



## 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
- 1.08a Administrative Assistant - Executive
- 1.08b Executive Assistant to CEO
- 1.09 Receptionist
- 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
- 1.18 Records Specialist
- 1.19 Records Supervisor
- 1.20 Records Manager

## 2. ACCOUNTING

- 2.01 Accounting Clerk - Entry
- 2.02 Accounting Clerk - Intermediate
- 2.03 Accounting Clerk - Senior
- 2.05a Payroll Clerk - Intermediate
- 2.05b Payroll Supervisor
- 2.05c Payroll Manager
- 2.06a Accountant - Entry
- 2.06b Accountant - Intermediate
- 2.06c Accountant - Senior
- 2.08d Tax Manager
- 2.09a Auditor - Entry
- 2.09b Auditor - Intermediate
- 2.09c Auditor - Senior
- 2.10 Financial Analyst - Intermediate
- 2.11 Financial Analyst - Senior
- 2.12a Accounting Supervisor
- 2.12b Accounting Manager
- 2.13 Assistant Controller
- 2.14a Controller (not CFO)\*\***
- 2.14b Chief Financial Officer (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 Assistant I
- 3.02 Human Resources Assistant II
- 3.03 Human Resources Specialist
- 3.04 Human Resources Specialist - Senior
- 3.05 Human Resources Generalist
- 3.06a Human Resources Generalist - Senior
- 3.06b Human Resources Strategic Business Partner
- 3.06c Human Resources Strategic Business Partner - Senior
- 3.07a Training Specialist
- 3.07b Training Manager
- 3.08a Recruiter
- 3.08b Recruitment / Employment Manager
- 3.08c Labor Relations Specialist\***
- 3.08d Labor Relations Manager\***
- 3.09a HRIS Analyst
- 3.09b HRIS Manager
- 3.10 Compensation Analyst
- 3.11a Benefits Specialist\***
- 3.11b Benefits Specialist - Senior\***
- 3.12 Benefits Administrator
- 3.13 Benefits Manager
- 3.15 Compensation & Benefits Manager\*\***
- 3.16 Human Resources Manager
- 3.17 Human Resources Director
- 3.18 Chief Human Resources Officer (CHRO)\***

## 4. PUBLIC RELATIONS / LEGAL

- 4.01 Public Relations Specialist
- 4.02 Public Relations Manager
- 4.03 Public Relations Director
- 4.04 Legal Secretary
- 4.06 Paralegal
- 4.07 Attorney - Intermediate
- 4.08a Attorney - Senior\*\***
- 4.08b General Counsel\***
- 4.09 Compliance Officer
- 4.10 Regulatory Affairs Specialist
- 4.11 Regulatory Affairs Manager
- 4.13 Shareholder Development Specialist
- 4.14a Shareholder Development Coordinator
- 4.14b Shareholder Development Manager
- 4.15 Shareholder Records Specialist / Technician
- 4.16 Shareholder Relations Manager

## 5. INFORMATION TECHNOLOGY

- 5.01 Computer Operator - Entry
- 5.02 Computer Operator - Intermediate
- 5.03 Computer Operator - Senior
- 5.04 Computer Operations Supervisor
- 5.05 Computer 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 Information Security Analyst
- 5.12a IT Security Engineer
- 5.12b IT Security Manager
- 5.13 Database Administrator
- 5.14 Network Administrator - I
- 5.15 Network Administrator - II
- 5.16 Network Administrator - III
- 5.17 Network Engineer
- 5.18 Systems Engineer
- 5.20a Help / Service Desk Coordinator I
- 5.20b Help / Service Desk Coordinator II
- 5.22a GIS Specialist
- 5.22c GIS Manager\***
- 5.23 Technical Writer
- 5.24a Applications Manager
- 5.25a IT Supervisor
- 5.25b IT Manager
- 5.26 Director of IT
- 5.27 Chief Information Officer (CIO)\***
- 5.28 Chief Technology Officer (CTO)\***
- 5.32 Web Developer

## 6. ENGINEERING / TECHNICAL

- 6.01 Electrician
- 6.02 Instrumentation Technician
- 6.03 Internal Communications Technician
- 6.04 Telecommunications Technician
- 6.06 Lineworker - Journey Level\*\***
- 6.07 Dispatcher
- 6.08a Drafter / CAD Operator - Intermediate
- 6.08b Drafter / CAD Operator - Senior
- 6.10a Environmental Specialist
- 6.10b Environmental Engineer
- 6.11 Engineer - Entry
- 6.12a Engineer - Intermediate
- 6.12b Engineer - Intermediate, PE
- 6.13a Engineer - Senior
- 6.13b Engineer - Senior, PE

(continued)



# Jobs Surveyed



- 6.13c Engineer - Principal
- 6.13d Engineer - Principal, PE
- 6.14 Engineering Supervisor (First Level)
- 6.15 Engineering Manager (Second Level)
- 6.16 Chief Engineer
- 6.17 Director of Engineering
- 6.23 Scheduler / Planner - Intermediate
- 6.24 Scheduler / Planner - Senior
- 6.34 Right-of-Way Agent
- 6.35 Natural Resources / Land Specialist
- 6.38 Natural Resources / Land Manager
- 6.39 Natural Resources / Land Director

## 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

## 8. HOSPITALITY / TOURISM

- 8.11 Front Desk Clerk
- 8.14 Housekeeper
- 8.15 Housekeeping Supervisor
- 8.16 Food Service Worker
- 8.18 Food Service Manager
- 8.22 General Manager - Hotel

## 9. OPERATIONS / MAINTENANCE

- 9.01a Building Services / Custodian
- 9.01b Groundskeeper
- 9.02a Facilities Maintenance - Intermediate
- 9.02b Facilities Maintenance Manager
- 9.02c Facilities Property Manager
- 9.03 Heavy Equipment Operator
- 9.04a Driver
- 9.04b Driver - Long Haul
- 9.05 Cook
- 9.06 Safety Specialist
- 9.07a Safety Manager
- 9.07b Security Manager
- 9.08 Security Guard (Unarmed)
- 9.11 Auto Fleet Mechanic
- 9.12 Diesel Mechanic - Journey Level
- 9.13 Machinist / Mechanic
- 9.19 Operations Supervisor
- 9.20 Operations Manager
- 9.21 Operations Director\*

## 10. HEALTHCARE

- 10.01a Certified Nursing Assistant
- 10.01b Certified Medical Assistant
- 10.02a LPN - Acute Care
- 10.02b LPN - Clinic
- 10.03a RN - Acute Care
- 10.03b RN - Clinic
- 10.04 Physician Assistant
- 10.05b Physical Therapist
- 10.05c 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
- 10.13 Registered Health Information Tech / Coder (RHIT)
- 10.15 Computed Tomography Technologist (CT Tech)
- 10.16 Radiology Technologist (Registered)
- 10.17 Respiratory Care Technician (Certified)
- 10.18 Ultrasonographer
- 10.19 Nursing Shift Supervisor
- 10.20 Nursing Manager
- 10.24 Nurse Practitioner - General
- 10.28 Mental Health Specialist
- 10.29 Mental Health Practitioner

## 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
- 11.07a Marketing Manager
- 11.07b Marketing Director
- 11.08 Graphic Designer
- 11.09 Business Development Specialist
- 11.10 Business Development Manager

## 12. CUSTOMER SERVICE

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

## 13. PROJECT / PROGRAM MANAGEMENT

- 13.01a Project Coordinator
- 13.01b Project Analyst
- 13.02 Project Manager I
- 13.03 Project Manager II
- 13.06 Program Manager I
- 13.07 Program Manager II



225 benchmark positions

# Jobs Surveyed (in alphabetical order)

# 2020 Alaska Compensation Survey

11.01	Account Exec - Field Sales Rep	5.04	Computer Operations Supervisor	1.03	General Clerk - Senior
11.02	Account Exec - Field Sales Rep - Senior	5.01	Computer Operator - Entry	<b>4.08b</b>	<b>General Counsel*</b>
2.06a	Accountant - Entry	5.02	Computer Operator - Intermediate	8.22	General Manager - Hotel
2.06b	Accountant - Intermediate	5.03	Computer Operator - Senior	<b>5.22c</b>	<b>GIS Manager*</b>
2.06c	Accountant - Senior	5.05	Computer Technician	5.22a	GIS Specialist
2.01	Accounting Clerk - Entry	7.06	Contract Administrator	11.08	Graphic Designer
2.02	Accounting Clerk - Intermediate	2.14	Controller (not CFO)	9.01b	Groundskeeper
2.03	Accounting Clerk - Senior	9.05	Cook	9.03	Heavy Equipment Operator
2.12b	Accounting Manager	1.12	Courier	5.20a	Help / Service Desk Coordinator I
2.12a	Accounting Supervisor	12.04	Customer Service Manager	5.20b	Help / Service Desk Coordinator II
1.05	Administrative Assistant - Entry	12.01b	Customer Service Representative	8.14	Housekeeper
1.08a	Administrative Assistant - Executive	12.01a	Customer Service Representative - Entry	8.15	Housekeeping Supervisor
1.06	Administrative Assistant - Intermediate	12.02	Customer Service Representative - Senior	3.09a	HRIS Analyst
1.07	Administrative Assistant - Senior	12.03	Customer Service Supervisor	3.09b	HRIS Manager
1.15	Administrative Services Manager	5.13	Database Administrator	3.01	Human Resources Assistant I
1.13	Administrative Supervisor	9.12	Diesel Mechanic - Journey Level	3.02	Human Resources Assistant II
5.24a	Applications Manager	1.16	Director of Administrative Services	3.17	Human Resources Director
2.13	Assistant Controller	6.17	Director of Engineering	3.05	Human Resources Generalist
4.07	Attorney - Intermediate	2.18	Director of Finance	3.06a	Human Resources Generalist - Senior
<b>4.08a</b>	<b>Attorney - Senior**</b>	5.26	Director of IT	3.16	Human Resources Manager
2.09a	Auditor - Entry	7.05	Director of Purchasing	3.03	Human Resources Specialist
2.09b	Auditor - Intermediate	2.20	Director of Risk Management	3.04	Human Resources Specialist - Senior
2.09c	Auditor - Senior	6.07	Dispatcher	3.06b	Human Resources Strategic Business Partner
9.11	Auto Fleet Mechanic	6.08a	Drafter / CAD Operator - Intermediate	3.06c	Human Resources Strategic Business Partner - Senior
1.11	Bank Teller	6.08b	Drafter / CAD Operator - Senior	5.11	Information Security Analyst
3.12	Benefits Administrator	9.04a	Driver	11.03	Inside Sales Representative
3.13	Benefits Manager	9.04b	Driver - Long Haul	6.02	Instrumentation Technician
<b>3.11b</b>	<b>Benefits Specialist - Senior*</b>	6.01	Electrician	6.03	Internal Communications Technician
<b>3.11a</b>	<b>Benefits Specialist*</b>	6.11	Engineer - Entry	5.25b	IT Manager
10.12	Billor	6.12a	Engineer - Intermediate	5.12a	IT Security Engineer
9.01a	Building Services / Custodian	6.12b	Engineer - Intermediate, PE	5.12b	IT Security Manager
11.10	Business Development Manager	6.13c	Engineer - Principal	5.25a	IT Supervisor
11.09	Business Development Specialist	6.13d	Engineer - Principal, PE	<b>3.08d</b>	<b>Labor Relations Manager*</b>
7.02	Buyer - Intermediate	6.13a	Engineer - Senior	<b>3.08c</b>	<b>Labor Relations Specialist*</b>
7.03	Buyer - Senior	6.13b	Engineer - Senior, PE	4.04	Legal Secretary
12.05	Cashier	6.15	Engineering Manager (Second Level)	<b>6.06</b>	<b>Lineworker - Journey Level**</b>
10.01b	Certified Medical Assistant	6.14	Engineering Supervisor (First Level)	10.02a	LPN - Acute Care
10.01a	Certified Nursing Assistant	6.10b	Environmental Engineer	10.02b	LPN - Clinic
6.16	Chief Engineer	6.10a	Environmental Specialist	9.13	Machinist / Mechanic
<b>2.14b</b>	<b>Chief Financial Officer (CFO)*</b>	1.08b	Executive Assistant to CEO	1.04	Mail Clerk
<b>3.18</b>	<b>Chief Human Resources Officer (CHRO)*</b>	9.02a	Facilities Maintenance - Intermediate	11.04b	Marketing Analyst
<b>5.27</b>	<b>Chief Information Officer (CIO)*</b>	9.02b	Facilities Maintenance Manager	11.07b	Marketing Director
<b>5.28</b>	<b>Chief Technology Officer (CTO)*</b>	9.02c	Facilities Property Manager	11.07a	Marketing Manager
2.17	Collections Manager	2.10	Financial Analyst - Intermediate	11.04a	Marketing Specialist
2.16	Collections Supervisor	2.11	Financial Analyst - Senior	7.08	Material Handler
2.15	Collector	8.18	Food Service Manager	10.07	Medical Lab Technician
<b>3.15</b>	<b>Compensation &amp; Benefits Manager**</b>	8.16	Food Service Worker	10.10	Medical Records Clerk
3.10	Compensation Analyst	8.11	Front Desk Clerk	10.29	Mental Health Practitioner
4.09	Compliance Officer	1.01	General Clerk - Entry	10.28	Mental Health Specialist
10.15	Computed Tomography Technologist (CT Tech)	1.02	General Clerk - Intermediate		

(continued)

## Jobs Surveyed (in alphabetical order)

6.39	Natural Resources / Land Director	4.10	Regulatory Affairs Specialist
6.38	Natural Resources / Land Manager	10.17	Respiratory Care Technician (Certified)
6.35	Natural Resources / Land Specialist	6.34	Right-of-Way Agent
5.14	Network Administrator - I	2.19	Risk Management / Loss Control Manager
5.15	Network Administrator - II	10.03a	RN - Acute Care
5.16	Network Administrator - III	10.03b	RN - Clinic
5.17	Network Engineer	9.07a	Safety Manager
10.24	Nurse Practitioner - General	9.06	Safety Specialist
10.20	Nursing Manager	6.23	Scheduler / Planner - Intermediate
10.19	Nursing Shift Supervisor	6.24	Scheduler / Planner - Senior
10.05c	Occupational Therapist	9.08	Security Guard (Unarmed)
1.14	Office Manager	9.07b	Security Manager
<b>9.21</b>	<b>Operations Director*</b>	4.14a	Shareholder Development Coordinator
9.20	Operations Manager	4.14b	Shareholder Development Manager
9.19	Operations Supervisor	4.13	Shareholder Development Specialist
4.06	Paralegal	4.15	Shareholder Records Specialist / Technician
2.05a	Payroll Clerk - Intermediate	4.16	Shareholder Relations Manager
2.05c	Payroll Manager	7.07	Shipping / Receiving / Inventory Clerk
2.05b	Payroll Supervisor	10.06	Social Worker - Master's
10.09	Pharmacist	5.10	Systems & Programming Manager
10.08	Pharmacy Technician	5.08	Systems Analyst
10.05b	Physical Therapist	5.09	Systems Analyst - Senior
10.04	Physician Assistant	5.18	Systems Engineer
13.06	Program Manager I	2.08d	Tax Manager
13.07	Program Manager II	5.23	Technical Writer
5.06	Programmer / Analyst	6.04	Telecommunications Technician
5.07	Programmer / Analyst - Senior	3.07b	Training Manager
13.01b	Project Analyst	3.07a	Training Specialist
13.01a	Project Coordinator	10.18	Ultrasonographer
13.02	Project Manager I	7.09	Warehouse Supervisor
13.03	Project Manager II	5.32	Web Developer
4.03	Public Relations Director		
4.02	Public Relations Manager		
4.01	Public Relations Specialist		
7.01	Purchasing Clerk		
7.04	Purchasing Manager		
10.16	Radiology Technologist (Registered)		
1.09	Receptionist		
1.2	Records Manager		
1.18	Records Specialist		
1.19	Records Supervisor		
3.08a	Recruiter		
3.08b	Recruitment / Employment Manager		
10.13	Registered Health Information Tech / Coder (RHIT)		
4.11	Regulatory Affairs Manager		



**225 benchmark positions**



# 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.
- The **intermediate level** is considered a fully trained, fully proficient level.



\* New - 2020 \*\* Revised - 2020

## 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 0-2 years of 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 2-4 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 5 or more years of 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 0-2 years of general office experience.*

### 1.05 Administrative Assistant - Entry

*Performs routine administrative support duties such as filing, answering telephones, and other general office duties* • Typically provides administrative 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 1-2 years of experience* • *Word processing proficiency required.*

### 1.06 Administrative Assistant - Intermediate

*Performs full administrative support duties such as typing, filing, answering telephones and other general office duties* • Typically provides administrative 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 2-4 years of experience* • *Word processing proficiency and spreadsheet applications required.*

### 1.07 Administrative Assistant - Senior

*Performs full administrative support 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 5 or more years administrative support experience* • *Advanced word processing proficiency and spreadsheet applications required.*

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

*Performs full administrative support 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 extensive administrative support experience • Advanced word processing proficiency and spreadsheet applications required.*

### **1.08b Executive Assistant to CEO**

*Provides administrative support of a highly complex and responsible nature to the chief executive officer • Interfaces with high level internal/external contacts requiring considerable discretion and initiative • May research background material and collect data for office profit plans, reports, speeches, and correspondence • May carry out assignments relating to civic or committee activities involving fund raising, membership drives, and social functions of the CEO • Coordinates schedules for meetings, arranges appointments, schedules visitors, and keeps CEO's calendar • Works independently in answering telephone calls and routine correspondence • Exercises judgement to reflect the CEO's style and company policy • May supervise clerical support staff • Typically requires extensive administrative support experience to executive level management.*

### **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.*

### **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 0-2 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 of 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 of 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 of experience.*

### **1.18 Records Specialist**

*Sets up new files and indexes for complex documents • Creates files according to standard filing rules, legal requirements, and/or work unit procedures • Searches and investigates records to retrieve information using manual or automated systems • Follows established retention schedules according to departmental procedures • This is the intermediate level, typically requiring 1 year of records experience.*

### **1.19 Records Supervisor**

*Administers retention schedules, reproduction, protection, and distribution of records, and supervises nonexempt employees who set up new files and indexes • May search and investigate records to retrieve information using manual or automated systems • Prioritizes and schedules work • Typically excludes supervision of other functional areas • This is the first-line supervisory level, typically requiring previous filing and records experience.*

### **1.20 Records Manager**

*Supervises the records management program, which includes overseeing the development and maintenance of cost effective systems for controlling the use, maintenance, reproduction, protection, and disposition of all records • Supervises a records management staff which may include records supervisor(s), on/off site support, data storage and retrieval • Consults with all levels of management to determine records management requirements • This position typically requires 3-5 years of experience in records management or related field.*

## 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 • Accurately operates 10-key by touch • Entry level position typically requiring 0-2 years of experience.*

### 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 6 or more years accounting experience.*

### 2.05a 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.*

### 2.05b Payroll Supervisor

*Supervises employees who process time cards, compile payroll statistics, and calculate and disburse payroll • May design, modify, install, and/or maintain payroll systems • Prepares various payroll related reports and special studies • Typically reports to Payroll or Accounting Manager • This is a first-line supervisory position, typically requiring 3-5 years of related payroll experience.*

### 2.05c Payroll Manager

*Directs the preparation, documentation, and disbursement of payroll checks, taxes, and payroll deductions • Coordinates payroll systems development and maintenance • Develops payroll accounting controls and procedures • Maintains accurate reporting of federal, state, and related payroll taxes and payments • This is the top payroll position, typically requiring 5-8 years of experience.*

### 2.06a 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.*

### 2.06b 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.*

### 2.06c 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.*

### 2.08d Tax Manager

*Develops and implements corporate tax strategy to minimize tax liability • Ensures compliance with federal, state, local, and/or foreign tax laws • Directs the maintenance of tax records and the filing of income, general business, franchise, and other tax returns and related reporting • Evaluates tax consequences related to company's endeavors • Supervises tax accounting staff • This is the top corporate tax position, requiring a degree and 5-8 years of experience or equivalent.*



### **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 of 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 of experience.*

### **2.12a 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 5 years of accounting experience.*

### **2.12b 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 of 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 of experience or equivalent.*

### **2.14a 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 of experience or equivalent.*

### **2.14b Chief Financial Officer (CFO)\***

*Responsible for company's overall financial plans and policies as well as its accounting practices and conduct of relationship with lending institutions, shareholders, and financial community • Provides direction for financial functions such as accounting, budgeting, credit, insurance, tax and treasury • Typically reports to the Chief Executive Officer.*

### **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 5 years of 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 of 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 of 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 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.*

# 3. Human Resources

## 3.01 Human Resources Assistant I

*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 policies and procedures • Performs basic calculations • Intermediate level position requiring 2 years of clerical experience.*

## 3.02 Human Resources Assistant II

*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 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.*

### **3.06a 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.*

### **3.06b Human Resources Strategic Business Partner**

*Strong focus on strategic business partner and advisor duties • Provides guidance to executives, managers, supervisors, and employees to develop and implement human resource strategies and solutions that align with organizational goals • Serves as liaison between assigned business units and human resources by representing the needs of the business units in the design of human resource programs and policies • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training; however, the incumbent will be knowledgeable in all areas of human resources • May administer programs, procedures, and plans used in carrying out human resource policies • Typically requires a degree and 5-7 years of experience.*

### **3.06c Human Resources Strategic Business Partner - Senior**

*Strong focus on strategic business partner and advisor duties • Provides guidance to executives, managers, supervisors, and employees to develop and implement human resource strategies and solutions that align with organizational goals • Serves as liaison between assigned business units and human resources by representing the needs of the business units in the design of human resource programs and policies • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training; however, the incumbent will be knowledgeable in all areas of human resources • May administer programs, procedures, and plans used in carrying out human resource policies • This is the senior level, typically requiring a degree and 8 years of experience in a strategic HR role.*

### **3.07a 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 of experience.*

### **3.07b Training Manager**

*Analyzes and determines training needs and designs training programs for management and staff development • Directs training staff and conducts workshops which may include human relations, personnel administration, and technical skills training • May plan and direct evaluation of training effectiveness, employee skills inventories, and staff relations/counseling/team building sessions • May negotiate with outside consultant for purchase or development of specialized programs • Typically requires a degree and 5-8 years of 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 of experience.*

### **3.08c Labor Relations Specialist\***

*Assists in the analysis, negotiation, and administration of labor contracts. Represents the organization in the interpretation, application, communication, and administration of labor contracts • Acts as a resource for managers, staff, and employees regarding contract interpretation and administration • Typically requires 3-5 years of labor contract and policy administration experience.*

### **3.08d Labor Relations Manager\***

*Responsible for the program management, development, and implementation of employee and labor relations functions • Typically oversees labor and employee relations issues, negotiations, and internal investigations • Interprets and administers collective bargaining agreements, and coaches supervisors, administrators, and employees regarding disciplinary policies and procedures, in compliance with collective bargaining agreements, policies, rules, and regulations • Works with legal counsel as appropriate • Ensures compliance with federal and state regulations/laws regarding areas of responsibility • May direct the activities of labor relations professionals and support staff • Typically requires a degree and 5-8 years of experience.*

### **3.09a HRIS Analyst**

*Coordinates the organization's automated human resource information system by serving as a liaison between human resources and IT personnel • Works with human resource users to determine data processing and training needs • Interacts with IT 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.*

### **3.09b HRIS Manager**

*Responsible for the direction, design and development of the HRIS function • Establishes HRIS standards and oversees short-term and long-term HRIS planning and design • Identifies user needs and monitors progress toward objectives • Defines system maintenance requirements and authorizes enhancements to existing systems to improve department efficiency • Is the main liaison with all departments regarding HRIS issues • Ensures that HRIS upgrade information is communicated to human resource department employees • Typically reports to the Human Resource Director • Typically requires 5-8 years human resource / HRIS background.*

### 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.*

#### 3.11a Benefits Specialist\*

*Identifies and resolves benefit questions through research and policy interpretation* • Communicates with active and retired employees, human resource staff and consultants • May assist with special projects within the benefits area such as wellness programs • *Typically requires current knowledge of company benefit programs and 1-2 years of related experience.*

#### 3.11b Benefits Specialist - Senior\*

*Provides technical expertise and administrative support for benefit programs* • Coordinates and processes employee leaves of absence, deferred compensation contributions, COBRA benefits and retiree medical insurance; provides information and assistance to employees for benefit issues; processes new and changing benefit enrollments; develops and coordinates WorkLife Program activities, wellness programs; and develops and produces benefit reports from HRIS and related systems • *Typically requires 3-4 years of related experience supporting benefit functions.*

### 3.12 Benefits Administrator

*Administers and analyzes the organization's benefit programs* • Provides detailed information to human resources representatives on various benefit programs • May supervise and/or provide training for benefits specialists • *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 of experience.*

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

*Develops, recommends, and implements compensation and benefit programs* • Ensures cost 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 • May manage total rewards program • Directs the activities of support staff • *Typically requires a degree and 5-8 years of 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 of 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.*

### 3.18 Chief Human Resources Officer (CHRO)\*

*Plans and implements organizational-wide policies, procedures, and programs for all areas of human resource management, such as employment, employee relations, benefits, compensation, training, ADA and EEO compliance, labor relations, organizational development, safety, and security* • *Typically reports to the Top Administrative Officer, Chief Operating Officer, or Chief Executive Officer.*

## 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.*

### 4.02 Public Relations Manager

*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 5-8 years of experience.*

### 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 8-10 years of 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 of 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.*

#### **4.08a 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.*

#### **4.08b General Counsel\***

*Oversees all legal matters pertaining to the organization, including patent, copyright and intellectual property matters or the coordination of any legal matters handled by outside counsel • Typically reports directly to the Chief Executive Officer, Legal Counsel-Intellectual Property Executive or the Chief Financial Officer/Top Financial Executive.*

#### **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.*

#### **4.13 Shareholder Development Specialist**

*Provides a wide variety of resource services for shareholders • Works closely and directly with shareholders to assist and counsel them to become prepared and qualified for employment • Tracks input and reports on actions taken in support of shareholder development • May lead youth outreach activities in schools • Establishes and maintains relationships with other organizations/agencies • Typically requires 3 years of related work experience.*

#### **4.14a Shareholder Development Coordinator**

*Works closely with management and shareholders to help implement and carry out programs and activities that advance the placement and career development of company shareholders • Responsible and accountable for the improvement of shareholder hire, development and career/education support • Develops programs, establishes relationships with internal and external businesses/agencies to create a database of community resources for training and funding • Typically requires 3 years of experience.*

#### **4.14b Shareholder Development Manager**

*Proposes, develops and manages the implementation and administration of programs and activities that advance the career development and employment opportunities for shareholders. • Oversees the improvement of shareholder hire, development and career/education support • Oversees the development of programs, and establishment of relationships with internal and external businesses/agencies to create a database of community resources for training and funding • Typically requires a Bachelor's Degree and 5 years of related experience.*

#### **4.15 Shareholder Records Specialist / Technician**

*Provides support services to maintain shareholder records • Provides a wide variety of information needed to handle shareholder inquiries • Assists with the enrollment and maintenance of shareholder records • Prepares direct written correspondence to address shareholder inquiries • Maintains assigned area's computerized database(s) • May require travel, utilizing many different forms of transportation • Typically requires strong organizational and general office skills, and ability to operate typical software programs.*

#### **4.16 Shareholder Relations Manager**

*Provides managerial expertise to ensure shareholder services are effective, and to implement new programs to assist shareholders • Administers, supervises, and directs the activity of the shareholder services staff • Works closely with management to address, monitor, and successfully resolve a wide variety of shareholder issues • May require travel, utilizing many different forms of transportation • Typically requires 6+ years of directly related managerial experience with a thorough understanding of shareholder language and culture.*



## 5. Information Technology

### 5.01 Computer Operator - Entry

*Entry level position to computer operator job family • Incumbent works from well-defined detailed instructions • Assists senior computer operators in the operation of 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.*

### 5.02 Computer Operator - Intermediate

*Operates, controls and monitors 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 - Senior

*Oversees 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 Computer Technician

*Performs general tasks to aid in the ongoing support of computer environments such as installing and setting up computers, adding peripherals and installing or connecting new components, generally at the end user's workstation • 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 A+ or similar certification, and 2 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 of 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, designs, 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 of experience.*

### 5.11 Information Security Analyst

*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.*

### 5.12a IT Security Engineer

*Provides hands-on technical solutions to complex and detailed information security problems • Provides technical assistance, design, installation, operation, service, and maintenance of a variety of information security systems • Ensures and assists with the proper deployment and management of solutions that support information security including virus detection, malware detection, intrusion detection and prevention systems, firewalls, data loss prevention systems, cybersecurity and a wide range of other security solutions • This is the intermediate level IT security engineer position with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.*

### 5.12b IT Security Manager

*Establishes, monitors, and enforces security standards, procedures, and guidelines across multiple platforms and environments to protect the confidentiality and integrity of customer, employee, and business information in compliance with organization policies and standards • Participates in the establishment of the company's information security policy • Provides technical expertise and leadership to partners, IT management, and other infrastructure staff in risk assessment, implementation, and operational aspects of information security procedures and products • Typically requires a Bachelor's Degree in Computer Science or a related discipline and 7 or more years of experience in security operations and administration, networks, IT operations, systems administration and maintenance, or an equivalent combination of education and work experience.*

### **5.13 Database Administrator**

*Oversees the technical design and development of 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.*

### **5.17 Network Engineer**

*Performs planning, forecasting, and implementing network systems (wireless and/or VoIP) of moderate complexity • Participates in network planning, architecture design and engineering, including communication architectures, topologies, hardware, software, transmission and signaling links and protocols • Work product is a complete network configuration • Evaluates and tests new products and develops documentation of technical standards and interface applications • Performs system tuning and makes recommendations for improvement • Typically has a Bachelor's Degree in Computer Science or other related field and at least 3 years of IT work experience in infrastructure/network environments performing network engineering work.*

### **5.18 Systems Engineer**

*Performs planning, forecasting, and implementing the enterprise's systems architecture of moderate complexity • Participates in implementation of standards and guidelines that drive the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise • Reviews, advises and designs standard software and hardware builds in support of enterprise business process and goals • Develops and documents the framework for integration and implementation for changes to technical standards • Assists in the development of an architecture governance process • Typically has a Bachelor's Degree in Computer Science or other related field and at least 3 years of IT work experience in infrastructure/systems environments performing systems planning, architecture design, engineering (hardware and software) and optimization.*

### **5.20a Help / Service Desk Coordinator I**

*Provides support services to internal and/or external users of the organization's computer systems and IT 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 • Typically requires a technical institute degree/certificate in Computer Science and 1 year related IT experience.*

### **5.20b Help / Service Desk Coordinator II**

*Provides support services to internal and/or external users of the organization's computer systems and IT 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 • Typically requires a technical institute degree/certificate in Computer Science and 3 years related IT experience.*

### **5.22a 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 of experience.*

### **5.22c GIS Manager\***

*Manages the design, development, implementation, integration, operation, maintenance, analysis, and interpretation of Geographic Information System (GIS) applications • Responsible for the design and development of databases associated with GIS • Identifies, analyzes, and defines changes to GIS applications software and related systems and subsystems that will maximize efficiencies to better serve users; recommends such changes to the department and develops implementation plans • In conjunction with the IT department, serves as system administrator for GIS and GIS databases ensuring that application software, equipment, and hardware operates efficiently and meets the department's needs • Supervises and trains staff in the use and preparation of GIS data and database user interfaces • Typically requires a bachelor's degree in geography, computer science, planning or related field, and 5-8 years of experience in GIS analysis, programming, application and data development.*

### 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.*

### 5.24a 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 of experience.*

### 5.25a IT Supervisor

*Supervises assigned employees within an information technology department* • Ensures proper functioning of the organization's information systems and makes upgrades as necessary • Provides IT services to all user departments • Ensures technical standards, methods, and priorities • *This is the first level supervisory position, typically requiring 3-5 years of experience.*

### 5.25b IT Manager

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

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

### 5.27 Chief Information Officer (CIO)\*

*Recommends, implements, and oversees organization-wide IT initiatives such as security, disaster recovery, operations, and business continuity planning* • Directs IT systems and services • *Typically requires a degree, with 12+ years of broad and deep technology consulting and technology operations management experience* • *Reports to Chief Operating Officer or Chief Executive Officer.*

### 5.28 Chief Technology Officer (CTO)\*

*Provides and directs organization-wide current and long-range technology planning* • Oversees analysis of purchased systems, hardware and software, or the internal design and development of hardware and software systems • Dispenses technical advice, guidance, and direction to carry out major plans and procedures • Coordinates the design, development, marketing, and maintenance of technology projects or product lines • Analyzes new technologies and runs competitive analyses • *Typically requires 12 or more years of experience and a degree* • *Typically reports to Chief Information Officer, Chief Operating Officer, or Chief Executive Officer.*

### 5.32 Web Developer

*Designs and develops website to enhance user appeal and utility as well as the site's overall functionality* • Designs web pages, forms, and navigation schema • Gathers, manipulates, and inputs graphics, text, video, and other elements for interactive display on the Web • Utilizes programming and scripting skills to establish common gateway interfaces and/or application programming interfaces among various sites, softwares and databases • *Requires a thorough knowledge of programming and server software operations.*

## 6. Engineering / Technical

### 6.01 Electrician

*Performs a variety of journey level electrical work such as installation, maintenance, or repair of equipment for the utilization and distribution of electric energy* • Plans layouts, installs and repairs wiring, electrical fixtures, apparatus, and control equipment • Uses a variety of hand tools and measuring and testing instruments • May estimate time and materials required to complete jobs • *This is a journey level electrician; completion of a vocational or apprenticeship or equivalent training and experience is required.*

### 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 associate 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 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 degree in electronics or equivalent experience, and 3-5 years related experience.*



### **6.06 Lineworker - 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 of 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.*

### **6.10a Environmental Specialist**

*Assists the Safety Manager 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 of experience in the environmental field.*

### **6.10b 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 of 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 of 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 of 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 4 years of 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 years of 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 of related experience • Requires Professional Engineer certification.*

### **6.13c Engineer - Principal**

*Performs complex design engineering or engineering at the design engineer level • Principal level is considered an expert in their respective field • Typically acts as lead and provides technical leadership to the group • Typically requires a B.S. degree and 8 years of related experience.*

### **6.13d Engineer - Principal, PE**

*Performs complex design engineering or engineering at the design engineer level • Principal level is considered an expert in their respective field • Typically acts as lead and provides technical leadership to the group • Typically requires a B.S. degree and 8-10 years of 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 of 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 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.*



### **6.23 Scheduler / Planner - Intermediate**

*Directs and coordinates program activities designed to provide subcontractors, management and clients with logistics technology for engineering, manufacturing or servicing of products, systems or equipment* • Analyzes contractual commitments, client specifications, design changes and other data to plan and develop logistic program activities from conceptual stage through life cycle of product • Collects/reports progress, evaluates variances, develops work-around plans, and coordinates resolution of variances • Utilizes computer techniques for research, analysis, simulation, and documentation • *Typically requires a degree with a minimum of 2-4 years of experience.*

### **6.24 Scheduler / Planner - Senior**

*Directs and coordinates program activities designed to provide subcontractors, management and clients with logistics technology for engineering, manufacturing or servicing of products, systems or equipment* • Analyzes contractual commitments, client specifications, design changes and other data to plan and develop logistic program activities from conceptual stage through life cycle of product • Collects/reports progress, evaluates variances, develops work-around plans, and coordinates resolution of variances • Performs special research or technical studies critical to logistic support functions • Utilizes computer techniques for research, analysis, simulation, and documentation • *Typically requires a degree with a minimum of 5 years of experience.*

### **6.34 Right-of-Way Agent**

*Administers land management activities, including right-of way cost estimates, fair market value appraisals, appraisal review, acquisition documents preparation, negotiations, relocation assistance, condemnation preparation, and property management* • *May require a bachelor's degree in area of specialty and 5 years of experience.*

### **6.35 Natural Resources / Land Specialist**

*Performs senior level work in the analysis, development, implementation and administration of programs to manage land, oil, gas, mineral and other natural resources* • Performs research related to the land status, conveyance, history and ownership of land • Responsible for managing land use permits/authorizations, contracts, agreements, trespass abatement and provide support for natural resource exploration projects • Utilizes GIS software to develop mapping products • *Typically requires a bachelor's degree and 2 years of experience.*

### **6.38 Natural Resources / Land Manager**

*Responsible for the oversight and supervision of land and resource related agreements, leases, permits, rights-of-way, easements, etc.* • Participates in meetings, negotiations • Researches and analyzes land status and maintains related records • Oversees day-to-day activities pertaining to land administration • *Typically requires a bachelor's degree in area of specialty and 5 years of experience.*

### **6.39 Natural Resources / Land Director**

*Provides strategic oversight of the development, promotion and practice of land and natural resources policies* • Serves as the primary liaison in meetings, negotiations and other interactions • Directs field investigations, and ensures the maintenance of land department records and GIS database • *Typically requires a degree or an advanced degree in area of specialty and 8 years of experience.*

## **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 • Enters purchase orders, shipping memos, correspondence and reports • Works under general supervision • *Intermediate level position requiring 1-2 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 of 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 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.*

### **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 of 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, 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 of experience.*

## **8. Hospitality / Tourism**

### **8.11 Front Desk Clerk**

*Greets clients and walk-ins and provides information and assistance • Creates, delivers, and explains bills and collects payments • Assists clients with check-ins, check-outs, and other standard operations • Handles and documents complaints, problems, and concerns • Intermediate level position typically requiring 6 months experience.*

### **8.14 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.*

### **8.15 Housekeeping Supervisor**

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

### **8.16 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.*

### **8.18 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.*

### **8.22 General Manager - Hotel**

*Oversees the day-to-day operations of the hotel • Oversees other hotel employees, such as housekeepers and front desk staff • Monitors property condition, cleanliness, and quality of products and services throughout hotel • Develops an operational budget and monitors cost controls • Typically requires a degree or equivalent experience.*

## **9. Operations / Maintenance**

### **9.01a 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.*

### **9.01b Groundskeeper**

*Maintains landscape of company property by planting, pruning, and fertilizing trees and plants, mowing grass, shoveling snow, and raking leaves • Operates all types of grounds equipment • This is the intermediate level of grounds maintenance, typically requiring 6 months experience.*

### **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 of 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.*

### **9.02c Facilities Property Manager**

*Manages properties designated for company operations • Provides for functional usability of company facilities through management of employee/tenant physical requirements • Reviews and corrects deficiencies • Coordinates space planning and directs assigned construction/remodel projects • Works closely with user departments, architects, builders, and vendors to achieve cost beneficial results within budgetary guidelines • This position typically requires 3-5 years of experience in real estate and property management or equivalent.*

### **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.*

### **9.04a 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.*

### **9.04b Driver - Long Haul**

*Picks up and delivers shipments within assigned area • Drives trucks and/or vans of varying sizes, 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 • Includes 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 of 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 of experience in an industrial setting and 1-3 years of experience in a safety field.*

### 9.07a 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 of experience.*

### 9.07b Security Manager

*Plans and directs the organization's security program and supervises all security personnel • May develop educational programs to enhance awareness of local crime and safety • Designs and provides leadership in organizational safety initiatives (i.e. crime bulletins, crime logs, safety notices, etc.) • Typically requires a bachelor's degree and 5 years of increasingly responsible work experience in security, law enforcement or related field.*

### 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.*

### 9.11 Auto Fleet Mechanic

*Services, 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 of experience.*

### 9.12 Diesel Mechanic - Journey Level

*Services, 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 of 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 of experience in industrial equipment maintenance • Does not include automotive mechanics.*

### 9.19 Operations Supervisor

*Supervises the operating activities of a unit, branch, plant, or department • Provides input on the development and implementation of department policies, practices, procedures, and attainment of operating goals • Oversees and coordinates activities of subordinate operations staff.*

### 9.20 Operations Manager

*Manages and coordinates unit, branch, plant, or department operation strategies and activities • Collaborates in the development and implementation of department policies, practices, procedures, and attainment of operating goals • Reviews, analyzes, and prepares reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered • Assigns, or delegates responsibility for specified work or functional activities, and disseminates policies and objectives to supervisors/staff.*

### 9.21 Operations Director\*

*Manages and supervises the general operations, maintenance and construction of the electrical system • May handle Safety Program, and ensure compliance with EPA hazardous substance regulations • Coordinates vehicle and construction equipment maintenance.*

## 10. Healthcare

### 10.01a 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.*

### 10.01b Certified Medical Assistant

*Assists in preparing and administering patient visits • Takes patient history, assists provider with procedures and examinations, takes lab samples • May administer injections • Requires certification as Medical Office Assistant.*

### 10.02a LPN - Acute Care

*Delivers and executes daily routine nursing care and services to patients in an acute care setting 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 acute care nursing experience is preferred.*

### 10.02b LPN - Clinic

*Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient and makes physical assessment of patient's conditions • Triage patient telephone requests • Counsels patients • Calls in pharmacy refills • Requires graduation from an accredited LPN course and current state licensure • Previous nursing experience in a medical office setting is preferred.*



### **10.03a RN - Acute Care**

*Assesses, plans, coordinates, and renders skilled nursing care to patients in an acute care setting • 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 acute care nursing experience is preferred.*

### **10.03b RN - Clinic**

*Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient, and makes physical assessment of patient's condition • Triage patient telephone requests • Counsels patients • Calls in pharmacy refills • Requires graduation from an accredited school of nursing and current state licensure • Previous nursing experience in a medical office setting 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.*

### **10.05b 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.*

### **10.05c 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 coding • Researches and resolves minor patient complaints • Typically requires 2 years billing experience.*

### **10.13 Registered Health Information Tech / Coder (RHIT)**

*Responsible for reviewing discharge abstracts and patient charts in order to assign the appropriate ICD-CM/CPT codes to diagnoses and procedures • Reviews charts for potential liability risk and documents specific information as necessary • Performs studies as requested by physicians or administration • Maintains State reporting documentation for certain procedures in compliance with regulations • Typically requires an AA degree in Medical / Health Records, RHIT or CCS Certification by the American Health Information Management Association, and a minimum of 6 months to 1 year experience.*

### **10.15 Computed Tomography Technologist (CT Tech)**

*Performs computerized tomographic procedures • Performs CAT scans, radiographic procedures at a technical level, including a variety of technical procedures which require independent judgment for CAT scanning diagnosis • Typically requires high school graduation or GED equivalent, completion of a formal radiologic technology training at an AMA-approved school, and registration with the American Registry of Radiologic Technologists (ARRT).*

### **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 (ARRT).*

### **10.17 Respiratory Care Technician (Certified)**

*Administers treatment prescribed by a physician for the care of patients with abnormalities associated with the process of breathing • May perform EKGs • Typically requires completion of approved 2 year program, certification by the State Department of Licensure and certified by NBRC (CRRT).*

### **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.*

### 10.24 Nurse Practitioner - General

*Provides primary healthcare 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).*

### 10.28 Mental Health Specialist

*Plans and conducts individual, group and family psychotherapy sessions in an inpatient mental health unit • May assist in basic nursing care • May assist in developing care plan • Typically requires a Bachelor of Science degree in psychology or social work and 2 years patient care experience.*

### 10.29 Mental Health Practitioner

*Provides group and individual therapy to patients • Works closely with patient's medical providers • Typically requires a master of social work degree, and/or ARNP/CSW, 3-5 years post-degree experience, training and experience in brief therapy; group therapy; and generalist.*

## 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 - 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 of 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 of 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 of experience.*

### 11.07a 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 of experience.*

### 11.07b Marketing Director

*Directs and oversees the marketing functions to implement corporate initiatives that have both marketing and organization-wide impact • Supports the development of actionable strategies, tactics, metrics and reporting structures aligned with corporate business objectives and initiatives • Requires a bachelor's degree with at least 8-10 years of related 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.*

### 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 of experience.*

### 11.09 Business Development Specialist

*Seeks and coordinates business development opportunities for the organization and subsidiaries • Identifies, pursues, and establishes strategic partnerships • Coordinates meetings and other team building activities that help promote the organization • Typically requires education in business, finance, engineering, or information technology or equivalent experience, plus 5 years of business leadership and specific functional knowledge in business development.*

### 11.10 Business Development Manager

*Develops and evaluates major business collaboration opportunities for the company • Researches major topics and synthesizes information from a wide range of sources to make recommendations to the Director • Interacts with a broad spectrum of contacts inside and outside of the organization • May supervise Business Development Associates • Typically requires a degree and 8 or more years of experience.*

## 12. Customer Service

### 12.01a Customer Service Representative - Entry

*Receives customer inquiries over the telephone (does not initiate calls to customers) • Answers basic customer inquiries regarding products/services • Quotes prices and availability of products • May cross-sell other products/services or memberships • May utilize an automated product information system • May function in a call center environment • This is an entry level or seasonal, nonexempt position typically requiring basic product knowledge, and 0-2 years of experience.*

### 12.01b 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.*

### 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 of 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 of 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 of 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 cashing/retail experience.*

## 13. Project / Program Management

### 13.01a Project Coordinator

*Provides support to department projects by tracking and entering project related data, and supporting department personnel on project related issues • Produces reports and tracks project performance • Assists with gathering, analyzing and interpreting data and information • May also provide administrative support to department management • Typically requires 2 years of relevant work experience and proficiency with Windows applications.*

### 13.01b 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 of experience in the project area and a thorough knowledge of the project area.*

### 13.02 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 of experience in the project area.*

### **13.03 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 of experience in the project area and advanced knowledge of the project area.*

### **13.06 Program Manager I**

*Manages one or more major programs with organization-wide implications • May supervise regular employees involved in the provision of services in assigned program area(s) • May actively recruit, train and supervise volunteers for program areas and other activities • Typically requires less than 5 years of experience in the program area.*

### **13.07 Program Manager II**

*Manages one or more major programs with organization-wide implications • May supervise regular employees involved in the provision of services in assigned program area(s) • May actively recruit, train and supervise volunteers for program areas and other activities • Typically requires a bachelor's degree, and 5 or more years of experience in administration of a similar program area and advanced knowledge of the program area.*