findings with management • Drafts and presents recommendations for control improvement • May direct the work of other lower level auditors on a project basis • *Requires knowledge of company operations, policies and procedures and demonstrated oral and written communication skills • Intermediate level position requiring a degree in business administration, accounting or finance, or equivalent experience • Intermediate level position typically requiring 4-6 years of significant auditing experience.*

## 2.09c Auditor - Senior

Conducts audits (external and/or internal) of operating units to examine and verify accounting and statistical records to determine reliability and effectiveness of financial and control systems • Examines operations and procedures for compliance with established policy • Prepares documentation or final written report as assigned and participates in review of findings with management • Drafts and presents recommendations for control improvement • Directs the work of other lower level auditors on a project basis • *Requires knowledge of company operations, policies and procedures and demonstrated oral and written communication skills • Intermediate level position requiring a degree in business administration, accounting or finance, or equivalent experience • This is a senior level position typically requiring 6 or more years of significant auditing experience.*

## 2.10 Financial Analyst - Intermediate

Conducts and documents complex financial and budget analysis projects • Performs research and analysis to provide management with financial data and recommendations for use in setting and realizing profit objectives • Evaluates financial alternatives and recommends appropriate action • Evaluates effectiveness of new programs by comparing results with original proposals • *This is an intermediate level position typically requiring a degree and 4-6 years experience.*

## 2.11 Financial Analyst - Senior

Conducts and documents complex financial and budget analysis projects • Performs research and analysis to provide management with financial data and recommendations for use in setting and realizing profit objectives • Evaluates financial alternatives and recommends appropriate action • Evaluates effectiveness of new programs by comparing results with original proposals • May provide guidance and training to less experienced staff • *This is a senior level position typically requiring a degree and 6 or more years experience.*

## 2.12 Accounting Manager

Manages an accounting function of the company, a division, or an operating unit • Prepares reports and statistics reflecting financial performance, profits, cash balances, or other financial results • May be responsible for one or more accounting systems such as accounts receivable, accounts payable, payroll, etc. • May manage a special accounting section to provide specialized accounting support or management information • Supervises professional and/or clerical accounting employees • *This position typically reports to the controller and requires a degree and 5-8 years experience or equivalent.*

## 2.13 Assistant Controller

Assists the controller in all phases of company accounting activities • Coordinates preparation of monthly/quarterly/annual financial statements • Coordinates/prepares schedules for auditors • Prepares accounting policy and procedure manuals • May prepare SEC filings • May prepare tax returns • *This position typically requires a degree and 4-6 years experience or equivalent.*

## 2.14 Controller (not CFO)

Directs the overall accounting activities of a company • Administers accounting policies and directives • May assist in development of corporate policies and procedures • Supervises all unit accounting personnel • *This position generally reports to the chief financial officer and requires a degree and 5-8 years experience or equivalent.*

## 2.15 Collector

Performs collection activities and adjusts delinquent accounts by corresponding with customer by telephone and/or written communication • Maintains accurate record of past due accounts and collection efforts, and continues with follow-up actions • *This is the intermediate level, typically requiring 1 year of account collection experience.*

## 2.16 Collections Supervisor

Supervises collection employees and oversees collection activities • Plans and administers cost-effective efforts to collect from delinquent accounts • Communicates with other departments regarding interaction of activities • May perform collection work on large or complex accounts • *This is the first-line supervisory level typically requiring 3-5 years of collection experience.*

## 2.17 Collections Manager

*Directs collection operations and the development of related policies and procedures* • May provide for maintenance and enhancement of automated systems • Manages collection activities of past due accounts • Monitors account status to minimize loss • Provides appropriate reports and reviews documentation to ensure compliance with company policy and legal requirements • Supervises staff of collections personnel and may personally handle the more complex and large accounts • *This position typically requires 2-4 years collections experience.*

## 2.18 Director of Finance

*Directs accounting, budgeting, insurance functions, and may direct purchasing and information systems* • Prescribes financial reporting and controls • Designs and implements financial systems • Completes annual preparation, recommendation, and acceptance of budgets • May control purchase of material, equipment, supplies, and services, and manage company inventories • May direct information systems applications and operations • *This position typically requires a CPA and 5-8 years experience or equivalent.*

Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees).

## 2.19 Risk Management / Loss Control Manager

*Develops, recommends, and administers risk management, cost containment, and loss prevention programs* • Coordinates the review and analysis of these management programs for the effectiveness of coverage and to reduce costs and losses • Coordinates between line management, outside vendors, consultants, and attorneys • Negotiates and reviews insurance policies • May supervise the activities of risk analyst professionals • *Typically requires a degree and 3-5 years experience.*

Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees).

## 2.20 Director of Risk Management

*Develops, recommends, and administers risk management, cost containment, and loss prevention programs* • Coordinates the review and analysis of management programs for the effectiveness of coverage and to reduce costs and losses • Coordinates between line management, outside vendors, consultants, and attorneys • Negotiates and reviews insurance policies • May direct the activities of risk analyst professionals • *Typically requires a degree and 3-5 years experience.*

Not intended for smaller organizations (i.e. less than 1,000 employees). This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees). This position typically has subordinate managers.

# 3. Human Resources

## 3.01 Human Resources Clerk

*Performs a variety of routine human resources work* • In a smaller organization, may work in more than one human resources area • Prepares and distributes job postings from employment requisitions, processes employment applications, distributes employee information, processes employee benefits forms, conducts employment verification requests, performs telephone reference checks, and maintains applicant, employee and position description files • Requires typing, filing, and verbal communication skills, and a basic knowledge of company personnel policies and procedures • Performs basic calculations • *Intermediate level position requiring 2 years of clerical experience.*

## 3.02 Human Resources Assistant

*Assists in a broad range of human resources functions, such as hiring and recruiting, benefits, compensation, or personnel records* • In a smaller organization, may work in more than one human resource area • Interviews job applicants and provides input to the hiring decisions, prepares job descriptions, conducts new employee orientation programs, verifies pay data to records, and calculates benefit payments and compensation data • *Intermediate level position requiring course work or experience equivalent to a two year degree, plus 3 or more years human resources experience and in-depth knowledge of company personnel policies and procedures.*

## 3.03 Human Resources Specialist

*Develops and conducts programs for a major specialty area within human resources, such as training, recruitment, compensation or benefits* • Requires thorough knowledge of the specialty area • Work performed may include: participating in the development of and administering complex policies and procedures within the specialty; preparing written and verbal reports on specialty policy and procedure issues within all levels of the organization; and providing “expert” advice and guidance in the specialty area • Provides training and technical assistance to others • *Intermediate level position requiring course work or experience equivalent to a 4 year degree in business administration or related discipline, and 3-6 years of experience in a specialty area.*

## 3.04 Human Resources Specialist - Senior

*Develops and conducts programs for a major specialty area within human resources, such as training, recruitment, compensation or benefits* • Requires thorough knowledge of the specialty area • Work performed may include: participating in the development of and administering complex policies and procedures within the specialty; preparing written and verbal reports on specialty policy and procedure issues within all levels of the organization; and providing “expert” advice and guidance in the specialty area • Provides training and technical assistance to others • May be responsible for program development • May supervise nonexempt human resources staff • *Senior level position requiring course work or experience equivalent to a 4 year degree in business administration or related discipline, and 7-10 years of experience in a specialty area.*

## 3.05 Human Resources Generalist

*Develops and conducts programs for two or more areas within human resources, such as training, recruitment, compensation or benefits* • Requires comprehensive knowledge of assigned areas • Work performed may include: participating in the development of and administering moderately complex policies and procedures; preparing written and verbal reports on policy and procedure issues within all levels of the organization; and providing advice and guidance in the assigned areas • Provides technical assistance to others • *Intermediate level position typically requiring course work or experience equivalent to a 4 year degree in business administration or related discipline, and 3-6 years of general human resources experience.*

### **3.06 Human Resources Generalist - Senior**

*Develops and conducts programs for two or more areas within human resources, such as training, recruitment, compensation or benefits* • Requires comprehensive knowledge of assigned areas • Work performed may include: participating in the development of and administering moderately complex policies and procedures; preparing written and verbal reports on policy and procedure issues within all levels of the organization; and providing advice and guidance in the assigned areas • Provides technical assistance to others • May supervise nonexempt human resources staff • *Senior level position typically requiring course work or experience equivalent to a 4 year degree in business administration or related discipline, and 7-10 years of general human resources experience.*

### **3.07 Training Specialist**

*Develops and conducts training programs for company management and staff* • Conducts assigned workshops using adult learning techniques to facilitate development of management skills and communication of company policies and practices • Researches available training sources for appropriate content and method information • May track training effectiveness and problem areas and make policy/training recommendations • *Typically requires proven management training skills, a degree, and 2-4 years experience.*

### **3.08a Recruiter**

*Sources, recruits, and interviews candidates for administrative and professional positions, primarily without assistance of outside agencies* • Drives recruiting process from requisition to closure in a timely and cost-effective manner • Develops bench strength to meet current and projected employment needs • Maintains proactive methods of revising and implementing innovative ways of updating the recruiting process • May conduct or participate in job fairs • *Reports to manager or director level* • *Typically requires 3-5 years experience.*

### **3.08b Recruitment / Employment Manager**

*Manages the recruiting, interviewing, selection, and placement of applicants for employment* • Oversees and manages the delivery of employment solutions to support the effective implementation of business strategies and plans • Hires, coaches, mentors and develops employees to research and offer effective staffing solutions • Works with hiring managers to explore employment alternatives -- Temps, alternative work schedules, Telecommuting, redeployment of existing resources, campus hires, etc. • Emphasizes development and deployment of creative, low cost, and needs oriented sourcing plans in alignment with organization's goal staffing strategy • May direct the activities of recruiting professionals and support staff • *Typically requires a degree and 5-8 years experience.*

### **3.09 HRIS Coordinator**

*Coordinates the organization's automated human resource information system by serving as a liaison between human resources and data processing personnel* • Works with human resource users to determine data processing and training needs • Interacts with data processing personnel to design, modify, and implement the HRIS • Participates in the evaluation and selection of vendor software packages • Supervises recordkeeping, reporting, and updating of information to ensure compliance with user requirements • This is a human resource function typically reporting to a Human Resource or HRIS Manager • *Typically requires 3-5 years human resource experience.*

### **3.10 Compensation Analyst**

*Assists in the development, installation, and administration of compensation programs* • Conducts and analyzes salary surveys • Analyzes market trends to revise salary ranges • May review job descriptions and evaluate positions according to established evaluation systems • May assist in the administration of performance appraisal and merit rating programs • *This is the intermediate level typically requiring a bachelor's degree in business administration or a related discipline, and 2-4 years of experience in the compensation area.*

### **3.12 Benefits Administrator**

*Administers and analyzes corporate benefit programs* • Provides detailed information to personnel representatives on various benefit programs • May supervise and/or provide training for benefits clerks • *This position typically requires 3-4 years benefits experience.*

### **3.13 Benefits Manager**

*Develops, recommends, and implements benefit plans, programs, and procedures* • Typically responsible for health/dental insurance, pension, sick leave, long- and short-term disability, and other benefit programs • Coordinates with vendors and consultants to plan and implement new programs • Ensures programs are in compliance with government regulations • *Typically requires a degree and 5-8 years experience.*

### **3.14 Compensation Manager\***

*Develops, recommends, and implements compensation plans, programs, and procedures* • Typically responsible for all direct compensation programs including incentive and bonus plans for both nonexempt and exempt employees • Areas of responsibility may include job analysis, job description development, salary surveys, job evaluation and salary structure formulation • May be responsible for the development/maintenance of the performance appraisal system • Directs the activities of compensation professionals and staff support • *Typically requires a degree and 5-8 years experience.*

### **3.15 Compensation & Benefits Manager**

*Develops, recommends, and implements compensation and benefit programs* • Ensures costs effective integration of all benefits such as health/dental insurance, vacation, sick leave, holiday, long- and short-term disability, profit sharing and retirement programs • May be responsible for development and maintenance of the performance appraisal system and reward/incentive programs • Directs the activities of support staff • *Typically requires a degree and 5-8 years experience.*

### **3.16 Human Resources Manager**

*Develops and/or implements human resource policies and programs within the policy guidelines formulated by top corporate human resource or general management* • Typically directs the following personnel functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services • Supervises at least 1 exempt-level human resource staff member • *Typically requires a degree and 5-8 years experience.*

Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees).

### 3.17 Human Resources Director

*Develops and/or implements human resource policies and programs within the policy guidelines set by top management*

- Typically directs the following personnel functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services
- Directs the activities of professional Human Resource staff typically including 3 or more exempt-level human resource staff members
- Typically requires a degree and 8-10 years of experience.

Not intended for smaller organizations (i.e. less than 1,000 employees). This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees). This position typically has subordinate managers.

## 4. Public Relations / Legal

### 4.01 Public Relations Specialist

*Carries through to completion specific assignments in publicity and goodwill activities*

- Plans, prepares and disseminates information concerning the company through newspapers, periodicals and audio/visual communication media
- Accomplishes assigned duties through written communications, speeches and personal contact
- May perform assignments in specialized areas of public relations activities such as press and radio relations, community relations, etc.
- Intermediate level position requiring course work or experience equivalent to a degree in liberal arts, journalism or comparable discipline
- Typical incumbent has 2-3 years work experience in public relations and demonstrated written, oral and presentation skills.

### 4.03 Public Relations Director

*Manages public relations activities to promote and improve public, employee, and stockholder understanding of the organization's objectives and achievements*

- Develops and administers organization policies regarding public relations and information dispersal
- Oversees press releases and may act as chief spokesperson to the media
- May supervise a small staff of public relations specialists
- May include corporate contributions and community affairs responsibilities
- Typically requires a degree and 3-5 years experience.

### 4.04 Legal Secretary

*Provides legal secretarial and administrative support to one or more attorneys*

- Transcribes dictation to prepare general correspondence, simple-to-complex legal documents, briefs, contracts, and court papers
- May check accuracy of forms, legal citations, and other references
- May perform fact research projects from department files and prepare summaries
- This is the intermediate level, typically requiring legal secretarial training and 2 years of legal secretarial experience.

**NOTE:** For Paralegal, see job 4.06.

### 4.06 Paralegal

*Researches, writes, reviews, and prepares vital information as it relates to court cases and legal matters*

- Researches and drafts basic motions and complex pleadings, assists with discovery, reviews documents, and assists in trial preparation
- Requires Paralegal certification, and 2-4 years experience.

**NOTE:** Excludes legal secretaries or attorneys (law clerks).

### 4.07 Attorney - Intermediate

*Researches legal problems and cases within an assigned area and develops opinions on legal issues or new legislation and regulations*

- Prepares written analyses and provides professional interpretations and recommendations to management
- May participate in a variety of settlements and cases
- This is the intermediate level of corporate attorney, requiring a law degree, a license to practice, and 3-5 years of law experience.

### 4.08 Attorney - Senior

*Provides legal counsel and guidance to ensure maximum protection of the company's legal rights*

- Administers corporate legal activities to protect the corporation's interests
- Provides professional interpretations and recommendations to the officers and directors of the corporation and to other corporate personnel
- Initiates legal action and defends the company in legal action initiated against it
- Selects and retains outside counsel as required
- This is the senior level of corporate attorney, requiring a law degree, a license to practice, and 5-8 years of business law experience.

**NOTE:** Not intended to be top general counsel.

### 4.09 Compliance Officer\*

*Responsible for assisting in the development and implementation of the compliance program*

- Coordinates applicable policies and procedures, the organization's code of conduct and employee training on ethics and compliance
- Assures organization's compliance with applicable state and federal laws and regulations, as well as communicating with and educating employees about the compliance program
- Typically requires a bachelor's degree, and 3-5 years of related experience.

### 4.10 Regulatory Affairs Specialist\*\*

*Performs interpretations and analysis of information related to regulatory filings and testimonies*

- Prepares filing comments and testimony
- Coordinates and disseminates regulatory information within the company; may communicate impacts to management
- Develops and presents data supporting the company's position on regulatory issues
- Typically requires a bachelor's degree, and 5-8 years of related experience.

### 4.11 Regulatory Affairs Manager\*

*Develops, oversees, and implements regulatory plans and procedures to comply with federal and state regulation and accepted industry practices*

- Interprets and analyzes regulation and legislation, while complying with all applicable regulations
- Provides financial and regulatory analysis of new business opportunities and strategies, and assists in implementation
- Supervises employees in the Regulatory Affairs Department
- Typically requires a bachelor's degree, and 5-8 years of related experience.

## **5. Information Technology**

### **5.01 Computer Operator - I**

*Entry level position to computer operator job family • Incumbent works from well-defined detailed instructions • Assists senior computer operators in the operation of mainframe computer equipment on assigned shift • Operates peripheral equipment • Monitors equipment for malfunctions and reports findings to senior level operators for resolution • Entry level position requiring 1-3 years related computer operator experience and knowledge of data processing equipment.*

### **5.02 Computer Operator - II**

*Operates, controls and monitors large installation mainframe computer and peripheral equipment • Diagnoses and resolves recurrent operating difficulties on assigned shift • Incumbent may be required to work without supervision on offshift schedule • Intermediate level position requiring 3-5 years related computer operator experience.*

### **5.03 Computer Operator - III**

*Oversees mainframe computer operations on assigned shift • Resolves moderate operating system and network problems • Provides immediate response to network failures and has authority to call in appropriate maintenance personnel • Requires proficient knowledge of system hardware and software • Incumbent may be on-call twenty-four hours a day, seven days a week • May be required to fill in for other shifts • Senior level position requiring 5-8 years related computer operator experience.*

### **5.04 Computer Operations Supervisor**

*Supervises one or more areas of data processing operations • Provides supervision to a group/shift in the areas of computer operations, scheduling, and/or distribution • This is the first-line supervisory level typically requiring in-depth data processing operations experience.*

### **5.05 PC Technician**

*Performs general tasks to aid in the ongoing support of PC environments by backing up hard disks, formatting disks, and maintaining PC supply levels • Assists end users with questions or problems by diagnosing problems and recommending solutions • Provides basic training on new hardware, software and computer techniques • Installs software and peripherals and may troubleshoot basic hardware problems • Works under general supervision • Position requires course work or experience equivalent to a degree in computer science, and 3 or more years of related experience.*

### **5.06 Programmer / Analyst**

*Programs and analyzes moderately complex projects • Assists senior analysts on large-scale or complex projects • Codes, debugs, and documents programs • This is the intermediate level typically requiring a bachelor's degree in computer science, or related vocational training and 2-4 years of programming experience.*

### **5.07 Programmer / Analyst - Senior**

*Performs complex analysis and applications programming • Coordinates user requirements with system specifications • Prepares flow charting • Codes, debugs, and documents programs • This is the senior level typically requiring 4-6 years experience in programming and analysis.*

### **5.08 Systems Analyst**

*Analyzes and modifies existing data systems • Determines system specifications and record layouts and develops procedures to process information • Interfaces with users and develops a system to meet user needs • Analyzes and modifies the system design • Evaluates and recommends equipment modifications or additions • This is the intermediate level typically requiring a computer science degree, and 2-4 years of experience in systems analysis.*

### **5.09 Systems Analyst - Senior**

*Defines, develops, and analyzes systems for business, scientific, or engineering applications • Reviews, implements, and/or revises existing or new systems • Interfaces with users to identify requirements and resolve problems • May be functional lead over programmers and coordinate the activities of a small project • This is the senior level typically requiring 4-6 years of experience in systems analysis.*

### **5.10 Systems & Programming Manager**

*Manages application systems analysis and programming activities • Directs feasibility studies, time and cost estimates, and the development of new or revised applications • Coordinates systems development activities to establish priorities, resolve technical problems, and maintain standardized documentation • Supervises systems analysis and programming staff • Typically requires a degree and 5-8 years experience.*

### **5.11 Data Security Analyst**

*Working in a mainframe or PC/LAN environment, provides data security by granting, maintaining, and monitoring access to information systems • Maintains user profile database on access rights • Assigns user access and security level based on company policy • May train users in system security requirements and procedures • Typically requires course work or experience equivalent to a degree in computer science, and 2 or more years of experience in a systems environment.*

### **5.12 Database Analyst**

*Defines, develops, analyzes, and modifies MIS databases and associated master files to support software application programs • Designs, prepares, and coordinates logical data models, definitions, structures, standards, procedures, and documentation • Ensures accuracy, integrity, and completeness of data in master files and various support tools such as data dictionaries • Interfaces with and trains other data processing and user section in the use of database facilities and elements • This is an intermediate level technical support position, typically requiring in-depth knowledge of database methodologies, and 2-4 years of database management systems experience.*

### **5.13 Database Administrator**

*Oversees the technical design and development of MIS databases and associated master files • Coordinates efforts with systems, operations, and technical support staff to establish and modify databases and master files, and ensures database quality, integrity, and performance • Plans, establishes, and maintains allocation controls over the availability of disk space for existing and projected requirements • May supervise Database Analysts • Typically requires a degree and in-depth knowledge and experience with database management systems and associated utility software.*

#### **5.14 Network Administrator - I\*\***

*Installs and configures software and hardware connected to the network server and workstations • Interfaces with other departments, vendors, or consultants to resolve problems • Provides training or individual assistance to users • Performs backup procedures • Performs new user configurations • Position typically requires course work or experience equivalent to a degree in computer science, and 1-3 years of experience in a systems environment.*

#### **5.15 Network Administrator - II\*\***

*Installs, configures, and maintains software and hardware connected to the network server and workstations • Interfaces with other departments, vendors, or consultant to resolve problems • Ensures conformance with information systems and company objectives • Provides training or individual assistance to users • Oversees backup and security procedures • Plans for and implements hardware and software upgrades • Coordinates the work of outside specialists • Position typically requires course work or experience equivalent to a degree in computer science and 4-7 years of experience in a systems environment • May require Microsoft or Novell network engineer certification.*

#### **5.16 Network Administrator - III\*\***

*Installs, configures, and maintains software and hardware connected to the network server and workstations • Interfaces with other departments, vendors, or consultant to resolve problems • Ensures conformance with information systems and company objectives • Provides training or individual assistance to users • Oversees backup and security procedures • Plans for and implements hardware and software upgrades • Performs network planning and development • This is a senior level position typically requiring course work or experience equivalent to a degree in computer science, and 8 or more years of experience in a systems environment • May require Microsoft or Novell network engineer certification.*

#### **5.19 Help Desk Coordinator I**

*Provides support services to internal and/or external users of the organization's computer systems and data processing network • Acts as a first level problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users in solving their own data processing problems • Coordinates user problem resolution with other data processing sections if necessary, and tracks and reports recurring problems • May operate in a mainframe or microcomputer environment • This is a senior level nonexempt or entry level exempt position, typically requiring 2 years related data processing experience.*

#### **5.20 Help Desk Coordinator II**

*Provides support services to internal and/or external users of the organization's computer systems and data processing network • Acts as a second level problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users in solving their own data processing problems • Coordinates user problem resolution with other data processing sections if necessary, and tracks and reports recurring problems • May operate in a mainframe or microcomputer environment • Typically requires 3-4 years related data processing experience.*

#### **5.21 GIS Technician**

*Collect, compile, analyze and digitize geospatial and tabular data to produce maps and related products • Maintain the accuracy of the GIS databases, technical files and documentation • Perform moderately complex analysis on data • This is the first level in a 2 level series typically requires 1-3 years experience.*

#### **5.22 GIS Specialist**

*Responsible for creating and maintaining a GIS mapping system • Applies specialized GIS software knowledge and technical principles to projects and assignments • Under limited supervision, coordinates specialized projects • Responsible for creating, collecting, compiling, manipulating and maintaining data for various GIS applications as well as maintaining the accuracy of the GIS database(s) and technical files and documentation • Typically requires a 2 year degree in a related course of study and 3-5 years experience.*

#### **5.23 Technical Writer\***

*Plans, writes, and edits paper, multimedia or web based publications • Products include, but are not limited to: system documentation, product manual, help documents, and operational procedures • Conducts interviews with various users, technical staff, and product testers to gather data for documentation • Researches and translates technical information into manuals and/or web-based documents for non-technical users • This is an intermediate level of writer typically requiring 1 year of analytical and writing experience.*

#### **5.24 Applications Manager**

*Manages application systems analysis and programming activities • Directs feasibility studies, time and cost estimates, and the development of new or revised applications • Coordinates systems development activities to establish priorities, resolve technical problems, and maintain standardized documentation • Supervises systems analysis and programming staff • Typically requires a degree and 5-8 years experience.*

#### **5.25 Information Technology Manager\*\***

*Manages all IT activities, including systems analysis, programming, computer systems, and auxiliary operations • Provides data processing services to all user departments • Establishes technical standards, methods, and priorities • Advises senior management on data processing plans, projects, and capabilities • Supervises all information systems staff • Typically requires a degree and 8 or more years experience.*

Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees).

#### **5.26 Director of Information Technology\*\***

*Manages all IT activities, including systems analysis, programming, computer systems, and auxiliary operations • Provides data processing services to all user departments • Establishes technical standards, methods, and priorities • Advises senior management on data processing plans, projects, and capabilities • Directs all information systems staff • Typically requires a degree and 8 or more years experience.*

Not intended for smaller organizations (i.e. less than 1,000 employees). This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees). This position typically has subordinate managers.

## **6. Engineering / Technical**

### **6.01 Electrical Technician**

*Installs, trouble shoots, repairs and maintains industrial electrical equipment associated with fire detection and suppression systems, power generation and distribution equipment, pumps, process piping and valves and other related operations equipment • Requires an Electrical Certificate of Fitness, working knowledge of the National Electrical Code and 5 years related industrial experience.*

### **6.02 Instrumentation Technician**

*Installs, repairs and maintains instruments and control devices associated with fire detection and suppression systems, power generation equipment, hydraulic systems and other operating systems controlled through instrumentation • Performs function tests and calibration procedures • Utilizes specialized troubleshooting techniques for instrumentation devices and controls • Requires an Associates Degree in Electronics/Instrumentation or equivalent experience, and 3-5 years related industrial experience.*

### **6.03 Internal Communications Technician**

*Installs, trouble shoots, services, and maintains telephone systems and internal communications, monitoring, or control equipment • May coordinate with vendors for installation and repair of equipment • Work is generally limited to equipment installed on own company property operated by own company employees • Typically requires course work or experience equivalent to an associate's degree in electronics.*

### **6.04 Telecommunications Technician**

*Installs, trouble shoots, services, repairs, modifies and maintains a wide variety of electronics and communications equipment including UHF/VHF radio systems, surveillance systems, telephone systems, data communications equipment and electronic control system equipment • May require a second class FCC license, and/or associate's degree in electronics or equivalent experience, and 3-5 years related experience.*

### **6.06 Lineman - Journey Level**

*Carries out the construction, operations, and maintenance of both overhead and underground electrical transmission and distribution systems • Journey level, typically requiring 4 or more years experience and/or 4 years formal apprenticeship training.*

### **6.07 Dispatcher**

*Receives and records routine calls • Responsible for communicating with drivers to give directions to job sites • May perform various office tasks, including filing and faxing.*

### **6.08a Drafter / CAD Operator - Intermediate**

*Prepares and revises moderately complex drawings, including sectional procedures, irregular or reverse curves, hidden lines, and small or intricate details • Requires use of most of the conventional drafting techniques and a working knowledge of the terms and procedures of the industry • Working from detail sketches and/or engineering specifications, performs dimensioning, scaling, and line locating • Uses computer-aided drafting (CAD) techniques • This is the intermediate level, typically requiring an AA degree and 1-2 years of drafting experience.*

### **6.08b Drafter / CAD Operator - Senior**

*Prepares complete sets of complex layouts and detail drawings which include multiple views and the regular application of mathematical formulas to compute weights, load capacities, dimensions, material quantities, and other minor decisions that utilize mathematics and physics • Works from sketches, verbal information, technical guides, and vendor catalogs • Uses computer-aided drafting (CAD) techniques • This is the senior level drafter, typically requiring an AA degree and 4 years of drafting experience.*

### **6.09 Environmental Specialist**

*Assists the Safety Manger or Environmental Engineer in ensuring compliance with environmental regulations • Duties may include assisting with safety and environmental inspections; preparing reports, contracts, and completing government paperwork; sampling/testing wastes and materials; and assisting in selection of environmental and safety contractors • May conduct training and instruct employees on environmental, health and safety issues • Typically requires a degree in Environmental Science or related field, with 1-2 years experience in the environmental field.*

### **6.10 Environmental Engineer**

*Maintains environmental compliance, conducts environmental permitting, minimizes environmental liability, provides input to Plant Management regarding environmental regulations and initiatives, and helps maintain environmental system programs • Reviews and interprets existing and proposed local, state, and federal laws and regulations, and determines applicability and impact on plant operation • Develops, implements, and maintains programs in compliance with regulatory agencies • Obtains necessary permits • Typically requires a Bachelor's Degree in Environmental Science or related field, with a minimum of 4 years experience in the environmental field.*

### **6.11 Engineer - Entry**

*Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 0-2 years related experience.*

### **6.12a Engineer - Intermediate**

*Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 2-4 years related experience.*

### **6.12b Engineer - Intermediate, PE**

*Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 2-4 years related experience • Requires Professional Engineer certification.*

### **6.13a Engineer - Senior**

*Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 5-7 years related experience.*

### **6.13b Engineer - Senior, PE**

*Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 5-7 years related experience • Requires Professional Engineer certification.*

### **6.14 Engineering Supervisor (First Level)**

*Performs complex design engineering or engineering at the design engineer level • This is the first-line supervisory level typically requiring 5 or more years of experience in engineering including 1 year of experience in a lead or supervisory capacity.*

### **6.15 Engineering Manager (Second Level)**

*Performs complex design engineering or engineering at the design engineer level • Oversees other supervisors within engineering • Typically requires a B.S. degree and 8 or more years related experience.*

### **6.16 Chief Engineer**

*Directs all engineering and support functions for a company, division, or specific product line(s) • Responsible for utilizing available components, materials, and cost-effective methods to meet established quality objectives • Reviews and approves proposals and cost estimates; evaluates progress and recommends procedural changes • Typically requires a degree or advanced degree and 10 or more years experience.*

Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees).

### **6.17 Director of Engineering**

*Directs all engineering and support functions for a company, division, or specific product line(s) • Responsible for utilizing available components, materials, and cost-effective methods to meet established quality objectives • Reviews and approves proposals and cost estimates; evaluates progress and recommends procedural changes • Typically requires a degree or advanced degree and 10 or more years experience.*

Not intended for smaller organizations (i.e. less than 1,000 employees). This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees). This position typically has subordinate managers.

## **7. Purchasing / Distribution**

### **7.01 Purchasing Clerk**

*Performs clerical duties for a purchasing department • Informs requisitioner of prices, supply and vendors • Corresponds with suppliers for fee quotations and follow-up purchase orders • Coordinates pricing revisions, order cancellations, discontinued items, substitutions and revised delivery dates following established company guidelines • Maintains files, logs, records, and invoices • Types purchase orders, shipping memos, correspondence and reports • Works under general supervision • Intermediate level position requiring 2-3 years of purchasing experience and solid clerical and communication skills.*

### **7.02 Buyer - Intermediate**

*Performs a variety of moderately complex purchasing functions, exercising discretion and judgement • Analyzes price comparisons and selects or recommends vendors • Schedules and verifies deliveries • This is the intermediate level, typically requiring 2-3 years of buying experience.*

### **7.03 Buyer - Senior**

*Performs broad purchasing duties requiring extensive or specialized knowledge and experience • Interfaces with vendors and all management levels • May assist with the training and supervision of lower level buyers • This is the most senior level, typically exempt, requiring 4-5 years of buying experience.*

### **7.04 Purchasing Manager**

*Manages the purchasing activities of a company or operating unit • Establishes purchasing policies and departmental procedures • Determines sources of supplies, raw materials, and components, by receiving and analyzing quotations and proposed bids • Negotiates purchasing contracts, monitors vendor quality and maintains necessary records and documentation • Coordinates with production, engineering, and other departments • Typically requires a degree and 5-8 years experience.*

Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees).

### **7.05 Director of Purchasing**

*Develops and manages programs to ensure material availability and delivery • Controls movement of materials in and out of facilities • Maintains information system for monitoring materials and supplies inventories • This position has supervisory responsibility for purchasing and material planning and control employees, and typically requires a degree and 8 or more years experience.*

Not intended for smaller organizations (i.e. less than 1,000 employees). This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees). This position typically has subordinate managers.

### **7.06 Contract Administrator**

*Prepares quotations for contract bids and associated correspondence and negotiates proposed contract changes • Tracks purchasing requirements and interprets government procurement regulations regarding contracted products • Prepares and transmits invoices, sales orders, and support contract documentation to customers • May monitor access to classified materials • This is an intermediate level non-supervisory contract administrator position, typically requiring a degree and 3-5 years experience.*

### **7.07 Shipping / Receiving / Inventory Clerk**

*Receives and distributes incoming packages and prepares and ships out-going materials • Performs a variety of storeroom maintenance and distribution activities, which may include receiving, stocking, inventory control, packaging, and distributing • This position is typically limited to office supplies, light industrial, or merchandise stock • This is the intermediate, fully-qualified level, typically requiring 1 year experience.*

### **7.08 Material Handler**

*Performs diverse warehousing duties in a commodity and parts warehouse • Receives, stocks and ships materials and parts • Takes inventory, researches orders and prepares related status reports • Uses references and sources such as catalogs, locator files, freight bills, manuals and computer terminals • May prepare and process hazardous materials for shipping • Operates forklift • Requires 3 years warehousing and parts/material distribution experience.*

### **7.09 Warehouse Supervisor**

*Supervises company warehouse activities to provide efficient product and parts storage and distribution • Monitors inventory levels and protects equipment, products, and supplies against damage, deterioration, and theft • Maintains necessary records and documentation • Assists in administering local employee relations programs • This is the first level supervisory position, typically requiring 2-4 years experience.*

## **9. Operations / Maintenance / Hospitality**

### **9.01 Building Services / Custodian**

*Cleans and maintains office buildings, plant facilities, and equipment • Sweeps, mops, polishes, moves furniture and equipment, cleans windows, bathrooms, etc. • Notifies supervisor of needed repairs and maintenance work, safety hazards, and supply needs • May require shift work and heavy lifting • Works under general supervision.*

### **9.02a Facilities Maintenance - Intermediate**

*Performs moderately complex maintenance duties in a specific craft such as carpentry, painting, welding, HVAC, maintenance and/or plumbing • Requisitions and maintains supplies and equipment • Prepares routine reports • Intermediate level position requiring a minimum of 3 years experience in facilities maintenance.*

### **9.02b Facilities Maintenance Manager**

*Manages the operation and maintenance of internal systems, including overall heating, air conditioning, and ventilation systems • Plans and designs modernization and cost reduction programs for building systems • Resolves technical problems regarding maintenance operations, and ensures security and electronic fire alarm systems are functional • May negotiate contracted services • Manages maintenance supervisor(s) and may oversee additional functional area(s) • This position requires a degree, certification, or equivalent experience.*

### **9.03 Heavy Equipment Operator**

*Operates a variety of machines including: bulldozers, snowblowers, caterpillars, front-end loaders, diggers, graders, boom trucks, tractor-trailer combinations, and spreaders • Performs minor repairs on machinery • May require state licensing.*

### **9.04 Driver**

*Picks up and delivers shipments within assigned area • Drives trucks and/or vans of varying sizes which the bed is attached to the tractor, but not including semi-trailers • Lifts packages up to 65 pounds without mechanical devices • Loads and unloads trucks • Helps in warehouse and may become dock worker or materials handler when not driving • Maintains a Commercial Drivers License • No over the road overnight driving.*

### **9.05 Cook**

*Prepares food for employees and visitors • May estimate food needs and order supplies • Typically requires 1-4 years experience in institutional quantity cooking.*

### **9.06 Safety Specialist**

*Develops, implements, audits, and revises safety programs to ensure safe operations in compliance with regulations • Tests, inspects and updates equipment • Recommends appropriate safety procedures to ensure work is done safely • Typically requires 2-5 years experience in an industrial setting and 1-3 years experience in a safety field.*

### **9.07 Safety Manager**

*Develops, recommends, and implements plans, programs, and procedures which promote the maintenance of safe and healthy working conditions • Responsibilities focus on protection against fires, accidents, occupational health hazards, and damage to company property • Ensures compliance with government regulations and submits required reports • Communicates problems or suggestions to line managers for correction as well as informing top management • May direct the activities of other safety professionals, industrial nurse(s), and clerical support staff • Typically requires a degree and 3-5 years experience.*

### **9.08 Security Guard (Unarmed)**

*Performs unarmed guarding and patrolling of commercial or industrial premises to protect company, personal property, and personnel against fire, theft, vandalism, illegal entry, and other hazards • Tours premises periodically to check doors, windows, and gates for security • Observes departing personnel to protect against the theft of company property • Examines the credentials of individuals prior to admittance to restricted areas • This is an intermediate position which typically requires 1 year prior security experience.*

### **9.09 Security Guard - Senior**

*Performs unarmed guarding and patrolling of commercial or industrial premises to protect company, personal property, and personnel against fire, theft, vandalism, illegal entry, and other hazards • Tours premises periodically to check doors, windows, and gates for security • Observes departing personnel to protect against the theft of company property • Examines the credentials of individuals prior to admittance to restricted areas • May perform lead duties over other security guards • This is a senior level position, typically requiring 2-3 years prior security experience.*

### **9.10 Security Guard - Supervisor**

*Supervises, trains, and schedules security guards • Oversees staff access to buildings and facilities • Coordinates site investigations when Human Resources and/or outside law enforcement are involved • May be responsible for control room crisis management, and emergency response • May provide security related training for non-security staff (such as personal safety) • Analyzes existing security systems/ programs and makes recommendations for changes • This is the first-line supervisory level typically requiring 3-5 years of security experience.*

### **9.11 Auto Fleet Mechanic**

*Servises, maintains, and repairs automobiles, vans, and light trucks (excludes heavy equipment) • Disassembles and overhauls engines, transmissions, clutches, starters, and other assemblies • Utilizes standard automotive hand and power tools • May maintain inventory of parts and accessories and maintains service records • This is a journey level position typically requiring completion of an apprentice program or equivalent and 4 years experience.*

### **9.12 Diesel Mechanic - Journey Level**

*Servises, maintains, and repairs automobiles, vans, and light trucks (excludes heavy equipment) • Disassembles and overhauls engines, transmissions, clutches, starters, and other assemblies • Utilizes standard automotive hand and power tools • May maintain inventory of parts and accessories and maintains service records • This is a journey level position typically requiring completion of an apprentice program or equivalent and 4 years experience.*

### **9.13 Machinist / Mechanic**

*Repairs medium to heavy equipment, including oilfield, pipeline, petrochemical processing, refrigeration and ventilation systems • May include airframe and powerplant mechanics • Typical equipment includes small and large volume pumps, compressors and valves • Duties require the ability to fabricate parts and tools when necessary • Inspects and repairs equipment at field locations • Typically requires 4-6 years experience in industrial equipment maintenance • Does not include automotive mechanics.*

### **9.14 Housekeeper**

*Performs general facility cleaning and maintenance, including: dusting, mopping, vacuuming, cleaning sinks and toilets, washing and waxing floors • May include grounds maintenance • This is an entry level position.*

### **9.15 Housekeeping Supervisor**

*Supervises the daily operations of housekeeping activities to ensure clean, orderly, attractive rooms • This position normally reports to a manger and is the first level of supervision.*

### **9.16 Food Service Worker**

*Serves and portions food for employees and visitors • Assists in food preparation • May include duties in dishroom and/or floor pantries, trayline or cafeteria • Typically requires some food service training or experience.*

### **9.17 Food Service Supervisor**

*Under direction, performs first level, full time supervisory work over a shift of kitchen personnel • Supervises and instructs in food preparation and cooking, cleaning of equipment, utensils and kitchen • Reviews the work of food service workers • Requisitions supplies • May perform some of the same duties as workers • Requires experience in large volume cooking.*

### **9.18 Food Service Manager**

*Directs all dietary and related food services functions • Provides overall management of diet and menu planning • Ensures the proper storage and preparation of food supplies and equipment and the maintenance of food service areas according to sanitation standards • Procures or oversees procurement of food from vendors • Typically requires 3-5 years related experience • This position does not require a Registered Dietician's License.*

### **9.19 Front Desk Clerk**

*Responsible for checking guests in and out, giving information about rates and the kinds of services their establishment provides, and assigning guests to rooms.*

### **9.20 Front Desk Supervisor**

*Supervises front desk staff to ensure that they are adhering to all hotel policies, procedures, regulations, and standards • This position normally reports to a manger and is the first level of supervision.*

## **10. Health Care**

### **10.01 Certified Nursing Assistant**

*Assists professional nursing personnel by performing tasks involving direct and indirect patient care, treatment and maintenance of the nursing unit • Typically requires State CNA certification, and 6 months experience and/or training.*

### **10.02 LPN**

*Delivers and executes daily routine nursing care and services to patients which may include passing of medicine, vital sign assessment, assisting higher level nursing staff, etc. • Works as a team member under the direction of a Registered Nurse to provide quality care that is focused on the comfort and well being of the patient and family • Makes independent decisions in the execution of daily routine duties • Requires the graduation of an accredited LPN course and current state licensure • Previous nursing experience is preferred.*

### **10.03 RN**

*Assesses, plans, coordinates, and renders skilled nursing care to patients • Oversees, delegates and evaluates the delivery of patient care provided by lower level practitioners • Requires substantial specialized knowledge, judgement and skill based upon the principles of biological, physiological, behavioral and sociological sciences • Uses critical thinking skills in making decisions regarding patient care • Requires graduation from an accredited school of nursing and current state licensure • Previous nursing experience is preferred.*

### **10.04 Physician Assistant**

*Provides appropriate primary care to patients • Takes histories, orders appropriate diagnostic tests, provides treatment to minor/routine problems, and gives appropriate counseling to patients • Follows physician assistants' policies • Typically requires a B.A. or B.S., graduation from an accredited physician assistant program, and national certification.*

### **10.05a Physical Therapist**

*Plans and administers treatments prescribed by a physician to patients with physical disabilities resulting from injury, disease or surgery • Uses techniques such as heat, electricity, water, massage and exercise • Typically requires a Bachelor of Science degree and State licensure.*

### **10.05b Occupational Therapist**

*Plans, organizes, and participates in treatment program to rehabilitate patients • May work with physically and/or psychosocially disabled patients, as well as family members • Typically requires a Bachelor of Science degree, Occupational Therapy Registration, and State licensure (OTR/L).*

### **10.06 Social Worker - Master's**

*Counsels and aids patients and their families to understand and accept medical recommendations and options • Assesses and assists with non-medical problems interfering with effective patient care • May assist in the discharge planning process • Typically requires a Master of Social Work degree and 1 year of experience.*

### **10.07 Medical Lab Technician**

*Performs basic procedures and tests in hematology or chemistry and microbiology, urinalysis, serology under the guidance of the Medical Technologist-- limited independent judgment • Typically requires an associate degree in the clinical laboratory sciences, completion of an MLT certification exam, and 1 year medical laboratory experience.*

### **10.08 Pharmacy Technician**

*Under the immediate supervision of a licensed pharmacist, performs manipulative, nondiscretionary functions associated with the practice of pharmacy | Enters prescription details in patient's medication profile, selects correct medication and strength, places in appropriate container, and applies label before referring to a pharmacist for review | Checks and restocks supplies, packages and labels products, fills and delivers orders | Typically requires Level A certification.*

### **10.09 Pharmacist**

*Compounds and dispenses drugs according to prescriptions issued by authorized medical care providers | Interviews patients regarding past medication history and allergies | Provides patients with instructions and counseling regarding medication | Provides information and consultation to medical staff | Supervises work of pharmacy assistants | This is a journey level position, requiring a Bachelor of Science in Pharmacy and current State licensure.*

### **10.10 Medical Records Clerk**

Responsible for maintaining the order of patient charts and filing all correspondence, lab, and x-ray reports as well as dictated notes into patients' charts • Photocopies patient records • Researches location of charts and may provide back-up on phones • *This is an entry level position, typically requiring a high school diploma or GED and typically 6 months general clerical experience.*

### **10.12 Biller\***

Performs medical billing functions to third party payors • Reviews itemized bills to verify accuracy and completeness of charges • Researches denied or incomplete bills • Codes and/or verifies ICD-9 coding • Researches and resolves minor patient complaints • *Typically requires 2 years billing experience.*

### **10.16 Radiology Technologist (Registered)**

Performs professional duties involved in a variety of technical procedures to apply prescribed radiation for diagnostic purposes • *Typically requires an AA degree in radiologic technology and registration with the American Registry of Radiologic Technologists (A.R.R.T.).*

### **10.18 Ultrasonographer**

Using appropriate ultrasound equipment, produces and records data from scans for medical diagnostic purposes • Usually specializes in abdomen, small parts, and Ob/Gyn; echocardiograms and cardiac doppler examinations; or duplex doppler exams of the carotids and peripheral vasculature • *Typically requires completion of a 2-4 year accredited ultrasound program, registration, and a minimum of 1 year experience for each discipline practiced.*

### **10.19 Nursing Shift Supervisor**

Performs as "Charge Nurse" overseeing the nursing care provided on a shift or in a unit • Coordinates and directs professional and nonprofessional nursing staff • Directs, schedules, and assigns personnel to provide nursing care • Controls and oversees the development of nursing care plans and ensures plans are properly carried out • Requires substantial specialized knowledge of nursing • Requires knowledge of staffing requirements for accomplishment of nursing services • *Typically requires graduation from an accredited school of nursing, current state licensure, and 2 years of professional nursing experience.*

### **10.20 Nursing Manager**

Supervises, coordinates, plans, and directs all nursing activities for a small facility or for several wards or units of a large facility • Reviews and revises nursing standards and procedures and coordinates nursing care with other disciplines to integrate treatment programs • Requires substantial specialized knowledge of nursing • Requires knowledge of staffing requirements for accomplishment of nursing services • *Typically requires graduation from an accredited school of nursing, current state licensure, professional nursing experience, and experience supervising professional nurses.*

### **10.23 Laboratory Supervisor**

Provides laboratory service and supervisory work directing the work of technical staff performing tests in the clinic laboratory • Responsible for the selection, training, and performance evaluation of department personnel • Monitors departmental performance for compliance with accreditation, legal and other regulatory requirements • *This is a first-line supervisor, typically requiring certification as a Medical Technologist (ASCP) and 3 years experience as a medical technologist including 1 year of supervisory or lead experience.*

### **10.24 Nurse Practitioner - General**

Provides primary health care services to hospital and clinic patients • Performs examinations; performs or orders diagnostic tests; establishes diagnosis; prescribes medications; instructs patients and family members about continuing care • Does not include specialized or surgical practitioners • *Typically requires current State RN licensure and licensure as an Advanced Registered Nurse Practitioner (ARNP).*

### **10.25 Reimbursement / Coding Specialist**

Completes on-site routine and complex encounter form coding for ambulatory professional services; acts as site expert on third party billing, cash management, referral, and coding processes • *Typically requires a bachelor's degree and 1 year vocational training in related field, and a minimum of 1 year ambulatory practice experience • Typically requires CPC certification and 1 year experience with coding ICD-9, CPT, and HCPCS.*

## **11. Marketing / Sales**

### **11.01 Account Executive - Field Sales Representative**

Promotes and sells company products through direct customer contacts within assigned geographic region • Plans and organizes work, schedules sales calls and submits reports of sales activities • Provides customers with price quotations and information regarding delivery and service • Identifies prospective customers and compiles information on competitive products • Conducts product demonstrations, trains new sales representatives as required • *This is the intermediate level of sales representative, typically requiring business or sales and marketing course work and 3-5 years related experience.*

### **11.02 Account Executive - Sr. Field Sales Representative - Sr.**

Promotes and sells company products through direct customer contacts within assigned geographic region • Handles larger or more complex accounts • Plans and organizes work, schedules sales calls, and submits reports of sales activities • Provides customers with price quotations and information regarding delivery and service • Identifies prospective customers and compiles information on competitive products • Conducts product demonstrations, trains new sales representatives as required • *This is the senior level of sales representative, typically requiring business or sales and marketing course work and 5-8 years experience.*

### **11.03 Inside Sales Representative**

Professional level Inside Sales Representative; sell, primarily by telephone, to established accounts and new customers within a territory • Usually works out of sales office; may travel occasionally to customer location • Maintenance through product knowledge • Provides customers with price quotations and information regarding delivery and service • *This is the intermediate level of sales representative, typically requiring business or sales and marketing course work and 3-5 years related experience.*

#### **11.04a Marketing Specialist\***

*Interfaces directly with product/service-line managers to develop, initiate, maintain, and provide follow-up on marketing, advertising, and/or promotional strategies • Develops and maintains a variety of relationships and resources, both external and internal, in the application of current and expanding marketing capabilities • May coordinate and participate in marketing special events in support of marketing strategies and activities • This is the intermediate level specialist, typically requiring a degree and 2-4 years experience.*

#### **11.04b Marketing Analyst\*\***

*Analyzes, measures, and reports internal marketing process effectiveness across various marketing channels • Executes campaign tracking • May maximize the effectiveness of search engine marketing and online advertising/prospecting in alignment with marketing programs • Works closely with marketing, sales, product management, production, technology, and outside resources to meet objectives • This is the intermediate level analyst, typically requiring a degree and 2-4 years experience.*

#### **11.05 Regional Sales Manager**

*Manages the sales and service of company products within a geographic region • Designs and implements sales programs, developing strategies to optimize sales in assigned region • Formulates sales objectives, policies, and procedures for regions sales staff • Compiles and analyzes competitive sales information and recommends actions pertaining to new product development, product improvement, pricing, and distribution • This is the senior field sales position which supervises the activities of one or more regional sales offices and is typically responsible for annual regional sales of \$10-\$25 million • Typically requires a degree and 5-8 years experience.*

#### **11.07 Marketing Manager**

*Manages the development, implementation, and performance of all marketing programs (excluding sales) for a company, division, or major product line • Develops short- and long-range marketing objectives and develops performance standards for measuring progress • Investigates and analyzes market data related to economic conditions, market-penetration, and marketing strategies • Oversees advertising campaigns, promotions, and trade show participation in accordance with company's marketing plan • This is the top marketing position, supervising all marketing staff, and typically requires a degree and 5-8 years experience.*

#### **11.08 Graphic Designer**

*Designs and produces to specifications artwork for a variety of marketing, advertising and packaging projects, which may include traditional print as well as online design • Interacts directly with clients to determine the most appropriate solution to a given problem, making recommendations and proposals • This is the intermediate level, typically requiring a degree in graphic design or equivalent experience, a comprehensive knowledge of graphics software and peripheral equipment, and 2-4 years experience.*

### **12. Customer Service**

#### **12.01 Customer Service Representative**

*Provides primary contact for the company with customers • Responds to customer inquiries or requests by telephone or mail or in person • Inquiries may pertain to orders, billings, payments, and shipments that require information or resolution • Acts as a liaison between the customer and departments within the company • Works within company guidelines to ensure that customers receive accurate, timely and dependable assistance • Maintains records and prepares reports • May function in a call center environment • Works under general supervision • Intermediate level position requiring 2-4 years of related experience and basic clerical skills.*

#### **12.02 Customer Service Representative - Senior**

*Provides primary contact for the company with customers • Responds to customer inquiries or requests by telephone or mail or in person • Inquiries may pertain to orders, billings, payments, and shipments that require information or resolution • Acts as a liaison between the customer and departments within the company • Works within company guidelines to ensure that customers receive accurate, timely and dependable assistance • Maintains records and prepares reports • May function in a call center environment • Works under general supervision • Senior level position requiring 5 or more years experience.*

#### **12.03 Customer Service Supervisor**

*Responsible for achieving customer satisfaction within defined profitability objectives for a company or operating unit • Monitors programs and procedures to ensure on-time delivery and customer satisfaction • May assist with the publication of technical service manuals, catalogs, bulletins, and other customer service literature • This is the first-line supervisory level, supervising a customer service, call center, or sales order processing staff • Typically requires a degree and 3-5 years experience.*

#### **12.04 Customer Service Manager**

*Manages overall customer service or call center operations • Monitors programs and procedures to ensure on-time delivery and customer satisfaction • May assist with the publication of technical service manuals, catalogs, bulletins, and other customer service literature • This is the second level supervisory position • Typically requires a degree and 5-8 years experience.*

#### **12.05 Cashier**

*Itemizes and totals customer purchases • Counts money and issues receipts • Completes all associated transactions • Balances cash drawer • May help maintain store appearance or restock merchandise • This is an intermediate level cashier, typically requiring some cashiering/retail experience.*