# JOBS SURVEYED

# 2025 Puget Sound Area Compensation Survey

## 1.0 ADMINISTRATIVE SUPPORT

1.01 Administrative Assistant I
1.02 Administrative Assistant II
1.03 Administrative Assistant III
1.04a Executive Assistant
1.04b Executive Assistant to CEO
1.05 Department Administrative Coordinator
1.06 Legal Secretary
1.09 Office Assistant I
1.10 Office Assistant II
1.11 Office Assistant III
1.12 Records Specialist
1.13 Records Supervisor
1.14 Mail Clerk
1.15 Mail Clerk - Lead
1.16 Mail Services Supervisor
1.18 Receptionist
1.19 Receptionist / Administrative Assistant
1.20 Telephone / Message Center Operator
1.21 Purchasing Assistant
1.22 Buyer - Entry
1.23 Buyer
1.24 Buyer - Senior
1.25 Medical Claims Processor
1.26a Project Coordinator I / Assistant (non-IT)
1.26b Project Coordinator II (non-IT)

## 2.0 ACCOUNTING

2.01 Accountant - Entry
2.02 Accountant
2.03 Accountant - Senior
2.04 Accounting Assistant
2.05 Accounting Specialist
2.06 Accounting Specialist - Senior
2.07a Accounting Supervisor
2.07b Accounting Manager
2.08b Internal Auditor
2.08c Internal Auditor -Senior
2.09 Collections Specialist
2.10 Collections Supervisor
2.11 Credit Analyst
2.12 Payroll Assistant
2.13a Payroll Specialist - Entry
2.13b Payroll Specialist
2.13c Payroll Specialist - Senior
2.13d Payroll Analyst
2.14a Payroll Supervisor
2.14b Payroll Manager
2.15 Financial Analyst - Entry
2.16 Financial Analyst
2.17 Financial Analyst - Senior

## 3.0 INFORMATION TECHNOLOGY

3.01 Data Entry Operator
3.04 Computer Operator
3.05 Multimedia Technician
3.07 Help Desk Coordinator I
3.08 Help Desk Coordinator II
3.09 Department Systems Support Coordinator
3.10 Network Operations Technician I
3.11 Network Operations Technician II
3.12a Database Analyst
3.12b Database Analyst - Senior
3.13a Database Administrator
3.13b Database Administrator - Senior
3.14 Computer Programmer
3.15 Programmer / Analyst
3.16 Programmer / Analyst - Senior
3.17 Systems Analyst
3.18 Systems Analyst - Senior
3.19 Systems Project Leader
3.20 Technical Support Specialist
3.21 Computer Hardware Technician
3.23 Network Administrator - Entry
3.24a Network Administrator
3.24b Network Administrator - Senior
3.25 Web Coordinator
3.27 Web Designer
3.28 Web Developer
3.29 Web Content Producer
3.30 User Experience Designer
3.35 ETL Developer
3.36 ETL Developer - Senior

## 4.0 OPERATIONS / MAINTENANCE / DISTRIBUTION

4.01a Security Guard (Unarmed)
4.01b Security Guard - Senior
4.01c Security Supervisor
4.01d Security Manager
4.02a Auto Fleet Mechanic
4.02b Heavy Equipment Mechanic
4.03a General Maintenance Mechanic
4.03b General Maintenance Mechanic - Senior / Millwright
4.03c HVAC Technician
4.04 Maintenance Supervisor
4.05 Carpenter
4.06 Electrician
4.07 Painter
4.08 Plumber
4.09 Welder
4.10a Custodian
4.10b Laborer
4.11 Gardener / Groundskeeper
4.12a Motor Messenger / Van Driver
4.12b Shuttle / Charter Bus Driver
4.13a Local Truck Driver
4.13b CDL Truck Driver
4.13c CDL Driver Supervisor
4.14a Shipping and Receiving Clerk
4.14b Shipping / Receiving Lead
4.15 Supply / Inventory Clerk
4.16 Material Handler / Warehouser
4.17 Warehouse Lead
4.18 Stock / Inventory Supervisor
4.20 Traffic Analyst

## 5.0 CORPORATE SERVICES

5.01 Photographer
5.02 Video Specialist / Producer
5.03 Editor - Internal Publications
5.04 Writer - Publications
5.05 Writer - Technical (non-IT)
5.08 Graphic Artist
5.10 Data Analyst
5.11 Data Analyst - Senior
5.15 Business Analyst
5.17 Library Assistant
5.18 Librarian
5.19 Librarian - Senior
5.20 Legal Assistant
5.21a Paralegal
5.21b Paralegal - Senior
5.22 Attorney
5.23 Events Coordinator
5.24 Cook
5.25 Food Service Worker
5.26 Food Service Manager
5.29 Employee Health Nurse
5.30 Safety Coordinator
5.31 Facilities Assistant
5.32 Facilities Coordinator
5.33 Facilities Lead
5.36 Grant Writer
5.37 Grant Administrator
5.38 Community Relations Specialist
5.40 Contract Administrator
5.45 Program Coordinator
5.46 Program Manager

## 6.0 ENGINEERING / PRODUCTION

6.01 Drafter / CAD Operator
6.02 Drafter / CAD Operator - Senior
6.06 Quality Assurance Technician (non-IT)
6.08 Engineering Technician - Entry
6.09 Engineering Technician
6.10 Engineering Technician - Senior
6.11 Lab Technician
6.12 Document Control Specialist
6.13a Journey Machinist
6.13b Maintenance Machinist
6.15 Production Equipment Operator I
6.16 Production Equipment Operator II
6.17 Production Equipment Operator III
6.18 Assembler - Entry
6.19 Assembler
6.20 Assembler - Senior
6.21 Assembler - Lead
6.22 Test Technician
6.23 Instrument / Electronics Technician
6.24 Production Supervisor
6.25 Inventory Control Analyst
6.26 Production Planner / Scheduler
6.27 Master Scheduler
6.28 GIS - Analyst
6.30 Sustainability Analyst

## 7.0 HUMAN RESOURCES

7.01 Human Resources Assistant
7.02 Human Resources Coordinator
7.03a Human Resources Generalist
7.03b Human Resources Generalist - Senior
7.03c Human Resources Strategic Business Partner
7.03d Human Resources Strategic Business Partner - Senior
7.04 Employee Relations Specialist
7.05a Compensation Analyst
7.05b Compensation Analyst - Senior
7.06a Recruiter
7.06b Recruiter - Senior
7.08 Recruiting Coordinator
7.09 Training Coordinator
7.10a Trainer
7.10b Training & Development Specialist
7.10c Training & Development Specialist - Senior
7.12 Benefits Specialist
7.13 Claims Rep. - Workers' Compensation
7.15a Benefits Administrator / Analyst
7.15b Leave of Absence Administrator
7.15c Benefits Manager
7.16a HRIS Analyst
7.16b HRIS Analyst - Senior
7.17 Diversity, Equity & Inclusion Specialist
7.18 Diversity, Equity & Inclusion Business Partner
7.19 Diversity, Equity & Inclusion Manager

## 8.0 CUSTOMER SERVICE / MARKETING / RETAIL

8.01 Sales Order Processor
8.03 Customer Service Representative
8.04 Customer Service Representative - Senior
8.05 Customer Service Rep - (Tech Support)
8.06 Customer Service Rep - (Tech Support) - Senior
8.07a Customer Service Supervisor
8.07b Customer Service Manager
8.08 Marketing Assistant
8.09 Marketing Coordinator
8.10 Marketing / Communications Specialist
8.11 Sales Cashier
8.12 Retail Sales Associate
8.13a Retail Sales Supervisor
8.13b Retail Sales Manager
8.14 Social Media Specialist
8.15 Digital Marketing Specialist
8.16 Marketing Copywriter

***207 benchmark positions***

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

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# JOBS SURVEYED *(in alphabetical order)*

# 2025 Puget Sound Area Compensation Survey

2.02 Accountant
2.01 Accountant - Entry
2.03 Accountant - Senior
2.04 Accounting Assistant
2.07b Accounting Manager
2.05 Accounting Specialist
2.06 Accounting Specialist - Senior
2.07a Accounting Supervisor
1.01 Administrative Assistant I
1.02 Administrative Assistant II
1.03 Administrative Assistant III
6.19 Assembler
6.18 Assembler - Entry
6.21 Assembler - Lead
6.20 Assembler - Senior
5.22 Attorney
4.02a Auto Fleet Mechanic
7.15a Benefits Administrator / Analyst
7.15c Benefits Manager
7.12 Benefits Specialist
1.23 Buyer
1.22 Buyer - Entry
1.24 Buyer - Senior
5.15 Business Analyst
4.05 Carpenter
4.13c CDL Driver Supervisor
4.13b CDL Truck Driver
7.13 Claims Rep. - Workers' Compensation
2.09 Collections Specialist
2.10 Collections Supervisor
5.38 Community Relations Specialist
7.05a Compensation Analyst
7.05b Compensation Analyst - Senior
3.21 Computer Hardware Technician
3.04 Computer Operator
3.14 Computer Programmer
5.40 Contract Administrator
5.24 Cook
2.11 Credit Analyst
4.10a Custodian
8.07b Customer Service Manager
8.05 Customer Service Rep - (Tech Support)
8.06 Customer Service Rep - (Tech Support) - Senior
8.03 Customer Service Representative
8.04 Customer Service Representative - Senior
8.07a Customer Service Supervisor
5.10 Data Analyst
5.11 Data Analyst - Senior
3.01 Data Entry Operator
3.13a Database Administrator
3.13b Database Administrator - Senior
3.12a Database Analyst
3.12b Database Analyst - Senior
1.05 Department Administrative Coordinator
3.09 Department Systems Support Coordinator
8.15 Digital Marketing Specialist
7.18 Diversity, Equity & Inclusion Business Partner
7.19 Diversity, Equity & Inclusion Manager
7.17 Diversity, Equity & Inclusion Specialist
6.12 Document Control Specialist
6.01 Drafter / CAD Operator
6.02 Drafter / CAD Operator - Senior
5.03 Editor - Internal Publications
4.06 Electrician
5.29 Employee Health Nurse
7.04 Employee Relations Specialist
6.09 Engineering Technician
6.08 Engineering Technician - Entry
6.10 Engineering Technician - Senior
3.35 ETL Developer
3.36 ETL Developer - Senior
5.23 Events Coordinator
1.04a Executive Assistant
1.04b Executive Assistant to CEO
5.31 Facilities Assistant
5.32 Facilities Coordinator
5.33 Facilities Lead
2.16 Financial Analyst
2.15 Financial Analyst - Entry
2.17 Financial Analyst - Senior
5.26 Food Service Manager
5.25 Food Service Worker
4.11 Gardener / Groundskeeper
4.03a General Maintenance Mechanic
4.03b General Maintenance Mechanic - Senior / Millwright
6.28 GIS - Analyst
5.37 Grant Administrator
5.36 Grant Writer
5.08 Graphic Artist
4.02b Heavy Equipment Mechanic
3.07 Help Desk Coordinator I
3.08 Help Desk Coordinator II
7.16a HRIS Analyst
7.16b HRIS Analyst - Senior
7.01 Human Resources Assistant
7.02 Human Resources Coordinator
7.03a Human Resources Generalist
7.03b Human Resources Generalist - Senior
7.03d Human Resources Strategic Business Partner - Senior
7.03c Human Resources Strategic Business Partner
4.03c HVAC Technician
6.23 Instrument / Electronics Technician
2.08b Internal Auditor
2.08c Internal Auditor -Senior
6.25 Inventory Control Analyst
6.13a Journey Machinist
6.11 Lab Technician
4.10b Laborer
7.15b Leave of Absence Administrator
5.20 Legal Assistant
1.06 Legal Secretary
5.18 Librarian
5.19 Librarian - Senior
5.17 Library Assistant
4.13a Local Truck Driver
1.14 Mail Clerk
1.15 Mail Clerk - Lead
1.16 Mail Services Supervisor
6.13b Maintenance Machinist
4.04 Maintenance Supervisor
8.08 Marketing Assistant
8.10 Marketing / Communications Specialist
8.09 Marketing Coordinator
8.16 Marketing Copywriter
6.27 Master Scheduler
4.16 Material Handler / Warehouser
1.25 Medical Claims Processor
4.12 Motor Messenger / Van Driver
3.05 Multimedia Technician
3.23 Network Administrator - Entry
3.24b Network Administrator - Senior
3.24a Network Administrator
3.10 Network Operations Technician I
3.11 Network Operations Technician II
1.09 Office Assistant I
1.10 Office Assistant II
1.11 Office Assistant III
4.07 Painter
5.21a Paralegal
5.21b Paralegal - Senior
2.13d Payroll Analyst
2.12 Payroll Assistant
2.14b Payroll Manager
2.13b Payroll Specialist
2.13a Payroll Specialist - Entry
2.13c Payroll Specialist - Senior
2.14a Payroll Supervisor
5.01 Photographer
4.08 Plumber
6.15 Production Equipment Operator I
6.16 Production Equipment Operator II
6.17 Production Equipment Operator III
6.26 Production Planner / Scheduler
6.24 Production Supervisor
5.45 Program Coordinator
5.46 Program Manager
3.15 Programmer / Analyst
3.16 Programmer / Analyst - Senior
1.26a Project Coordinator I / Assistant (non-IT)
1.26b Project Coordinator II (non-IT)
1.21 Purchasing Assistant
6.06 Quality Assurance Technician (non-IT)
1.18 Receptionist
1.19 Receptionist / Administrative Assistant
1.12 Records Specialist
1.13 Records Supervisor
7.06a Recruiter
7.06b Recruiter - Senior
7.08 Recruiting Coordinator
8.12 Retail Sales Associate
8.13a Retail Sales Manager
8.13b Retail Sales Supervisor
5.30 Safety Coordinator
8.11 Sales Cashier
8.01 Sales Order Processor
4.01b Security Guard - Senior
4.01a Security Guard (Unarmed)
4.01d Security Manager
4.01c Security Supervisor
4.14b Shipping / Receiving Lead
4.14a Shipping and Receiving Clerk
4.12b Shuttle / Charter Bus Driver
8.14 Social Media Specialist
4.18 Stock / Inventory Supervisor
4.15 Supply / Inventory Clerk
6.30 Sustainability Analyst
3.17 Systems Analyst
3.18 Systems Analyst - Senior
3.19 Systems Project Leader
3.20 Technical Support Specialist
1.20 Telephone / Message Center Operator
6.22 Test Technician
4.20 Traffic Analyst
7.10a Trainer
7.10b Training & Development Specialist
7.10c Training & Development Specialist - Senior
7.09 Training Coordinator
3.30 User Experience Designer
5.02 Video Specialist / Producer
4.17 Warehouse Lead
3.29 Web Content Producer
3.25 Web Coordinator
3.28 Web Developer
3.27 Web Designer
4.09 Welder
5.04 Writer - Publications
5.05 Writer - Technical (non-IT)

**** New - 2025***

***** Revised - 2025***

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***207 benchmark positions***

# Job Descriptions

## *GENERAL GUIDELINES . . .*

- Job descriptions denote the **primary focus of the job**, not necessarily all the duties that might be performed.
- Although many job descriptions specify a **college degree** as a typical qualification, a degree is not an absolute necessity. Equivalent knowledge and experience may be substituted for a degree in many instances. When a degree is mentioned as a typical qualification, it is assumed to be in a related discipline; a Bachelor's Degree is implied unless otherwise stated.
- Most job descriptions specify a **minimum length of experience as a typical qualification**. The number of years should be used as a guideline only. **Job-related experience is always implied.**
- Many jobs specify a **particular level in a typical job hierarchy** (e.g., Accounting 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.

## *1.0 ADMINISTRATIVE SUPPORT*

**1.01 ADMINISTRATIVE ASSISTANT I**

*Performs a variety of routine to moderately difficult secretarial and clerical duties* • Types correspondence, reports, and other documents • Uses word processing, spreadsheet, and other software applications • May update web text • Proofreads documents for typographical and spelling errors • Performs general secretarial duties such as answering and routing calls, greeting visitors, scheduling appointments and meetings, sorting mail, and filing • Operates office equipment, such as a photocopier, scanner and telephone system • *This is a fully proficient secretary, typically requiring 1 year of job related experience.*

**1.02 ADMINISTRATIVE ASSISTANT II**

*Performs a variety of moderately difficult to complex secretarial duties* • Formats, suggests content edits and types a variety of documents using word processing, spreadsheet and other software applications • May update web text • Composes routine correspondence; initiates required administrative reports • Proofreads documents for content and typographical errors • Coordinates meeting and travel arrangements • Screens and directs incoming calls and inquiries • Provides information; may interpret departmental procedures • Gathers, compiles, and maintains data; may monitor budget • Prioritizes and distributes mail • Organizes and maintains filing system • *This level requires 2-4 years of job-related experience and the use of judgment in non-routine matters.*

**1.03 ADMINISTRATIVE ASSISTANT III**

*Performs and/or coordinates a variety of complex secretarial duties* • Types, proofreads, and edits content of documents and presentation materials using broad-based software utilization skills • Composes, signs, and releases correspondence • Coordinates meeting, travel, and/or conference arrangements, and resolves conflicting demands • Screens, directs, and responds to incoming calls and inquiries; interprets departmental and/or corporate policies and procedures • Prioritizes, distributes, and/or takes action on mail • Gathers, compiles, and maintains data; may monitor budget • May act as coordinator for special projects • *This level typically requires a minimum of 5 years of job-related experience, and initiative and independent judgment in non-routine matters.*

**1.04a EXECUTIVE ASSISTANT**

*Provides administrative support of a highly complex and responsible nature to senior management (excluding CEO)* • 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 senior management • Coordinates schedules for meetings, arranges appointments, and schedules visitors • Works independently in answering telephone calls and routine correspondence • Exercises judgement to reflect executives' style and company policy • *Typically supports SVP or EVP level • Typically requires extensive secretarial experience to executive level management.*

**1.04b 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 secretarial experience to executive level management.*

**1.05 DEPARTMENT ADMINISTRATIVE COORDINATOR**
*Responsible for the coordination and implementation of administrative functions for a department under the direction of the department manager* • Monitors and maintains budgets and accounting records • Purchases equipment and supplies, obtains bids, and performs inventory control duties • Establishes procedures and interprets and applies organization policies to the work unit • Responsible for office organization, records maintenance (hard copy and database), and coordination of functions with various individuals and organizations • May also perform secretarial responsibilities • May supervise clerical support staff • *Typically requires 4-6 years complex administrative experience.*

**1.06 LEGAL SECRETARY**
*Provides legal secretarial and administrative support to one or more attorneys* • 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 5.21.*

**NOTE: The following Office Assistant series is meant for general administrative / clerical jobs, or those in specialties which do not fall in a more specific job description listed elsewhere in this survey.**

**1.09 OFFICE ASSISTANT I**
*Performs routine office support tasks* • Duties typically include basic filing, sorting and distributing mail, operating photocopy and other general office equipment, answering the telephone and routing calls • May assist in light typing or data entry • *This is an entry level office position with little or no prior experience required.*

**1.10 OFFICE ASSISTANT II**
*Performs a variety of moderately complex clerical duties including typing, filing, answering phones, and distributing mail* • Performs processing tasks according to work unit procedures • May enter, retrieve, and verify information from a computer • May compose routine correspondence and compile routine reports • *This is the intermediate level, typically requiring 1-2 years of general office experience.*

**1.11 OFFICE ASSISTANT III**
*Performs a series of clerical or administrative support tasks based on a knowledge of functional or department procedures* • In addition to the duties described for the Office Assistant II: Organizes and maintains files • Uses judgment in selecting and interpreting data • Answers questions concerning work unit procedures • Handles routine problems according to rules and precedent • *This is a senior or advanced level office assistant, typically requiring 3 or more years of increasingly responsible experience.*

**1.12 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.*

**1.13 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*.

**1.14 MAIL CLERK**
*Performs receiving, distributing, collecting and mailing of letters, parcels, and related materials* • Weighs and assigns postage utilizing scales and postage meter machinery • *This is the intermediate level, typically requiring 6 months of general office experience.*

**1.15 MAIL CLERK - LEAD**
*Performs lead functions over the mailroom activities, including assigning of activities, training, and providing general guidance* • Interfaces with U.S. Postal Service to ensure compliance with postal regulations and internal expense control • *This is a working lead position, typically requiring 2 years of mailroom experience.*

**1.16 MAIL SERVICES SUPERVISOR**
*Supervises mailroom activities, including assigning of activities, hiring, training, and performance reviews of mail room employees* • Interfaces with U.S. Postal Service to ensure compliance with postal regulations and internal expense control • *This is the first-line supervisory level, typically supervising a staff of 3 or more.*

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

**1.19 RECEPTIONIST / ADMINISTRATIVE ASSISTANT**
*Greets and directs visitors, screens and routes telephone calls, and provides secretarial support as time permits* • Provides appropriate information to inquirers • Performs secretarial duties such as typing, sorting/screening mail, setting up and maintaining files, and copying • *This is an intermediate level, typically requiring 1 year of previous office experience.*

**1.20 TELEPHONE / MESSAGE CENTER OPERATOR**
*Operates high-volume telephone switchboard and routes calls to the appropriate person or department* • May provide routine information to callers and record and transmit messages • Maintains pertinent telephone records and may update internal telephone directory • May greet and direct visitors • May perform incidental clerical duties • *This is an intermediate level, typically requiring 6 months of telephone experience.*

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

**1.22 BUYER - ENTRY**
*Performs a variety of fairly routine purchasing activities* • Prepares orders, analyzes quotations, verifies deliveries, and obtains pricing information • Purchases simple materials and items according to established procedures and prices • *This is the entry level buyer, typically requiring up to 1 year of buying experience.*

**1.23 BUYER**
*Compiles the necessary information and takes independent action to procure supplies, materials, equipment and services* • Prepares bid invitations and conducts bid openings; examines bids for compliance with procurement requirements • Has extensive contact with vendors to obtain prices and specifications of products • No direct supervisory responsibilities • *Intermediate level position generally requiring course work at the college level with emphasis in business administration and demonstrated knowledge of materials purchased and sources of supply • Typically requires 2-3 years of buying experience.*

**1.24 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.*

**1.25 MEDICAL CLAIMS PROCESSOR**
*Processes and approves for payment medical and/or dental claims (including surgical and hospital) by comparing contract coverage to claims submitted* • May compose standard correspondence to subscribers or providers • May use automated claims adjudication system • *Typically requires 1-2 years processing experience, knowledge of medical and/or dental terminology, and knowledge of coding systems (ICDA, ADA, etc.).*

**1.26a PROJECT COORDINATOR I / ASSISTANT (NON-IT)**
*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.*

**1.26b PROJECT COORDINATOR II (NON-IT)**
*Participates as part of the project team* • Tracks and enters project related data • Produces status reports on project performance • Gathers, analyzes and interprets data and information on project outcomes including scope of project, objectives, methodologies and major duties of project participants • Monitors and evaluates projects to ensure adherence to project specifications and standards • Provides direct support to the project team, project manager or department management • *Typically requires 4 years of related experience supporting projects.*

## *2.0 ACCOUNTING*

**2.01 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.*

**2.02 ACCOUNTANT**
*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.*

**2.03 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 • May collect, disburse, or invest organization funds • May make fiscal analyses such as revenue projections or cost/ benefit analyses • May perform some internal audit procedures • May direct lower level accountants or accounting clerks • *This position is the senior level in the professional accounting family, typically requiring a bachelor's degree in accounting and 5 years of experience or equivalent.*

**2.04 ACCOUNTING ASSISTANT**
*Performs basic posting, filing, and calculating duties in an accounting unit* • Posts details of business transactions such as allotments, disbursements, pay and expense vouchers, and remittances paid and due to journals, ledgers, and other records • Verifies accuracy of invoices and other accounting documents using standard business machines • May include accounts payable and / or accounts receivable duties • *This position typically requires a minimum of 6 months of practical experience in an office environment or 1 year of business training.*

**2.05 ACCOUNTING SPECIALIST**
*Performs moderately complex clerical assignments in accordance with standard procedures* • May handle reconciliations, billing, and balancing • Resolves problems in recurring assignments in accordance with previous training and experience • May include accounts payable and / or accounts receivable duties • *This is the intermediate level, typically requiring 1-2 years of related experience.*

**2.06 ACCOUNTING SPECIALIST - SENIOR**
*Performs complex clerical assignments of an accounting nature such as analyzing accounts, records, reports, journal vouchers, ledgers, and other accounting documents for accuracy and completeness* • Investigates questionable entries and initiates or takes corrective measures • Assists in the preparation and analysis of various financial reports requiring the selection and interpretation of data • Incumbents may specialize in one area • May assist with the training and supervision of lower level accounting clerks • May include accounts payable and / or accounts receivable duties • *This is typically a senior level job requiring 3-4 years of related experience.*

**2.07a 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 or a bachelor's degree plus 1 year of accounting experience.*

**2.07b 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 through subordinate supervisors • *This position typically reports to the controller and requires a degree and 5-8 years of experience or equivalent.*

**2.08b INTERNAL AUDITOR**
*Audits assigned departments for compliance with established standards, policies, and procedures* • Determines proper accountability of company assets • Reviews accounting, financial, and operational data of various departments, sections, or locations to verify accuracy and the appropriateness of procedures • Prepares and submits audit reports and provides recommendations for improvements or corrective action • May work with outside auditors • May direct lower level internal audit staff • *This is an intermediate level internal auditor requiring a degree and 2-4 years of experience or equivalent.* ***NOTE:*** *Bank Auditor reported in the Northwest Financial Industry Compensation Survey.*

**2.08c INTERNAL AUDITOR - SENIOR**
*Audits assigned departments for compliance with established standards, policies, and procedures* • Determines proper accountability of company assets • Reviews accounting, financial, and operational data of various departments, sections, or locations to verify accuracy and the appropriateness of procedures • Prepares and submits audit reports and provides recommendations for improvements or corrective action • May work with outside auditors • May direct lower level internal audit staff • Exercises high level of independence, discretion, and judgement • *This is the senior level internal auditor position requiring a degree and 5 years of experience or equivalent.* ***NOTE:*** *Bank Auditor reported in the Northwest Financial Industry Compensation Survey.*

**2.09 COLLECTIONS SPECIALIST**
*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.*

**2.10 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.*

**2.11 CREDIT ANALYST**
*Researches and analyzes credit information including preliminary research, compilation of supporting data, final analysis, and recommendations* • May prepare and organize loan reports and/or supporting documentation • *This is an intermediate level position requiring a minimum of 2-3 years of credit experience.*

**2.12 PAYROLL ASSISTANT**
*Performs statistical and clerical duties to prepare routine payroll information* • Assignments may include computations for temporary work, bonuses, vacations, terminations, adjusting computer output data, and processing exception items • Responds to employee inquiries • Compiles, prepares, and maintains various statistical and payroll records • *This position typically requires 1 year of related experience.*

**2.13a PAYROLL SPECIALIST - ENTRY**
*Performs statistical and clerical duties to prepare routine payroll information* • Assignments might include computations for temporary work, bonuses, vacations, terminations, adjusting computer output data, and processing exception items • Responds to employee inquiries • Compiles, prepares, and maintains various statistical and payroll records • *This job is an entry level typically requiring 1 year of related experience.*

**2.13b PAYROLL SPECIALIST**
*Analyzes, prepares, and inputs payroll data, typically using an automated system to produce accurate and timely payroll* • Reviews and resolves errors from edits • Resolves employee and supervisory payroll questions • Analyzes payroll reports and provides results to supervisor • *This is an intermediate level position requiring 2-4 years of accounting/payroll related experience and data input skills.*

**2.13c PAYROLL SPECIALIST - SENIOR**
*Perform duties necessary for the accurate calculation of wages, maintenance of records and distribution of payroll reports and withheld monies* • In addition, the incumbent performs advanced functions such as preparing payroll journal entries and general ledger account reconciliations, depositing withheld payroll taxes, completing quarterly and year-end tax reports and balancing and distributing W-2's • Via interpretation and application, ensure compliance with Federal/State Tax and Wage and Hour laws, company policies/procedures and benefit programs as they relate to payroll • May function as primary contact for payroll questions, instructions, training and problem resolution • *Typically requires 3-5 years of experience in all areas of payroll processing, knowledge of tax laws and accounting practices, strong analytical and communication skills • No supervisory responsibilities; may act as lead.*

**2.13d PAYROLL ANALYST**
*Coordinates, monitors, and processes special reporting projects for payroll and financial services as they pertain to payroll information* • Provides analyst support as well as compliance evaluation and validation • Generates statistical data as requested • Identifies new payroll needs and the software products to fulfill these needs • *Typically requires a bachelor's degree plus 3-5 years of related payroll experience.*

**2.14a 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.*

**2.14b 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.*

**2.15 FINANCIAL ANALYST - ENTRY**
*Conducts and documents fairly routine 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 entry level exempt position, typically requiring a bachelor's degree.*

**2.16 FINANCIAL ANALYST**
*Conducts and documents moderately complex financial and budget analysis projects* • Performs research and analysis to provide management with financial data and recommendations for use in setting and realizing profit objectives • Evaluates financial alternatives and recommends appropriate action • Evaluates effectiveness of new programs by comparing results with original proposals • *This is an intermediate level position, typically requiring a degree and 2-4 years of experience.*

### 2.17 FINANCIAL ANALYST - SENIOR

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

## *3.0 INFORMATION TECHNOLOGY*

### 3.01 DATA ENTRY OPERATOR

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

### 3.04 COMPUTER OPERATOR

*Operates and controls computers and related peripheral equipment* • Competent in most phases of routine to moderately complex computer operations • Assists in determining equipment settings and operating instructions • Observes operation of equipment and reports any deviations from standard to lead or supervisor • *This is the intermediate level, typically requiring 1 year experience as a computer operator or related data processing experience.*

### 3.05 MULTIMEDIA TECHNICIAN

*Sets up, manages, and maintains technical equipment associated with meetings and presentations* • Keeps audiovisual presentations and equipment running smoothly • May provide support for live presentations, distance learning, and webinar programs • May also provide visual graphics, audio tracks, and lighting for a live event • *This is an intermediate level position, typically requiring 1-2 years of related experience.*

### 3.07 HELP DESK COORDINATOR I

*Provides support services to 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 • Coordinates user problem resolution with other departments if necessary, and tracks and reports recurring problems • *This is a senior level nonexempt or entry level exempt position, typically requiring 2 years related experience.*

### 3.08 HELP DESK COORDINATOR II

*Provides support services to 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 • Coordinates user problem resolution with other departments if necessary, and tracks and reports recurring problems • *Typically requires 3-4 years related experience.*

### 3.09 DEPARTMENT SYSTEMS SUPPORT COORDINATOR

*Primary information systems support position for a non-IS department* • Audits department databases and develops reports • Prepares statistical and/or financial summaries • Assists in the administration of network through set-up and deletion of users, maintenance of user security, and table administration • Provides network users with training and technical support, and communicates changes and system deadlines • May assist in design and system development • *This is a senior level nonexempt or entry level exempt position, typically requiring 2-4 years of experience in systems and/or technical experience within the department.*

### 3.10 NETWORK OPERATIONS TECHNICIAN I

*Monitors communications network operations, which may include data and/or voice network telecommunications and transmissions to remote locations* • Troubleshoots routine problems • Diagnoses problems using network system tools, and performs repairs • May perform preventive maintenance and back-up recovery activities • Responds to users to resolve network-related problems • *This is typically an entry level network operations technician, requiring an AA degree and up to 2 years of experience.*

### 3.11 NETWORK OPERATIONS TECHNICIAN II

*Monitors communications network operations, which may include data and/or voice network telecommunications and transmissions to remote locations* • Troubleshoots problems and ensures that installed network is operating efficiently and effectively • Diagnoses problems using network system tools, recommends solutions, and coordinates repair efforts • May perform preventive maintenance and back-up recovery activities • Interfaces with users to resolve network-related problems • *This is the intermediate level position, typically requiring an AA degree, and 2-4 years of experience in network/computer operations.*

### 3.12a DATABASE ANALYST

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

### 3.12b DATABASE ANALYST - SENIOR

*Defines, develops, analyzes, and modifies databases and associated master files to support software application programs* • Designs, prepares, and coordinates logical data models, definitions, structures, standards, procedures, and documentation • Ensures accuracy, integrity, and completeness of data in master files and various support tools such as data dictionaries • Interfaces with and trains others in the use of database facilities and elements • *This is the senior level technical support position, typically requiring in-depth knowledge of database methodologies, and 5-8 years of database management systems experience.*

### 3.13a DATABASE ADMINISTRATOR

*Defines, develops, analyzes, and modifies complex databases and associated master files to support software application programs* • Designs, prepares, and coordinates logical data models, definitions, structures, standards, procedures, and documentation • Ensures accuracy, integrity, and completeness of data in master files and various support tools such as data dictionaries • Interfaces with and trains others in the use of database facilities and elements • May direct the work of database analysts • *This is a senior level technical support position, typically requiring in-depth knowledge of database methodologies, and 4-6 years of database management systems experience.*

### 3.13b DATABASE ADMINISTRATOR - SENIOR

*Oversees the technical design and development of IT 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 • *This is the senior level database administrator position, typically requiring a degree and 5-8 years in-depth knowledge and experience with database management systems and associated utility software.*

### 3.14 COMPUTER PROGRAMMER

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

### 3.15 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.*

### 3.16 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.*

### 3.17 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.*

### 3.18 SYSTEMS ANALYST - SENIOR

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

### 3.19 SYSTEMS PROJECT LEADER

*Plans, organizes, and controls the activities of a systems project* • Schedules and directs work of assigned systems analysts and/or programmer analysts • Interfaces with users to identify requirements and resolve problems • *This position requires full technical knowledge of systems analysis and project management skills.*

### 3.20 TECHNICAL SUPPORT SPECIALIST

*Performs technical evaluation, installation, maintenance, and support of all computer systems software* • Provides detailed requirements analysis and recommendations on potential systems software and hardware acquisitions and/or upgrades • Develops, maintains, and evaluates technical operating systems documentation • *This is the intermediate level technical support specialist, typically requiring an advanced level of technical proficiency, a degree in computer science or related field, and 4-7 years of technical systems support.*

### 3.21 COMPUTER HARDWARE TECHNICIAN

*Troubleshoots user hardware problems and makes minor repairs to personal computers, printers, and communication connections* • Installs computers and associated hardware • Runs basic diagnostic tests • Refers major problems to computer vendors • *Intermediate level position, typically requiring broad technical knowledge of computer hardware troubleshooting, diagnostic testing, and repairing.*

### 3.23 NETWORK ADMINISTRATOR - ENTRY

*Installs and configures software and hardware connected to the 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 • *This is an entry level position, typically requiring 1 year of computer support experience in a network environment.*

### 3.24a NETWORK ADMINISTRATOR

*Installs, configures, and maintains software and hardware connected to the 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 hardware and software upgrades • Coordinates the work of outside specialists • *This is an intermediate level position, typically requiring 2-4 years of network support experience, and Microsoft or Novell network engineer certification.*

### 3.24b NETWORK ADMINISTRATOR - SENIOR

*Installs, configures, and maintains software and hardware connected to the 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 hardware and software upgrades • Coordinates the work of outside specialists • May perform lead role over other network support positions • *This is the senior level position, typically requiring 5-8 years of network and computer systems support experience • May require Microsoft or Novell network engineer certification.*

### 3.25 WEB COORDINATOR

*Works within a department or group to update and maintain current web pages* • (Does not perform strategic planning or company-wide web maintenance.) • Uses web software to make changes • Coordinates collection of department information/changes to update site • Regularly keeps department informed of site usage and changes • Keeps current on company web standards and developments • *Typically requires 3 years word processing or desktop publishing experience.*

### 3.27 WEB DESIGNER

*Performs creative, content-coordinating web page development functions* • Designs and implements department's internal and/or external web pages • Converts documents from native format into HTML or other complex programming languages • Consults during document planning and design stage • May participate on standards and practices oversight committee • *This is the intermediate level of a possible family of jobs • Typically requires a degree, strong writing skills, and background in media communication.*

### 3.28 WEB DEVELOPER

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

### 3.29 WEB CONTENT PRODUCER

*Writes, plans, executes, and manages web content* • Manages and ensures web content guidelines and integrity • Ensures consistency and accuracy of content • May supervise entry-level production assistants and associate producers • *This is the intermediate level of a possible family of jobs • Typically requires a degree, strong writing skills, and background in media communication • Requires working knowledge of web-based technology.*

### 3.30 USER EXPERIENCE DESIGNER

*Collaboratively develops high-quality user experiences for new and existing online products* • Collaborates with the product management, editorial, marketing, technology, and design teams • Collaborates with specialized functional design teams to ensure superior user experience, brand expression, and usability • Translates business goals, user needs, design direction, and operational requirements into effective user experiences • *Typically requires a degree in Interaction Design, Human-Computer Interaction, User-Centered Design, or related field and 7+ years of experience designing user-friendly interactive solutions for web sites and applications, including content-rich, consumer-facing products.*

### 3.35 ETL DEVELOPER

*Designs, develops and implements ETL (extract, transform, load) solutions for extracting data from various sources, transforming the data into a suitable format, and loading it into desired target systems* • Analyzes data requirements and develops data mappings, transformation rules, and workflow processes • Monitors ETL processes and troubleshoots issues as they arise to ensure existing application stability • Optimizes ETL processes for performance, scalability, and maintainability • Collaborates with cross-functional teams to ensure data accuracy and consistency • Remains current with emerging technologies and best practices related to ETL and data integration • *This is the intermediate level, typically requiring a degree and 2-4 years of relevant experience in data management, data modeling, ETL, data warehousing and BI Reporting.*

### 3.35 ETL DEVELOPER - SENIOR

*Designs, develops and implements ETL (extract, transform, load) solutions for extracting data from various sources, transforming the data into a suitable format, and loading it into desired target systems* • Analyzes data requirements and develops data mappings, transformation rules, and workflow processes • Monitors ETL processes and troubleshoots issues as they arise to ensure existing application stability • Optimizes ETL processes for performance, scalability, and maintainability • Collaborates with cross-functional teams to ensure data accuracy and consistency • Remains current with emerging technologies and best practices related to ETL and data integration • *This is the senior level, typically requiring a degree and 5-8 years of relevant experience in data management, data modeling, ETL, data warehousing and BI Reporting.*

## 4.0 OPERATIONS / MAINTENANCE / DISTRIBUTION

**4.01a 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 entry to intermediate position which typically requires 1 year prior security experience.*

**4.01b SECURITY GUARD - SENIOR**
*Performs unarmed guarding and patrolling of commercial or industrial premises to protect company, personal property, and personnel against fire, theft, vandalism, illegal entry, and other hazards* • Tours premises periodically to check doors, windows, and gates for security • Observes departing personnel to protect against the theft of company property • Examines the credentials of individuals prior to admittance to restricted areas • May perform lead duties over other security guards • *This is a senior level position, typically requiring 2-3 years of security experience.*

**4.01c SECURITY SUPERVISOR**
*Supervises, trains, and schedules security guards* • Oversees staff access to buildings and facilities • Coordinates site investigations when Human Resources and/or outside law enforcement are involved • May be responsible for control room crisis management, and emergency response • May provide security related training for non-security staff (such as personal safety) • Analyzes existing security systems/programs and makes recommendations for changes • *This is the first-line supervisory level, typically requiring 3-5 years of security experience.*

**4.01d 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.*

**4.02a 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.*

**4.02b HEAVY EQUIPMENT MECHANIC**
*Services, maintains, and repairs heavy equipment • Disassembles and overhauls diesel engines, hydraulic, and pneumatic systems* • Utilizes 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.*

**4.03a GENERAL MAINTENANCE MECHANIC**
*Performs routine repairs and maintenance of plant facilities and equipment* • Uses hand and power tools to perform basic carpentry, electrical, mechanical, HVAC, and/or plumbing repairs • May move furniture and materials as required • *This is the intermediate level, typically requiring 1-2 years of related experience.*

**4.03b GENERAL MAINTENANCE MECHANIC - SENIOR / MILLWRIGHT**
*Performs major and minor repairs and maintenance of plant machinery, facilities, and equipment* • Troubleshoots, repairs, and replaces parts as necessary • May move furniture and materials as required • May function as a Millwright • *This is the senior level typically requiring 3-4 years of related experience.*

**4.03c HVAC TECHNICIAN**
*Performs journey level work related to the installation, repair and maintenance of heating, ventilation, air conditioning, and mechanical equipment such as refrigerators or cafeteria equipment as per applicable building codes* • Uses hand and power tools • Works from schematics, blueprints, and other specifications • *Journey level position typically requiring completion of a formal apprenticeship program • May require certification.*

**4.04 MAINTENANCE SUPERVISOR**
*Supervises employees engaged in the repair and maintenance of plant facilities, HVAC, and equipment* • Reviews service requests, determines nature of problems, and assigns work • May coordinate the activities of outside contractors • *This is the first-line supervisory level, typically requiring 3-4 years of experience in maintenance and repair activities including 1 year of experience in a lead or supervisory capacity.*

**4.05 CARPENTER**
*Performs rough and finished journey level carpentry work in the maintenance, repair, alteration, and construction of buildings, offices, and furnishings* • Assists with major construction projects in the facility • Maintains work area and equipment • Completes construction and assembly of fixtures built by outside contractors • May independently design and construct specialty pieces of furniture according to department needs • *This is a journey level carpenter; completion of a vocational or apprenticeship or equivalent training and experience is required.*

**4.06 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.*

**4.07 PAINTER**
*Performs a variety of duties involving painting of walls, woodwork, and fixtures* • Mixes paint, enamel, and lacquer to match colors • Ensures paint is at the proper consistency and viscosity for spraying or brushing • May prepare surface for painting by removing old finish, patching and/or coating with a special treatment • Applies paint with spray gun or brush • Requires knowledge of paints necessary for various applications • *This is a journey level painter, typically requiring completion of a vocational or apprenticeship or equivalent training and experience.*

**4.08 PLUMBER**
*Performs skilled plumbing and pipefitting work at the journey level* • Inspects, diagnoses malfunctions; repairs, maintains, and tests plumbing and other piping systems; clears plugged waste lines; removes and replaces or installs all types of plumbing fixtures such as toilets, sinks, drinking fountains, showers, kitchen, laboratory, and other equipment; reads and interprets plans, blueprints, and sketches; constructs lay out or plan piping assemblies with respect to walls, structures, and other obstructions, allowing for expansion and contraction and alignment in accordance with pipefitting practice • *This is the journey level plumber, typically requiring completion of a vocational or apprenticeship or equivalent training and experience.*

**4.09 WELDER**
*Performs journey-level work in welding and metal fabrication* • Welds and cuts all types of metals ranging from heavy plate and structural steel to light sheet metals by the use of arc welding, acetylene, and gas welding, brazing, silver brazing, heliarc, soldering, acetylene burning and electric arc burning; working from blueprints, or drawings or verbal instructions, plans and fabricates various types of structures utilizing fastening by welding; operates engine lather, milling machines, shapers, chipping hammers, grinders, wire brushes, and other hand and power operated equipment • *This is a journey level welder; completion of a vocational, or apprenticeship or equivalent training and experience is required.*

**4.10a CUSTODIAN**
*Performs janitorial duties involving the dusting, cleaning, waxing, and/or polishing of company facilities, equipment, and furnishings* • Performs limited maintenance and repair duties as assigned • Irregular working hours, shift rotations, and the lifting of heavy or bulky objects may be required • *This job is the intermediate level, typically requiring 6 months previous janitorial experience.*

**4.10b LABORER**
*Performs a wide variety of unskilled tasks requiring sustained physical effort and the use of hand and power tools* • Works under close supervision to ensure tasks are satisfactorily completed and receives work assignments and instruction from supervisor or other trade workers.

**4.11 GARDENER / 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.*

**4.12a MOTOR MESSENGER / VAN DRIVER**
*Performs messenger duties by motor vehicle on a daily schedule basis* • Transports and delivers instruments, letters, packages, and/or equipment to proper destinations • Accounts for assigned items against receipts and invoices • Maintains travel and vehicle maintenance logs • May load and unload cargo • *This is the intermediate level requiring a valid driver's license, good driving skills, and 3 months of related experience.*

**4.12b SHUTTLE / CHARTER BUS DRIVER**
*Transports individuals to and from their destinations using a multi-passenger vehicle* • Serves as an ambassador to clients and guests, providing professional, courteous, and friendly customer service • Makes pretrip inspection of vehicle, maintains vehicle and passenger logs, and performs minor service and basic vehicle maintenance • *This position requires good driving skills, and may require a Class B Commercial Drivers' License with Passenger Endorsement.*

**4.13a LOCAL TRUCK DRIVER**
*Operates a mid to large size truck to make local pick-ups and deliveries* • May load and unload cargo • Maintains travel and vehicle maintenance logs • Gross vehicle weight may range from 30,000 to 60,000 lbs. (This position excludes long-haul or dump-truck drivers.) • *This position requires good driving skills and may require a class A or B commercial driver license.*

**4.13b CDL TRUCK DRIVER**
*Drives and operates trucks or vehicles such as tractor-trailers, dump trucks, or delivery trucks that have a gross vehicle weight of more than 26,001 pounds to transport goods or materials from one location to another* • Ensures cargo is loaded and secured properly before transporting it, and unloaded at destination • Maintains accurate driving, delivery and vehicle maintenance records, confirms the contents of loads match manifest documents, and tracks and reports working hours • Complies with all state and federal regulations including those governing hours of service, weight restrictions, and hazardous materials transport • *This position requires good driving skills and may require a class A or B commercial driver license.*

**4.13c CDL DRIVER SUPERVISOR**
*Supervises and coordinates activities of CDL drivers of tractor-trailers, dump trucks, delivery trucks, and other types of heavy trucks or buses transporting cargo or passengers* • Oversees operations of drivers and the loading and unloading of vehicles. Schedules drivers and assigns routes • Schedules drivers and assigns routes • Ensures compliance with safety regulations and organization policies • Verifies records such as vehicle logs and ensures manifests are complete and accurate • *This is the first-line supervisory level, typically requiring 3-5 years of experience.*

**4.14a SHIPPING AND RECEIVING CLERK**
*Receives and distributes incoming packages and prepares and ships out-going materials* • May resolve discrepancies between billing invoice and actual orders • *This is the intermediate level typically requiring 3-6 months of shipping and receiving experience.*

**4.14b SHIPPING / RECEIVING LEAD**
*Assists the supervisor with the shipping and receiving of merchandise* • May analyze the performance of existing shipping and receiving systems, evaluate and recommend new programs to improve distribution methods and implement cost reductions • May help prepare management reports and maintain appropriate documentation • *This is the lead position typically requiring 1-2 years of experience.*

**4.15 SUPPLY / INVENTORY CLERK**
*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.*

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

**4.17 WAREHOUSE LEAD**
*Coordinates the receiving, storing, and issuing of parts/ materials or finished products* • Provides training, gives direction, and prioritizes work activities of warehouse personnel to meet production needs, shipping schedules, and other pertinent deadlines • Processes and verifies inventory movement/transactions, maintains overall accuracy of inventory levels, and recommends new procedures to improve inventory control and overall workflow efficiency • *High school degree or equivalent required; some college or associate degree in related field preferred • Typically requires 3 or more years of warehouse experience.*

**4.18 STOCK / INVENTORY SUPERVISOR**
*Supervises and coordinates the activities of the stock/ inventory area (excludes supervision of stand-alone warehouse/distribution center)* • Oversees the receiving, stocking, inventorying, and issuing of parts, materials, and equipment • May monitor the accuracy of the stock/ inventory database • Trains employees and maintains safe work area • *This is the first-line supervisory level typically requiring 3-4 years of stock/inventory experience.*

**4.20 TRAFFIC ANALYST**
*Responsible for selecting the optimal mode and carrier for company freight* • Analyzes current tariffs, evaluates carrier proposals and negotiates with vendors to control costs, minimize risk and expedite the timely delivery of company properties • May coordinate freight claims and process freight related chargebacks • *Typically requires 3 or more years of progressive experience in transportation and/or rate analysis.*

## *5.0 CORPORATE SERVICES*

**5.01 PHOTOGRAPHER**
*Performs photographic assignments which may include special or custom color photography* • May also mix chemicals and process film for developing slides and prints • Maintains photographic supplies and equipment • *An associate degree in photography or related vocational training or equivalent practical experience is required.*

**5.02 VIDEO SPECIALIST / PRODUCER**
*Oversees video production, including researching and writing* • Coordinates the activities of technicians, production crews, and actors as appropriate • Edits, formats, and may shoot programs • May maintain video equipment and supplies • This is a "hands on" position involving most aspects of video production • *This position typically requires an associate degree or equivalent vocational training and 2-4 years video experience.*

**5.03 EDITOR-INTERNAL PUBLICATIONS**
*Selects, writes, and reviews editorials and special articles* • Develops, recommends, and maintains editorial policy • Interviews to obtain items for publication and to verify facts • Assigns or approves artwork and approves final proofs and page layouts • May direct or coordinate the production and distribution of company publications • *This is an intermediate level of editor typically requiring a bachelor's degree in English and 2-3 years of practical experience.*

**5.04 WRITER-PUBLICATIONS**
*Researches, analyzes, and writes articles/publications primarily intended for the communication of news, management policies, and activities* • Assists in determining the content of such publications, scheduling their distribution, and monitoring the responses to differing methods of communications • May also have responsibility for obtaining photographs for such publications and layout of articles • *This is an intermediate level of writer typically requiring 1 year of writing experience.*

**5.05 WRITER-TECHNICAL (non - IT)**
*Researches, analyzes, and writes technical, instructional, and procedural material for internal or external use in operational and policy publications* • Composes procedural material from interviews, flow charts, preliminary systems definitions, and other material • Interviews managers to identify systems needs • Prepares internal training manuals • *This is an intermediate level of writer typically requiring 1 year of analytical and writing experience.*

**5.08 GRAPHIC ARTIST**
*Utilizing computer techniques and graphics software, conceives, designs, prepares, and coordinates a variety of illustrations and art work* • Utilizes art to convey themes and/or subjects in brochures, posters, handbooks, advertising, and/or management presentations • *This is an intermediate level graphic artist position, typically requiring a minimum of 2 years graphics or art training, and experience with computer graphics techniques and software.*

**5.10 DATA ANALYST**
*Provides data management assistance using various software applications* • Interprets customer requirements to design and update spreadsheets and simple database applications • Works in coordination with internal customers to meet data reporting requirements • Creates reports, graphs, tables, charts and presentations for management, internal analysis, and external agencies • *Typically requires a bachelor's degree in a relevant field or equivalent work experience, and a minimum of 3 years of experience with demonstrated proficiency in software use and reporting techniques.*

**5.11 DATA ANALYST - SENIOR**
*Provides moderate to complex data management assistance using various software applications* • Interprets customer requirements to design and update spreadsheets and database applications • Works in coordination with internal customers to meet data reporting requirements • Creates reports, graphs, tables, charts and presentations for management, internal analysis, and external agencies • May perform lead role over other Data Analyst positions • *This is the senior level typically requiring a bachelor's degree in a relevant field or equivalent work experience, and 5+ years of experience with demonstrated proficiency in software use and reporting techniques.*

**5.15 BUSINESS ANALYST**
*Responsible for analyzing business operations and making recommendations to improve performance and efficiency* • Works closely with stakeholders to gather and analyze data, understand business needs, develop insights, and create reports to drive informed planning, evaluation, and decision making • Maintains a solid working knowledge of a wide range of internal systems, workflows, and related data sources • Participates in the development of new business strategies and initiatives • Monitors and evaluates the effectiveness of implemented solutions • *This is an intermediate level, typically requiring a bachelor's degree in a relevant field and 2-4 years of experience or equivalent.*

**5.17 LIBRARY ASSISTANT**
*Performs the processing, retrieval, coding, recording, and filing of books, periodicals, papers, microfilms, classified reports, and documents for the corporate library* • Responds to inquiries for information and publications • *This is an intermediate position, typically requiring completion of a library technical program of study, training in library procedures, and 1 year of library experience.*

**5.18 LIBRARIAN**
*Performs professional library duties by administering the acquisition, classification, indexing, cataloging, shelving, and circulating of books, periodicals, papers, microfilms, classified reports, and documents* • Reviews current literature to determine if specific items or data may be of value to the company • Uses computer data retrieval system • May research special project information as requested • *This is the intermediate professional level, typically requiring a Master of Library Science.*

**5.19 LIBRARIAN - SENIOR**
*Performs professional library duties by administering the acquisition, classification, indexing, cataloging, shelving, and circulating of books, periodicals, papers, microfilms, classified reports, and documents* • Reviews current literature to determine if specific items or data may be of value to the company • Uses computer data retrieval system • May supervise library staff • May research special project information as requested • *This is the top working librarian position, typically requiring a Master of Library Science.*

**5.20 LEGAL ASSISTANT**
*Assists attorneys by performing paraprofessional duties* • Serves as liaison between company in-house and outside counsel by gathering records and files and preparing answers to interrogatories • Reviews and assists with legal matters such as bankruptcies, litigation, and garnishment proceedings • Composes letters to outside counsel and researches lawsuits • *This is a paraprofessional position, not requiring a paralegal certificate but typically requiring 2-3 years legal experience.* ***NOTE****: Excludes legal secretaries or attorneys (law clerks). For Legal Secretary, see job 1.06.*

**5.21a 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).*

**5.21b PARALEGAL - SENIOR**
*Researches, writes, reviews, and prepares vital information as it relates to court cases and legal matters* • Researches and drafts motions and complex pleadings, assists with discovery, reviews documents, and assists in trial preparation • *Senior level, requires Paralegal certification, and 5+ years of experience.* ***NOTE****: Excludes legal secretaries, legal assistants, or attorneys (law clerks).*

**5.22 ATTORNEY**
*Researches legal problems and cases within an assigned business 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 2-4 years business law experience.*

**5.23 EVENTS COORDINATOR**
*Responsible for the coordination of production details for company-wide employee events from conception to post-event completion* • Develops event theme, oversees vendors and security, maintains event schedule, and monitors and tracks expenditures for budgeting purposes • *Typically requires 2-4 years of experience.*

**5.24 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.*

### 5.25 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.*

### 5.26 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.*

### 5.29 EMPLOYEE HEALTH NURSE

*Administers first-aid treatment to employees and other persons who sustain injury or become ill on company premises* • Provides first-aid and CPR training to employees as needed • Maintains accident and illness reports to comply with state and federal regulations • *This is the intermediate level of industrial nurse typically requiring the registered nurse certification and 1-3 years practical nursing experience.*

### 5.30 SAFETY COORDINATOR

*Coordinates safety program, ensuring that organization's safety standards are in compliance with external regulations* • Writes policy and procedures according to OSHA and WISHA regulations • Conducts safety audits and consultations • Develops and conducts safety training programs • Reviews and analyzes accident data and recommends solutions • *This is typically an exempt-level job, reporting to a Manager level.*

### 5.31 FACILITIES ASSISTANT

*Under close supervision, performs entry level duties as assigned in the installation, modification, design, maintenance, and repair of mechanical equipment and machinery used in the maintenance of facilities* • Assists with basic facilities maintenance, renovation and/or construction duties • Performs systematic inspections of facilities • Interacts with vendors to request quotes for work and for general communication • May operate company vehicles and coordinating the maintenance of this equipment • This is an entry level position, typically requiring 1 year of related experience.

### 5.32 FACILITIES COORDINATOR

*Under general supervision, performs skilled, intermediate level duties as assigned in the installation, modification, design, maintenance, and repair of mechanical equipment and machinery used in the maintenance of facilities* • Performs basic facilities maintenance, renovation and/or construction duties • Researches and recommends new operational methods, techniques and equipment • Performs systematic inspections of facilities • Interacts with vendors to request quotes for work and for general communication • May operate company vehicles and coordinating the maintenance of this equipment • May assist in training new team members • This is an intermediate level position, typically requiring 2-3 years of related experience.

### 5.33 FACILITIES LEAD

*Under minimal supervision, trains, leads and participates in a wide variety of advanced skilled duties for preventative and corrective maintenance involved in the installation, maintenance, repair and servicing of mechanical, electrical, and electronic systems, equipment, devices and machinery use in the maintenance of facilities* • Leads and performs advanced skill facilities maintenance, renovation and/or construction duties • Leads building walkthroughs and inspections of facilities, maintains detailed recordkeeping, and ensures completion of preventative maintenance activities • Manages vendor relationships • May operate company vehicles and ensures the maintenance of this equipment • Assists in training new team members • This is a senior level position, typically requiring 5-7 years of related experience.

### 5.36 GRANT WRITER

*Develops resources, researches funding sources, and writes proposals to support the grant writing and reporting activities of medical and specialty services* • Negotiates and writes budgets for grant contracts • Monitors the expenditure of multiple grant sources assuring compliance with grant activity and reporting requirements • May participate in long range planning and quality assurance • *Typically requires a bachelor's degree and 3 years of experience.*

### 5.37 GRANT ADMINISTRATOR

*Responsible for appropriating grants within an organization* • Establishes standards and deadlines for proposals, resources, researches funding sources, and writes proposals to support the grant writing and reporting activities of the organization • Negotiates and writes budgets for grant contracts • Monitors the expenditure of multiple grant sources assuring compliance with grant activity and reporting requirements • Participates in long range planning and quality assurance • *Typically requires a bachelor's degree and 4 or more years of experience.*

### 5.38 COMMUNITY RELATIONS SPECIALIST

*Coordinates community relations, social responsibility administration, event planning, budget tracking, reporting, and community inquiries* • Creates and manages internal and external communications related to the organization's community relations activities • May oversee in-kind donation process • Coordinates relationships with customer service, tracks and reports donation value • May administer online matched giving program • Represents organization at appropriate community and nonprofit events and conferences • *Typically requires a bachelor's degree and 3 years of experience.*

### 5.40 CONTRACT ADMINISTRATOR

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

**5.45 PROGRAM COORDINATOR**
*Plans, organizes, coordinates and evaluates a small to moderate-sized program or project* • Plans and monitors performance against program goals and objectives and ensures program results • Interacts with internal and external program or project stakeholders to build program support • Requires strong analytical and communications skills and program/project management capabilities • May provide program leadership and work direction of other program support staff • *Typically requires a bachelor's degree and 2-4 years related experience.*

**5.46 PROGRAM MANAGER**
*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 years of experience in administration of a similar program area.*

## *6.0 ENGINEERING / PRODUCTION*

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

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

**6.06 QUALITY ASSURANCE TECHNICIAN (NON-IT)**
*Evaluates and documents quality of finished goods and raw materials* • Reports quality conditions as needed • Gathers, records, and reports on operational and quality metrics, through manual or automated systems • Participates in process improvement activities • *This is the intermediate position typically requiring an AA degree and 2-4 years of experience.*

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

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

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

**6.11 LAB TECHNICIAN**
*Performs a variety of laboratory/research related tasks* • Uses laboratory equipment to weigh, measure, and mix chemicals • Prepares specimens, slides, and solutions • Performs calculations and routine tests • Maintains accurate records • Stocks laboratory supplies • Cleans laboratory glassware and maintains equipment • *This is the intermediate level position, typically requiring an AA degree and 1 year of laboratory experience.*

**6.12 DOCUMENT CONTROL SPECIALIST**
*Responsible for complex document control functions within engineering* • Maintains file accuracy to ensure compliance with requirements • Coordinates transition of engineering documentation to manufacturing • Interfaces with company support activities to resolve documentation problems • Has full working knowledge of all activities performed by the Document Control Center • May assist in training lower level documentation clerk • *This is typically a nonexempt level position, requiring 2-4 years of experience in Document Control.*

**6.13a JOURNEY MACHINIST**
*Sets up and operates a variety of machine tools to perform production machining operations* • Interprets blueprints, sketches, and engineering specifications • Assists with determining sequence of operations, methods of set up and layout, and utilization of materials and parts required • Operates computerized systems and equipment • *This job is the journey level machinist position; completion of a vocational or apprenticeship or equivalent training and experience is required. (Excludes maintenance or experimental machining.)*

**6.13b MAINTENANCE MACHINIST**
*Provides maintenance support to all areas of production* • Maintains and repairs a broad scope of machinery and equipment • Analyzes problems, implements solutions, and manufactures parts as needed to ensure timely repairs and a smooth running operation • *This job is the journey level machinist position; completion of a vocational or apprenticeship or equivalent training and experience is required.*

### 6.15 PRODUCTION EQUIPMENT OPERATOR I (ENTRY LEVEL)

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

### 6.16 PRODUCTION EQUIPMENT OPERATOR II (INTERMEDIATE LEVEL)

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

### 6.17 PRODUCTION EQUIPMENT OPERATOR III (SENIOR LEVEL)

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

### 6.18 ASSEMBLER - ENTRY

*Trains to assemble and rework units on a production line* • Utilizes visual aids, drawings, and oral and written instructions to assemble products • Uses a variety of hand tools or production equipment • *This is the entry level assembler position with no experience required.*

### 6.19 ASSEMBLER

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

### 6.20 ASSEMBLER - SENIOR

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

### 6.21 ASSEMBLER - LEAD

*Performs a variety of repetitive and non-repetitive complex production assembly operations under general supervision* • Utilizes diagrams, drawings, and oral and written instructions to assemble products and subassemblies • Uses a variety of hand tools or production equipment • Trains, orients, assigns, and checks the work of lower level assemblers • *This is a lead position typically requiring 4 or more years of assembly experience and 1 year of leadership experience.*

### 6.22 TEST TECHNICIAN

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

### 6.23 INSTRUMENT / ELECTRONICS TECHNICIAN

*Tests, calibrates, repairs, and modifies simple to moderately complex electronic equipment and/or systems down to the component level* • Analyzes, diagnoses, and troubleshoots malfunctions of instruments, equipment, and/or systems • Assists engineering in qualification of new products • May travel to customer sites • *This is the intermediate position typically requiring an AA degree and 2-4 years of experience.*

### 6.24 PRODUCTION SUPERVISOR

*Supervises shop employees in a manufacturing or assembly department* • Plans and assigns work • Implements policies and procedures, recommends improvements in production methods, equipment, operating procedures, and working conditions • *This is a first level shop supervisory position, typically requiring graduation from high school supplemented by formal apprenticeship and 2-4 years of experience.*

### 6.25 INVENTORY CONTROL ANALYST

*Forecasts and analyzes needs for parts or product inventory* • Maintains automated inventory control system • *This is an intermediate level position, typically nonexempt or entry level exempt, requiring 1 or more years of experience as a production control clerk, expediter, storekeeper, or equivalent.*

### 6.26 PRODUCTION PLANNER / SCHEDULER

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

### 6.27 MASTER SCHEDULER

*Develops and maintains master and detailed production schedules consistent with delivery requirements and production capabilities* • Schedules and coordinates flow of work within or between manufacturing departments based on customer orders, established priorities, and availability or capability of workers, parts, materials, and equipment • *This is typically an exempt position, requiring 3 or more years of experience in production planning and/or scheduling.*

### 6.28 GIS - ANALYST

*Designs, develops, and implements GIS applications* • Provides programming and custom application development of the GIS database and streamlines and enables efficient use of GIS software and operating systems • Provides analysis of GIS data, including analysis of complex user requirements, and evaluating potential GIS software and tools • *Typically requires a bachelor's degree in geography, computer science, planning or related field, and 3 years of experience in GIS analysis, programming, application and data development.*

**6.30 SUSTAINABILITY ANALYST**
*Responsible for evaluating, analyzing, and reporting on an organization's environmental, social, and governance (ESG) practices and performance* • Assesses the impact of operations on sustainability metrics such as carbon emissions, energy consumption, waste management, and social responsibility initiatives • Tracks environmental KPIs, analyzes performance, generates reports, and presents feedback and recommendations • Identifies areas for improvement and develops strategies to enhance sustainability efforts within the organization • May collaborate with various departments to implement sustainable practices and monitor progress towards sustainability goals • *Typically requires a degree in Environmental Sciences, Sustainability, Material Science, Engineering, or related field or equivalent combination of experience, and 3 years of experience in sustainability or relevant work.*

## *7.0 HUMAN RESOURCES*

**7.01 HUMAN RESOURCES ASSISTANT**
*Performs a variety of routine human resources work such as maintaining records, compiling statistics, and processing employment applications* • Furnishes employee information to authorized persons and assists employees on matters regarding human resources forms, records, and procedures • *This is an intermediate level position requiring a basic knowledge of company human resources policies and procedures.*

**7.02 HUMAN RESOURCES COORDINATOR**
*Performs moderately complex activities in support of the human resources function* • Conducts or assists in conducting project work in the area of employment or affirmative action, employee communications, employee events, benefits and salary administration, or HRIS • Compiles and tracks data; prepares reports • Answers and refers human resources related questions and inquiries • Initiates and prepares human resources actions • *This is a senior level nonexempt or entry level exempt position, typically requiring a college degree and 1 year of related experience.*

**7.03a HUMAN RESOURCES GENERALIST**
*Administers programs, procedures, and plans used in carrying out human resource policies* • Provides guidance to executives, managers, supervisors, and employees on various human resource issues • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training • *This is the intermediate level human resource staff professional with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.*

**7.03b HUMAN RESOURCES GENERALIST - SENIOR**
*Administers programs, procedures, and plans used in carrying out human resource policies* • May include strategic business partner duties • Provides guidance to executives, managers, supervisors, and employees on various human resource issues • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training • *This is the senior level human resource staff professional, typically requiring a degree and 5 or more years of experience.*

**7.03c 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.*

**7.03d 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.*

**7.04 EMPLOYEE RELATIONS SPECIALIST**
*Provides consultative services to management and staff to promote equitable application of human resources policies throughout the company* • Advises, counsels, and assists in resolving job related concerns • Assists in the development and/or revision of human resources policies • Performs internal complaint investigations, consults with legal counsel as necessary • Reviews and approves disciplinary actions to assure conformance to policy and consistency of practice • May conduct exit interviews, and investigates negative comments and/or allegations of discrimination • Supports the Affirmative Action/EEO program by consulting with units • *This is the intermediate level human resource staff professional with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.*

**7.05a 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.*

**7.05b COMPENSATION ANALYST - SENIOR**
*Assists in the development, installation, cost analysis, and administration of compensation programs and/or incentive plans* • Conducts and analyzes salary surveys • Analyzes market trends to revise salary ranges • Evaluates positions according to established evaluation systems • May assist in the administration of performance appraisal and merit rating programs • *This is the senior level, typically requiring a degree and 5 years of experience.*

**7.06a RECRUITER**
*Sources, recruits, and interviews candidates for administrative and professional positions, primarily without assistance of outside agencies* • Drives recruiting process from requisition to closure in a timely and cost-effective manner • Develops bench strength to meet current and projected employment needs • Maintains proactive methods of revising and implementing innovative ways of updating the recruiting process • May conduct or participate in job fairs • *Reports to manager or director level • Typically requires 3-5 years of experience.*

**7.06b RECRUITER - SENIOR**
*Sources, recruits, and interviews candidates for all job levels (including professional, technical, and management positions), refers applicants to specific job openings, checks references and may process changes in employee employment status (hires, promotions, transfers, etc.)* • May have EEO and affirmative action responsibilities • May have lead responsibilities • *This is the senior level, typically requires a degree and demonstrated interviewing skills, knowledge of modern employment practices and related laws, and 5+ years of experience in recruiting.*

**7.08 RECRUITING COORDINATOR**
*Independently facilitates the recruiting process by providing technical and logistical support to a team of recruiters* • Prepares candidate information packages, schedules interviews, and coordinates logistical requirements • Coordinates pay operations changes for successful candidates • May pre-screen applicants under general direction from recruiters • *Typically requires a degree, and 2-4 years of experience.*

**7.09 TRAINING COORDINATOR**
*Develops and constructs training manuals and training aids, or may coordinate development of materials by outside suppliers* • Coordinates participation in internal or external training programs • May plan and coordinate management inventories, appraisals, placement, counseling, and training • May assist training specialist in organizing and conducting training and educational programs • *Typically reports to Employee Training Manager.*

**7.10a TRAINER**
*Administers, organizes and conducts training and education programs for the organization which may include employee orientation, on-the-job training, computer training (Microsoft Word, Excel, Outlook and company-specific applications), telephone voicemail and etiquette* • Maintains records on training activities • Monitors and makes recommendation on the effectiveness of training programs • *Typically requires a degree and 1-3 years of experience.* ***NOTE:*** *Does not develop course content.*

**7.10b TRAINING & DEVELOPMENT 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.*

**7.10c TRAINING & DEVELOPMENT SPECIALIST - SENIOR**
*Develops and conducts advanced training programs for organization's management and staff* • Conducts workshops using adult learning techniques to facilitate development of management skills and communication of organization's policies and practices • May also provide technical and sales training • Researches available training sources for appropriate content and method information • May track training effectiveness and problem areas and make policy/training recommendations • *This is the senior level, typically requiring a degree and 5+ years of experience.*

**7.12 BENEFITS SPECIALIST**
*Maintains group insurance records for life, medical, and worker's compensation coverage of company employees and their dependents, and identifies and resolves benefit eligibility questions through research and policy interpretation* • Communicates with active and retired employees, human resource staff, and vendors • May assist with special projects within the benefits area • *Typically requires up-to-date knowledge of company benefit programs and 1-2 years of related experience.*

**7.13 CLAIMS REPRESENTATIVE - WORKERS' COMPENSATION**
*Evaluates and determines the validity of claims for workers' compensation benefits* • Conducts investigations, takes statements, and may represent the company at first level litigation • Initiates documents when appropriate to provide benefits to injured or ill employees, in accordance with state or federal laws • Coordinates return-to-work process • *This is non-supervisory position, typically requiring an AA degree and 3-5 years of case management experience.*

**7.15a BENEFITS ADMINISTRATOR / ANALYST**
*Administers and analyzes organization's benefit programs* • Provides detailed information to human resources representatives and/or employees on various benefit programs • Communicates with active and retired employees, human resource staff, and vendors • May lead and/or provide training for benefits staff • *Typically requires a degree and 3-4 years of benefits experience.*

**7.15b LEAVE OF ABSENCE ADMINISTRATOR**
*Administers leaves of absence, return to work, and accommodation programs in compliance with state and federal laws* • Works closely with staff, management, and TPAs to ensure proper processing and administration of leave requests • Provides case management for all workplace accommodation requests • Trains managers and other human resources staff regarding leave and accommodation issues • *Typically requires a degree and 3-4 years of benefits experience.*

**7.15c 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, wellness, and other benefit programs • Coordinates with vendors and consultants to plan and implement new programs • Ensures programs are in compliance with government regulations • *Typically requires a degree and 5-8 years of experience.*

**7.16a HRIS ANALYST**
*Audits employee information and develops HRIS reports* • Prepares statistical summaries and special reports involving compensation, job classification, EEO/AA, training, recruiting, payroll, and other employee information • Assists in administration of HRIS network through set-up and deletion of users, maintenance of user security, and table administration • Provides network users with training and technical support, and communicates changes and system deadlines • May assist in HRIS design and system development • *This is a human resource function typically reporting to an HRIS Manager or Supervisor • This is a senior level nonexempt or entry level exempt position, typically requiring 2-4 years of human resource experience.*

**7.16b HRIS ANALYST - SENIOR**
*Coordinates the organization's automated HRIS by serving as a liaison between human resources and IT* • Works with human resource users to determine data processing and training needs • Interacts with IT staff 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 the senior level HRIS Analyst, typically reporting to a Human Resource or HRIS Manager • Typically requires 3-5 years of human resource experience.*

**7.17 DIVERSITY, EQUITY & INCLUSION SPECIALIST**
*Works collaboratively to support the organization's Diversion, Equity, and Inclusion (DEI) strategies and initiatives* • Analyzes and interprets data to inform DEI strategies and initiatives, and conducts assessments and evaluations of current DEI practices to identify trends and opportunities for improvement • Applies a DEI lens to policies, recruitment, retention, strategies, employee experience, and culture • Assists in developing and facilitating training sessions and educational programs that promote cultural awareness and sensitivity among employees • Tracks goals for training, education and recruiting efforts and provides status reports • *This is an intermediate level, typically requiring a bachelor's degree in a relevant field and 2-4 years of experience or equivalent.*

**7.18 DIVERSITY, EQUITY & INCLUSION BUSINESS PARTNER**
*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.*

**7.19 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.*

## *8.0 CUSTOMER SERVICE / MARKETING / RETAIL*

**8.01 SALES ORDER PROCESSOR**
*Receives, interprets, and processes customer orders for material, parts or equipment* • Acts as liaison between field and factory • Interfaces with customers, shippers, intermediary agencies and departments • Maintains order processing files • May research and resolve customer problems • May function in a call center environment • *This is the intermediate level typically requiring 1 year of order processing experience.*

**8.03 CUSTOMER SERVICE REPRESENTATIVE**
*Answers customer inquiries regarding accounts, products, or services* • Troubleshoots, analyzes, and remedies customer problems, within established guidelines • May research or update company records • Acts as a liaison between customer and various company departments • May prepare customer correspondence • May take customer orders • May function in a call center environment • *This is the intermediate level typically requiring broad knowledge of company procedures, products, and services.*

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

**8.05 CUSTOMER SERVICE REPRESENTATIVE (TECHNICAL SUPPORT)**

*Answers complex questions and provides technical support to customers, over telephone or through written correspondence, regarding company products or services (e.g. software, engineering, or product performance inquiries)* • Troubleshoots, analyzes, and remedies customer problems within established guidelines • May operate computers to research or update company records • Acts as liaison between customer and various company departments • May prepare customer correspondence • *This is the intermediate level typically requiring broad technical knowledge of company products and services.*

**8.06 CUSTOMER SERVICE REPRESENTATIVE (TECHNICAL SUPPORT) - SENIOR**

*Answers complex questions and provides technical support to customers, over telephone or through written correspondence, regarding company products or services (e.g. software, engineering, or product performance inquiries)* • Troubleshoots, analyzes, and remedies customer problems within established guidelines • May operate computers to research or update company records • Acts as liaison between customer and various company departments • May prepare customer correspondence • *This is the senior level typically requiring broad technical knowledge of company products and services, and 5 or more years of experience.*

**8.07a 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.*

**8.07b CUSTOMER SERVICE MANAGER**

*Manages existing customer service programs, processes, and standards that support the company mission* • 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 • Manages one or more customer service functional areas such as customer call center, customer billing, credit and collections, customer relations and other special programs offered to assist customers • Typically requires a degree and at least 5 years experience in supervising customer activities • *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).*

**8.08 MARKETING ASSISTANT**

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

**8.09 MARKETING COORDINATOR**

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

**8.10 MARKETING / COMMUNICATIONS SPECIALIST**

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

**8.11 SALES 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.*

**8.12 RETAIL SALES ASSOCIATE**

*Assists customers in the selection and purchase of merchandise* • Provides customers with product information • May arrange delivery, and/or installation services • Cross-sells merchandise, recommending products to meet customer needs • May also perform cashier and merchandise restock duties • *This is the intermediate level sales position, requiring a working knowledge of assigned products or services.*

**8.13a RETAIL SALES SUPERVISOR**

*Oversees the daily operations in a retail store including staffing, merchandising, inventory control and fiscal management* • Maximizes profitability, sets sales targets and motivates staff to meet financial goals • Ensures high quality customer service and addresses customer queries and complaints • Enforces company policies and procedures to ensure a consistent and efficient operation. *Typically requires 3 years experience.*

**8.13b RETAIL SALES MANAGER**
*Provides overall management for retail store* • Responsible for developing and implementing sales strategies, managing the sales team, and ensuring a high level of customer satisfaction • Sets individual and team sales goals and monitors and analyze sales performance metrics to identify trends, opportunities, and areas for improvement • Oversees inventory levels, stock replenishment, and product availability • Collaborates with others to develop and manage sales budgets • *Typically requires a Bachelor's degree and 3-5 years of experience.*

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

**8.15 DIGITAL MARKETING SPECIALIST**
*Creates informative, consumer-focused content across external communication channels (web, social media, email and marketing collateral)* • Delivers targeted, integrated campaigns across website, social media, intranet, events, and other channels • Analyzes online statistics and identifies areas to optimize online marketing performance • *Typically requires a bachelor's degree in marketing, and 2-4 years of related experience.*

**8.16 MARKETING COPYWRITER**
*Conceives and creates compelling copy for marketing campaigns, advertisements, sales flyers, and media kits across multi-media platforms, tailored to different target audiences and marketing strategies* • Copyedits and proofreads marketing communications for grammar, consistency and adherence to company brand and style • *Typically requires a degree in communications, journalism or other discipline with a heavy writing focus and 3 or more years of copywriting experience.*