Jobs Surveyed

2025 Alaska Compensation Survey

1. GENERAL / ADMINISTRATIVE

1.01 General Clerk - Entry
1.02 General Clerk - Intermediate
1.03 General Clerk - Senior
1.04 Mail Clerk
1.05 Administrative Assistant - Entry
1.06 Administrative Assistant - Intermediate
1.07 Administrative Assistant - Senior
1.08a Administrative Assistant - Executive
1.08b Executive Assistant to CEO
1.09 Receptionist
1.11 Bank Teller
1.12 Courier
1.13 Administrative Supervisor
1.14 Office Manager
1.15 Administrative Services Manager
1.16 Director of Administrative Services
1.18 Records Specialist
1.19 Records Supervisor
1.20 Records Manager

2. ACCOUNTING

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

3. HUMAN RESOURCES

3.01 Human Resources Assistant I
3.02 Human Resources Assistant II
3.03 Human Resources Specialist
3.04 Human Resources Specialist - Senior
3.05 Human Resources Generalist
3.06a Human Resources Generalist - Senior
3.06b Human Resources Strategic Business Partner
3.06c Human Resources Strategic Business Partner - Senior
3.07a Training Specialist
3.07b Training Manager
3.08a Recruiter
3.08b Recruitment / Employment Manager
3.08c Labor Relations Specialist
3.08d Labor Relations Manager
3.08e Diversity, Equity & Inclusion Business Partner / Specialist
3.08f Diversity, Equity & Inclusion Manager
3.09a HRIS Analyst
3.09b HRIS Manager
3.10 Compensation Analyst
3.11a Benefits Specialist
3.11b Benefits Specialist - Senior
3.12 Benefits Administrator
3.13 Benefits Manager
3.15 Compensation & Benefits Manager
3.16 Human Resources Manager
3.17 Human Resources Director
3.18 Chief Human Resources Officer (CHRO)

4. PUBLIC RELATIONS / LEGAL

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

5. INFORMATION TECHNOLOGY

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

6. ENGINEERING / TECHNICAL

6.01 Electrician
6.02 Instrumentation Technician
6.03 Internal Communications Technician
6.04 Telecommunications Technician
6.06 Lineworker - Journey Level
6.07 Dispatcher
6.10a Environmental Specialist

(continued)

Jobs Surveyed

6.10b	Environmental Engineer
6.11	Engineer - Entry
6.12a	Engineer - Intermediate
6.12b	Engineer - Intermediate, PE
6.13a	Engineer - Senior
6.13b	Engineer - Senior, PE
6.13c	Engineer - Principal
6.13d	Engineer - Principal, PE
6.14	Engineering Supervisor (First Level)
6.15	Engineering Manager (Second Level)
6.16	Chief Engineer
6.17	Director of Engineering
6.23	Scheduler / Planner - Intermediate
6.24	Scheduler / Planner - Senior
6.34	Right-of-Way Agent
6.35	Natural Resources / Land Specialist
6.38	Natural Resources / Land Manager
6.39	Natural Resources / Land Director
6.41	Geologist

7. PURCHASING / DISTRIBUTION

7.01	Purchasing Clerk
7.02	Buyer - Intermediate
7.03	Buyer - Senior
7.04	Purchasing Manager
7.05	Director of Purchasing
7.06	Contract Administrator
7.07	Shipping / Receiving / Inventory Clerk
7.08	Material Handler
7.09	Warehouse Supervisor

8. HOSPITALITY / TOURISM

8.14	Housekeeper
8.15	Housekeeping Supervisor
8.16	Food Service Worker
8.18	Food Service Manager
8.22	General Manager - Hotel

9. OPERATIONS / MAINTENANCE

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

10. HEALTHCARE

10.01a	Certified Nursing Assistant
10.01b	Certified Medical Assistant
10.02a	LPN - Acute Care
10.02b	LPN - Clinic
10.03a	RN - Acute Care
10.03b	RN - Clinic
10.04	Physician Assistant
10.05b	Physical Therapist
10.05c	Occupational Therapist
10.06	Social Worker - Master's
10.07	Medical Lab Technician
10.08	Pharmacy Technician
10.09	Pharmacist
10.10	Medical Records Clerk
10.12	Biller
10.13	Registered Health Information Tech / Coder (RHIT)
10.15	Computed Tomography Technologist (CT Tech)
10.16	Radiology Technologist (Registered)
10.18	Ultrasonographer
10.19	Nursing Shift Supervisor
10.20	Nursing Manager
10.24	Nurse Practitioner - General
10.28	Mental Health Specialist
10.29	Mental Health Practitioner

11. MARKETING / SALES

11.01	Account Exec - Field Sales Rep
11.02	Account Exec - Field Sales Rep - Senior
11.04a	Marketing Specialist
11.04b	Marketing Analyst
11.07a	Marketing Manager
11.07b	Marketing Director
11.08	Graphic Designer
11.09	Business Development Specialist
11.10	Business Development Manager

12. CUSTOMER SERVICE

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

13. PROJECT / PROGRAM MANAGEMENT

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

14. DATA SCIENCE & ANALYTICS

14.01	Business Data Analyst I
14.02	Business Data Analyst II
14.03	Business Data Analyst III
14.11	Data Science Manager
14.12	Data Science Director

230 benchmark positions

**** New - 2025*** ***** Revised - 2025***

Milliman

Jobs Surveyed (in alphabetical order)

2025 Alaska Compensation Survey

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

(continued)

** New - 2025 ** Revised - 2025*

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Milliman

Jobs Surveyed (in alphabetical order)

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

230 benchmark positions

** New - 2025 ** Revised - 2025*

Job Descriptions ...

GENERAL GUIDELINES . . .

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

1. General / Administrative

1.01 General Clerk - Entry

Performs routine clerical duties of a general nature requiring some knowledge about the unit's operations and company procedures • Processes repetitive documents in accordance with established procedures, records data, prepares routine reports, lists data, files, greets visitors and operates office machines (including 10-key by touch) • Works under general supervision • *Entry level position requiring 0-2 years of previous general office experience and basic clerical skills • Requires basic use of computer terminal and word processing equipment.*

1.02 General Clerk - Intermediate

Performs semi-routine clerical duties requiring complete familiarity with the unit's operations and company procedures • Processes documents, keeps records, compiles reports, calculates figures, operates office machines (including 10-key by touch), types, files, and contacts customers or suppliers • Duties require moderate judgment and are varied or specialized • Works under limited supervision • *Intermediate level position requiring 2-4 years previous general office experience and proficient typing skills • Requires proficient use of computer terminal and word processing equipment.*

1.03 General Clerk - Senior

Performs advanced clerical duties requiring detailed knowledge of the unit's operations and company procedures • Coordinates and processes documents, maintains complicated records, and prepares and compiles reports and special studies of a complex nature • Work requires independent judgment and is often varied and specialized • Resolves questions; refers questions with policy and procedure implications to supervisor • May act as a lead clerk and often assists in the training of others • *Senior level position requiring 5 or more years of clerical experience and skilled operation of office equipment • Requires advanced use of computer terminal and word processing equipment.*

1.04 Mail Clerk

Sorts and distributes incoming, internal and outgoing mail • Collects outgoing and internal mail • Weighs and stamps outgoing mail using scales and postage meters • Performs miscellaneous duties associated with the mail room • Maintains records on postage, registered mail and express packages • Stays updated on postal regulations and communicates them to other employees. *Intermediate level position requiring 0-2 years of general office experience.*

1.05 Administrative Assistant - Entry

Performs routine administrative support duties such as filing, answering telephones, and other general office duties • Typically provides administrative support for one or more individuals, typically at the entry management level • Composes simple and straightforward correspondence on well-defined matters for supervisor's approval • Assembles and compiles basic data for reports and presentations • *Some knowledge about the unit's operation and company procedures needed • Entry level position requiring 1-2 years of experience • Word processing proficiency required.*

1.06 Administrative Assistant - Intermediate

Performs full administrative support duties such as typing, filing, answering telephones and other general office duties • Typically provides administrative support to mid-level management • Composes and types routine letters and memoranda from general instructions • Assembles data and compiles statistics as directed • Responds to routine requests for information and refers more complex requests to supervisor • *A clear understanding of departmental and company procedures is required • Intermediate level position requiring 2-4 years of experience • Word processing proficiency and spreadsheet applications required.*

1.07 Administrative Assistant - Senior

Performs full administrative support and administrative duties of a responsible and confidential nature • Typically reports to a position responsible for a major function such as Finance, Engineering or Human Resources • Incumbent interacts on a daily basis with direct reports to functional manager and, on occasion, with senior management • Composes and types non-routine letters and memoranda • Prepares special reports; compiles and summarizes data • Organizes and expedites flow of work through manager's office • Initiates follow-up action • *A clear understanding of departmental and company operations is required • Senior level position requiring 5 or more years administrative support experience • Advanced word processing proficiency and spreadsheet applications required.*

1.08a Administrative Assistant - Executive

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

1.08b Executive Assistant to CEO

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

1.09 Receptionist

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

1.11 Bank Teller

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

1.12 Courier

Picks up, sorts and delivers letters, packages and records to offices or departments within the company and to and from outside establishments • Performs other miscellaneous duties, as required • Maintains log of all activity and secures authorized signature of receipt for outside deliveries • *Entry level position requiring 0-2 years of general work experience.*

1.13 Administrative Supervisor

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

1.14 Office Manager

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

1.15 Administrative Services Manager

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

1.16 Director of Administrative Services

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

1.18 Records Specialist

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

1.19 Records Supervisor

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

1.20 Records Manager

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

2. Accounting

2.01 Accounting Clerk - Entry

Performs one or more simple clerical accounting duties such as: entering data, matching invoices, opening and distributing mail to processors • Checks completeness and mathematical accuracy of repetitive accounting documents • Position is closely supervised and has well defined procedures • *Accurately operates 10-key by touch • Entry level position typically requiring 0-2 years of experience.*

2.02 Accounting Clerk - Intermediate

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

2.03 Accounting Clerk - Senior

Performs complex accounting duties which require specialized skill and a thorough knowledge of accounting and bookkeeping principles • Participates in preparation of account analysis, transaction entries, research and report summaries • Maintains one or more sections of a complete set of books relating to phases of the company's business transactions • Position is contributory and facilitative to accountants, supervisor and other departments • A thorough knowledge of company and departmental practices and procedures is required • Accurately operates a 10-key by touch • Operates a computer terminal and printer for data storage and retrieval • Develops and manipulates complex accounting spreadsheets • May direct lower level accounting assistants • Prioritizes own work • *Senior level position requiring 6 or more years accounting experience.*

2.05a Payroll Clerk - Intermediate

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

2.05b Payroll Supervisor

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

2.05c Payroll Manager

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

2.06a Accountant - Entry**

Performs routine accounting functions, including preparing trial balances and making adjusting and closing entries • May prepare reports regarding profits and losses, inventories, receipts and disbursements, balance sheets, and other reports • May participate in account analysis and management reports • *This is an entry level exempt position typically requiring a bachelor's degree in accounting.*

2.06b Accountant - Intermediate**

Performs a wide variety of regular and recurring moderately complex accounting functions requiring full professional competency • Establishes and maintains accounting records • Maintains one or a combination of general accounting, budget, or cost systems • Assists in interpreting accounts and records for administrative officers • May balance books, prepare tax reports, or perform other special projects • May direct lower level employees • *This is an intermediate level professional accountant, typically requiring a bachelor's degree in accounting and 2-4 years of experience or equivalent.*

2.06c 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 experience.*

2.08a Tax Accountant - Intermediate*

Performs tax accounting functions requiring full professional competency • Maintains tax records and prepares tax returns and related reports • Conducts miscellaneous tax studies for internal management • *This position is an intermediate level professional tax accountant, typically requiring a degree and 2-4 years experience.*

2.08b Tax Accountant - Senior*

Performs complex tax accounting functions requiring full professional competency • Establishes and maintains tax records and prepares tax returns and related reports • Conducts studies for internal management • May direct the work of lower level accountants or accounting clerks • *This position is a senior level professional tax accountant, typically requiring a degree in accounting and 5 years of experience.*

2.08d Tax Manager

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

2.09a Auditor - Entry

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

2.09b Auditor - Intermediate

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

2.09c Auditor - Senior

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

2.10 Financial Analyst - Intermediate

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

2.11 Financial Analyst - Senior

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

2.12a Accounting Supervisor

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

2.12b Accounting Manager

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

2.13 Assistant Controller

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

2.14a Controller (not CFO)

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

2.14b Chief Financial Officer (CFO)

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

2.15 Collector

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

2.16 Collections Supervisor

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

2.17 Collections Manager

Directs collection operations and the development of related policies and procedures • May provide for maintenance and enhancement of automated systems • Manages collection activities of past due accounts • Monitors account status to minimize loss • Provides appropriate reports and reviews documentation to ensure compliance with company policy and legal requirements • Supervises staff of collections personnel and may personally handle the more complex and large accounts • *This position typically requires 5 years of collections experience.*

2.18 Director of Finance

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

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

2.19 Risk Management / Loss Control Manager

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

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

2.20 Director of Risk Management

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

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

3. Human Resources

3.01 Human Resources Assistant I

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

3.02 Human Resources Assistant II

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

3.03 Human Resources Specialist

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

3.04 Human Resources Specialist - Senior

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

3.05 Human Resources Generalist

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

3.06a Human Resources Generalist - Senior

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

3.06b Human Resources Strategic Business Partner

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

3.06c Human Resources Strategic Business Partner - Senior

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

3.07a Training Specialist

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

3.07b Training Manager

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

3.08a Recruiter

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

3.08b Recruitment / Employment Manager

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

3.08c Labor Relations Specialist

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

3.08d Labor Relations Manager

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

3.08e Diversity, Equity & Inclusion Business Partner / Specialist

Develops, implements, and assesses the organization's diversity, equity and inclusion strategy • Ensures alignment with the organization's vision and mission • Partners with human resources in developing and sustaining an inclusive environment that equally engages employees in all stages of their employment experience • Works with all levels of leadership and employees • Educates employees, supervisors, and executive leadership on how to recognize, support, and appreciate individual differences • *Typically requires a degree and 5 or more years of experience.*

3.08f Diversity, Equity & Inclusion Manager

Directs, oversees, and implements the organization's diversity, equity and inclusion strategy • Ensures alignment with the organization's vision and mission • Partners with human resources in developing and sustaining an inclusive environment that equally engages employees in all stages of their employment experience, including recruiting/EEO activities • Works with all levels of leadership and employees • Educates employees, supervisors, and executive leadership on how to recognize, support, and appreciate individual differences • May supervise diversity, equity, and inclusion staff, and report directly to top HR leader • *Typically requires a degree and 8 or more years of experience.*

3.09a HRIS Analyst

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

3.09b HRIS Manager

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

3.10 Compensation Analyst

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

3.11a Benefits Specialist

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

3.11b Benefits Specialist - Senior

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

3.12 Benefits Administrator

Administers and analyzes the organization's benefit programs • Provides detailed information to human resources representatives on various benefit programs • May supervise and/or provide training for benefits specialists • *This position typically requires 3-4 years benefits experience.*

3.13 Benefits Manager

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

3.15 Compensation & Benefits Manager

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

3.16 Human Resources Manager

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

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

3.17 Human Resources Director

Develops and/or implements human resource policies and programs within the policy guidelines set by top management • Typically directs the following personnel functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services • Directs the activities of professional Human Resource staff typically including 3 or more exempt-level human resource staff members • *Typically requires a degree and 8-10 years of experience.*

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

3.18 Chief Human Resources Officer (CHRO)

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

4. Public Relations / Legal

4.01 Public Relations Specialist

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

4.02 Public Relations Manager

Manages public relations activities to promote and improve public, employee, and stockholder understanding of the organization's objectives and achievements • Develops and administers organization policies regarding public relations and information dispersal • Oversees press releases and may act as chief spokesperson to the media • May supervise a small staff of public relations specialists • May include corporate contributions and community affairs responsibilities • *Typically requires a degree and 5-8 years of experience.*

4.03 Public Relations Director

Manages public relations activities to promote and improve public, employee, and stockholder understanding of the organization's objectives and achievements • Develops and administers organization policies regarding public relations and information dispersal • Oversees press releases and may act as chief spokesperson to the media • May supervise a small staff of public relations specialists • May include corporate contributions and community affairs responsibilities • *Typically requires a degree and 8-10 years of experience.*

4.04 Legal Secretary

Provides legal secretarial and administrative support to one or more attorneys • Transcribes dictation to prepare general correspondence, simple-to-complex legal documents, briefs, contracts, and court papers • May check accuracy of forms, legal citations, and other references • May perform fact research projects from department files and prepare summaries • *This is the intermediate level, typically requiring legal secretarial training and 2 years of legal secretarial experience.* **NOTE:** For Paralegal, see job 4.06.

4.06 Paralegal

Researches, writes, reviews, and prepares vital information as it relates to court cases and legal matters • Researches and drafts basic motions and complex pleadings, assists with discovery, reviews documents, and assists in trial preparation • *Requires Paralegal certification, and 2-4 years of experience.* **NOTE**: Excludes legal secretaries or attorneys (law clerks).

4.07 Attorney - Intermediate

Researches legal problems and cases within an assigned area and develops opinions on legal issues or new legislation and regulations • Prepares written analyses and provides professional interpretations and recommendations to management • May participate in a variety of settlements and cases • *This is the intermediate level of corporate attorney, requiring a law degree, a license to practice, and 3-5 years of law experience.*

4.08a Attorney - Senior

Provides legal counsel and guidance to ensure maximum protection of the company's legal rights • Administers corporate legal activities to protect the corporation's interests • Provides professional interpretations and recommendations to the officers and directors of the corporation and to other corporate personnel • Initiates legal action and defends the company in legal action initiated against it • Selects and retains outside counsel as required • *This is the senior level of corporate attorney, requiring a law degree, a license to practice, and 5-8 years of business law experience.* **NOTE:** Not intended to be top general counsel.

4.08b General Counsel

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

4.09 Compliance Officer

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

4.10 Regulatory Affairs Specialist

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

4.11 Regulatory Affairs Manager

Develops, oversees, and implements regulatory plans and procedures to comply with federal and state regulation and accepted industry practices • Interprets and analyzes regulation and legislation, while complying with all applicable regulations • Provides financial and regulatory analysis of new business opportunities and strategies, and assists in implementation • Supervises employees in the Regulatory Affairs Department • *Typically requires a bachelor's degree, and 5-8 years of related experience.*

4.13 Shareholder Development Specialist

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

4.14a Shareholder Development Coordinator

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

4.14b Shareholder Development Manager

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

4.15 Shareholder Records Specialist / Technician

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

4.16 Shareholder Relations Manager

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

5. Information Technology

5.01 Computer Operator - Entry

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

5.02 Computer Operator - Intermediate

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

5.03 Computer Operator - Senior

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

5.04 Computer Operations Supervisor

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

5.05 Computer Technician

Performs general tasks to aid in the ongoing support of computer environments such as installing and setting up computers, adding peripherals and installing or connecting new components, generally at the end user's workstation • Assists end users with questions or problems by diagnosing problems and recommending solutions • Provides basic training on new hardware, software and computer techniques • Installs software and peripherals and may troubleshoot basic hardware problems • Works under general supervision • *Position requires A+ or similar certification, and 2 years of related experience.*

5.06 Programmer / Analyst

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

5.07 Programmer / Analyst - Senior

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

5.08 Systems Analyst

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

5.09 Systems Analyst - Senior

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

5.10 Systems & Programming Manager

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

5.11 Information Security Analyst

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

5.12a IT Security Engineer

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

5.12b IT Security Manager

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

5.13 Database Administrator

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

5.14 Network Administrator - I

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

5.15 Network Administrator - II

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

5.16 Network Administrator - III

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

5.17 Network Engineer

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

5.18 Systems Engineer

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

5.20a Help / Service Desk Coordinator I

Provides support services to internal and/or external users of the organization's computer systems and IT network • Acts as a first level problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users in solving their own data processing problems • Coordinates user problem resolution with other data processing sections if necessary, and tracks and reports recurring problems • *Typically requires a technical institute degree/certificate in Computer Science and 1 year related IT experience.*

5.20b Help / Service Desk Coordinator II

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

5.22a GIS Specialist

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

5.22c GIS Manager

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

5.23 Technical Writer

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

5.24 Applications Manager

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

5.25a IT Supervisor

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

5.25b IT Manager

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

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

5.26 Director of IT

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

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

5.27 Chief Information Officer (CIO)

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

5.28 Chief Technology Officer (CTO)

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

5.32 Web Developer

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

6. Engineering / Technical

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

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

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

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

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

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

6.10a Environmental Specialist
Assists the Safety Manager or Environmental Engineer in ensuring compliance with environmental regulations • Duties may include assisting with safety and environmental inspections; preparing reports, contracts, and completing government paperwork; sampling/testing wastes and materials; and assisting in selection of environmental and safety contractors • May conduct training and instruct employees on environmental, health and safety issues • *Typically requires a degree in Environmental Science or related field, with 1-2 years of experience in the environmental field.*

6.10b Environmental Engineer
Maintains environmental compliance, conducts environmental permitting, minimizes environmental liability, provides input to Plant Management regarding environmental regulations and initiatives, and helps maintain environmental system programs • Reviews and interprets existing and proposed local, state, and federal laws and regulations, and determines applicability and impact on plant operation • Develops, implements, and maintains programs in compliance with regulatory agencies • Obtains necessary permits • *Typically requires a Bachelor's Degree in Environmental Science or related field, with a minimum of 4 years of experience in the environmental field.*

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

6.12a Engineer - Intermediate
Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 2-4 years of related experience.

6.12b Engineer - Intermediate, PE
Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 4 years of related experience • Requires Professional Engineer certification.

6.13a Engineer - Senior
Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 5 years of related experience.

6.13b Engineer - Senior, PE
Performs complex design engineering or engineering at the design engineer level • Typically requires a B.S. degree and 5-7 years of related experience • Requires Professional Engineer certification.

6.13c Engineer - Principal
Performs complex design engineering or engineering at the design engineer level • Principal level is considered an expert in their respective field • Typically acts as lead and provides technical leadership to the group • Typically requires a B.S. degree and 8 years of related experience.

6.13d Engineer - Principal, PE
Performs complex design engineering or engineering at the design engineer level • Principal level is considered an expert in their respective field • Typically acts as lead and provides technical leadership to the group • Typically requires a B.S. degree and 8-10 years of related experience • Requires Professional Engineer certification.

6.14 Engineering Supervisor (First Level)
Performs complex design engineering or engineering at the design engineer level • This is the first-line supervisory level typically requiring 5 or more years of experience in engineering including 1 year of experience in a lead or supervisory capacity.

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

6.16 Chief Engineer

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

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

6.17 Director of Engineering

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

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

6.23 Scheduler / Planner - Intermediate

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

6.24 Scheduler / Planner - Senior

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

6.34 Right-of-Way Agent

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

6.35 Natural Resources / Land Specialist

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

6.38 Natural Resources / Land Manager

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

6.39 Natural Resources / Land Director

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

6.41 Geologist

Researches the composition, structure, and history of the earth's crust and ocean bottom • Analyzes rocks, minerals, and fossil remains to identify and determine sequence of processes affecting the development of earth • *Utilizes knowledge of chemistry, physics, biology, and mathematics to explain these phenomena and may help locate mineral, geothermal, and petroleum deposits and underground water resources.*

7. Purchasing / Distribution

7.01 Purchasing Clerk

Performs clerical duties for a purchasing department • Informs requisitioner of prices, supply and vendors • Corresponds with suppliers for fee quotations and follow-up purchase orders • Coordinates pricing revisions, order cancellations, discontinued items, substitutions and revised delivery dates following established company guidelines • Maintains files, logs, records, and invoices • Enters purchase orders, shipping memos, correspondence and reports • Works under general supervision • *Intermediate level position requiring 1-2 years of purchasing experience and solid clerical and communication skills.*

7.02 Buyer - Intermediate

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

7.03 Buyer - Senior

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

7.04 Purchasing Manager

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

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

7.05 Director of Purchasing

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

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

7.06 Contract Administrator

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

7.07 Shipping / Receiving / Inventory Clerk

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

7.08 Material Handler

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

7.09 Warehouse Supervisor

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

8. Hospitality / Tourism

8.14 Housekeeper

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

8.15 Housekeeping Supervisor

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

8.16 Food Service Worker

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

8.18 Food Service Manager

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

8.22 General Manager - Hotel

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

9. Operations / Maintenance

9.01a Building Services / Custodian

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

9.01b Groundskeeper

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

9.02a Facilities Maintenance - Intermediate

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

9.02b* Facilities Maintenance - Lead / Senior

Leads and performs complex maintenance tasks in multiple crafts such as carpentry, painting, welding, HVAC, and plumbing • Supervises and mentors intermediate maintenance staff • Coordinates maintenance schedules and requisitions supplies and equipment • Prepares detailed maintenance reports and resolves technical problems • Ensures compliance with safety regulations and company policies • *Typically requires a minimum of 5 years of experience in facilities maintenance and leadership skills.*

9.02c Facilities Maintenance Manager**

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

9.02d Facilities Property Manager**

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

9.03 Heavy Equipment Operator

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

9.04 Driver

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

9.05 Cook

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

9.06 Safety Specialist

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

9.07a Safety Manager

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

9.07b Security Manager

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

9.08 Security Guard (Unarmed)

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

9.11 Auto Fleet Mechanic

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

9.12 Diesel Mechanic - Journey Level

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

9.13 Machinist / Mechanic

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

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

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

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

10. Healthcare

10.01a Certified Nursing Assistant
Assists professional nursing personnel by performing tasks involving direct and indirect patient care, treatment and maintenance of the nursing unit • Typically requires State CNA certification, and 6 months experience and/or training.

10.01b Certified Medical Assistant
Assists in preparing and administering patient visits • Takes patient history, assists provider with procedures and examinations, takes lab samples • May administer injections • *Requires certification as Medical Office Assistant.*

10.02a LPN - Acute Care
Delivers and executes daily routine nursing care and services to patients in an acute care setting which may include passing of medicine, vital sign assessment, assisting higher level nursing staff, etc. • Works as a team member under the direction of a Registered Nurse to provide quality care that is focused on the comfort and well being of the patient and family • Makes independent decisions in the execution of daily routine duties • *Requires the graduation of an accredited LPN course and current state licensure • Previous acute care nursing experience is preferred.*

10.02b LPN - Clinic
Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient and makes physical assessment of patient's conditions • Triages patient telephone requests • Counsels patients • Calls in pharmacy refills • *Requires graduation from an accredited LPN course and current state licensure • Previous nursing experience in a medical office setting is preferred.*

10.03a RN - Acute Care
Assesses, plans, coordinates, and renders skilled nursing care to patients in an acute care setting • Oversees, delegates and evaluates the delivery of patient care provided by lower level practitioners • Requires substantial specialized knowledge, judgement and skill based upon the principles of biological, physiological, behavioral and sociological sciences • Uses critical thinking skills in making decisions regarding patient care • *Requires graduation from an accredited school of nursing and current state licensure • Previous acute care nursing experience is preferred.*

10.03b RN - Clinic
Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient, and makes physical assessment of patient's condition • Triages patient telephone requests • Counsels patients • Calls in pharmacy refills • *Requires graduation from an accredited school of nursing and current state licensure • Previous nursing experience in a medical office setting is preferred.*

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

10.05b Physical Therapist
Plans and administers treatments prescribed by a physician to patients with physical disabilities resulting from injury, disease or surgery • Uses techniques such as heat, electricity, water, massage and exercise • *Typically requires a Bachelor of Science degree and State licensure.*

10.05c Occupational Therapist
Plans, organizes, and participates in treatment program to rehabilitate patients • May work with physically and/or psychosocially disabled patients, as well as family members • *Typically requires a Bachelor of Science degree, Occupational Therapy Registration, and State licensure (OTR/L).*

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

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

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

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

10.10 Medical Records Clerk

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

10.12 Biller

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

10.13 Registered Health Information Tech / Coder (RHIT)

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

10.15 Computed Tomography Technologist (CT Tech)

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

10.16 Radiology Technologist (Registered)

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

10.18 Ultrasonographer

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

10.19 Nursing Shift Supervisor

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

10.20 Nursing Manager

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

10.24 Nurse Practitioner - General

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

10.28 Mental Health Specialist

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

10.29 Mental Health Practitioner

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

11. Marketing / Sales

11.01 Account Executive - Field Sales Representative

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

11.02 Account Executive - Field Sales Representative - Sr.

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

11.04a Marketing Specialist

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

11.04b Marketing Analyst

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

11.07a Marketing Manager

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

11.07b Marketing Director

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

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

11.08 Graphic Designer

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

11.09 Business Development Specialist

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

11.10 Business Development Manager

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

12. Customer Service

12.01a Customer Service Representative - Entry

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

12.01b Customer Service Representative

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

12.02 Customer Service Representative - Senior

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

12.03 Customer Service Supervisor

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

12.04 Customer Service Manager

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

12.05 Cashier

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

13. Project / Program Management

13.01a Project Coordinator

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

13.01b Project Analyst

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

13.02 Project Manager I

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

13.03 Project Manager II

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

13.06 Program Manager I

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

13.07 Program Manager II

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

14. Data Science & Analytics

14.01 Business Data Analyst I

Provides analytic support by coordinating data extraction from various databases • Develops and implements standardized reporting formats • Coordinates and oversees the production of departmental / divisional reports • Ensures data accuracy and reliability • Assists in the development of systems to capture financial, service and / or quality information • May provide ad hoc data and reports • May provide data interpretation • Associates degree required • Bachelor's degree preferred • *Typically an exempt level position, requiring 2 years analytical, database, spreadsheet and / or financial experience.*

14.02 Business Data Analyst II

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 • May supervise and / or train staff • Bachelor's degree required • Master's degree preferred • *Typically requires 3-4 years analytical, data management and reporting, computer / programming, and / or business experience.*

14.03 Business Data Analyst III

Provides analytical consultative and decision support to divisional / leadership regarding specialized work process or initiatives, business plan objectives and goals, and / or desired consumer, staff, or financial outcomes • Provides strategic project management consultative services to divisional / leaders to affect improved business processes through internal policy and technical change • Provides information and analysis necessary for effective process and fiscal decision making • Provides interpretations and recommendations • May supervise staff • Master's degree typically required • *Typically requires 5 + years experience in the industry and project management and prior experience in specialized work processes, standards, regulations and systems, financial auditing, and management reporting.*

14.11 Data Science Manager

Designs and develops programs and methods to consolidate and analyze data from structured and/or unstructured data sources to generate innovative solutions and predictive modeling • Identifies and produces meaningful insights from complex, multi-dimensional datasets "big data" through the knowledge and application of data mining, machine learning, pattern recognition and learning, predictive analytics, advanced algorithms and statistical modeling • Applies predictive modeling and advanced algorithms to create actionable insights and solutions to apply to business products, services or solutions • Manages / supervises work efforts of others • Assesses performance and has hiring/firing authority • Comprehensive knowledge and understanding of department and functional area • Must have strong leadership skills • Significant latitude for independent judgment and decision making • *The typical incumbent will have 6+ years experience, including leadership experience.*

14.12 Data Science Director

Designs and develops programs and methods to consolidate and analyze data from structured and/or unstructured data sources to generate innovative solutions and predictive modeling • Identifies and produces meaningful insights from complex, multi-dimensional datasets "big data" through the knowledge and application of data mining, machine learning, pattern recognition and learning, predictive analytics, advanced algorithms and statistical modeling • Applies predictive modeling and advanced algorithms to create actionable insights and solutions to apply to business products, services or solutions • Manages and directs work efforts of others, and may have managerial-level direct reports • Directs broad functional area and usually has budget responsibilities • In-depth comprehensive knowledge and understanding of department and functional area • Typically directs a large functional area or entire business unit • Must have strong leadership skills • Extensive latitude for independent judgment and decision making • *The typical incumbent will have 8-10+ years experience, including 2-5 years management experience.*