

1.0 ADMINISTRATIVE SERVICES

- 1.01 Office Assistant
- 1.02 Office Assistant - Senior
- 1.03 Administrative Secretary
- 1.04 Administrative Assistant
- 1.05 Executive Assistant
- 1.06 Clerical Supervisor
- 1.07 Cashier - Office
- 1.08 Mail Clerk
- 1.09 Receptionist
- 1.10 Dispatcher
- 1.11 Research / Statistical Analyst
- 1.12 Program Planner
- 1.13 Business Manager - Unit / Small Organization
- 1.14 Business Manager - Large Division
- 1.16 Business Data Analyst I***
- 1.17 Business Data Analyst II***
- 1.18 Business Data Analyst III***

2.0 ACCOUNTING / FINANCE

- 2.01 Accounting Clerk
- 2.02a Accountant
- 2.02b Accountant - Senior
- 2.03 Accountant Supervisor
- 2.04a Accounting Manager
- 2.04b Controller (not CFO)
- 2.05a Auditor
- 2.05b Auditor - Senior
- 2.06a Budget Analyst
- 2.06b Budget Analyst - Senior
- 2.07a Payroll Clerk
- 2.07b Payroll Specialist
- 2.08 Payroll Supervisor
- 2.09 Accounts Payable Supervisor
- 2.10 Collector
- 2.12 Financial Analyst
- 2.13 Financial Analyst - Senior

3.0 INFORMATION TECHNOLOGY

- 3.01 Data Entry Operator
- 3.03 Computer Operator
- 3.05 Computer Operations Analyst
- 3.06 Computer Operations Manager
- 3.07 Computer Programmer
- 3.08 Programmer Analyst
- 3.09 Systems Analyst - Journey
- 3.10 Systems Analyst - Lead
- 3.11 Systems Programmer - Journey
- 3.12 Systems Programmer - Lead
- 3.13 Systems and Programming Manager
- 3.14 Help Desk Coordinator Tier I

- 3.15 Help Desk Coordinator Tier II
- 3.16 Personal Computer Support Tech - Entry
- 3.17 Personal Computer Support Tech - Lead
- 3.18 Database Administrator
- 3.19a Systems Administrator
- 3.19b Network Systems Engineer
- 3.20 Network Administrator
- 3.21 Telecom Support Specialist
- 3.22 Web Developer
- 3.23 Telecom Systems Technician
- 3.24 Telephone Service Coordinator
- 3.26 Communications Technician
- 3.27 GIS Analyst
- 3.28 Business Analyst
- 3.29 Software Engineer
- 3.30 Software Engineer - Senior
- 3.34 IT Security Engineer
- 3.35 IT Security Engineer - Senior

4.0 OPERATIONS / MAINTENANCE / FACILITIES

- 4.01 Custodial Worker
- 4.02 Custodial Supervisor
- 4.03 Building Maintenance Worker
- 4.04 Building Maintenance Supervisor
- 4.05 Carpenter
- 4.06 Electronic Technician
- 4.07 Electrician
- 4.08 Painter
- 4.09 Plumber
- 4.10 Welder
- 4.11 HVAC Technician
- 4.12 Trades Helper
- 4.13 Laborer
- 4.14 Equipment Operator
- 4.15a Equipment Shop Supervisor
- 4.15b Fleet Manager
- 4.16 Heavy Equipment Operator
- 4.17 Automotive Service Worker
- 4.18 Automotive Mechanic
- 4.19 Heavy Equipment Mechanic
- 4.20 Locksmith / Security Specialist
- 4.21 Groundskeeper
- 4.22 Grounds Supervisor
- 4.23 Driver, Bus / Tram
- 4.24 Driver
- 4.25 Physical Plant Director
- 4.26 Construction Projects Coordinator
- 4.28 Environmental Health / Safety Specialist
- 4.30 Environmental Engineer
- 4.32 Environmental Engineer - Senior

5.0 ENGINEERING / PRODUCTION

- 5.01 Drafting Technician
- 5.02 Engineering Technician - Entry
- 5.03 Engineering Technician
- 5.04 Engineering Technician - Senior
- 5.05 Civil Engineer
- 5.06 Civil Engineer - Senior
- 5.09 Electrical Engineer
- 5.10 Electrical Engineer - Senior
- 5.11 Manufacturing Engineer
- 5.12 Manufacturing Engineer - Senior
- 5.13a Mechanical Engineer
- 5.13b Mechanical Engineer - Senior
- 5.14 Machinist
- 5.16 Production Machine Operator I
- 5.17 Production Machine Operator II
- 5.18 Production Machine Operator III
- 5.20 Assembler
- 5.21 Assembler - Senior
- 5.22 Quality Assurance Inspector
- 5.23a Test Technician
- 5.23b Quality Assurance Technician
- 5.23c Quality Assurance Engineer
- 5.23d Quality Assurance Engineer - Senior
- 5.23e Quality Manager
- 5.24 Production Planner / Scheduler
- 5.25 Survey Party Chief
- 5.26 Roadway Maintenance Technician
- 5.30 Planner

6.0 HEALTHCARE

- 6.01a Laboratory Technician
- 6.01b Histology Technician
- 6.01c Histology Technologist
- 6.02 Medical Technologist
- 6.03a Radiological Technologist
- 6.04 Nursing Assistant, Certified (CNA)
- 6.05 Nurse Practitioner
- 6.06 Licensed Practical Nurse
- 6.07a Registered Nurse - Acute Care
- 6.07c Registered Nurse - Clinic

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(continued)



6.07d Clinical Nurse Lead / Supervisor
 6.08b Occupational Therapist
 6.09b Physical Therapist
 6.11 Pharmacy Technician
 6.12 Pharmacist
 6.13 Quality Assurance Coordinator (RN)
 6.14 Social Worker - Bachelor's
 6.15 Social Worker - Master's
 6.16a Behavioral Health Assistant - Entry
 6.16b Behavioral Health Technician
 6.16c Behavioral Health Therapist / Counselor - Master's
 6.17 Phlebotomist
6.18a Billing / Claims Specialist**
6.18b Billing Manager*
 6.19 Nurse Case Manager
 6.20 Clinical Educator
 6.21 Medical Assistant
 6.22 Physician Assistant
 6.28 Speech Language Pathologist
6.32 Credentialing Specialist*

7.0 HUMAN RESOURCES

7.01a Trainer
 7.01b Trainer - Technical
 7.01c Training Manager
 7.02 Human Resources Assistant
 7.03 Human Resources Analyst
 7.04 Human Resources Generalist
 7.05 Human Resources Generalist - Senior
7.06a Compensation Analyst*
7.06b Compensation Manager**
 7.07a Benefits Specialist
 7.07b Benefits Specialist - Senior
 7.07c Benefits Administrator
 7.07d Benefits Manager
 7.08 Human Resources Manager
 7.09 Human Resources Director
 7.11 HRIS Analyst
 7.14 Recruiter
7.15 Recruiter - Senior*
7.16 Recruitment Manager*

8.0 LEGAL / COURT

8.01 Legal Secretary
 8.02 Paralegal
 8.03a Attorney
 8.03b Attorney - Senior
 8.04 Judicial Administrative Assistant
 8.05 Bailiff

8.06 Court Interpreter
 8.07 Court Reporter
 8.08 Courtroom Clerk (Bench Specific)
 8.09 Courtroom Clerk, Senior (Multiple Bench)
 8.10 Probation Officer
 8.11 Surveillance Officer
 8.12 Juvenile Detention Officer
 8.13 Detention Officer
 8.17 Counselor / Mediator
 8.20 Probation Supervisor

9.0 LIBRARY

9.01 Library Specialist
 9.03 Librarian

10.0 PROCUREMENT / WAREHOUSE

10.01 Stock Clerk
 10.02 Stores Supervisor
 10.03 Material Handler
 10.04 Warehouse Lead
 10.05a Buyer
 10.05b Buyer - Senior
 10.06 Purchasing Supervisor
 10.07 Purchasing Manager
 10.08 Contracts Administrator
 10.09 Contracts Administrator - Senior
 10.10 Purchasing Assistant

11.0 FOOD SERVICE / HOSPITALITY

11.01 Cook
 11.02 Food Service Worker
 11.03 Food Service Supervisor
 11.11 Recreation Assistant
 11.12 Recreation Program Coordinator
 11.13 Recreation Supervisor

12.0 POLICE / FIRE / PROTECTION SERVICES

12.01 Criminal Investigator
 12.03 Police Officer
 12.04 Police Sergeant
 12.05 Police Lieutenant
 12.07 Firefighter
 12.08 Fire Engineer
 12.09 Fire Marshal
 12.10 Fire Captain
 12.11a Police Chief
 12.11b Emergency Dispatcher
 12.12 Fire Inspector
 12.14 Criminalist
 12.15 Polygraph Examiner

12.16 Property / Evidence Clerk
 12.17 Police Records Clerk
 12.18 Safety Officer
 12.19a Security Guard - Unarmed
 12.19b Security Guard - Armed

13.0 CUSTOMER SERVICE / MARKETING / SALES

13.03 Customer Service Representative
 13.04 Customer Service Representative - Senior
 13.07 Customer Service Supervisor
 13.08 Marketing Assistant
 13.09a Marketing Coordinator
 13.09b Special Events Coordinator
 13.10 Marketing Communications Specialist
 13.11 Social Media Specialist
 13.15 Grants Writer

14.0 COMMUNICATIONS

14.01 Public Information Officer
 14.02 Media Specialist
 14.03 Video Production Specialist
 14.04 Graphic Artist

15.0 MISCELLANEOUS

15.01 Curator / Museum Exhibits Specialist
 15.03 Volunteer Coordinator

16.0 PROJECT MANAGEMENT

16.01 Project Analyst / Coordinator
 16.02 Project Manager I
 16.03 Project Manager II



242 benchmark positions

Jobs Surveyed *(in alphabetical order)*

2019 Arizona Compensation Survey

2.02a	Accountant	7.06a	Compensation Analyst*	12.08	Fire Engineer
2.02b	Accountant - Senior	7.06b	Compensation Manager**	12.12	Fire Inspector
2.03	Accountant Supervisor	3.05	Computer Operations Analyst	12.09	Fire Marshal
2.01	Accounting Clerk	3.06	Computer Operations Manager	12.07	Firefighter
2.04a	Accounting Manager	3.03	Computer Operator	4.15b	Fleet Manager
2.09	Accounts Payable Supervisor	3.07	Computer Programmer	11.03	Food Service Supervisor
1.04	Administrative Assistant	4.26	Construction Projects Coordinator	11.02	Food Service Worker
1.03	Administrative Secretary	10.08	Contracts Administrator	3.27	GIS Analyst
5.20	Assembler	10.09	Contracts Administrator - Senior	13.15	Grants Writer
5.21	Assembler - Senior	2.04b	Controller (not CFO)	14.04	Graphic Artist
8.03a	Attorney	11.01	Cook	4.22	Grounds Supervisor
8.03b	Attorney - Senior	8.17	Counselor / Mediator	4.21	Groundskeeper
2.05a	Auditor	8.06	Court Interpreter	4.19	Heavy Equipment Mechanic
2.05b	Auditor - Senior	8.07	Court Reporter	4.16	Heavy Equipment Operator
4.18	Automotive Mechanic	8.08	Courtroom Clerk (Bench Specific)	3.14	Help Desk Coordinator Tier I
4.17	Automotive Service Worker	8.09	Courtroom Clerk, Senior (Multiple Bench)	3.15	Help Desk Coordinator Tier II
8.05	Bailiff	6.32	Credentialing Specialist*	6.01b	Histology Technician
6.16a	Behavioral Health Assistant - Entry	12.01	Criminal Investigator	6.01c	Histology Technologist
6.16b	Behavioral Health Technician	12.14	Criminalist	7.11	HRIS Analyst
6.16c	Behavioral Health Therapist / Counselor - Master's	15.01	Curator / Museum Exhibits Specialist	7.03	Human Resources Analyst
7.07c	Benefits Administrator	4.02	Custodial Supervisor	7.02	Human Resources Assistant
7.07d	Benefits Manager	4.01	Custodial Worker	7.09	Human Resources Director
7.07a	Benefits Specialist	13.03	Customer Service Representative	7.04	Human Resources Generalist
7.07b	Benefits Specialist - Senior	13.04	Customer Service Representative - Senior	7.05	Human Resources Generalist - Senior
6.18a	Billing / Claims Specialist**	13.07	Customer Service Supervisor	7.08	Human Resources Manager
6.18b	Billing Manager*	3.01	Data Entry Operator	4.11	HVAC Technician
2.06a	Budget Analyst	3.18	Database Administrator	3.34	IT Security Engineer
2.06b	Budget Analyst - Senior	8.13	Detention Officer	3.35	IT Security Engineer - Senior
4.04	Building Maintenance Supervisor	1.10	Dispatcher	8.04	Judicial Administrative Assistant
4.03	Building Maintenance Worker	5.01	Drafting Technician	8.12	Juvenile Detention Officer
3.28	Business Analyst	4.24	Driver	6.01a	Laboratory Technician
1.16	Business Data Analyst I*	4.23	Driver, Bus / Tram	4.13	Laborer
1.17	Business Data Analyst II*	5.09	Electrical Engineer	8.01	Legal Secretary
1.18	Business Data Analyst III*	5.10	Electrical Engineer - Senior	9.03	Librarian
1.14	Business Manager - Large Division	4.07	Electrician	9.01	Library Specialist
1.13	Business Manager - Unit / Small Organization	4.06	Electronic Technician	6.06	Licensed Practical Nurse
10.05a	Buyer	12.11b	Emergency Dispatcher	4.20	Locksmith / Security Specialist
10.05b	Buyer - Senior	5.03	Engineering Technician	5.14	Machinist
4.05	Carpenter	5.02	Engineering Technician - Entry	1.08	Mail Clerk
1.07	Cashier - Office	5.04	Engineering Technician - Senior	5.11	Manufacturing Engineer
5.05	Civil Engineer	4.30	Environmental Engineer	5.12	Manufacturing Engineer - Senior
5.06	Civil Engineer - Senior	4.32	Environmental Engineer - Senior	13.08	Marketing Assistant
1.06	Clerical Supervisor	4.28	Environmental Health / Safety Specialist	13.10	Marketing Communications Specialist
6.20	Clinical Educator	4.14	Equipment Operator	13.09a	Marketing Coordinator
6.07d	Clinical Nurse Lead / Supervisor	4.15a	Equipment Shop Supervisor	10.03	Material Handler
2.10	Collector	1.05	Executive Assistant	5.13a	Mechanical Engineer
3.26	Communications Technician	2.12	Financial Analyst	5.13b	Mechanical Engineer - Senior
		2.13	Financial Analyst - Senior	14.02	Media Specialist
		12.10	Fire Captain		

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(continued)

Jobs Surveyed *(in alphabetical order)*

2019 Arizona Compensation Survey

6.21	Medical Assistant	6.13	Quality Assurance Coordinator (RN)
6.02	Medical Technologist	5.23c	Quality Assurance Engineer
3.20	Network Administrator	5.23d	Quality Assurance Engineer - Senior
3.19b	Network Systems Engineer	5.22	Quality Assurance Inspector
6.19	Nurse Case Manager	5.23b	Quality Assurance Technician
6.05	Nurse Practitioner	5.23e	Quality Manager
6.04	Nursing Assistant, Certified (CNA)	6.03a	Radiological Technologist
6.08b	Occupational Therapist	1.09	Receptionist
1.01	Office Assistant	11.11	Recreation Assistant
1.02	Office Assistant - Senior	11.12	Recreation Program Coordinator
4.08	Painter	11.13	Recreation Supervisor
8.02	Paralegal	7.14	Recruiter
2.07a	Payroll Clerk	7.15	Recruiter - Senior*
2.07b	Payroll Specialist	7.16	Recruitment Manager*
2.08	Payroll Supervisor	6.07a	Registered Nurse - Acute Care
3.16	Personal Computer Support Tech - Entry	6.07c	Registered Nurse - Clinic
3.17	Personal Computer Support Tech - Lead	1.11	Research / Statistical Analyst
6.12	Pharmacist	5.26	Roadway Maintenance Technician
6.11	Pharmacy Technician	12.18	Safety Officer
6.17	Phlebotomist	12.19b	Security Guard - Armed
4.25	Physical Plant Director	12.19a	Security Guard - Unarmed
6.09b	Physical Therapist	13.11	Social Media Specialist
6.22	Physician Assistant	6.14	Social Worker - Bachelor's
5.30	Planner	6.15	Social Worker - Master's
4.09	Plumber	3.29	Software Engineer
12.11a	Police Chief	3.30	Software Engineer - Senior
12.05	Police Lieutenant	13.09b	Special Events Coordinator
12.03	Police Officer	6.28	Speech Language Pathologist
12.17	Police Records Clerk	10.01	Stock Clerk
12.04	Police Sergeant	10.02	Stores Supervisor
12.15	Polygraph Examiner	8.11	Surveillance Officer
8.10	Probation Officer	5.25	Survey Party Chief
8.20	Probation Supervisor	3.19a	Systems Administrator
5.16	Production Machine Operator I	3.09	Systems Analyst - Journey
5.17	Production Machine Operator II	3.10	Systems Analyst - Lead
5.18	Production Machine Operator III	3.13	Systems and Programming Manager
5.24	Production Planner / Scheduler	3.11	Systems Programmer - Journey
1.12	Program Planner	3.12	Systems Programmer - Lead
3.08	Programmer Analyst	3.21	Telecom Support Specialist
16.01	Project Analyst / Coordinator	3.23	Telecom Systems Technician
16.02	Project Manager I	3.24	Telephone Service Coordinator
16.03	Project Manager II	5.23a	Test Technician
12.16	Property / Evidence Clerk	4.12	Trades Helper
14.01	Public Information Officer	7.01a	Trainer
10.10	Purchasing Assistant	7.01b	Trainer - Technical
10.07	Purchasing Manager	7.01c	Training Manager
10.06	Purchasing Supervisor	14.03	Video Production Specialist
		15.03	Volunteer Coordinator
		10.04	Warehouse Lead
		3.22	Web Developer
		4.10	Welder



242 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 many 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**.
- Many jobs specify a **particular level in a typical job hierarchy** (e.g., Office Assistant - 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 - 2019

** Revised - 2019

1.0 ADMINISTRATIVE SUPPORT

1.01 OFFICE ASSISTANT

Performs routine clerical and/or typing/word processing duties; answers telephone, greets visitors, giving general information in response to inquiries; delivers oral and written messages • Sorts and distributes incoming mail, files correspondence, memoranda, reports and other materials alphabetically, numerically or by other prescribed method; maintains routine clerical records, logs and data and compiles routine reports • Operates office equipment such as copiers, calculators, and personal computers • Duties are performed in accordance with specific instructions for established work procedures requiring limited decision-making • *No previous experience required.*

NOTE: Exclude experienced or lead office workers, secretaries performing a wide range of tasks.

1.02 OFFICE ASSISTANT - SENIOR

Performs a variety of clerical and/or typing/word processing duties • Provides general information in response to inquiries in person or by telephone, reviews accounts, reports, records or other documents for completeness, accuracy and conformity within established procedures and collects data to maintain such records • Files and cross-indexes documents and correspondence alphabetically, numerically or by another prescribed method • Operates office equipment such as copiers, calculators, and personal computers; extracts, assembles and/or compiles a variety of data from office records for incorporation into reports • Performs arithmetic calculations and simple bookkeeping duties with speed and accuracy; tracks and maintains records and status of processes used in unit and follows up as needed • Duties require a working knowledge of assigned function's practices and procedures • *Requires clerical work experience.*

NOTE: Exclude entry level/trainee office workers, production word processing/typing positions, lead office workers, secretaries performing a wide range of tasks, office supervisors.

1.03 ADMINISTRATIVE SECRETARY

Under general supervision, performs skilled secretarial, varied clerical and routine administrative duties • Prepares minutes of meetings and conferences; greets and interviews visitors, giving information requiring knowledge of organization's policies and procedures; makes appointments and travel arrangements; maintains files and records; types documents, reports, and forms, ensuring grammar and sentence structure are appropriate; assembles material for correspondence and reports; operates a variety of office equipment • Compiles information and prepares routine to moderately complex reports for supervisor • *Requires prior experience and the ability to type.*

NOTE: Exclude entry level secretaries, lead and/or supervisory secretaries, executive secretaries.

1.04 ADMINISTRATIVE ASSISTANT

Performs a variety of administrative tasks for an executive or administrator, including research, special projects, budget estimating, operational planning or report preparation • May supervise clerical or technical personnel • Resolves complaints and problems by interpreting divisional or departmental policies and regulations; investigates consumer complaints and resolves problems; uses computer to do word processing, database maintenance, and/or spreadsheet programs • *Requires knowledge typically achieved with a 4-year degree, and 1 year of related experience or equivalent training and experience.*

NOTE: Exclude administrative secretaries, executive secretaries, administrative service officers, program and project specialist.

1.05 EXECUTIVE ASSISTANT

Under direction, is responsible for work of considerable difficulty serving as staff assistant to an administrator of a major organizational unit • Requires a high level of technical skill in such areas as budget, finance or analysis • Assignments have a significant impact on management decision making and organizational operations • Conducts special studies; represents the administrator at high level meetings; requires broad organizational knowledge and the application and interpretation of agency policies, rules and regulations • May supervise professional and/or clerical personnel • Requires 4 years responsible administrative experience.

NOTE: Exclude secretaries.

1.06 CLERICAL SUPERVISOR

Under general supervision of a unit or section manager, supervises a group of employees engaged in a variety of automated and manual activities that provide administrative support to one or more units • Determines the personnel needs of the unit; has primary responsibility for employee selection, training, evaluation and disciplinary actions; plans, assigns and coordinates the flow of work • Requires 2 years in supervision of clerical/secretarial staff .

NOTE: Exclude non-supervisory personnel, administrative assistant and lead positions.

1.07 CASHIER - OFFICE

Under general supervision, performs responsible clerical work in receiving cash, checks, drafts and other forms of remittance • Reconciles cash receipts and cash balances • Prepares bank deposits and performs related clerical work • Requires cashier, figures or clerical experience.

NOTE: Exclude retail sales cashiers, accounting clerk, bookkeepers, general clerical.

1.08 MAIL CLERK

Under general supervision, delivers and picks up mail, documents, packages, U.S. mail and other items for offices or departments within establishment or to other establishments • Sorts, weighs, determines postage required, records postage and bundles mail; maintains a log of items delivered; may operate a motor vehicle • May deliver mail to post office • Reports to a unit supervisor • Requires experience in mailroom operations.

NOTE: Exclude entry level, lead mail clerks, delivery driver, dispatchers messengers, mail room only workers.

1.09 RECEPTIONIST

Greets and directs customers and other visitors, and informs appropriate employee of arrival • May maintain log of visitor arrivals and departures and may issue visitor passes • Answers telephone (other than a high-volume switchboard) and relays messages to appropriate party • May perform incidental typing or other routine clerical duties • This is the intermediate level typically requiring 6 months of previous office experience.

NOTE: Exclude secretaries, high-volume switchboard operators.

1.10 DISPATCHER

Performs technical clerical work receiving, processing and dispatching non-emergency calls from a communications center • Maintains logs of incoming and outgoing transmissions and various department records; operates a variety of communication systems and equipment; monitors status of field personnel; dispatches non-emergency personnel to aid field personnel or general public • Requires 1 year experience in radio or telephone dispatching operations.

NOTE: Exclude 911 operators, emergency dispatchers, receptionists.

1.11 RESEARCH / STATISTICAL ANALYST

Under general supervision is responsible for performing work of considerable difficulty in the compilation, analysis and interpretation of research and/or statistical data • Conducts research of physical, behavioral, social and cultural phenomena; prepares questionnaires, forms and schedules to be used in the compiling and analysis of data • Requires considerable knowledge of mathematical and statistical methods, sources of information and research techniques typically achieved with a 4-year degree, and 2 years professional experience in research and analysis.

NOTE: Exclude economists, research assistants.

1.12 PROGRAM PLANNER

Under general supervision, performs journey level professional planning work which involves identifying needs, conducting/coordinating research/survey activities, analyzing the information/data obtained and preparing one or more plans (based upon the analysis) containing implementation steps/phases which, if followed, will meet the identified needs • Requires a college level education and professional planning experience.

NOTE: Exclude environmental analysts, research analysts, statistical analysts, management/operations analysts, architects, planning engineers, plant layout specialist, urban planning/zoning staff, entry level planners, managers.

1.13 BUSINESS MANAGER - UNIT / SMALL ORG

Under general supervision, manages a small to moderate size organizational unit or company that provides administrative and support services (i.e., budgeting, accounting, purchasing, personnel, business operations, etc.) within a division • Plans the operations and procedures of the unit; directs the work of employees; develops employees; evaluates unit operations; assists and/or develops budget needs; researches new procedures and improvements; interprets statutes, regulations, and policies • Supervises professional, technical, and clerical staff • Requires a Bachelor's degree in accounting, business administration, or related field and two years of supervisory experience in the area of assignment.

NOTE: Exclude lead positions.

1.14 BUSINESS MANAGER - LARGE DIVISION

Under direction, manages, through second-line supervisors, a large organizational division that provides administrative and support services (i.e., budgeting, accounting, purchasing, personnel, business operations, etc.) • Plans the operations and procedures of the division; directs the work of staff through subordinate supervisors; develops staff; evaluates division operations; develops budget needs; develops new policies and procedures; interprets statutes, regulations, and policies • Supervises professional, technical, and clerical staff • Requires a Bachelor's degree in accounting, business administration, or related field and three years of supervisory experience in the area of assignment.

NOTE: Exclude first-level supervisors.

1.16 BUSINESS DATA ANALYST I*

Provides analytical support and coordinates data extraction from various databases for department managers, division leaders and other Business Data Analysts • Develops and implements standardized reporting formats, coordinates and oversees the production of departmental/divisional reports, ensures data accuracy and reliability and assists in the development of systems to capture financial, service and/or quality information • May provide ad hoc data and reports and interpret data • An associate's degree is required • A bachelor's degree is preferred • *This position is typically classified exempt and requires 2 years of analytical, database, spreadsheet and/or financial experience.*

1.17 BUSINESS DATA ANALYST II*

Provides analytical, planning and administrative guidance to department managers and/or division leaders and assists them with decision making processes and the implementation of data driven decisions and strategies • Provides consultation and assists managers and leaders in the use of analytical and reporting tools to develop effective cost, quality and satisfaction outcomes • Oversees and ensures the appropriate formatting, content and production of regular and ad hoc reports • Interprets and provides recommendations based on information produced • Participates in and may facilitate work groups and committees • Incumbents in this position may provide a limited amount of project management and may supervise and/or train staff • A bachelor's degree is required • A master's degree is preferred • *Typically requires 3-4 years of analytical, data management and reporting, computer/programming and/or business experience.*

1.18 BUSINESS DATA ANALYST III*

Provides analytical, consultative and decision support to division leaders and/or corporate executives regarding specialized work processes, initiatives, business plan objectives and goals and/or desired consumer, staff or financial outcomes • Analyzes, interprets, provides information and makes recommendations for effective process and fiscal decision making • Affects improved business processes through strategic project management consultation and internal policy and technical change • Incumbents in this position may supervise staff • *A master's degree is typically required, as is 5 + years of industry related experience that includes project management, financial accounting, management reporting and analysis of specialized work processes, standards, regulations and systems.*

2.0 ACCOUNTING / FINANCE

2.01 ACCOUNTING CLERK

Under general supervision, performs skilled clerical accounting duties • Maintains fiscal records, accumulates and develops information for standard statements and reports of operations, taxes, budgets, costs, etc., making moderately complex computations for prorations and totals; checks and reconciles accounts, prepares and analyzes forecasts of available funds and anticipated expenditures • May have occasional lead responsibilities over clerks performing routine clerical and/or accounting tasks • Maintains a significant part of a large system or complete records of a small or moderate system • *Requires 2 years progressively responsible bookkeeping or clerical accounting experience.*

NOTE: Exclude lead positions, bookkeeping or accounting supervisors, professional or degreed accountants, entry level accounting clerks.

2.02a ACCOUNTANT

Under general supervision, performs professional level accounting tasks such as examining a variety of financial statements for completeness, accuracy and conformance with Generally Accepted Accounting Principles (GAAP) • Reviews and analyzes fiscal transactions such as billings, invoices, payments or other financial documents • Compiles complex data and writes summary of financial transactions • Prepares financial statements, charts, tables and other exhibits • Uses automated accounting systems and applications • May function as lead worker over paraprofessional and/or clerical accounting employees • *Requires a Bachelor's degree with a major in accounting and 1 year experience.*

NOTE: Exclude bookkeepers, supervisors.

2.02b ACCOUNTANT - SENIOR

Performs complex accounting functions including fiscal interpretation and analysis requiring full professional competency • Establishes and maintains new accounting and fiscal control records and procedures used in an organizational unit • Interprets accounts and records for administrative officers • Prepares fiscal analyses such as revenue projections or cost/benefit analyses • May perform some internal audit procedures • May direct the work of lower level accountants or accounting clerks • *This position is the senior level in the professional accounting family, typically requiring a degree in accounting and 5+ years of experience.*

NOTE: Exclude entry and intermediate level accountants, and supervisors.

2.03 ACCOUNTING SUPERVISOR

Supervises a staff of professional accountants in a complex operational or cost accounting unit • Responsibilities include supervision of day-to-day financial operations of a medium or large size unit; reviews, analyzes and approves a variety of complex financial statements and reports for completeness, accuracy and conformance with Generally Accepted Accounting Principles (GAAP); advises management regarding fiscal matters; and forecasts revenues/expenditures • *Requires a Bachelor's degree with major in accounting and 1 year supervisory accounting experience.*

NOTE: Exclude second level accounting supervisors/managers, classifications that do not supervise professional accountants.

2.04a ACCOUNTING MANAGER

Under direction, plans, develops, directs and supervises, through subordinate supervisors, the work of professional accounting personnel and related support staff •

Responsibilities include establishing and maintaining the automated accounting/budgetary systems, including budget preparation, fiscal planning, financial statements and financial control, and acting as chief advisor to management on fiscal matters • *Requires a Bachelor's degree with major in accounting and 5 or more years of experience in supervisory accounting.*

NOTE: Exclude first level accounting supervisors, classifications that do not supervise professional accounting supervisors.

2.04b CONTROLLER

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.*

NOTE: Exclude CFO.

2.05a AUDITOR

Under general supervision, performs experienced, professional level auditing work examining a variety of transactions/procedures • Determines compliance with applicable laws, policies and regulations in a variety of programs which may include management/business systems, engineering, financial, procurement, data processing installations • This is an intermediate level position typically requiring a degree and 2-4 years of experience.

NOTE: Exclude entry level auditors, supervisors, specialist.

2.05b AUDITOR - SENIOR

Conducts complex 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 may participate in review of findings with management • Provides functional advice or training to less experienced auditors • This is the senior level position typically requiring course work or experience equivalent to a degree in business administration, accounting or finance, knowledge of company operations, policies and procedures and demonstrated oral and written communication skills • Typically requires 5-7 years of experience.

NOTE: Exclude audit directors.

2.06a BUDGET ANALYST

Under direction, performs budget analyses at the fully experienced, professional level, utilizing knowledge of budgetary requirements • Analyzes and interprets various financial and related data • Evaluates requests and compiles and consolidates budgets; prepares reports showing resources, expenditures and projected balances • Requires a degree and considerable experience.

NOTE: Exclude entry level analysts, supervisors, accountants, consultants.

2.06b BUDGET ANALYST - SENIOR

Prepares operating budget for units or departments based on actual performance, previous budget figures, estimated revenue, expense reports and other factors • Reviews expenditure of requisitioning departments to ensure conformance to budgetary limitations • Maintains records of expenses, inventories and budget balances • Audits vouchers and expense accounts • Maintains records of actual operating figures for comparison with estimated budget • Assists in installation of budgetary control systems • This is the senior level position requiring course work or experience equivalent to a degree in business, accounting or related discipline • Typically requires 4-6 years related experience and working knowledge of budget techniques, the organization's budget policies and procedures and demonstrated analytical skills.

2.07a PAYROLL CLERK

Maintains payroll records and processes and distributes the payroll • Processes time records and adjusts records for changes in wage rates, benefits, or deductions • Checks listings against source documents and traces and corrects errors in listings • Assists in the preparation of summary payroll reports • Computes wages for non-computerized systems.

2.07b PAYROLL SPECIALIST

Maintains and processes payroll records and reports for accounting of salary/wages due, accruals, deductions and other payroll functions • Possesses expertise in most areas of the payroll function to enable them to be a resource to and provide leadership to entry level payroll clerks and to make independent judgments within established limits • Requires completion of 6 semester hours of accounting and 2 years of experience.

NOTE: Exclude entry level payroll clerks.

2.08 PAYROLL SUPERVISOR

Supervises a staff of accounting clerks in the payroll section of a large unit or company • Responsible for planning, coordinating and scheduling of duties; verifying and processing payroll time, tracking and reporting 1099 information; and balancing computer runs • Prepares internal and external payroll reports; processes wage assignments and legal levies against wages; ensures timely reporting and payment of the employer's and employees' withholding taxes to appropriate agencies • Requires completion of 12 semester hours of accounting and 2 years supervisory accounting experience.

NOTE: Exclude supervisors responsible for multiple accounting functions.

2.09 ACCOUNTS PAYABLE SUPERVISOR

Supervises a staff of accounting clerks responsible for the accounts payable schedule for an accounting unit • Schedules work for subordinates; reviews fiscal documents and verifies for accuracy, timeliness and proper preparation; resolves problems regarding work methods and processes • Prepares periodic cash flow report and balance sheets • Requires completion of 12 semester hours of accounting and 2 years accounting experience.

NOTE: Exclude supervisors responsible for multiple accounting functions.

2.10 COLLECTOR

Under general supervision, collects delinquent taxes, loans, or other monies owed using skip tracing and other approved methods • Files liens/levies and wage garnishments • Reviews financial statements and negotiates payment plans based on analysis of assets and liabilities • Traces individuals, organizations and assets, utilizing a wide variety of resources • *Requires 2 years of experience in the collection of delinquent monies in a formalized setting.*

NOTE: Exclude trainees, entry level collectors, cashiers, supervisors, managers.

2.12 FINANCIAL ANALYST

Conducts and documents moderately 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 2-4 years of experience.*

NOTE: Exclude entry level analysts, senior level analysts, supervisors, accountants, consultants.

2.13 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 4-6 years of experience.*

NOTE: Exclude entry level analysts, intermediate level analysts, supervisors, accountants, consultants.

3.0 INFORMATION TECHNOLOGY

3.01 DATA ENTRY OPERATOR

Operates data entry equipment to transcribe data from a variety of source documents • Verifies data for accuracy and completeness • *This is the intermediate level typically requiring 1 year of data entry experience or training.*

NOTE: Exclude trainees, computer operators, supervisors, lead operators, personnel with programming responsibility.

3.03 COMPUTER OPERATOR

Under general supervision, performs a full range of journey level work in operations of a data center that includes multiple computer and peripheral equipment operations on large scale systems in which two or more jobs are processed concurrently under the control of the operating system; responsible for production cycles; saves, backs up, restores data; traces and corrects operator or machine errors • *Requires experience as a digital computer operator on a systems oriented computer.*

NOTE: Exclude entry level operators, supervisory positions.

3.05 COMPUTER OPERATIONS ANALYST

Provides technical support to the operation of a large multifunctional systems-oriented computer • Analyzes and resolves operational problems such as abnormal run terminations and machine malfunctions; monitors job runs • Identifies and resolves difficult equipment problems • Designs, codes, tests and documents system procedures, and schedules repair and maintenance of equipment • *Requires 1 year experience as computer software specialist.*

NOTE: Exclude entry level, supervisors.

3.06 COMPUTER OPERATIONS MANAGER

Under direction, is responsible for all operations of data processing equipment in a large installation encompassing three shifts; establishes schedules for operation of equipment, including data entry and data control • Supports company objectives through planning and use of resources • Supervises subordinate supervisors • *Typically requires a Bachelor's degree in computer science or related field and considerable experience or equivalent training and experience.*

NOTE: Exclude first line supervisors, operators, system managers, managers of small installations.

3.07 COMPUTER PROGRAMMER

Programs software from detailed specifications, with guidance as necessary from more senior programmers • Codes, tests, debugs, and documents programs or parts of programs • Maintains existing programs • Incumbents typically perform little, if any, systems analysis • *This is typically an entry level computer programming position beyond the trainee level, requiring related college or vocational training and 1 year of experience.*

NOTE: Exclude journey and senior level programmers.

3.08 PROGRAMMER ANALYST

Performs journey level, complex computer programming and systems analysis work, designing, coding, testing, modifying and analyzing, to support company functions • Determines user needs, prepares specifications and related documentation • Oversees and/or participates in translating specifications into coded computer instructions • Guides user staff in implementing systems • *Requires programming experience including responsibility for systems analysis and design.*

NOTE: Exclude programmers or programmer/analysts with limited experience, limited systems analysis responsibility, supervisory positions, project/team leaders.

3.09 SYSTEMS ANALYST - JOURNEY

Performs journey level work in the application of computing and communications hardware and software to the automation of processes, analyses and information transfer • Determines user data requirements; plans, designs and assists in the implementation of IT systems; needs understanding of business and flow charting to ensure specifications are written properly • May serve as project leader on small to medium projects • *Requires writing skills plus an Associates degree in computing or communications program or equivalent training and 2 years related experience.*

NOTE: Exclude supervisory and lead systems analyst positions.

3.10 SYSTEMS ANALYST - LEAD

Performs lead work in the application of computing and communications hardware and software to the automation of processes, analyses, and information transfer • Assignments require broad knowledge of information technology practices and capabilities and in-depth knowledge of one or more specialized information technology tools • Responsible for liaison with management or professional level users of information technology services • May perform project management on larger projects, user requirements analysis, complex hardware or software system design, consultation with users of complex information technology tools or coordination of user support (training, documenting, and/or consulting) services • *Requires a Bachelor's degree in a computing or communications program and 4 years systems analysis experience, or equivalent training and experience.*

NOTE: Exclude supervisory analysts.

3.11 SYSTEMS PROGRAMMER - JOURNEY

Performs journey level work in the analysis, documentation, installation, development, maintenance and monitoring of systems level software in a data center with complex service computers • Assists in programming/testing major systems • May be the lead/project leader in moderately complex systems software upgrades • Provides technical assistance in program logic, problem resolution, file design, front end devices and conducts feasibility studies • Prepares reports and recommendations, forecasts future requirements and performs routine inspections and maintains records of equipment service • *Requires a Bachelor's degree in computer science and 3 years of experience in programming, computer software, auxiliary equipment operation and data entry or equivalent training and experience.*

NOTE: Senior or Lead systems programmers, applications programmers and systems analysts, supervisory levels.

3.12 SYSTEM PROGRAMMER - LEAD

Performs lead work in the analyzing, documenting, installing, developing, maintaining, and monitoring systems level software in a data center with complex service computers • Systems level software includes operating, database management, file, communications, and utility systems • Analyzes requirements and develops recommendations for hardware and software configurations • Coordinates assistance to systems analysts in making effective use of systems level software • May coordinate efforts to analyze application requirements and design, develop and implement databases • May be involved in project management and supervision • *Requires a Bachelor's degree in computer science or related field and 4 years systems programmer experience, or equivalent training and experience.*

NOTE: Exclude applications programmers, systems analysts, supervisors.

3.13 SYSTEMS PROGRAMMING MANAGER

Under general direction, manages the planning, systems analysis and programming activities of a large installation • Responsible for effectiveness, economy and productivity of collection, storage, retrieval, processing and security of information; monitors multiple projects; directs feasibility studies and systems design and programming activities, reviewing and evaluating the work of subordinate technical staff, and preparing periodic performance reports • Supervises project managers • *Requires considerable programming and systems analysis experience.*

NOTE: Exclude supervisors, operations managers, project leaders.

3.14 HELP DESK COORDINATOR TIER I

Provides support services to internal and/or external users of the organization's computer systems and networks • 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 information technology problems • Coordinates user problem resolution with other IT sections if necessary, and tracks and reports recurring problems • *Typically requires 2 years related information technology experience.*

NOTE: Exclude programmer, systems analyst.

3.15 HELP DESK COORDINATOR TIER II

Provides support services to internal and/or external users of the organization's computer systems and networks • 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 information technology problems • Coordinates user problem resolution with other IT sections if necessary, and tracks and reports recurring problems • *Typically requires 3-4 years related information technology experience.*

NOTE: Exclude programmer, systems analyst.

3.16 PERSONAL COMPUTER SUPPORT TECH - ENTRY

Performs entry level work in support of personal computer hardware, software and related systems, which may include communication networks related to PCs and media equipment • Installs and/or sets up hardware and software and answers routine questions about use • May deliver and set up media equipment • Performs first-level problem identification and resolution or referral • *Requires 1 to 2 years of experience and training in personal computer and media equipment support.*

NOTE: Exclude programmer and systems analyst positions.

3.17 PERSONAL COMPUTER SUPPORT TECH - LEAD

Performs lead work in support of personal computer hardware and software and related systems, which may include communication networks related to PCs and media equipment • Answers questions about purchase, maintenance, upgrade, connection to networks and operation of a wide variety of personal computer hardware, software and related products • Troubleshoots complex problems and coordinates installations and upgrades of software, hardware and related systems • May perform or lead performance of operational duties associated with servers and networks such as monitoring, account management, queue management, and backup • *Requires 4 to 5 years of experience and education in personal computer and related systems support.*

NOTE: Exclude programmer and systems analyst positions.

3.18 DATABASE ADMINISTRATOR

Under general direction, plans, analyzes, implements and maintains major database facilities involving complex structures • Either serves as a technical expert over complex database activities or as a project leader • Is involved in all aspects of database structures, performance, integrity, recovery, standards and interface requirements • *Requires a Bachelor's degree in computer science and 3 years of experience as a database specialist.*

NOTE: Exclude journey or lead applications or systems programmers.

3.19a SYSTEMS ADMINISTRATOR

Monitors and maintains computer systems availability, performance and security • Analyzes, installs, configures, integrates and maintains systems software, hardware and related applications • Tests, troubleshoots and optimizes performance of systems • Assists users and technical staff with comprehensive technical/workstation support.

NOTE: Excludes entry level administrators and senior administrators with lead responsibilities.

3.19b NETWORK SYSTEMS ENGINEER

Maintains the operating system and utility software on all network computer platforms (UNIX, routers, servers, Windows, Windows NT, etc.) by analyzing, designing, programming, installing, testing and documenting new operating system program utilities and hardware to ensure production machines are available and computer systems development can be performed • Provides the highest level TCP/IP technical support for the organization's critical routed/switched local and wide area networks • *Typically requires a degree in computer science, and 4 or more years of experience* • *May require Microsoft or Novell network engineer certification.*

NOTE: Exclude entry level and senior levels with lead responsibilities.

3.20 NETWORK ADMINISTRATOR

Maintains effective and efficient operations of the network server • Ensures network runs smoothly and properly, maintains network security, and makes access for authorized users readily available • Makes decisions regarding procedures for set up, access to, and operation of network • Decisions relating to major policy changes or purchase of new hardware or software are referred to supervisor • *Requires a Bachelor's degree in computer science or equivalent plus 2 - 3 years of experience as a Systems Programmer.*

NOTE: Exclude PC server group.

3.21 TELECOM SUPPORT SPECIALIST

Performs analysis and design work of moderate difficulty to design, develop, operate and maintain high speed voice and data telecommunications network facilities • Conducts studies, analyzes needs, develops specifications and makes recommendations on acquisition of hardware and software • *Typically requires a Bachelor's degree in computer science and 1 year experience.*

NOTE: Exclude entry level.

3.22 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, 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 • *Typically requires a degree* • *Requires a thorough knowledge of programming and server software operations.*

NOTE: Exclude web producer.

3.23 TELECOM SYSTEMS TECHNICIAN

Under general direction performs journey level work of considerable difficulty maintaining all aspects of telephone system • This includes design, modification and installation of copper wire and fiber optic cable facilities, interface equipment, the telephone system and all peripheral equipment • *Requires completion of approved schooling and 4 years of experience.*

NOTE: Exclude electronics engineer, electronic equipment mechanic, communications technician, electronic technician.

3.24 TELEPHONE SERVICE COORDINATOR

Under direction performs work of considerable difficulty coordinating a wide variety of complex telecommunications service requests and vendor activities • Works with end users to develop telephone systems and voice mail solutions for the user's offices; develops work orders based on end user requests to accomplish the required solutions; and coordinates the implementation • *Requires 5 years of experience in configuration, operation and use of telephone systems.*

NOTE: Exclude communications technicians.

3.26 COMMUNICATIONS TECHNICIAN

Under general direction, is responsible for diagnosing, installing, and repairing or rebuilding communications equipment such as microwave, radio, radar and signal or timing equipment • This includes design modification and installation of copper wire and fiber optic cable facilities, interface equipment and peripheral equipment • *Requires completion of approved schooling in electronics technology and experience* • *Requires a radiotelephone operator's license.*

NOTE: Exclude electronics engineer, electronic equipment mechanic, electronic technician, telecommunications systems technician.

3.27 GIS ANALYST

Performs professional journey level work of moderate difficulty in the preparation and maintenance of geographic database used in Geographic Information System (GIS) applications • Operates computer graphics equipment; designs geographic databases; performs mapping, charting and analytical tasks; and resolves database and software problems • *Typically requires a Bachelor's degree and 4 years of experience in computer information systems.*

NOTE: Exclude entry level.

3.28 BUSINESS ANALYST

Assists with decision making processes, provides analytical, planning and / or administration guidance to departmental / divisional leadership and / or managers • Implements data driven decisions and strategies for department / division • Consults with managers in the use of analytical and reporting tools to develop effective cost, quality, and satisfaction outcomes • Provides oversight for the content, format and production of regular and ad hoc reports • Participates in and may facilitate work groups and committees • May provide a limited amount of project management • Provides interpretations and recommendations • *Requires knowledge typically achieved with a 4-year degree, and 3-4 years analytical, data management and reporting, computer / programming, and / or business experience.*

3.29 SOFTWARE ENGINEER

Designs, develops, and troubleshoots software programs for operating or applications systems • Implements specific enhancements and plans major upgrades to operating systems • Advises hardware designers on machine characteristics that impact software design or proper usage • Provides input for systems documentation • *This is the intermediate level software engineering position with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.*

NOTE: Exclude entry level/non-registered engineers, senior/lead engineers, supervisors of registered professional engineers.

3.30 SOFTWARE ENGINEER - SENIOR

Designs, develops, and troubleshoots complex software programs for operating or applications systems • Oversees implementation of specific enhancements and plans major upgrades to operating systems • Advises hardware designers on machine characteristics that impact software design or proper usage • Provides input for systems documentation • May direct the work of lower level Software Engineers • *This is the senior level software engineering position, typically requiring a degree and 5 years of experience.*

NOTE: Exclude entry level, intermediate level.

3.34 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.*

3.35 IT SECURITY ENGINEER - SENIOR

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 • May direct the work of lower level IT Security Engineers • *This is the senior level IT security engineering position, typically requiring a degree and 5 years of experience.*

4.0 OPERATIONS / MAINTENANCE / FACILITIES

4.01 CUSTODIAL WORKER

Under general supervision, performs custodial duties such as dusting, sweeping, mopping, stripping, washing and buffing floors, washing walls, sanitizing bathrooms and emptying trash • May lead other custodial workers • *Requires some knowledge of cleaning procedures and the ability to apply specified cleaning products.*

NOTE: Exclude laborer, classifications with varied assignments performing occasional custodial work, entry level.

4.02 CUSTODIAL SUPERVISOR

Under general supervision, is responsible for assigning and supervising a group of custodial workers in the care and maintenance of a building and other related work • Maintains simple employee records and inspects and evaluates completed jobs • Establishes work schedules and adjusts assignments to meet priorities • *Requires considerable custodial experience and knowledge of equipment and materials used in custodial work.*

NOTE: Exclude custodial supervisors having responsibility for full-time subordinate supervisors, lead custodial worker.

4.03 BUILDING MAINTENANCE WORKER

Performs skilled work in the maintenance, repair and alteration of fixtures, equipment and buildings • Work assignments are so varied that incumbents must possess essential skills in several trades such as carpentry, plumbing, painting and electrical • Maintains equipment by performing routine preventive maintenance tasks • Requires journey level experience in one area, but also skilled in other areas of building maintenance and repair work.

NOTE: Exclude supervisors, lead workers, craftsmen who work in one craft only.

4.04 BUILDING MAINTENANCE SUPERVISOR

Under general supervision, performs first level, supervisory work over a shift of skilled and semiskilled workers responsible for doing carpentry, plumbing, painting and general repair and alteration of facilities • Prepares cost estimates and orders materials • Coordinates construction schedules and interprets project layouts • Ensures safe work practices are followed and may perform some of the same duties as workers • Requires 1 year of supervisory experience in building construction or maintenance and several years of skilled level experience in one or more of the building trades.

NOTE: Exclude custodial supervisor, supervisor/lead worker over single trades area.

4.05 CARPENTER

Under general supervision, performs journey level carpentry work in maintenance, remodeling and repair of structures • Builds cabinets and shelves, hangs doors and windows and builds park and playground equipment • Requires considerable carpentry experience.

NOTE: Exclude carpenter classifications below journey level, general maintenance workers.

4.06 ELECTRONIC TECHNICIAN

Under general supervision, is responsible at a skilled level for installing, maintaining, repairing or rebuilding of electronic/computerized equipment such as electromechanical controllers, fire alarms, security systems, electronic door systems and panels, video recorders, video monitors, video cameras, audio equipment or communication equipment • Requires completion of approved courses in electronics technology and 2 years of experience in electronics or related field.

NOTE: Exclude electronics engineer, electronic equipment mechanic, communication technician.

4.07 ELECTRICIAN

Under general supervision, performs journey level electrical work in the installation, maintenance and repair of electrical equipment, both high and low voltage, including motors, transformers, lighting systems, traffic control devices and pump stations; may climb poles • Requires considerable electrical experience.

NOTE: Exclude lead positions, non-journey level electrician, general maintenance worker.

4.08 PAINTER

Under general supervision, performs a variety of skilled painting tasks at the journey level • Applies paint, varnish, stains, enamel or lacquer to decorate and protect interior, exterior, trimming and fixtures of buildings and structures • Prepares surfaces for painting • Selects, prepares, mixes paints • May perform some sign painting • Requires considerable painting experience.

NOTE: Exclude non-journey level painter, maintenance workers performing incidental painting tasks.

4.09 PLUMBER

Under general supervision, performs skilled plumbing work at the journey level • Installs, maintains and repairs plumbing, heating and water conditioning systems • Orders parts, reads blueprints, uses various types of machinery and may weld connections • May supervise entry level plumbers • Requires considerable experience in plumbing.

NOTE: Exclude welders, non-journey level plumbers, building maintenance workers.

4.10 WELDER

Under general supervision, performs journey level welding work in the fabrication, repair and maintenance of equipment parts, structures and other items requiring the use of the oxyacetylene, heliarc and/or standard arc welding process • Requires ability to read blueprints, plans/specifications and experience using various types of welding equipment.

NOTE: Exclude sheet metal workers, gas pipeline welders, pressurized pipeline system welders, boilermakers/steam fitters.

4.11 HVAC TECHNICIAN

Under general supervision, performs journey level duties inspecting, servicing, repairing, maintaining and installing refrigeration and heating equipment • Tests and repairs electrical controls, inspects for freon leaks or loose and frayed belts and installs plumbing connections • Requires considerable refrigeration experience and Chlorine Fluorine Carbon (CFC) certification for handling refrigerants.

NOTE: Exclude lead positions, non-journey level classifications, general maintenance workers.

4.12 TRADES HELPER

Performs skilled and semiskilled work in assisting journey level workers in a variety of maintenance projects (carpentry, plumbing, painting) • May work independently on certain assigned tasks • More often, will assist and receive direction from a skilled maintenance/trades worker • Requires experience assisting a skilled tradesperson or performing manual work, which involves the use of an acquired skill.

NOTE: Exclude entry level laborers, journey trades workers, positions in a formal apprentice program.

4.13 LABORER

Under general supervision, performs unskilled manual labor by supporting skilled and journey level positions in all phases of OUTSIDE work • May use hand tools such as picks and shovels • Requires ability to follow directions and perform manual labor. No experience required.

NOTE: Exclude material handlers, inside workers, workers using power equipment.

4.14 EQUIPMENT OPERATOR

Under general supervision, operates a variety of medium sized construction equipment/vehicles with a GVWR or GCWR under 26,001 pounds, including, but not limited to: front end loader, dump truck (under 10 tons), street sweeper, truck mounted spraying/painting equipment, asphalt paving/resurfacing equipment, etc.

- Responsibilities include loading/unloading equipment from truck/trailer and minor day to day equipment/vehicle maintenance • Requires experience in medium sized construction equipment operation and a driver's license at a level appropriate to the position/assignment.

NOTE: Exclude drivers/light truck operators, operators of heavy equipment (dozers, scrapers, graders, cranes, etc.), bus drivers, heavy truck/tractor trailer drivers, sanitation equipment operators.

4.15a EQUIPMENT SHOP SUPERVISOR

Under direction, supervises a fleet gas and diesel equipment repair/maintenance shop • Plans and schedules major and minor maintenance and prepares necessary reports • Requires supervisory experience in equipment maintenance and repair.

NOTE: Exclude non-supervisory workers, supervisors of non-repair shops.

4.15b FLEET MANAGER

Plans and directs the operation and financial management of the fleet department through leasing, maintenance, support, and regulatory compliance of all commercial vehicles assigned to company personnel • Provides direct financial management for commercial fleet operations through negotiation of vehicle leases and/or purchases, maintenance contracts and/or staffing levels, review of fuel usage and effective scheduling of vehicles • Oversees the safe driver training, accident investigation and reporting, and repairs of all vehicles, coordinating with human resources and individual managers to resolve problems.

NOTE: Exclude leads or first level supervisors.

4.16 HEAVY EQUIPMENT OPERATOR

Under general supervision, operates heavy construction and maintenance equipment (with a GVWR or GCWR over 26,001 pounds) such as graders, pile drivers, large backhoes, crawler tractors, power shovels and bulldozers

- May operate heavy tractors or trucks (over 25 tons) with semi-trailer or other trailer equipment • Requires extensive progressively skilled experience in the operation of trucks and construction equipment, and a driver's license at the level appropriate to the position/assignment.

NOTE: Exclude drivers of diesel powered single unit, tandem axle vehicles, haulage truck or equipment operators, crane or, stationary equipment operators, sanitation workers.

4.17 AUTOMOTIVE SERVICE WORKER

Under general supervision, services trucks, automobiles and other automotive equipment • Inspects equipment to determine need for gasoline, oil and water, tests tires and batteries, changes tires and performs minor repairs such as replacing fan belts or works as a helper to a journey level mechanic • Requires experience in automotive service work.

NOTE: Exclude automotive and garage mechanics, collision repair specialist, supervisors.

4.18 AUTOMOTIVE MECHANIC

Under general supervision, performs skilled automotive repair/maintenance of gasoline operated vehicles • Provides training and guidance to service workers and helpers • Requires considerable mechanical experience in the repair and maintenance of gasoline operated vehicles.

NOTE: Exclude diesel mechanics, collision repair workers, garage service workers, attendants, helpers below the skilled journey level, non-automotive machines and mechanical equipment repair specialist.

4.19 HEAVY EQUIPMENT MECHANIC

Under general supervision, performs skilled repair, maintenance and overhaul of diesel equipment, including heavy equipment • May repair automotive vehicles and assist in procuring parts • Requires extensive experience in the repair and maintenance of gasoline and diesel vehicles.

NOTE: Exclude mechanics who work only on automobile components and gasoline operated vehicles.

4.20 LOCKSMITH / SECURITY SPECIALIST

Performs skilled work inspecting, installing, removing, replacing, repairing and preventative maintenance of all manual and electrically/electronically operated locking security devices and perimeter surveillance systems in an institution or restricted access environment • Requires 1 year of electrical/electronic locksmith experience.

NOTE: Exclude security guards.

4.21 GROUNDSKEEPER

Under general supervision, performs a variety of routine tasks in the maintenance of grounds surrounding buildings • Mows lawns, trims hedges, rakes leaves and disposes of refuse and trims driveway and walk edges • May plant and maintain flower beds/shrubbery • Performs weed/insect control and other landscaping duties • May operate tractors or simple machines • Requires experience in grounds maintenance and certification in use of pesticides.

NOTE: Exclude lead workers, inexperienced groundskeepers, general laborers, supervisors.

4.22 GROUNDS SUPERVISOR

Supervises the grounds operations and staff of a large operation • May be responsible for multiple crews and work projects, and problem solving • Develops work schedules for staff, inspects completed work, and maintains record of material used, equipment, vehicle mileage and other information for work projects • Instructs staff in safe and effective use and storage of plant chemicals • Requires 2 years of experience as a groundskeeper and certification for dispensing of pesticides/herbicides.

NOTE: Exclude lead workers.

4.23 DRIVER, BUS / TRAM

Drives a bus, tram or van to transport passengers along a scheduled route in or outside of the local area • Assists disabled passengers in safely boarding, securing wheelchairs, and disembarking the vehicle • Makes pre-trip inspection of vehicle, maintains vehicle and passenger logs, and performs minor service and maintenance of vehicles such as cleaning interior and exterior, checking/adding fluids as necessary, or changing tires and light bulbs • Requires 1 year of experience driving buses, trams or passenger vans and a Commercial Driver's License with endorsement to drive buses and school buses.

NOTE: Exclude couriers, drivers of vehicles with less than 15 passengers.

4.24 DRIVER

Under general supervision, drives a vehicle (with a GVWR under 26,001 pounds) within the local area to transport passengers and/or to make routine pickup/delivery of supplies and materials • Requires some experience in driving of motor vehicles and a valid driver's license at a level appropriate to the position/assignment.

NOTE: Exclude bus drivers, statewide transportation activities.

4.25 PHYSICAL PLANT DIRECTOR

Under direction, plans, directs and coordinates the full range of physical plant services in a large institution or building complex • Directs operations and maintenance of physical plant and equipment • Prepares cost estimates and orders materials and maintains records • Requires several years of experience.

NOTE: Exclude operators, supervisors.

4.26 CONSTRUCTION PROJECTS COORDINATOR

Coordinates projects involving major renovations and/or alterations to buildings • Serves as liaison between physical plant shops, departments and external contractors for coordinating/scheduling construction projects • Visits work sites to determine necessary resources • Inspects projects for compliance with specifications/standards • Requires a Bachelor's degree in engineering, construction or equivalent plus 3-4 years of experience.

NOTE: Exclude new construction.

4.28 ENVIRONMENTAL HEALTH / SAFETY SPECIALIST

Coordinates comprehensive program for disposal of hazardous chemical waste materials or radiation safety • Conducts inspections of laboratories and facilities to ensure compliance with regulations and procedures • Provides training to staff concerning hazardous materials and chemicals • Provides for the collection, storage, transportation and shipping of hazardous waste • Requires a Bachelor's degree in appropriate scientific/engineering field or equivalent plus 3-4 years of experience working with hazardous materials.

NOTE: Exclude health, safety or industrial hygienist positions.

4.30 ENVIRONMENTAL ENGINEER

Assists management in the evaluation and control of operations to ensure all facilities are in compliance with local, state, and federal environmental laws and regulations • Conducts on-site inspections and hazard evaluations • May represent organization before regulatory agencies • Oversees impact assessment of environmental incidents • This is an intermediate level journey engineer, typically requiring a degree and 3-5 years of experience.

4.32 ENVIRONMENTAL ENGINEER - SENIOR

Performs complex environmental engineering assignments with considerable latitude for action and decision making • Assists management in the evaluation and control of operations to ensure all facilities are in compliance with local, state, and federal environmental laws and regulations • Conducts on-site inspections and hazard evaluations • May represent organization before regulatory agencies • Oversees impact assessment of environmental incidents • This is the senior/staff specialist level engineer, typically requiring a degree and 5-8 years of experience.

5.0 ENGINEERING / PRODUCTION

5.01 DRAFTING TECHNICIAN

Under general supervision, performs a variety of highly skilled engineering, structural or product drafting including, as appropriate, calculation of geometrics, curves, earthwork and alignment • Checks blueprints submitted by architects and engineers • May design small incidental buildings • Assists in training less experienced drafting personnel • Requires considerable drafting experience, including engineering, structural or product experience, and experience using computer aided design/drafting system (CAD).

NOTE: Exclude junior drafting technician, design engineer, engineering aide detailer.

5.02 ENGINEERING TECHNICIAN - ENTRY

Assists engineers by performing basic research, design, development, and testing procedures under direct supervision • This is an entry level technician position, typically requiring an AA degree and 0-2 years of experience.

NOTE: Exclude intermediate level, senior level, all engineers.

5.03 ENGINEERING TECHNICIAN

Assists engineers by performing basic research, design, development, and testing procedures as directed • This is the intermediate level technician position, typically requiring an AA degree and 2-4 years of experience.

NOTE: Exclude entry level, senior level, all engineers.

5.04 ENGINEERING TECHNICIAN - SENIOR

Assists engineers by performing basic research, design, development, and testing procedures under general supervision • May review the work of lower level engineering technicians • This is the senior level technician position, however usually nonexempt, typically requiring an AA degree and 4 or more years of experience.

NOTE: Exclude entry level, intermediate level, supervisors, managers, all engineers.

5.05 CIVIL ENGINEER

Under general supervision, performs a wide variety of skilled professional civil engineering work in the office and/or field • May include supervision of para-professional engineering staff • *Requires registration as a Professional Engineer and civil engineering experience.*

NOTE: Exclude entry level/non-registered engineers, senior/lead engineers, supervisors of registered professional engineers.

5.06 CIVIL ENGINEER - SENIOR

Performs a full range of professional and/or supervisory engineering duties in central headquarters or in a construction field office • Reviews and analyzes results of tests related to structures, construction and design; calculates land areas, earthwork and material quantities using geometric and trigonometric computations • Plans, schedules, conducts or coordinates detailed phases of engineering work in a part of a major project or in a total project of moderate scope • May supervise the work of technical level staff or act as technical expert, advising management and staff on difficult and complex engineering assignments • *Requires a Bachelor's degree in Engineering and 4 years of experience. Requires registration as Professional Engineer.*

NOTE: Exclude entry level, intermediate level.

5.09 ELECTRICAL ENGINEER

Researches, designs, develops, and tests a variety of electronic and electromagnetic equipment and systems • Incorporates new technology in the design or redesign of electrical components, products, or facilities • *This is an intermediate level journey engineer, typically requiring a degree and 3-5 years of experience.*

NOTE: Exclude entry level/non-registered engineers, senior/lead engineers, supervisors of registered professional engineers.

5.10 ELECTRICAL ENGINEER - SENIOR

Performs complex electrical engineering assignments with considerable latitude for action and decision making • Researches, designs, develops, and tests a variety of electronic and electromagnetic equipment and systems • Incorporates new technology in the design or redesign of electrical components, products, or facilities • *This is the senior level engineer, typically requiring a degree and 5-8 years of experience.*

NOTE: Exclude entry level, intermediate level.

5.11 MANUFACTURING ENGINEER

Designs and coordinates manufacturing processes • Plans or improves production methods including production flow, tooling, assembly methods, and production equipment • Estimates production times and optimum staffing for production schedules • *This is an intermediate level journey engineer, typically requiring a degree and 3-5 years of experience.*

NOTE: Exclude entry level/non-registered engineers, senior/lead engineers, supervisors of registered professional engineers.

5.12 MANUFACTURING ENGINEER - SENIOR

Performs complex manufacturing engineering assignments with considerable latitude for action and decision making • Designs and coordinates manufacturing processes • Plans or improves production methods including production flow, tooling, assembly methods, and production equipment • Estimates production times and optimum staffing for production schedules • *This is the senior/staff specialist level engineer, typically requiring a degree and 5-8 years of experience.*

NOTE: Exclude entry level, intermediate level.

5.13a MECHANICAL ENGINEER

Performs research, design, development, and testing of mechanical products and systems • Designs, develops, and tests tools, machinery, and equipment • *This is an intermediate level journey engineer, typically requiring a degree and 3-5 years of experience.*

NOTE: Exclude entry level/non-registered engineers, senior/lead engineers, supervisors of registered professional engineers.

5.13b MECHANICAL ENGINEER - SENIOR

Performs complex mechanical engineering assignments with considerable latitude for action and decision making • Performs research, design, development, and testing of mechanical products and systems • Designs, develops, and tests various tools, machinery, and equipment • *This is the senior level engineer, typically requiring a degree and 5-8 years of experience.*

NOTE: Exclude entry level, intermediate level.

5.14 MACHINIST

Sets up and operates a variety of machine tools to perform production machining operations • Interprets blueprints, sketches, and engineering specifications • Assists with determining sequence of operations, methods of set up and layout, and utilization of materials and parts required • Operates computerized systems and equipment • *This job is the journey level machinist position; completion of a vocational or apprenticeship or equivalent training and experience is required.*

NOTE: Excludes experimental machining.

5.16 PRODUCTION MACHINE OPERATOR I (ENTRY LEVEL)

Operates basic production equipment to manufacture company products • *This is the entry level position, requiring little or no production experience.*

NOTE: Exclude intermediate level operators, senior level operators.

5.17 PRODUCTION MACHINE OPERATOR II (INTERMEDIATE LEVEL)

Operates one or more types of customized production equipment to manufacture company products • *This is the intermediate, fully trained, fully proficient position, typically requiring 6 months to 1 year of experience.*

NOTE: Exclude entry level, senior level.

5.18 PRODUCTION MACHINE OPERATOR III (SENIOR LEVEL)

Operates complex, customized production equipment to manufacture company products • May perform set-up duties • *This is the senior level operator, typically requiring full knowledge of department, and 2 or more years of experience.*

NOTE: Exclude entry level, intermediate level, supervisors, managers.

5.20 ASSEMBLER

Performs a variety of moderately complex production assembly operations • Utilizes diagrams, drawings, and oral and written instructions to assemble products and subassemblies • Uses a variety of hand tools or production equipment • *This is the intermediate level assembler position typically requiring 1 year of assembly experience.*

NOTE: Exclude intermediate level, senior level.

5.21 ASSEMBLER - SENIOR

Performs a variety of moderate to complex production assembly operations • Utilizes diagrams, drawings, and oral and written instructions to assemble products and subassemblies • Uses a variety of hand tools or production equipment • This is the senior level assembler position typically requiring 2 or more years of assembly experience.

NOTE: Exclude entry level, intermediate level, supervisors, managers.

5.22 QUALITY ASSURANCE INSPECTOR

Performs quality inspections on components, parts and/or products as prescribed by applicable specifications, technical data requirements, and instructions • Inspects complex and precision electronic, optical, electro-optical, electro-mechanical, hydro-mechanical, mechanical production assemblies • Inspects various composite and fabricated parts, developmental and engineering prototype hardware, and micro electronic circuit assemblies • Performs required inspections/measurements and data collection of purchased, in-process and final product/materials.

5.23a TEST TECHNICIAN

Performs testing from detailed instructions that involve the operation of equipment and/or systems and the demonstration of hardware or software performance to specified requirements • Performs, witnesses, and accepts test results • Ensures that proper test-related documentation is completed, verified, and approved • This is the intermediate level, typically requiring 2-3 years of experience and a comprehensive and thorough knowledge of equipment utilized for testing and the equipment to be tested, and may require certification or degree.

NOTE: Exclude supervisors.

5.23b QUALITY ASSURANCE TECHNICIAN

Assists production teams and other staff by providing technical information to produce products that meet safety and quality standards • This position helps identify, investigate, and follow-up on the organization's continuous improvement program • Specific responsibilities: auditing and analyzing finished and intermediate products, ingredients, and systems; reporting audit findings; and calibrating and maintaining production measurement equipment • Typically requires a degree and 2-5 years of experience.

5.23c QUALITY ASSURANCE ENGINEER

Uses advanced quality and reliability engineering principles to enhance product quality, reliability, and acceptance • Prevents problems by assessing and qualifying the capability of the product design-quality and reliability systems • Implements problem detection systems • Monitors the performance of the product design-quality and reliability systems • Solves problems that affect quality and reliability • Provides customer/vendor and management interface on quality, process, and reliability problems • Typically requires a degree in Engineering, Physics, or related field, and 3-5 years of experience.

NOTE: Exclude entry level, senior level.

5.23d QUALITY ASSURANCE ENGINEER - SENIOR

Uses advanced quality and reliability engineering to enhance product quality, reliability, and acceptance • Monitors the performance of the product design-quality and reliability systems • Provides customer/vendor and management interface on quality, process, and reliability problems • Generates and maintains documentation relating to quality, reliability, and processes • Prevents problems by assessing and qualifying the capabilities of the product design-quality and reliability systems • Implements problem detection systems • Solves problems that affect quality and reliability • Typically requires a degree in engineering, physics, or related field, and 5-8 years of experience.

NOTE: Exclude entry level, intermediate level.

5.23e QUALITY MANAGER

Plans, develops, and manages quality assurance programs for a company, division, or plant • Audits production departments to ensure adherence to quality assurance procedures and standards • Administers quality assurance and inspection training programs to employees involved in receiving materials or components and fabricating or assembling products • Recommends quality improvements in purchased materials, product design, and manufacturing techniques • This is the top quality assurance or control position, supervising quality assurance staff, and typically requiring a degree and 5-8 years of experience with at least 3-5 years of managerial experience.

5.24 PRODUCTION PLANNER / SCHEDULER

Prepares schedules to establish sequence and lead time of each manufacturing operation to meet shipping dates according to sales forecasts and customer orders • Reviews production specifications and plant capacity data • Plans sequence of operations to provide guidance to production workers • This is an intermediate level position, typically nonexempt or entry level exempt, requiring 1-2 years production scheduling experience.

NOTE: Exclude supervisors.

5.25 SURVEY PARTY CHIEF

Performs civil engineering field surveys and office calculations including responsibility of supervision of field survey crews • Schedules, assigns and supervises all survey activities • Researches, reads and interprets technical engineering documents such as survey data, maps, aerial photographs, highway plans and computer printouts • Requires a Bachelor's degree in Civil Engineering and 2 years of experience as a survey crew lead worker.

NOTE: Exclude lead workers.

5.26 ROADWAY MAINTENANCE TECHNICIAN

Under general supervision, performs skilled tasks in maintenance of roadways • Operates construction and maintenance vehicles and equipment • Performs preventive maintenance of vehicles and equipment • Duties may include: removing asphalt and concrete; repairing or installing fences, guardrails, guideposts and reflectors; setting up safety cones and directional devices; and directing traffic around work sites • Requires 2 years of experience working with motorized equipment.

NOTE: Exclude entry level, heavy equipment operator, supervisors.

5.30 PLANNER (JOURNEY)

Researches and analyzes technical data to apply planning and zoning regulations to development, construction, and land use issues • Provides technical assistance to the public and other agencies • Assists senior planning staff with complex cases by gathering and analyzing data, assisting in the preparation of reports and documents for board reviews and appeal hearings • May provide staff support to a variety of planning boards, commissions, and committees, and presents reports and recommendations to them • Works under general supervision only, and provides guidance to lower-level planners and planning technicians in evaluating and solving planning problems • Typically requires a 4 year degree and 2-3 years of experience • Usually the middle level in a job series of professional planners.

NOTE: Exclude supervisors and may be the only planning staff member in smaller jurisdictions.

6.0 HEALTHCARE

6.01a LABORATORY TECHNICIAN

Under general supervision, performs technical laboratory work, of average difficulty, including chemical and microscopic tests and examinations, prepares cultures, assists in inoculation • Analyzes, reviews, reports test results • May act as lead worker • Requires some college including biological and physical science courses & laboratory experience.

6.01b HISTOLOGY TECHNICIAN

Cuts, mounts, and studies specimens of human tissue to provide data on functioning of tissues and organs, and the causes or progress of disease • Typically requires completion of a 2 year approved histology program or American Society for Clinical Pathology (ASCP) registration as a Histologic Technician.

6.01c HISTOLOGY TECHNOLOGIST

Cuts, mounts, and studies specimens of human tissue to provide data on functioning of tissues and organs, and the causes or progress of disease • Typically requires completion of a 4 year approved histology program or American Society for Clinical Pathology (ASCP) registration as a Histologic Technologist.

6.02 MEDICAL TECHNOLOGIST

Under general supervision, performs skilled specialized work in the conduct of all phases of clinical laboratory technology, including chemistry, hematology and bacteriology • Makes analytical diagnoses and prepares reports to aid in treatment of disease • Requires medical technology training program plus technologist designation by ASCP, AMT, HEW or ISCLT.

NOTE: Exclude non-registered technologists, supervisors.

6.03a RADIOLOGICAL TECHNOLOGIST

Under direct supervision, operates radiological equipment in diagnostic examinations, performs fluoroscopies, makes minor repairs • May act as lead worker; operates mobile unit • Prepares patients for x-ray by administering drugs or chemical mixtures orally or intravenously • Requires graduation from an accredited school of radiological technology and ARRT certification.

NOTE: Exclude supervisors, x-ray assistants.

6.04 NURSING ASSISTANT, CERTIFIED (CNA)

Under general supervision, provides para-professional level of care/treatment to patients; performs simple medical treatments or clinical tests, takes vital signs, assists patients with bathing & other personal chores • Typically requires State CNA certification, and 6 months experience and/or training.

NOTE: Exclude LPN.

6.05 NURSE PRACTITIONER

Provides medical care/treatment to clients, under supervision of a physician, in areas such as a health center or in a research study • Determines and formulates health histories and performs physical examinations • Orders, interprets and evaluates diagnostic tests to identify and assess client's problems • Determines and manages minor and/or acute illnesses and initiates symptomatic treatment • Conducts initial care for emergency situations and on-going healthcare and clinical management of stable chronically ill clients • Maintains an ongoing health education program, prescribes medication or other forms of treatment, and refers clients to outside services/facilities • Participates in research studies and conducts home visits to perform testing and/or physical exams • Requires a bachelor's degree in Nursing with satisfactory completion of an approved Nurse Practitioner program • Licensed to practice nursing in the State of Arizona • Certified as a Nurse Practitioner by the State Board of Nursing.

NOTE: Exclude RN, physician's assistants.

6.06 LICENSED PRACTICAL NURSE

Under professional supervision, performs a variety of nursing procedures, performs special treatments, gives injections, usually administers medications • Observes and reports patient's condition or reaction to supervisor • Requires a current Arizona license to practice as a licensed practical nurse.

NOTE: Exclude nurses aides, registered nurses, nurse supervisors, specialist.

6.07a REGISTERED NURSE - 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.

NOTE: Exclude LPNs, inexperienced RNs, nurse supervisors, specialists, lead nurses.

6.07c REGISTERED NURSE - 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.*

NOTE: Exclude LPNs, inexperienced RNs, nurse supervisors, specialists, lead nurses.

6.07d CLINICAL NURSE LEAD / SUPERVISOR

Supervises and coordinates activities of nursing personnel in one or more patient care units • Verifies that patients' needs are met and evaluates nursing care provided • Provides leadership during schedule conflicts, unplanned changes in activity, last minute deadlines and crisis situations • *Requires graduation from an accredited school of nursing and current state licensure* • *5 years of critical care nursing experience is preferred.*

NOTE: Exclude LPNs, inexperienced RNs.

6.08b OCCUPATIONAL THERAPIST

Under general supervision, provides direct OT service, frequently encountering stressful situations • Evaluates client needs and rehab potential • Chooses treatment modalities for their ability to meet predetermined goals and/or increased ability to cope with surroundings and relationships • Implements treatment plans, evaluates progress, maintains records • *Requires a bachelor's degree and 2 years of experience or a master's degree* • *Requires registration and certification by the American Occupational Therapy Association, and current Arizona State License.*

NOTE: Exclude entry level therapists, department coordinators or managers.

6.09b PHYSICAL THERAPIST

Under direction, plans and administers physical therapy procedures and modalities such as exercise, heat, electrical devices, and massage to patients as prescribed by their physician • Evaluates patients and makes recommendations for changes and/or modification of treatment plans and is responsible for safety of patients; may design and use adaptive exercise equipment • *Requires completion of formal training program in physical therapy plus registration and current state licensure.*

NOTE: Exclude non-registered therapists, supervisors.

6.11 PHARMACY TECHNICIAN

Under direct supervision of a registered pharmacist, performs journey level pharmaceutical work • Stocks or replenishes medications; operates packaging equipment for unit dose or prepackaged dispensing system • Assists pharmacist in preparation of prescriptions, maintains records of prepackaged drugs and drugs dispensed, and reviews pharmacy stock for expired drugs • *Requires successful completion of the Pharmacy Technician Certification Board (PTCB) examination or another pharmacy technician examination approved by the Arizona Board of Pharmacy and possession of a valid Arizona Pharmacy Technician license upon and throughout employment.*

NOTE: Exclude non-certified technicians.

6.12 PHARMACIST

Under general supervision, performs a variety of pharmacy procedures such as compounding and dispensing prescribed medications, maintaining records and inventory and disposing of outdated products • Observes security procedures to safeguard and control narcotics and alcoholic drugs • *Requires a degree and registration as a pharmacist.*

NOTE: Exclude supervisory pharmacists.

6.13 QUALITY ASSURANCE COORDINATOR (RN)

Plans and evaluates multi-disciplinary, process improvements relating to quality of clinical care/practice/service • Serves as a consultant on regulatory requirements and related system initiatives • Monitors trends and participates in the determination of need for further assessment and improvement • Recommends policy and procedure changes to improve care and patient outcomes using clinical knowledge base • Maintains and enhances a variety of databases, statistics and reports • *Typically requires a Degree in Nursing, college level course work in statistical analysis, and 3 years of clinical experience in an acute-care setting, and 1 year of experience in quality assessment and improvement work.*

6.14 SOCIAL WORKER - BACHELOR'S

Provides professional social work to children, adults and/or families in a hospital, institutional or community setting • Makes independent decisions regarding client care treatment plans and ongoing assessment • Performs direct, client and family counseling and crisis intervention • *Requires a Bachelor's degree in social work or other related field and 2 - 3 years of experience.*

NOTE: Exclude social service workers/aides, client/patient advocates, psychiatric technicians, supervisors.

6.15 SOCIAL WORKER - MASTER'S

Under general supervision, provides professional social work to children, adults, and/or families in a hospital, institutional or community setting • Focuses on difficult or complex cases requiring intensive or exceptional services for children, adults or developmentally disabled persons • May be responsible for case consultation and training • May be lead worker in a work unit • *Requires a Master's Degree in social work or other related field and 3 - 4 years of experience.*

NOTE: Exclude social service workers/aides, client/patient advocates, psychiatric technicians, entry level caseworkers, supervisors.

6.16a BEHAVIORAL HEALTH ASSISTANT - ENTRY

As a member of a multi-interdisciplinary team, provides training and supportive care and counseling related to clients' to achieving treatment goals • Provides individual and group training in independent living skills (e.g., personal hygiene, problem solving, housekeeping, budgeting, grocery shopping, and meal planning and preparation) • Monitors clients' behaviors, symptoms, and activities, assisting/facilitating crisis intervention and conflict resolution as appropriate • In residential settings, assists with the clients' self-administration of medications and medicine maintenance • Assigned responsibilities involving paraprofessional guidance and instructional work • Typically requires high school diploma or general education diploma (GED) • Must be at least 21 years of age • One year behavioral health experience or non-behavioral health bachelor's degree preferred.

6.16b BEHAVIORAL HEALTH TECHNICIAN

As a member of an interdisciplinary team, provides rehabilitation and therapeutic activities according to clients' treatment plans, assisting in the development of and implementation of individual treatment plans, and performing a variety of tasks to maintain the orderly function of the program • Provides individual and group training in independent living skills (e.g., personal hygiene, problem solving, housekeeping, budgeting, grocery shopping, and meal planning and preparation) • Monitors clients' behaviors, symptoms, and activities, assisting/facilitating crisis intervention and conflict resolution as appropriate • In residential settings, assists with the clients' self-administration of medications and medicine packet maintenance • Typically requires 4 years behavioral health experience, or non-behavioral health bachelors degree and one year experience, or behavioral health related degree.

NOTE: Alternate titles: psychiatric technician, direct care technician, rehabilitation technician

6.16c BEHAVIORAL HEALTH THERAPIST / COUNSELOR - MASTER'S

Conducts group, family and individual counseling for patients in behavioral health programs • Provides assessment and counseling for patients and their families • Serves as liaison between medical staffs, patients, relatives and appropriate outside agencies • Evaluates and assists in the resolution of behavioral health problems that relate to medical condition and/or hospitalization • Documents delivery of comprehensive treatment services and how the patient is progressing • Maintains patient safety standards • Requires a master's degree.

6.17 PHLEBOTOMIST

Obtains blood samples by skin puncture, venipuncture, and arterial gasses • Instructs patients in proper collection of urine samples • Performs fingersticks • Prepares samples for reference labs • May perform EKGs, urinalysis, and plate cultures • May label and prepare hematology slides • Typically requires completion of a phlebotomy course or an accredited medical assistant course or 6 months laboratory experience and certification as a Healthcare Assistant.

6.18a BILLING / CLAIMS SPECIALIST**

Coordinates and facilitates patient billing and collection activities in one or more assigned areas of billing, payment posting, collections, payor claims research, and other accounts receivable work • May work as a member of a team to ensure reimbursement for services in a timely and accurate manner • Requires high school diploma and 1 year experience.

6.18b BILLING MANAGER*

Manages the activities of the patient accounting and collection functions • Establishes policies and procedures for patient billing, advance payments, collections, and third-party payments according to administrative and legal requirements • Directs the activities of billing personnel • Typically requires a degree and 3-5 years of experience.

6.19 NURSE CASE MANAGER

Provides comprehensive care coordination for patients as assigned • Assesses the patient's plan of care and develops, implements, monitors and documents the utilization of resources and progress of the patient through their care, facilitating options and services to meet the patient's healthcare needs • Manages individual patients across the healthcare continuum to achieve the optimal clinical, financial, operational, and satisfaction outcomes • Requires current RN license and 3-5 years of experience.

6.20 CLINICAL EDUCATOR

Plans, develops and conducts education and training for nursing and other key clinical services staff • Evaluates effectiveness of programs and provides guidance to staff and key leaders based on results • Facilitates assessment and identification of ongoing learning needs for staff development programs • Facilitates learning with various delivery methods which may include eWeb technology and other e-learning applications • Requires a Bachelors Degree in nursing or related healthcare field and current RN licensure.

6.21 MEDICAL ASSISTANT

Provides specific nursing care under the direction of a healthcare provider or registered nurse or licensed practical nurse • Provides care that is intentional and patient-focused and is consistent with relationship-based care • Prepares office examining rooms • Anticipates patient needs and responds to patient requests • Requires High School Diploma or (G.E.D.) and completed Medical Assistant or related training • May require certification depending on area of practice.

6.22 PHYSICIAN ASSISTANT

Provides healthcare services to a defined patient population under the supervision of physicians in the inpatient, outpatient, emergency department and perioperative setting • Provides diagnostic, therapeutic and preventive healthcare services as delegated by a physician • Takes medical histories and performs physical exams, orders and carries out therapies, orders and interprets diagnostic tests, makes medical diagnosis, prescribes medications and performs procedures within their scope of practice • Records in the medical record and instructs and counsels patients • Must have graduated from an accredited Physician Assistant program and have a current Arizona Physician Assistant license and certification.

6.28 SPEECH LANGUAGE PATHOLOGIST

Responsible for evaluating, diagnosing, and treating speech, language, and swallowing disorders in individuals of all ages • Certification requires a master's degree, and demonstrated mastery of the standards set by the American Speech-Language-Hearing Association for the knowledge and skills in Speech-Language Pathology.

6.32 CREDENTIALING SPECIALIST*

Coordinates all aspects of the privileging and credentialing process for the healthcare provider • Processes applications, verifies information, researches application details, and assures process is in accordance with medical staff bylaws • This is an advanced level clerical position, typically requiring business or vocational training, and 3 years medical secretarial experience.

7.0 HUMAN RESOURCES

7.01a TRAINER

Administers, organizes and conducts training and education programs for the organization which may include employee orientation, on-the-job training, computer training (Microsoft Word, Excel, Outlook and company-specific applications), telephone voicemail and etiquette • Maintains records on training activities • Monitors and makes recommendation on the effectiveness of training programs • Typically requires a degree and 1-3 years of experience.

NOTE: Does not typically develop course content.

7.01b TRAINER - TECHNICAL

Designs, develops, and provides instruction to employees, partners, and customers on how to use company products and technologies • Develops classes to ensure that training is available on current and emerging technologies, product features, and troubleshooting information • Develops courses by using adult learning principles, appropriate media, product information, and technical sources • Requires a degree or equivalent, 2-4 years technical support or technical sales support experience, and a minimum of 2 years of training related experience.

7.01c 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.

7.02 HUMAN RESOURCES ASSISTANT

Under general supervision, performs a variety of clerical tasks involving the receipt, processing, and distribution of human resource documents • Prepares job vacancy notices, processes job openings, salary/classification transactions and changes to benefit coverage, signs up new employees for benefit coverage, and maintains human resource records and prepares surveys and reports as necessary • Responds to inquiries regarding personnel rules, procedures, credit inquiries, or performance of former employees • Administers various selection devices such as written tests • Requires human resource clerical experience.

NOTE: Exclude entry level clerks, lead clerks, professional/paraprofessional level human resources positions.

7.03 HUMAN RESOURCES ANALYST

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 • Provides advice and guidance in the specialty area • Provides training and technical assistance to others • This is the intermediate level human resource staff professional with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.

NOTE: Exclude entry level, senior level, administrative assistants, paraprofessionals, supervisors.

7.04 HUMAN RESOURCES GENERALIST

Administers programs, procedures, and plans used in carrying out human resource policies • Provides guidance to executives, managers, supervisors, and employees on various human resource issues • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, HRIS, safety, and training • This is the intermediate level human resource staff professional with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.

NOTE: Exclude specialists, managers.

7.05 HUMAN RESOURCES GENERALIST - SENIOR

Serving as a strategic business partner, administers programs, procedures, and plans used in carrying out human resource policies • Provides guidance to executives, managers, supervisors, and employees on various human resource issues • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training • This is the senior level human resource staff professional, typically requiring a degree and 5 or more years of experience.

NOTE: Exclude specialists, managers.

7.06a COMPENSATION ANALYST*

Studies and analyzes jobs and prepares job descriptions in standardized form; evaluates jobs using established evaluation systems and determines appropriate grades • Conducts compensation surveys and participates in surveys conducted by other firms • Analyzes compensation survey data and develops and recommends compensation policies and procedures • May assist in the administration of merit rating program, reviewing changes in wages and salaries for conformance to policies • May also assist in the design and administration of contingent compensation programs • No lead responsibility • This is the intermediate level position typically requiring course work or experience in business administration, statistics, human resource management or comparable discipline • Typically requires demonstrated knowledge of job evaluation systems, compensation practices and methods, knowledge of applicable laws, and 2-4 years of compensation experience.

7.06b COMPENSATION MANAGER**

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

7.07a 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 • *Typically requires current knowledge of company benefit programs and 1-2 years of related experience.*

7.07b 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; and develops and produces benefit reports from HRIS and related systems • *Typically requires 3-4 years of related experience supporting benefit functions.*

7.07c BENEFITS ADMINISTRATOR

Administers employee benefit programs; develops and recommends new programs or revisions to existing programs; develops and carries out benefit educational activities; conducts and responds to benefit surveys; ensures compliance with all legislative acts pertaining to employee benefits • May supervise benefit clerk(s) • *This is the intermediate level position typically requiring course work or experience in business administration, accounting, human resource management, etc* • *Typically requires 3-4 years of experience in analyzing, evaluating and administering employee benefit programs.*

7.07d 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.*

7.08 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 human resources functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services • *Usually supervises the activities of professional and clerical Human Resource staff* • *Typically requires a degree and 5-8 years of experience.*

NOTE: 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).

7.09 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 requires a degree and 8-10 years of experience.*

NOTE: 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.

7.11 HRIS ANALYST

Supports the organization's automated human resource information system • Serves as a liaison between human resources and IT personnel • Works with human resource users to determine information systems reporting and training needs • Interacts with IT personnel to design, modify, and implement the HRIS • May participate in the evaluation and selection of vendor software packages • Monitors 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 2-5 years of experience.*

NOTE: Exclude supervisory positions.

7.14 RECRUITER

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

NOTE: Exclude assistants, senior recruiters, recruiting managers.

7.15 RECRUITER - SENIOR*

Sources, recruits, and interviews candidates for all job levels (including professional, technical, and management positions), refers applicants to specific job openings, checks references and may process changes in employee employment status (hires, promotions, transfers, etc.) • May have EEO and affirmative action responsibilities • May have lead responsibilities • *This is the senior level, typically requires a degree and demonstrated interviewing skills, knowledge of modern employment practices and related laws, and 5+ years of experience in recruiting.*

NOTE: Exclude assistants, intermediate recruiters, recruiting managers.

7.16 RECRUITMENT 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.*

8.0 LEGAL / COURT

8.01 LEGAL SECRETARY

Under general supervision, performs legal secretarial work; prepares papers and correspondence of a legal nature such as petitions, briefs, summons, complaints, motions and subpoenas • Relieves an attorney of considerable administrative detail • *Requires experience of a legal nature.*

NOTE: Exclude secretaries not reporting to an attorney; entry level positions.

8.02 PARALEGAL

Under direction, conducts legal research for adjudications, pleadings and trials; writes reports; drafts motions, appeals, opinions, correspondence and proposed legislation • *Requires a paralegal degree or experience performing legal research for an attorney or law firm.*

NOTE: Exclude legal secretaries, law clerks, licensed attorneys.

8.03a ATTORNEY

Under direction, conducts research, prepares briefs and argues cases in court, and may train new attorneys • This is an intermediate level • *Requires license to practice law and 2-4 years of experience as a practicing attorney.*

NOTE: Exclude entry level attorneys, supervisors.

8.03b 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 • May supervise other attorneys • *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.

8.04 JUDICIAL ADMINISTRATIVE ASSISTANT

Performs highly skilled administrative and secretarial support work for a Judge or Commissioner • Performs work involving knowledge of legal procedures, principles, forms and terminology • Exercises considerable initiative, latitude and independent judgment, with limited supervision, making decisions in regard to case flow management, requests to calendar and/or vacate hearings or trials and calendar additions • Serves as the judicial liaison for the division by answering, directing and responding to incoming calls from the legal community, the public and court staff. Performs research necessary to answer inquiries or resolve problems and/or complaints • Reviews incoming documents, mail and pleadings to ensure compliance with court rules, local rules, Rules of Criminal and Civil Procedure and Arizona Revised Statutes • Sets priorities for incoming documents and requests from the Judge or Commissioner, court staff, legal community and/or the public • *Requires four years of progressive administrative and secretarial experience working in a court system or legal office environment.*

NOTE: Exclude administrative assistants who do not report to a judge or commissioner.

8.05 BAILIFF

Prepares the courtroom for the day's cases, assists in retrieving the appropriate files for each day's calendar of cases, assures all parties involved in the proceedings are present, maintains order in the courtroom at all times during the sessions of the court and notifies judicial security when necessary • Escorts witnesses to and from the courtroom and maintains jury deliberation room in an orderly manner • *Requires a high school diploma or GED certificate, or any equivalent combination of experience, training and/ or education.*

NOTE: Exclude Bailiff/Security Officers who bear arms.

8.06 COURT INTERPRETER

Performs Spanish/English and English/Spanish interpretation and translation for judicial proceedings in criminal (both felony and misdemeanor), family, probate, and civil hearings, and for all court divisions in formal and informal settings, and assists other county courts as required in related work situations • Interprets orally in the consecutive, simultaneous, sight translation and telephonic modes in English/Spanish and Spanish/English for formal and informal legal proceedings, and court ordered processes • Translates from Spanish/English and English/Spanish court orders, court notices, petitions, technical, medical, or legal documents, certificates, letters, or other materials deemed essential to carry out court proceedings • *Requires high school diploma or equivalent GED certificate, and three years of continuous, professional interpreting and some translation experience in Spanish/English and English/Spanish with at least one year of experience in legal interpreting.*

NOTE: This is an journey-level position. Exclude court interpreters who supervise.

8.07 COURT REPORTER

Performs on a professional level the recording and transcribing of court and legal proceedings to document and produce verbatim records of verbal and nonverbal activities • Produces a verbatim record of all proceedings including both words spoken and movements made within the courtroom using a manual shorthand system or specialized equipment • Reads back any previously recorded spoken testimony during court proceedings to judges, counsel, witnesses and jurors, and to jurors during deliberation when requested • Read stenographic notes to the court in chambers to assist in the rendering of legal decisions in rulings on motions and hearings • Prepares verbatim transcripts in typewritten form from stenographic notes to be delivered in required time periods • *Requires a high school diploma or equivalent GED certificate and two years of professional level experience recording and/or transcribing verbatim court or legal proceedings; and State of Arizona court reporter certification, in accordance to Arizona Revised Statute, Title 32, Chapter 40.*

8.08 COURTROOM CLERK (BENCH SPECIFIC)

Performs work involving legal procedures and court hearings for a specific legal discipline • Attends open court hearings before multiple judicial officers and performs highly skilled administrative and legal clerical tasks • Transcribes from steno machine, shorthand notes, or from recordings to produce minute entries that contain legal findings, orders, rulings, motions, stipulations, future court hearings, and other pertinent information that contributes to the efficient administration of justice • Prepares and processes other paperwork associated with court hearings for a legal discipline, such as issuing and quashing warrants, commitment and release orders, etc. • Administers oaths to witnesses, jurors, interpreters and bailiffs/law clerks • Receives and marks all exhibits, including all contraband and dangerous exhibits • Completes the exhibit list and insures safekeeping and chain of custody of all exhibits • Releases exhibits, which have been admitted into evidence to the jury during deliberations and/or to counsel and law enforcement after trial • Impanels, draws alternates, polls jurors, reads charges and reads and records verdicts • Exercises considerable initiative, latitude and independent judgment, with limited or no supervision • *This position is the sole representative of the Clerk of Court in a designated legal discipline* • *Requires a high school diploma or the equivalent and demonstrated skill and competency in production of court documents; typing and electronic transcription score of at least 45 WPM, plus the achievement of test scores in grammar, spelling and punctuation, demonstrating a high level of accuracy and competency in each* • *This is the entry-level position.*

NOTE: Exclude courtroom clerks who perform for multiple court benches.

8.09 COURTROOM CLERK, SENIOR (MULTIPLE BENCH)

Independently performs complex work involving extensive knowledge of legal procedures and court hearings, statutes and rules of Court for multiple legal disciplines • Attends open court hearings before multiple judicial officers and performs highly skilled administrative and legal clerical tasks • This is a fully functioning Courtroom Clerk, able to attend open court hearings in all legal disciplines and before any member of the bench in Superior or Juvenile Court • Transcribes from steno machine, shorthand notes, or from recordings to produce minute entries that contain legal findings, orders, rulings, motions, stipulations, future court hearings, and other pertinent information that contributes to the efficient administration of justice • Prepares and processes other important paperwork associated with court hearings for a legal discipline, such as issuing and quashing warrants, commitment and release orders, etc. • Administers oaths to witnesses, jurors, interpreters and bailiffs/law clerks • Receives and marks all exhibits, including all contraband and dangerous exhibits • Completes the exhibit list and insures safekeeping and chain of custody of all exhibits • Releases exhibits, which have been admitted into evidence to the jury during deliberations and/or to counsel and law enforcement after trial • Impanels, draws alternates, polls jurors, reads charges and reads and records verdicts • Exercises considerable initiative, latitude and independent judgment, without the need for supervision • Performs duties at the Adult Division, which includes criminal, civil, domestic and probate matters • At the Juvenile Division this includes criminal (delinquency), dependency, guardianship, severance, adoption, and mental health matters • *Requires a high school diploma or equivalent and 1-2 years courtroom clerk work experience.*

NOTE: Exclude entry-level courtroom clerk positions.

8.10 PROBATION OFFICER

Supervises an assigned caseload of juvenile or adult probationers • Performs the investigation, counseling and guidance, and monitoring the behavior of offenders on court ordered probation • Performs duties in the field and in the office as it relates to monitoring and directing probationers' behavior • Minimum requirements are a minimum age of 21 years and must be a United States citizen or have legal resident status (Supreme Court Order # 2003-92), a bachelors degree preferably in the field of behavioral science or a related field (Supreme Court Order # 2003-92), and preference of one year of experience in a related field, such as but not limited to, criminal justice, social work, and/or counseling.

NOTE: Exclude Senior Probation Officers and Lead Officers.

8.11 SURVEILLANCE OFFICER

Monitors and provides surveillance on juvenile and adult probationers to ensure individuals adhere to the conditions of their probation • Provides surveillance for a caseload of probationers through the enforcement of a court ordered supervision program • Monitors and assists in enforcing conditions of probation of convicted felons or adjudicated juvenile offenders placed by the court in a probation program • Conducts required surveillance of probationers through the enforcement of mandated curfews, telephone contacts, frequent visits to work site, school and social service agencies, and day/night home visits • Requires a minimum age of 21 years, must be a United States citizen or have legal resident status, a high school diploma or a GED, and preference given to candidates with preferred qualifications, such as an associates degree in criminal justice, law enforcement or social services, and/or two years of experience in a security position, a criminal justice agency position dealing with inmates or probationers or other agencies dealing with adult or juvenile offenders, social services position such as teaching, coaching, supervision, or case management.

NOTE: Exclude Senior Surveillance Officers.

8.12 JUVENILE DETENTION OFFICER

Responsible for the safety and well-being of youth detained in a Juvenile Court Detention Center • Develops positive working relationships with youth • Monitors and maintains a structured, caring, safe, healthy, and learning environment for detainees • Monitors and maintains security and control of the structured detention environment • Requires a high school diploma or an equivalent G.E.D. certificate, some experience working with youth, must be a minimum age of 21 years, and must be a United States citizen or have legal resident status.

NOTE: Exclude Lead Officers.

8.13 DETENTION OFFICER

Performs security work in the supervision, care, and welfare of adult inmates • Controls and supervises the movement and activities of inmates • Maintains the safety and physical security of the facility • Conducts inventories of detention supplies and commodities and maintains detention records • Transports inmates • This is a working/journey position, which works under general supervision.

NOTE: Exclude Juvenile Detention Officers.

8.17 COUNSELOR / MEDIATOR

Provides professional level counseling and alternative dispute resolution services including mediation, evaluation and parent coordination to family law clients and residents • Coordinates and provides mediation and counseling to parents, couples, and families as referred by the Courts and prepares written custody and parenting time agreements • Coordinates and conducts custody and parenting time evaluations and parent coordination services to families as referred by the Court and prepares written summaries and reports • Conducts court-ordered conciliation counseling, marriage, and divorce counseling to individuals and couples • Requires a master's degree from an accredited college or university with a major in behavioral science or social science field, or a closely related field and two years of post graduate direct service experience in couples, marriage, divorce or family counseling.

8.20 PROBATION SUPERVISOR

Provides work direction, supervision and support for probation and surveillance officers who supervise adult and juvenile offenders and coordinates the completion of administrative functions required to implement court ordered probation programs • This position requires considerable initiative and independent judgment in managing multiple priorities and coordinating work activities to meet schedules and goals • Oversees the assignment of new offenders into probation programs or units to assure compliance with department and court policies and procedures, and State laws • Supervises and coordinates the work of specialized or non-specialized probation units • Plans and assigns the work performed by probation officers, surveillance officers and support staff in the supervision of adult and juvenile offenders • Audits case files on a regular basis • Requires a minimum age of 21 years and must be a United States citizen or have legal resident status (Supreme Court Order # 2003-92), bachelors degree preferably in the field of behavioral science or a related field (Supreme Court Order # 2003-92), and five years of professional experience in probation.

NOTE: Excludes: Directors, Managers, and Lead Officers.

9.0 LIBRARY

9.01 LIBRARY SPECIALIST

Under general supervision, performs detailed work in an assigned library function (e.g., acquisition, cataloging, circulation, materials maintenance, or reference/information services) in an automated environment • Creates, maintains, and updates complex automated system records, and uses the system to collect, analyze and report data • Provides advanced information and problem-solving assistance to library users • May provide specialized expertise in an academic discipline, subject area, or foreign language • May lead, train, or schedule staff/students/volunteers • Requires in-depth knowledge of assigned function, general library services, and applicable software; independent judgment, creative thought and thorough understanding of selected library/information science principles; bachelor's degree and 1 year of library experience, or 5 years of library experience.

NOTE: Exclude generalists, library clerks, librarians.

9.03 LIBRARIAN

Under general supervision, performs experienced, professional level library work • Catalogs, classifies and acquisitions library materials • May supervise technical and/or clerical employees • Requires a Master's degree in library science and some professional experience.

NOTE: Exclude library technicians, inexperienced librarians, consultants, librarians with small specialized library (law, medical or technical).

10.0 PROCUREMENT / WAREHOUSE

10.01 STOCK CLERK

Under general supervision, performs skilled manual and clerical tasks receiving, storing, delivering, inventorying, and shipping a variety of office supplies, materials and equipment in a nonproduction line storeroom • Checks incoming material against invoices, purchase orders or other documents indicating delivery • Monitors stock and maintains records • May store items requiring special handling and storage • Requires about 1 year of experience in storage of supplies and materials.

NOTE: Exclude motorized equipment operators, warehouse laborers, inexperienced stock clerks, laborers, material handlers, supervisors, production line workers.

10.02 STORES SUPERVISOR

Under general supervision, supervises a store/warehouse facility with a varied inventory typically including capital equipment, office supplies, maintenance materials, custodial supplies, nonproduction line materials, clothing and/or food items • Maintains records of stock levels and is responsible for inventory control reports • Requires supervisory experience in receiving, storing, inventorying and distributing a variety of supplies, materials and equipment • Typically requires 3-4 years of experience.

NOTE: Exclude warehouse managers, managers over decentralized operations, production line supervisors, retail store managers.

10.03 MATERIAL HANDLER

Performs a variety of industrial or heavy warehousing functions which may include receiving, computerized inventory control, supply documentation, data input, and material distribution and/or delivery • Forklift or other heavy equipment operation, including automated inventory methods, may be required • This is the intermediate, fully-qualified level, typically requiring 1-2 years of experience.

NOTE: Exclude stock clerks, laborers.

10.04 WAREHOUSE LEAD

Coordinates the receiving, storing, and issuing of parts/materials or finished products • Provides training, gives direction, and prioritizes work activities of warehouse personnel to meet production needs, shipping schedules, and other pertinent deadlines • Processes and verifies inventory movement/transactions, maintains overall accuracy of inventory levels, and recommends new procedures to improve inventory control and overall workflow efficiency • High School degree or equivalent required; some college or Associates degree in related field preferred • Typically requires 2 or more years warehouse experience.

NOTE: Exclude stock clerks, laborers.

10.05a BUYER

Under general supervision, performs experienced, professional level duties on a large scale, purchasing a variety of materials, supplies, equipment and services • Prepares specifications and invitations to bid; conducts bid openings, analyzes bids and selects vendors • Requires large scale professional buying or purchasing experience • Typically requires 2-3 years of experience.

NOTE: Exclude entry level buyers, senior buyers, buyers of specialized equipment, buyer supervisors, buyers of goods for resale or use in remanufacture, purchasing managers or officers.

10.05b 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.

NOTE: Exclude entry and intermediate level buyers, buyers of specialized equipment, buyer supervisors, buyers of goods for resale or use in remanufacture, purchasing managers or officers.

10.06 PURCHASING SUPERVISOR

Serves as first-line supervisor in a large purchasing office or as the sole purchasing manager in a smaller, but highly diversified purchasing environment • Develops and negotiates supply contracts; establishes procedures • Supervises professional buyers and other purchasing/supply personnel • Requires 3-4 years professional buying/purchasing experience.

NOTE: Exclude lead buyers, purchasing managers, supervisors of supplies only purchasing.

10.07 PURCHASING MANAGER

Under direction, plans and directs a large, complex purchasing function, which buys and purchases a wide variety of materials, equipment, supplies and services • Develops and administers purchase contracts • Supervises purchasing supervisors, professional buyers and other purchasing/supply personnel • Requires 5 or more years of professional purchasing experience including supervision of professional level staff.

NOTE: Exclude first level supervisors.

10.08 CONTRACTS ADMINISTRATOR

Administers all aspects of contract from proposal to close-out phase • Coordinates estimates of materials, equipment, production costs, performance requirements, and delivery schedules • Prepares bids, specifications, tests, and progress reports • Reviews bids for conformity to contract requirements, and assists in determining final bids • Works under general supervision • Typically requires a degree and 2-4 years related experience.

10.09 CONTRACTS ADMINISTRATOR - SENIOR

Negotiates and administers all aspects of contract from proposal to close-out phase • Works on more complex bids that may require integrating proposals from subcontractors and other potential vendors • Coordinates estimates of materials, equipment, production costs, performance requirements, and delivery schedules • Prepares bids, specifications, tests, and progress reports • Reviews bids for conformity to contract requirements and determines final bids • May supervise lower-level contracts administrators • Typically requires a degree and 4-6 years related experience.

10.10 PURCHASING ASSISTANT

Performs a variety of routine purchasing duties • Prepares purchase orders, shipping memos, correspondence, and reports • Checks deliveries of material ordered and coordinates return of incorrect material • May obtain routine pricing information • This is the intermediate level typically requiring 6-12 months of general office experience.

11.0 FOOD SERVICE / HOSPITALITY

11.01 COOK

Under general supervision, is responsible for institutional cooking involving large quantity ingredients and general food preparation • May supervise other kitchen staff • Requires experience in large volume cooking of meals.

NOTE: Exclude senior cook, cook supervisor, short order cook, inexperienced cook, lead workers, part time workers.

11.02 FOOD SERVICE WORKER

Under general supervision, performs routine work in food preparation, food serving and cleaning of utensils, kitchen and dining area • Requires food service experience.

NOTE: Exclude supervisors, cooks, lead and part time workers.

11.03 FOOD SERVICE SUPERVISOR

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

NOTE: Exclude cooks, dietitians, food service directors, food service managers, cafeteria managers.

11.11 RECREATION ASSISTANT

Assists with the development, implementation and evaluation of recreation programs for children, youth, and adults • Assists with the operation of facilities and provides service to the public • Assists with the development and implementation of programs by conducting research, planning and scheduling activities, updating and preparing course materials, and maintaining displays • Coordinates helpers and volunteers, contacts outside agencies to plan programs or to request donations, monitors budgets, teaches classes, provides cleaning and set-up of rooms, and checks equipment • Requires over 1 year experience developing and implementing recreation programs.

11.12 RECREATION PROGRAM COORDINATOR

Manages recreation personnel in developing and implementing recreation programs • Manages facility operations and provides service to the public • Develops, coordinates and oversees various types of recreation programs, classes and events by planning, implementing, scheduling and organizing programs and special events • Promotes programs to the community, resolves problems, prepares and monitors budgets, attends and conducts meetings, collaborates and coordinates with other departments and outside groups, observing and evaluating programs • Procures needed supplies and materials and assists with the set-up, breakdown and transportation of equipment • Requires over 2 years supervisory experience in developing and implementing recreation programs.

11.13 RECREATION SUPERVISOR

Supervises recreation program personnel, and oversees the management of facilities that provide social services and recreational programs to children and adults • Develops, implements, and evaluates recreation and neighborhood center programs, activities, and special events • Implements controls for appropriate unit staffing and effectiveness; participates in the recruitment and hiring of employees, recommends employee discipline and other human resources issues, evaluates and manages employee performance, discusses and identifies personnel issues and facilitates resolutions, promotes morale in the unit, ensures staff training, and provides leadership and guidance • Requires over 5 years of experience in developing and implementing recreation or neighborhood center programs, activities and special events.

12.0 POLICE / FIRE / PROTECTION SERVICES

12.01 CRIMINAL INVESTIGATOR

Under general supervision, independently or as a project lead, conducts complex investigations of administrative, civil and/or criminal matters • Analyzes data, performs surveillance/undercover work, and prepares cases for legal action • Involves contact with law enforcement agencies • Requires considerable experience • May require AZPOST certification.

NOTE: Exclude entry level, supervisor, police officers, DPS officers.

12.03 POLICE OFFICER

Under general supervision, performs police work in the prevention of crime and enforcement of laws, including area or route patrol, traffic control and preliminary investigative duties • Requires successful completion of the Police Recruit Training Program.

NOTE: Exclude supervisors of other police personnel and other classifications with a different pay range • If you have a separate classification or pay step for probationary employees, include this as the first step of the range.

12.04 POLICE SERGEANT

Under direction, perform first-level supervisory work for a patrol squad, traffic regulation, special enforcement or investigative unit, or civilian office staff • Typically requires an associates degree in criminal justice or closely related field and 3-5 years of experience as a police officer, or an equivalent combination of education and experience.

12.05 POLICE LIEUTENANT

Under direction, performs second-level supervisory work for a district shift, investigative unit, or office staff, usually through a small group of Sergeants • Typically requires an associate's degree in criminal justice or closely related field, and 7 years of experience in law enforcement including 2 years as sergeant or an equivalent combination of education and experience.

12.07 FIREFIGHTER

Under direction of the Fire Captain, performs firefighting, fire prevention and operating duties • Responds to alarms with the Fire Company, performing hazardous work in rescuing persons from danger and controlling the spread of fire, administers first aid, cleans up after fires, and maintains equipment and quarters, receives training • No experience is necessary but must be able to pass written examination and meet prescribed physical standards.

NOTE: Exclude Volunteer Firefighter, Fire Truck Drivers, combined Police-Firefighter classes.

12.08 FIRE ENGINEER

Under direction of the Fire Captain, operates and maintains firefighting apparatus • Responsible for safe and efficient operation of automotive firefighting equipment in response to fire alarms and for pumpers and ladder trucks at the scene of the fire • Requires 2-3 years of experience as a Firefighter.

NOTE: Exclude Fire Truck Drivers, combined Police-Firefighter classes.

12.09 FIRE MARSHAL

Responsible for fire prevention activities including inspection, enforcement, planning, coordinating and education • Supervises and assists in inspection for compliance with laws regarding fire hazards, dangerous materials and fire prevention plans and equipment • Typically reports to a department head.

NOTE: Exclude combined positions (i.e., fire marshal/assistant chief).

12.10 FIRE CAPTAIN

Under supervision, provides first-level supervision for a fire company • Responsible for disciplining Firefighters and Engineers, and oversees the proper maintenance of apparatus and equipment at a fire station • Drills and trains employees to ensure appropriate performance at the scene of a fire • Requires 5-6 year of experience in firefighting work.

12.11a POLICE CHIEF

Plans, organizes, directs and controls the efficient operation of the police department • Serves as advisor to top management and staff on issues surrounding criminal justice matters and crime prevention activities • Accomplishes short-term and long-range planning, develops and implements budget • Typically reports to the chief administrative officer.

12.11b EMERGENCY DISPATCHER

Answers calls in 9-1-1 center • Assesses needs of callers, prioritizes requests for assistance, and dispatches police, fire and medical response teams • Gives emergency instructions to callers while responders are in transit • Operates computer system to provide emergency personnel with necessary information • Monitors alarm system • Enters data into computer and maintain records and files • Requires 1-2 years clerical work experience including public contact.

12.12 FIRE INSPECTOR

Under direction, inspects building or installations that present common fire problems • Insures compliance with fire codes and issues citations to violators • Must complete a training program or have at least 1 year of experience in fire inspections.

NOTE: Exclude Firefighters.

12.14 CRIMINALIST

Performs comprehensive laboratory analysis in at least two of the analytical areas of forensic blood testing, toxicology, arson investigation, hair and fiber identification, technical macrophotography and photomicrography X-ray techniques or general comparative analysis • Attends major crime scenes to collect and analyze evidence • Requires a bachelor's degree in chemistry or criminalistics and 2-3 year of experience in a criminalistics laboratory.

12.15 POLYGRAPH EXAMINER

Under general supervision, interrogates persons through the use of psychophysiological testing device, analyzes examination charts, advises on legal limitations and individual rights regarding the polygraph • Requires completion of approved polygraph course work, 2-3 years of experience in investigative work and administration of polygraph examinations, and a Polygraph Examiner's License issued by the State of Arizona.

12.16 PROPERTY / EVIDENCE CLERK

Under general supervision of a civilian or a Sergeant, receives, stores and maintains accountability and security of supplies and equipment for public safety use or in custody as a result of impoundment • Under proper authority, releases or destroys impounded property • Requires 2 years of experience in storage, distribution, and accountability for supplies and equipment.

12.17 POLICE RECORDS CLERK

Under supervision, performs specialized clerical work involving the receipt, filing, retrieving and reporting of records of criminal justice activities, fingerprints license applicants, suspects, etc., and may take photographs • Uses computer to input or retrieve information • Requires 1 year of clerical experience.

12.18 SAFETY OFFICER

Under direction, performs administrative work developing, coordinating and managing industrial safety programs • Reviews state/federal safety regulations and their impact, inspects facilities to ensure compliance with OSHA standards, recommends changes in safety practices, and coordinates the implementation of safety procedures in the construction/repair of facilities • Processes, investigates and maintains records of accident reports and conducts training regarding safety procedures, applicable rules/regulations • Requires experience in occupational safety and health.

NOTE: Exclude safety inspectors.

12.19a SECURITY GUARD - UNARMED

Under general supervision, performs security work usually within buildings or grounds • DOES NOT CARRY SIDE ARMS • May require some experience.

NOTE: Exclude law enforcement officers, armed security guards.

12.19b SECURITY GUARD - ARMED

Performs armed 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 and armed security guard license.

NOTE: Exclude law enforcement officers, unarmed security guards.

13.0 CUSTOMER SERVICE / MARKETING / SALES

13.03 CUSTOMER SERVICE REPRESENTATIVE

Answers customer inquiries received via telephone, in person or through applications and correspondence • Responds to difficult customer service complaints, and conducts research as needed and reviews alternatives to resolve problems • Interprets rules, regulations, laws, policy and procedures for customers • May function in a call center environment • Job may also include data entry, collection of fees and balancing of cash receipts • This is journey level of the CSR series • Requires 2 years of experience in a customer service environment.

NOTE: Exclude accounting clerks, customer service trainees, leads and supervisors, positions that provide customer service primarily to internal sources.

13.04 CUSTOMER SERVICE REPRESENTATIVE - SENIOR

Answers customer inquiries regarding accounts, products, or services • Troubleshoots, analyzes, and remedies customer problems • May research or update company records • Acts as a liaison between customer and various company departments • May prepare customer correspondence • May function in a call center environment • May assist with the training and supervision of lower level Customer Service Reps • This is the senior level typically requiring in-depth knowledge of company procedures, products, and services.

NOTE: Exclude accounting clerks, customer service trainees, leads and supervisors, positions that provide customer service primarily to internal sources.

13.07 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.

NOTE: Exclude entry level, intermediate level, senior level.

13.08 MARKETING ASSISTANT

Assists in planning, production, and distribution of marketing, advertising, and sales promotion materials • Prepares informational and advertising material for communications media, direct mail, and/or sales force, as directed • May perform support activities such as copy writing, layout, sales kits, trade show display arrangements, and other promotional support • This is a senior level nonexempt or entry level exempt position, typically requiring an associate or vocational degree and 2-4 years of experience.

NOTE: Exclude clerks, secretaries.

13.09a MARKETING COORDINATOR

Maintains and reports current industry and in-house marketing statistics • Maintains customer database • Provides monthly, quarterly, and annual reports to sales and marketing staff for use in evaluating current status and formulating future activity • Assists Marketing Analysts • This is a senior level nonexempt or entry level exempt position, typically requiring an associate or vocational degree and 2-4 years related marketing or sales experience.

NOTE: Exclude supervisors and managers.

13.09b SPECIAL EVENTS COORDINATOR

Plans, organizes and manages special events, e.g., dinners, auctions, behind the scenes visits, sports events, and guest lecturers, whose principal objective is usually fund-raising, income building, and/or relationship building • Supports volunteers in planning and conducting events • Recommends, negotiates with, and oversees contractors, food vendors and other suppliers, entertainment, and speakers • Supervises set-up and coordinates activities on-site • Reports and evaluates event results.

13.10 MARKETING COMMUNICATIONS SPECIALIST

Performs marketing and market communication research, analysis, planning, and budgeting • Prepares and coordinates informational advertising material for communications media • Performs marketing support activities such as copy writing, collateral, layout, information packets, trade show display arrangements, and other promotional support • *Typically an exempt level position* • *Typically requires a degree in communication and/or English or equivalent experience, and 3 years account management, media analysis, or media buyer experience.*

NOTE: Exclude supervisors, managers.

13.11 SOCIAL MEDIA SPECIALIST

Manages and executes a well-defined social media strategy that increases the company's product/brand awareness and generates inbound traffic • Evaluates, manages, and contributes to a variety of social media channels in an effort to achieve company objectives while ensuring a consistent marketing message and strengthening the company's position in the market • Responsible for monitoring trends and preparing status reports on social media efforts • *Typically requires a degree in marketing, communications or related field, and 2 or more years of related experience.*

13.15 GRANTS WRITER

Prepares and submits grant applications and proposals • Determines grant availability for existing projects that cannot be sustained within the organization's normal operating budget • Monitors grants received to ensure that guidelines and restrictions are followed • Develops responses to requests-for-proposals and letters of intent on grants and funding that are consistent with the organization's values and objectives • *Typically requires a degree and 3-6 years of experience.*

14.0 COMMUNICATIONS

14.01 PUBLIC INFORMATION OFFICER

Under general supervision, performs experienced professional level work of average difficulty in the area of public relations, publications and public education for an organization • Researches and prepares speeches, writes news releases and interfaces with news media • Composes and edits materials for publication • Uses considerable discretion to ensure conformity to policies • *Requires professional experience in public information duties.*

NOTE: Exclude non-professionals, supervisors.

14.02 MEDIA SPECIALIST

Evaluates, plans and coordinates production of media projects by consulting with clients to determine production needs and designs including audio, print, computer graphics and animation • Advises clients regarding various aspects of design, development and use of media and media presentations • Establishes costing, logistics, facility/equipment use, and use of media and develops media project goals, objectives, budget and production standards and timetables • Develops, writes, reviews and edits scripts; operates various types of equipment in production of media projects • *Typically requires a Bachelor's degree and two years of experience in media production and design.*

NOTE: Exclude supervisory positions, video production specialist, graphic artists, advertising specialist, positions that work with only one medium.

14.03 VIDEO PRODUCTION SPECIALIST

Under general supervision, performs technical work planning, identifying and scheduling locations, scripting, casting, video taping, lighting, editing and producing video productions • Performs duties within established production standards • *Requires college or technical school education with courses in television production and videotape techniques.*

NOTE: Exclude positions that work with additional media (other than videotape), positions that are not actively involved in all facets of video production.

14.04 GRAPHIC ARTIST

Under general supervision, designs and prepares printed, drawn and photographed materials for offset printing, reproduction and/or display • Duties include the design, layout, organization, sketching and paste up of graphic materials such as brochures, pamphlets, charts, graphs, posters and fliers • Designs and prepares technical and/or scientific exhibits and illustrations • *Requires graphic or commercial art experience.*

NOTE: Exclude entry level artists, drafters, supervisors.

15.0 MISCELLANEOUS

15.01 CURATOR / MUSEUM EXHIBITS SPECIALIST

Performs journey level work assisting in museum collections management and/or planning and production of museum exhibits and preservation of collection • Conducts research on objects in collection • May oversee museum gift shop operations • *Requires a Bachelor's degree in Anthropology, Museum Studies, Art or related field and one year museum curatorial and/or registration experience.*

NOTE: Exclude assistant level and supervisors.

15.03 VOLUNTEER COORDINATOR

Responsible for coordinating daily operations of volunteer programs • Provides initial screening, orientation, and training of volunteers • Oversees daily schedules, volunteer assignments, and special projects • Develops and maintains service descriptions • *Typically requires 1-2 years of experience in volunteer management.*

16.0 PROJECT MANAGEMENT

16.01 PROJECT ANALYST / COORDINATOR

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.*

16.02 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.*

16.03 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.*