Jobs Surveyed

44th Annual Survey

2026 Portland Area Compensation Survey (PACS)

1.0 ADMINISTRATIVE SUPPORT

1.01 Office Assistant - Entry
1.02 Office Assistant - Intermediate
1.03 Office Assistant - Senior
1.09 Administrative Assistant - Entry
1.10 Administrative Assistant - Intermediate
1.11 Administrative Assistant - Senior
1.12 Executive Assistant
1.13 Executive Assistant to CEO
1.14 Data Entry Operator
1.15 Courier
1.16 Mail Clerk
1.17 Supply Clerk
1.18a Supervisor (First Level)
1.18b Office Manager
1.19 Receptionist - Entry
1.21 Records Specialist - Intermediate
1.25 Records Manager

2.0 ACCOUNTING / FINANCE

2.01 Accounting Clerk - Entry
2.02 Accounting Clerk - Intermediate
2.03 Accounting Clerk - Senior
2.04 Accountant - Entry
2.05 Accountant - Intermediate
2.06 Accountant - Senior
2.07a Accounting Supervisor
2.07b Accounting Manager
2.09 Auditor - Intermediate
2.10 Auditor - Senior
2.11 Budget Analyst - Intermediate
2.12 Financial Analyst - Entry
2.13 Financial Analyst - Intermediate
2.14 Financial Analyst - Senior
2.15a Management Analyst - Intermediate
2.15b Management Analyst - Senior
2.16a Payroll Specialist - Entry
2.16b Payroll Specialist - Intermediate
2.16c Payroll Specialist - Senior
2.17 Payroll Analyst
2.19a Payroll Supervisor
2.19b Payroll Manager
2.20 Collector
2.21 Credit Analyst - Intermediate
2.22 Credit Analyst - Senior
2.25 Treasury Analyst - Intermediate

3.0 INFORMATION TECHNOLOGY

3.01a Software Engineer I
3.01b Software Engineer II
3.01c Software Engineer - Senior
3.03 Programmer / Analyst - Intermediate
3.04 Programmer / Analyst - Senior
3.06 Systems Analyst - Intermediate
3.07 Systems Analyst - Senior
3.08 Systems Analyst - Lead
3.09 Systems Programmer - Operating Systems - Intermediate
3.10 Systems Programmer - Operating Systems - Senior
3.11 Desktop Hardware Technician
3.13 Desktop Support Analyst
3.14 Network Operations Technician I
3.15 Network Operations Technician II
3.16 Network Operations Technician III
3.17a Network Administrator - Intermediate
3.17b Network Administrator - Senior
3.18 Network Systems Engineer
3.19 Database Analyst
3.22a Data Warehouse Architect
3.22b Database Administrator
3.22c Database Administrator - Senior
3.23 Telecommunications Technician
3.24 Telecommunications Analyst
3.25a Help Desk Specialist
3.25b Help Desk Specialist - Senior
3.30 Web Developer - Intermediate
3.31 Web Developer - Senior
3.32 Business Analyst / IT Liaison
3.33 Department Systems Support Coordinator

4.0 CORPORATE SERVICES

4.01 Copy Center Operator
4.07 Security Officer
4.08 Custodian
4.09a HVAC Technician
4.09b Building Technician
4.10 General Maintenance Mechanic - Intermediate
4.11 General Maintenance Mechanic - Senior / Millwright
4.12 Fleet Mechanic
4.13 Heavy Equipment Mechanic
4.14 Electrician
4.15 Gardener / Groundskeeper
4.16 Loss Control Consultant / Risk Analyst - Senior
4.17 Compliance Officer
4.19 Administrative Services Manager
4.20 Events Coordinator
4.21 Legal Secretary
4.22a Legal Assistant
4.22b Legal Assistant - Senior
4.22c Paralegal
4.22d Paralegal - Senior
4.23 Attorney
4.24 Facilities Coordinator
4.27 Workers' Compensation Administrator
4.28a Business Data Analyst I
4.28b Business Data Analyst II
4.28c Business Data Analyst III
4.29b Business Intelligence Analyst - Intermediate
4.29c Business Intelligence Analyst - Senior
4.31 Safety Specialist
4.32 Safety Coordinator
4.33 Safety Manager
4.34 Contract Administrator
4.35 Environmental Specialist
4.36 Environmental Engineer
4.38 Volunteer Coordinator
4.40 Planner / Scheduler
4.42 Program Coordinator
4.44 Program Manager
4.45a Project Coordinator I / Assistant (non-IT)
4.45b Project Coordinator II (non-IT)
4.46 Project Manager

5.0 HUMAN RESOURCES

5.01 Human Resources Assistant I
5.02 Human Resources Assistant II
5.03a Human Resources Generalist - Intermediate
5.03b Human Resources Generalist - Senior
5.03c Human Resources Strategic Business Partner - Intermediate
5.03d Human Resources Strategic Business Partner - Senior
5.04a Employee Relations Specialist - Intermediate
5.04b Employee Relations Specialist - Senior
5.05a Benefits Specialist
5.05b Benefits Specialist - Senior
5.06a Benefits Administrator
5.06b Benefits Manager
5.07 Compensation Analyst - Intermediate
5.08 Compensation Analyst - Senior
5.09a Employment Recruiter Assistant
5.09b Employment Recruiter - Intermediate
5.09c Employment Recruiter - Senior
5.10 Training Specialist - Intermediate
5.11 Training Specialist - Senior
5.12 Labor Relations Manager
5.13 Human Resources Manager
5.14 HRIS Analyst
5.15 HRIS Analyst - Senior
5.16 Organizational Development Consultant
5.18 Diversity, Equity & Inclusion Business Partner
5.19 Diversity, Equity & Inclusion Manager
5.25 Internal Employee Communications Specialist

7.0 INSURANCE / HEALTH

7.02a Claims Processor - Entry
7.02b Claims Processor - Intermediate
7.02c Claims Processor - Senior
7.06 Health Claims Supervisor
7.08 Member / Patient Service Specialist
7.10 Utilization Review / Case Manager (RN)
7.13 Underwriter - Intermediate
7.14 Underwriter - Senior

8.0 PURCHASING / WAREHOUSE

8.01a Buyer - Entry
8.01b Buyer - Intermediate
8.01c Buyer - Senior
8.03b Procurement Analyst
8.04 Purchasing Manager
8.05 Shipping & Receiving Clerk - Intermediate
8.06 Purchasing Clerk - Intermediate
8.07 Driver
8.08 Material Handler - Entry
8.09 Material Handler - Intermediate
8.10 Material Handler - Senior
8.11 Heavy Equipment Operator
8.12 Materials Manager
8.13 Distribution Center / Warehouse Manager
8.14 Warehouse Supervisor
8.15 Shipping & Receiving Supervisor

9.0 MANUFACTURING / PRODUCTION / ENGINEERING

9.01a Production Machine Operator I - Entry
9.01b Production Machine Operator II - Intermediate
9.01c Production Machine Operator III - Senior
9.02a Assembler - Entry
9.02b Assembler - Intermediate
9.02c Assembler - Senior
9.07 Engineering Technician - Entry
9.08 Engineering Technician - Intermediate
9.09 Engineering Technician - Senior
9.10 Production Supervisor
9.12 Machinist (Journey)
9.14 Welder
9.15 Scheduler
9.16 Inventory Control Analyst
9.17 CAD Operator - Intermediate
9.18 CAD Operator - Senior

10.0 CUSTOMER SERVICE

10.01 Customer Service Rep - Entry
10.02 Customer Service Rep - Intermediate
10.03 Customer Service Rep - Senior
10.04 Customer Service Rep (Tech Support) - Intermediate
10.05 Customer Service Rep (Tech Support) - Senior
10.06 Customer Service Supervisor
10.07 Customer Service Manager

11.0 MARKETING / SALES

11.01 Public Relations Specialist
11.02a Graphic Designer - Intermediate
11.02b Graphic Designer - Senior
11.03a Marketing Assistant
11.03c Marketing Coordinator
11.04 Video Specialist / Producer
11.05a Social Media Specialist
11.05b Digital Marketing Specialist
11.09 Market Research Analyst
11.10 Marketing Communications Specialist
11.12 Copywriter - Intermediate
11.13 Copywriter - Senior
11.15 Publications Editor
11.20 Inside Sales Representative

12.0 RETAIL / HOSPITALITY

12.05 Retail Sales Associate
12.06 Retail Sales Supervisor
12.07 Retail Sales Manager
12.10 Cook
12.11 Food Service Worker - Entry
12.12 Food Service Worker - Intermediate
12.13 Food Service Worker - Lead
12.14 Food Service Supervisor
12.18 Sous Chef
12.19 Executive Chef

Jobs Surveyed *(in alphabetical order)*

2026 Portland Area Compensation Survey (PACS)

2.04	Accountant - Entry
2.05	Accountant - Intermediate
2.06	Accountant - Senior
2.01	Accounting Clerk - Entry
2.02	Accounting Clerk - Intermediate
2.03	Accounting Clerk - Senior
2.07b	Accounting Manager
2.07a	Accounting Supervisor
1.09	Administrative Assistant - Entry
1.10	Administrative Assistant - Intermediate
1.11	Administrative Assistant - Senior
4.19	Administrative Services Manager
9.02a	Assembler - Entry
9.02b	Assembler - Intermediate
9.02c	Assembler - Senior
4.23	Attorney
2.09	Auditor - Intermediate
2.10	Auditor - Senior
5.06a	Benefits Administrator
5.06b	Benefits Manager
5.05a	Benefits Specialist
5.05b	Benefits Specialist - Senior
2.11	Budget Analyst - Intermediate
4.09b	Building Technician
3.32	Business Analyst / IT Liaison
4.28a	Business Data Analyst I
4.28b	Business Data Analyst II
4.28c	Business Data Analyst III
4.29b	Business Intelligence Analyst - Intermediate
4.29c	Business Intelligence Analyst - Senior
8.01a	Buyer - Entry
8.01b	Buyer - Intermediate
8.01c	Buyer - Senior
9.17	CAD Operator - Intermediate
9.18	CAD Operator - Senior
7.02a	Claims Processor - Entry
7.02b	Claims Processor - Intermediate
7.02c	Claims Processor - Senior
2.20	Collector
5.07	Compensation Analyst - Intermediate
5.08	Compensation Analyst - Senior
4.17	Compliance Officer
4.34	Contract Administrator
12.10	Cook
4.01	Copy Center Operator
11.12	Copywriter - Intermediate
11.13	Copywriter - Senior
1.15	Courier
2.21	Credit Analyst - Intermediate
2.22	Credit Analyst - Senior
4.08	Custodian
10.07	Customer Service Manager
10.01	Customer Service Rep - Entry
10.02	Customer Service Rep - Intermediate
10.03	Customer Service Rep - Senior
10.04	Customer Service Rep (Tech Support) - Intermediate
10.05	Customer Service Rep (Tech Support) - Senior
10.06	Customer Service Supervisor
1.14	Data Entry Operator
3.22a	Data Warehouse Architect
3.22b	Database Administrator
3.22c	Database Administrator - Senior
3.19	Database Analyst
3.33	Department Systems Support Coordinator
3.11	Desktop Hardware Technician
3.13	Desktop Support Analyst
11.05b	Digital Marketing Specialist
8.13	Distribution Center / Warehouse Manager
5.18	Diversity, Equity & Inclusion Business Partner
5.19	Diversity, Equity & Inclusion Manager
8.07	Driver
4.14	Electrician
5.04a	Employee Relations Specialist - Intermediate
5.04b	Employee Relations Specialist - Senior
5.09b	Employment Recruiter - Intermediate
5.09c	Employment Recruiter - Senior
5.09a	Employment Recruiter Assistant
9.07	Engineering Technician - Entry
9.08	Engineering Technician - Intermediate
9.09	Engineering Technician - Senior
4.36	Environmental Engineer
4.35	Environmental Specialist
4.20	Events Coordinator
1.12	Executive Assistant
1.13	Executive Assistant to CEO
12.19	Executive Chef
4.24	Facilities Coordinator
2.12	Financial Analyst - Entry
2.13	Financial Analyst - Intermediate
2.14	Financial Analyst - Senior
4.12	Fleet Mechanic
12.14	Food Service Supervisor
12.13	Food Service Worker - Lead
12.11	Food Service Worker - Entry
12.12	Food Service Worker - Intermediate
4.15	Gardener / Groundskeeper
1.01	Office Assistant - Entry
1.02	Office Assistant - Intermediate
1.03	Office Assistant - Senior
4.10	General Maintenance Mechanic - Intermediate
4.11	General Maintenance Mechanic - Senior / Millwright
11.02a	Graphic Designer - Intermediate
11.02b	Graphic Designer - Senior
7.06	Health Claims Supervisor
4.13	Heavy Equipment Mechanic
8.11	Heavy Equipment Operator
3.25a	Help Desk Specialist
3.25b	Help Desk Specialist - Senior
5.14	HRIS Analyst
5.15	HRIS Analyst - Senior
5.01	Human Resources Assistant I
5.02	Human Resources Assistant II
5.03a	Human Resources Generalist - Intermediate
5.03b	Human Resources Generalist - Senior
5.13	Human Resources Manager
5.03c	Human Resources Strategic Business Partner-Intermediate
5.03d	Human Resources Strategic Business Partner - Senior
4.09a	HVAC Technician
11.20	Inside Sales Representative
5.25	Internal Employee Communications Specialist
9.16	Inventory Control Analyst
5.12	Labor Relations Manager
4.22a	Legal Assistant
4.22b	Legal Assistant - Senior
4.21	Legal Secretary
4.16	Loss Control Consultant / Risk Analyst - Senior
9.12	Machinist (Journey)
1.16	Mail Clerk
2.15a	Management Analyst - Intermediate
2.15b	Management Analyst - Senior
11.09	Market Research Analyst
11.03a	Marketing Assistant
11.10	Marketing Communications Specialist
11.03c	Marketing Coordinator
8.08	Material Handler - Entry
8.09	Material Handler - Intermediate
8.10	Material Handler - Senior
8.12	Materials Manager
7.08	Member / Patient Service Specialist
3.17a	Network Administrator - Intermediate
3.17b	Network Administrator - Senior
3.14	Network Operations Technician I
3.15	Network Operations Technician II
3.16	Network Operations Technician III
3.18	Network Systems Engineer
1.18b	Office Manager
5.16	Organizational Development Consultant
4.22c	Paralegal
4.22d	Paralegal - Senior
2.17	Payroll Analyst
2.19b	Payroll Manager
2.16a	Payroll Specialist - Entry
2.16b	Payroll Specialist - Intermediate
2.16c	Payroll Specialist - Senior
2.19a	Payroll Supervisor
4.40	Planner / Scheduler
8.03b	Procurement Analyst
9.01a	Production Machine Operator I - Entry
9.01b	Production Machine Operator II - Intermediate
9.01c	Production Machine Operator III - Senior
9.10	Production Supervisor
4.42	Program Coordinator
4.44	Program Manager
3.03	Programmer / Analyst - Intermediate
3.04	Programmer / Analyst - Senior
4.45a	Project Coordinator I / Assistant (non-IT)
4.45b	Project Coordinator II (non-IT)
4.46	Project Manager
11.01	Public Relations Specialist
11.15	Publications Editor
8.06	Purchasing Clerk - Intermediate
8.04	Purchasing Manager
1.19	Receptionist - Entry
1.25	Records Manager
1.21	Records Specialist - Intermediate
12.05	Retail Sales Associate
12.07	Retail Sales Manager
12.06	Retail Sales Supervisor
4.32	Safety Coordinator
4.33	Safety Manager
4.31	Safety Specialist
9.15	Scheduler
4.07	Security Officer
8.05	Shipping & Receiving Clerk - Intermediate
8.15	Shipping & Receiving Supervisor
11.05a	Social Media Specialist
3.01a	Software Engineer I
3.01b	Software Engineer II
3.01c	Software Engineer - Senior
12.18	Sous Chef
1.18a	Supervisor (First Level)
1.17	Supply Clerk
3.06	Systems Analyst - Intermediate
3.07	Systems Analyst - Senior
3.08	Systems Analyst - Lead
3.09	Systems Programmer - Operating Systems - Intermediate
3.10	Systems Programmer - Operating Systems - Senior
3.24	Telecommunications Analyst
3.23	Telecommunications Technician
5.10	Training Specialist - Intermediate
5.11	Training Specialist - Senior
2.25	Treasury Analyst - Intermediate
7.13	Underwriter - Intermediate
7.14	Underwriter - Senior
7.10	Utilization Review / Case Manager (RN)
11.04	Video Specialist / Producer
4.38	Volunteer Coordinator
8.14	Warehouse Supervisor
3.30	Web Developer - Intermediate
3.31	Web Developer - Senior
9.14	Welder
4.27	Workers' Compensation Administrator

212 benchmark positions

** New 2026*

*** Revised 2026*

Milliman

GENERAL GUIDELINES . . .

- Job descriptions denote the **primary focus of the job**, not necessarily all the duties that might be performed.
- Although some job descriptions may specify a **college degree** as a typical qualification, a degree is usually 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 in this survey 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 entry 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 Office Assistant - Entry

Performs simple or routine clerical duties of a general nature, requiring little or no previous experience or training • Duties may include processing repetitive documents according to established procedures or specific instructions, recording and listing data, filing, using simple computer applications, and operating office equipment • Works under close supervision • May include positions such as file clerk, posting clerk, or production clerk • *This is the entry level, typically requiring basic clerical skills but little or no previous work experience.*

1.02 Office Assistant - Intermediate

Performs semi-routine clerical duties requiring familiarity with related work performed in the same or other departments • Duties may include document processing, recordkeeping, report compilation, working with figures, operating simple computer applications and office equipment, and contacting customers or suppliers • Duties require limited judgment and may be varied or specialized • Works under limited supervision • May include positions such as clerk typist, or production clerk • *This is the intermediate level, typically requiring 1–2 years of previous experience.*

1.03 Office Assistant - Senior

Performs advanced and complex clerical duties requiring the use of independent judgment, independent analysis, and detailed knowledge of company and/or department procedures related to the work performed • Work may include coordinating and processing documents, maintaining complex records, preparing or compiling reports, and conducting special studies where analysis of complex technical data is required • Works under general supervision • May direct and review the work of other office assistants • May also include accounting clerk duties • *This is the senior level, typically requiring previous related work experience and thorough knowledge of company and/or department procedures • Typically requires 2–4 years of clerical experience and skill in the operation of routine office equipment.*

1.09 Administrative Assistant - Entry

Under general supervision, provides a variety of administrative and staff support functions for a department or organizational unit • May assist in budget preparation and control activities • May compile and analyze data, and prepare reports or recommendations for action by supervisor • Administers programs, projects, and/or processes specific to the operating unit served • May serve as administrative liaison with others within and outside the company regarding administrative issues related to purchasing, human resources, facilities, and operations • *This is the entry level, typically requiring up to 1 year of related experience.*

1.10 Administrative Assistant - Intermediate

Under general supervision, provides a wide variety of administrative and staff support functions for a department or organizational unit • May assist in budget preparation and control activities • May compile and analyze data, and prepare reports or recommendations for action by supervisor • Administers programs, projects, and/or processes specific to the operating unit served • May serve as administrative liaison with others within and outside the company regarding administrative issues related to purchasing, human resources, facilities, and operations • *Typically requires 1–2 years of related experience.*

1.11 Administrative Assistant - Senior

Under general supervision, provides a wide variety of administrative and staff support functions for a department or organizational unit • May assist in budget preparation and control activities • May compile and analyze data, and prepare reports or recommendations for action by supervisor • Administers programs, projects, and/or processes specific to the operating unit served • May serve as administrative liaison with others within and outside the company regarding administrative issues related to purchasing, human resources, facilities, and operations • *May be a lead position over lower-level support staff. Typically requires 3–4 years of related experience.*

1.12 Executive Assistant

Provides administrative support of a highly complex and responsible nature to senior management (excluding CEO) • Work requires independent judgment and initiative on assignments that are sensitive in nature and demonstrated ability to deal with high level contacts inside and outside the company • Gathers and prepares information relative to the executive's function • *Typically supports SVP or EVP level* • This is an *executive-level support position, typically requiring an in-depth knowledge of company practice, structure and a high degree of technical skills with a minimum of 5 years of experience.*

1.13 Executive Assistant to CEO

Provides administrative support of a highly complex and responsible nature to the chief executive officer • Interfaces with high level internal and external contacts requiring considerable discretion and initiative including independently answering telephone inquiries and correspondence • May research background material and collect data for reports, speeches, and correspondence • Coordinates meetings, arranges appointments and keeps CEO's calendar • This is an *executive-level support position, typically requiring the ability to exercise judgment and reflect the CEO's style and company policy • Typically requires extensive administrative experience to executive level management.*

1.14 Data Entry Operator

Transcribes, deciphers, and codes routine to moderately complex alphanumeric data, and verifies data for accuracy and completeness • *This is the intermediate level, typically requiring basic data entry skills, and 6 months to 1 year previous experience.*

1.15 Courier

Operates company vehicle to provide courier service to metropolitan area company offices • Picks up and delivers mail, supplies or other materials as needed • *Typically requires 6 months delivery or messenger experience, current driver's license and ability to be bonded • May require moderate physical lifting • If position requires CDL (Commercial Drivers License), match to job 8.07 Driver.*

1.16 Mail Clerk

Sorts incoming mail for distribution and distributes internal mail • Examines outgoing mail for appearance and seals envelopes by hand or machine • Weighs and stamps outgoing mail by hand or with postage meter • Performs miscellaneous duties associated with the mailroom • May operate motor vehicles • *This is an entry-level or training position.*

1.17 Supply Clerk

Receives, stores and issues equipment, materials and/or stock supplies and compiles records for supply room activity • Handles business supplies such as paper, pens, pencils and tapes • Stocks shelves and may deliver supplies internally • May order supplies or work with buyer in ordering supplies • *This is the intermediate level, typically requiring 6 months to 1 year warehouse or supply experience and knowledge of record keeping/inventory activities.*

1.18a Supervisor (First Level)

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

1.18b Office Manager

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

1.19 Receptionist - Entry

Receives customers and clients • Operates switchboard to answer incoming telephone calls • Supplies information of a general nature to caller and may record messages • Directs callers to proper person or department • Contacts staff as necessary • May perform clerical tasks, such as typing, filing, record keeping, etc. • *This is the entry level, typically requiring basic clerical skills, and 6 months to 1 year of experience.*

1.21 Records Specialist - Intermediate

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.*

1.25 Records Manager

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

Medical Library Services Manager data reported in Northwest Healthcare Survey.

2.0 ACCOUNTING / FINANCE

2.01 Accounting Clerk - Entry

Performs routine clerical duties related to accounting, such as data entry, matching invoices, posting transactions, and verifying the accuracy of repetitive accounting documents • Checks completeness and mathematical accuracy of records • May prepare invoices and vouchers and operate a 10-key by touch and standard office equipment • Works under close supervision and follows well-defined procedures • *This is the entry level, typically requiring a basic knowledge of bookkeeping practices and 6 months to 1 year of experience of related experience, or equivalent background.*

2.02 Accounting Clerk - Intermediate

Performs a variety of clerical duties related to accounting, such as posting to journals, ledgers, and other accounting records • Prepares statements, invoices, and routine reports; verifies records for accuracy and completeness • May be responsible for a specific accounting function such as accounts receivable or accounts payable • Works under general supervision • *Typically requires a working knowledge of bookkeeping principles and 1-2 years of related experience.*

2.03 Accounting Clerk - Senior

Performs complex clerical duties related to accounting • Analyzes accounting documents for accuracy, investigates transactions to resolve discrepancies, and takes corrective action as needed • Prepares moderately complex financial reports and analyses • May assist less senior clerks with reconciliation of complex problems and may be responsible for a specific accounting function such as accounts receivable or accounts payable • May provide guidance or training to lower-level clerks • *This is the senior level, typically requiring 2-4 years of related experience and thorough knowledge of accounting and bookkeeping principles • NOTE: Do not report payroll clerks here (see job 2.16).*

2.04 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 or equivalent experience.*

2.05 Accountant - Intermediate

Performs moderately complex accounting activities relating to the maintenance of a complete and accurate general ledger and resulting managerial reports and financial statements • Keeps comprehensive and complex accounts requiring the analysis of accounting transactions and the establishment or maintenance of accounting controls • Prepares monthly financial statements and operating reports for distribution to management and other company personnel • May use personal computers or other types of office equipment • *This is the intermediate level, typically requiring a bachelor's degree, or experience equivalent to a degree in accounting or business administration, and 2-4 years of significant accounting experience.*

2.06 Accountant - Senior

Responsible for complex activities associated with maintaining ledger accounts and for developing financial statements and reports • This is the most senior skill level but does not include supervisory experience • May provide functional advice or training to less experienced accounting positions • *This is the senior level, typically requiring course work or experience equivalent to a degree in accounting or business administration • Typically requires a minimum of 4 years accounting experience, a strong knowledge of accounting theories and principles and a working knowledge of company practices • (Typically will exclude CPAs.)*

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

Coordinates and manages the maintenance of the general ledger and the production of various financial statements, reports and statistics reflecting earnings, profits, cash balances and other financial results • Formulates and administers approved accounting practices throughout the company to insure financial and operating reports accurately reflect the condition of the business and provide reliable information necessary to control operations • Directs the following functions through supervisory personnel; Accounts Payable, Accounts Receivable and Payroll • *This is the management level position typically requiring a bachelor's degree in accounting or equivalent experience, and 5-8 years of experience in the accounting field.*

2.09 Auditor - Intermediate

Conducts audits (external and/or internal) of operating units to examine and verify accounting and statistical records to determine reliability and effectiveness of financial and control systems • Examines operations and procedures for compliance with established policy • Prepares documentation or final written report as assigned and may participate in review of findings with management • May direct the work of other lower level auditors on a project basis • *This is the intermediate level, typically requiring course work or experience equivalent to a degree in business administration, accounting or finance, knowledge of company operations, policies and procedures and demonstrated oral and written communication skills • Typically requires 2-4 years of experience.*

2.10 Auditor - Senior

Conducts complex audits (external and/or internal) of operating units to examine and verify accounting and statistical records to determine reliability and effectiveness of financial and control systems • Examines operations and procedures for compliance with established policy • Prepares documentation or final written report as assigned and may participate in review of findings with management • Provides functional advice or training to less experienced auditors • *This is the senior level, typically requiring course work or experience equivalent to a degree in business administration, accounting or finance, knowledge of company operations, policies and procedures and demonstrated oral and written communication skills • Typically requires 5-7 years of experience.*

2.11 Budget Analyst - Intermediate

Prepares operating budget for units or departments based on actual performance, previous budget figures, estimated revenue, expense reports and other factors • Reviews expenditure of requisitioning departments to ensure conformance to budgetary limitations • Maintains records of expenses, inventories and budget balances • Audits vouchers and expense accounts • Maintains records of actual operating figures for comparison with estimated budget • Assists in installation of budgetary control systems • *This is the intermediate level, requiring course work or experience equivalent to a degree in business, accounting or related discipline • Typically requires 2-4 years related experience and working knowledge of budget techniques, company budget policies and procedures and demonstrated analytical skills.*

2.12 Financial Analyst - Entry

Collects data and works on routine phases of financial studies such as rate of return, depreciation, working capital, investment, etc. • Little or no evaluation of findings is required • Compiles or prepares reports, graphs and charts of data developed • *This is the entry level, typically requiring course work or experience equivalent to a degree in economics, accounting or related discipline • Typically requires 6 months to 1 year experience working with financial and/or mathematical data applying to budget preparation, financial analysis and cost control or evaluation.*

2.13 Financial Analyst - Intermediate

Collects data and works on varied phases of financial studies such as rate of return, depreciation, working capital, investment, financial and expense performance comparisons, etc. • Evaluation of findings is required • Prepares forecasts and analyzes trends in sales, finance, general business conditions, etc. • Conducts special studies and cooperates with other departments in the preparation of financial or economic statistical studies • May assist in the development of company economic/financial policies and assist in the awareness and adaptation of new developments in the field of financial planning and control • *This is the intermediate level, typically requiring course work or experience equivalent to a degree in economics, accounting or related area • Typically requires 2-4 years of experience as a financial analyst demonstrating advanced analytical and mathematical skills and knowledge of economic policies and practices.*

2.14 Financial Analyst - Senior

Collects data and works on complex phases of financial studies such as rate of return, depreciation, working capital, investment, financial and expense performance comparisons, etc. • Evaluation of findings is required • Prepares forecasts and analyzes trends in sales, finance, general business conditions, etc. • Conducts special studies and cooperates with other departments in the preparation of financial or economic statistical studies • May assist in the development of company economic/financial policies and assist in the awareness and adaptation of new developments in the field of financial planning and control • *This is the senior level, typically requiring course work or experience equivalent to a degree in economics, accounting, or related area • Typically requires 5-7 years of experience demonstrating the most advanced analytical and technical skills • Often provides functional guidance to less experienced financial analysts.*

2.15a Management Analyst - Intermediate

Performs complex financial, budgetary and project management assignments, with department- or organization-wide impact • Prepares, schedules and coordinates various departmental programs; reviews feasibility of proposed projects; coordinates preparation of revenue forecasts; ensures revenues are available to cover programs • Provides project management for special projects; performs project duties and/or leads project teams • *Typically requires a bachelor's degree in Business Administration or related field (master's degree preferred) and 3-5 years of experience.*

2.15b Management Analyst - Senior

Duties emphasize research, analysis, and development of recommendations in areas such as budgeting and financial planning, organizational analysis, policy formulation and service delivery • May be assigned in a number of areas including finance, internal audit and operational areas • Positions at this level typically involve organization-wide responsibilities • *This is the senior level, and typically requires a bachelor's degree and 5-8 years of experience.*

2.16a 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.*

2.16b Payroll Specialist - Intermediate

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 terminal input skills.*

2.16c 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.*

2.17 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 experience.*

2.19a 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.*

2.19b 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, overseeing all payroll staff and subordinate supervisors, and typically requiring 5+ years of experience.*

2.20 Collector
Initiates and responds to inquiries concerning customers with delinquent accounts by telephone and letter • Reviews account information to determine the appropriate collection approach • Resolves account issues through arranging repayment agreements, referring to collection agencies, or initiating other recommended actions • *Typically requires knowledge of collection techniques and laws, strong interpersonal communication and problem solving skills, proven written and oral communication skills, and 1-2 years of prior experience in collections.*

2.21 Credit Analyst - Intermediate
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.*

2.22 Credit Analyst - Senior
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 • May provide guidance to other analysts • *This is the senior level, typically requiring a minimum of 4-6 years of credit experience.*

2.25 Treasury Analyst - Intermediate
Performs analysis in various treasury areas in support of the company • Prepares asset/liability analysis and funding recommendations • Communicates treasury forecasts to accounting and financial reporting groups • Assists in documentation • *This is an intermediate level position typically requiring a degree and 2-4 years of experience.*

3.0 INFORMATION TECHNOLOGY

3.01a Software Engineer I
Designs, develops, and troubleshoots software programs for operating or applications systems • Performs coding duties related to bug fixes, enhancements for existing products, and new features for new product releases • Provides input for systems documentation • *This is an entry level role which works under close supervision on simple projects and assignments • The typical exempt incumbent will have 0-3 years experience. The typical nonexempt incumbent will have 0-2 years experience.*

3.01b Software Engineer II
Designs, develops, and troubleshoots software programs for operating or applications systems • Performs coding duties related to bug fixes, enhancements for existing products, and new features for new product releases • Provides input for systems documentation • *Intermediate level role. Works under moderate supervision and requires intermediate level knowledge and skills • Works on moderately-complex projects and assignments with moderate latitude for independent judgment and decision making. The typical exempt incumbent will have 3-6 years experience. The typical nonexempt incumbent will have 2-4 years experience.*

3.01c Software Engineer - Senior
Designs, develops, and troubleshoots software programs for operating or applications systems • Performs coding duties related to bug fixes, enhancements for existing products, and new features for new product releases • Provides input for systems documentation • *Advanced or Senior level role • Works under minimal supervision • Advanced knowledge and skills • Works on complex projects • May act as lead or mentor over less experienced individuals • Wide latitude for independent judgment and decision making • The typical exempt incumbent will have 6-9 years experience • The typical nonexempt incumbent will have 4+ years experience.*

3.03 Programmer / Analyst - Intermediate
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.*

3.04 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.*

3.06 Systems Analyst - Intermediate
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.*

3.07 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.*

3.08 Systems Analyst - Lead
Monitors, organizes and directs the work of subordinate systems analysts • Recognizes and resolves user requirement problems, or other potentially disruptive situations, with system specifications • Instructs other systems analysts to facilitate accomplishment of complex tasks or initiate corrective action • Serves as the primary technical resource for other systems analysts • *Work leader or shift supervisor position typically requiring 4-7 years of experience in systems analysis.*

3.09 Systems Programmer — Operating Systems - Intermediate

Analyzes, develops and modifies all but the most complex software systems • Implements software manufacturer's maintenance releases and utilities • May design, code, test, and debug programs • Usually is responsible for overall operating systems, such as sophisticated file maintenance • Works on nearly all phases of software analysis and programming • *Typically requires a degree and 4-6 years of experience.*

3.10 Systems Programmer — Operating Systems - Senior

Provides evaluation, installation, maintenance and modification of system software • Performs with considerable independence and may supervise lower-level Systems Programmer • *Typically requires 4-6 years of experience.*

3.11 Desktop Hardware Technician

Troubleshoots user hardware problems and makes minor repairs to personal computers, terminals, printers, and communication connections • Installs PC's and associated hardware • Runs basic diagnostic tests • Refers major problems to computer vendors • *This is the intermediate level, typically requiring broad technical knowledge of PC hardware troubleshooting, diagnostic testing, and repairing.*

3.13 Desktop Support Analyst

Provides system analysis, design and programming support for desktop applications • Trains client users • Troubleshoots user problems • Maintains familiarity with common package programs such as spreadsheet and database management • *This positions typically requires competency gained from 3-5 years of programming, analysis and design experience or equivalent and some user interface experience or customer service.*

3.14 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.*

3.15 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, typically requiring an AA degree, and 2-4 years of experience in network/ computer operations.*

3.16 Network Operations Technician III

Monitors communications network operations, which may include data and/or voice network telecommunications and transmissions to remote locations • Troubleshoots complex problems and ensures that installed network is operating efficiently and effectively • Diagnoses problems using network system tools, recommends solutions, and coordinates repair efforts • Interfaces with users to resolve network-related problems • May be functional lead over lower level technicians • *This position typically requires an AA degree, and 4-6 years of experience in network/computer operations.*

3.17a Network Administrator - Intermediate

Installs, configures and maintains software and hardware connected to network servers and workstations • Interfaces with other departments, vendors or consultants 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 the intermediate level, typically requiring 2-4 years network support experience • Typically requires Microsoft or Novell network engineer certification.*

3.17b Network Administrator - Senior

Installs, configures, and maintains software and hardware connected to network servers 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, typically requiring 5-8 years of network and computer systems support experience • May require Microsoft or Novell network engineer certification.*

3.18 Network Systems Engineer

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

3.19 Database Analyst

Defines, develops, analyzes, and modifies MIS databases and associated master files to support software application programs • Designs, prepares, and coordinates logical data models, definitions, structures, standards, procedures, and documentation • Ensures accuracy, integrity, and completeness of data in master files and various support tools such as data dictionaries • Interfaces with and trains 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.*

3.22a Data Warehouse Architect

Performs day to day management of data warehouse and operational systems • Develops and maintains data warehouse documentation, including diagrams, schemas, procedure listings, and descriptions • Provides data warehouse maintenance and support • Collaborates with Software Developers, Database Administrators, and Analysts • Leads the long-term data warehouse architecture planning • *Typically requires advanced knowledge of systems analysis and database design.*

3.22b Database Administrator

Overseas the technical design and development of IS 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 control over the availability of disk space for existing and projected requirements • May supervise Database Analysts • *Typically requires a degree and in-depth knowledge and experience with database management systems and associated utility software.*

3.22c Database Administrator - Senior

Oversees the technical design and development of IS 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.*

3.23 Telecommunications Technician

Programs, troubleshoots, and implements telecommunications systems which may include: PBX voice switching systems, voice processing systems (e.g. voice mail), the voice network, integrated workstations, telecommunications cable/wiring plans, cellular and paging equipment, and all related products and services • *Typically requires up to 2 years of experience.*

3.24 Telecommunications Analyst

Designs, programs, coordinates and implements telecommunications systems which may include: PBX voice switching systems, voice processing systems (e.g. voice mail), the voice network, integrated workstations, telecommunications cable/wiring plans, cellular and paging equipment, and all related products and services • Assesses business requirements, performs immediate design and programming, or escalates projects to engineering • Analysts are responsible for the ongoing administration of voice technology and network systems to include telephone station hardware/software changes, software upgrades, traffic analysis and reporting • *Typically requires 3-5 years of experience.*

3.25a Help Desk Specialist

Provides support services to internal and/or external users of the organization's computer systems and network • Acts as first-level problem identifier and resolver • Coordinates user problems resolution with appropriate resource if necessary • *Typically requires 2 years of experience.*

3.25b Help Desk Specialist - Senior

Provides support services to internal and/or external users of the organization's computer systems and network • Competent in identifying and resolving a full range of first level problems • Resolves second level problems • Provides assistance to junior specialists • May assist in scheduling and training other specialists • *Typically requires 3-5 or more years of experience as a Help Desk Specialist.*

3.30 Web Developer - Intermediate

This position performs creative, content-coordinating web page development functions • Designs and implements department's internal and/or external world wide 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 • Strong writing skills, background in media communication preferred.

3.31 Web Developer - Senior

Provides technical leadership, consultation, strategic planning and administration of the software infrastructure for the company's corporate-wide intranet/internet • Consults with project teams and business units on developing and implementing web pages and applications • Performs these duties within multiple functions , a division, across divisions, or for mission critical functions • *Typically requires 5-7 years IT experience, including 3 years internet/client server experience.*

3.32 Business Analyst / IT Liaison

Provides IT support to operations through automating complex financial and budget analysis projects • Performs and/or supports financial analysis and research to provide management with financial data and recommendations for use in setting and realizing profit objectives • Reviews systems that evaluate financial alternatives • Evaluates effectiveness of new and existing programs/systems by comparing results with original proposals or need • *This is the senior level, typically requiring 5-8 years of experience in systems, and 3 or more years of experience in business operations.*

3.33 Department Systems Support Coordinator

Primary information systems support position for a non-IS department • Audits department data bases 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.*

4.0 CORPORATE SERVICES

4.01 Copy Center Operator

Operates high speed, high volume, multi-color, networked photocopiers, printers, bindery, and related auxiliary equipment to produce various printed materials for internal and external use • Determines customer requirements, prioritizes work, selects settings, and processes requests. • Cleans and makes minor adjustments to equipment • Maintains usage records, tracks costs, and monitors, orders and maintains supplies • May coordinate the servicing and repair of all of the organization's photocopy machines • *This is an intermediate level position typically requiring working knowledge of high volume xerographic equipment, chemicals, supplies, and relevant health and safety regulations, plus 1-2 years of experience as a copy center operator.*

4.07 Security Officer

Patrols buildings and grounds of plant or establishment guarding against fire, theft, vandalism and illegal entry • Examines doors, windows and gates to determine that they are secure • Warns violators of rule infractions, such as loitering, smoking or carrying forbidden articles • Inspects equipment and machinery to ascertain if tampering has occurred • Watches for and reports irregularities • Sounds alarm or calls police or fire department in case of fire or presence of unauthorized persons • *This is the intermediate level, where previous security guard experience is preferred • Typically requires the ability to walk or stand for extended periods of time, and knowledge of company security rules and procedures.*

4.08 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 which typically requires 6 month's previous janitorial experience.*

4.09a 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.

4.09b Building Technician

Provides general maintenance support to office building that may include replacing and adjusting lighting; controlling building temperature; storing, monitoring, and transferring equipment, furniture, and fixtures; and repairing general plumbing and electrical problems • May perform custodial work at times, but not on a full time basis • *Typically requires a basic knowledge of electrical systems, plumbing, HVAC, and wiring for telephones and/or personal computers.*

4.10 General Maintenance Mechanic - Intermediate

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

4.11 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.*

4.12 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.*

4.13 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.*

4.14 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.*

4.15 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 month's experience.*

4.16 Loss Control Consultant / Risk Analyst - Senior

Reviews, analyzes and consults with company management, or if working in the insurance industry with assigned policyholders, to establish and/or improve the effectiveness of risk management, cost containment, loss prevention and safety programs and conduct risk assessments • Advises on OSHA requirements, provides training, and recommends strategies to reduce accidents, costs, and losses • May negotiate and review insurance polices and/or provide input to insurance underwriters for risk assessment • *Typically requires a degree, professional certification, and 5 or more years of related experience • This position may be the top, non-supervisory loss control/risk professional in smaller organizations of less than 1,000 employees or a multiple incumbent, senior level position in organizations over 1,000 employees.*

4.17 Compliance Officer

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

4.19 Administrative Services Manager

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

4.20 Events Coordinator

Responsible for the coordination of production details for company 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.*

4.21 Legal Secretary

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

4.22a 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, paralegals, or attorneys (law clerks).*

4.22b Legal Assistant - Senior

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 5+ years legal experience. NOTE: Excludes legal secretaries, paralegals, or attorneys (law clerks).*

4.22c 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, legal assistants, or attorneys (law clerks).*

4.22d Paralegal - Senior

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 5+ years of experience. NOTE: Excludes legal secretaries, legal assistants, or attorneys (law clerks).*

4.23 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.*

4.24 Facilities Coordinator

Coordinates, tracks and ensures the appropriate execution of work orders • Selects and oversees outside vendors and contractors • Troubleshoots, analyzes, and responds to customer problems • May oversee Facilities Assistants • May report to Facilities Manager • *This is the senior level, typically requiring 2-3 years of related experience.*

4.27 Workers' Compensation Administrator

Responsible for providing expert knowledge in Workers' Compensation processes and benefits, serving as a liaison between business partners and the Workers' Compensation Third Party Administrator (TPA) • Duties include providing technical claim support (including settlement authority up to authorized limit), consistent and compliant execution of claims, and ensuring enhancement/improvement of processes and procedures • Responsible for administration of the organization's self-insurance program ensuring compliance with state reporting and fee assessment maintenance • *Typically requires a bachelor's degree (or equivalent in experience) and 3-5 years of Workers' Compensation claims adjustor experience.*

4.28a Business Data Analyst I

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

4.28b Business Data Analyst II

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

4.28c Business Data Analyst III

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

4.29b Business Intelligence Analyst - Intermediate

Responsible for the strategic design and maintenance of business intelligence applications • Ensures that the use of business intelligence applications enhances business decision making capabilities • Serves as the primary resource for data extracts, data management and queries from multiple databases • Analyzes and evaluates the competitive business landscape, provides competitive intelligence and makes recommendations • Gathers and studies structured data from technology applications and data warehouses, and provides strategic insight to assist with business decisions regarding products, customers and competitors • Provides recommendations to organizational leaders on competitive approaches • Intermediate level role • Works under moderate supervision and requires intermediate level knowledge and skills • Works on moderately-complex projects and assignments with moderate latitude for independent judgment and decision making • *The typical exempt incumbent will have 3-6 years experience • The typical nonexempt incumbent will have 2-4 years experience.*

4.29c Business Intelligence Analyst - Senior

Responsible for leading the strategic design and maintenance of business intelligence applications • Ensures that the use of business intelligence applications enhances business decision making capabilities • Serves as the primary resource for data extracts, data management and queries from multiple databases • Analyzes and evaluates the competitive business landscape, provides competitive intelligence and makes recommendations • Gathers and studies structured data from technology applications and data warehouses, and provides strategic insight to assist with business decisions regarding products, customers and competitors • Provides recommendations to organizational leaders on competitive approaches • Advanced or Senior level role • Works under minimal supervision • Advanced knowledge and skills • Works on complex projects • May act as lead or mentor over less experienced individuals • Wide latitude for independent judgment and decision making • *The typical exempt incumbent will have 6-9 years experience • The typical nonexempt incumbent will have 4+ years experience.*

4.31 Safety Specialist

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

4.32 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 State 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 • Typically requires 2-4 years experience.*

4.33 Safety Manager

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

4.34 Contract Administrator

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

4.35 Environmental Specialist

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

4.36 Environmental Engineer

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

4.38 Volunteer Coordinator

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

4.40 Planner / Scheduler

Utilizes automated systems to forecast and develop work and resource availability • Plans, schedules, assigns, and monitors work, personnel, contractors (scheduling and resource requirements) and equipment resources consistent with service requirements and resource capabilities • Activities include resource allocation, requirements, budget, and appropriate response time • May determine proper course of action and respond to emergencies, assigning personnel and resources in collaboration with other responsible departments including outside organizations and/or the public • May provide centralized management of work schedules, attendance administration and performance feedback • *Typically requires a degree and 2-4 years of work experience and knowledge in related field (Construction, Maintenance, Production, and Service).*

4.42 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.*

4.44 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.*

4.45a 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.*

4.45b 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.*

4.46 Project Manager

Manages project teams involved in research of existing operations, procedures, workflow, product or service requirements in various areas • Manages/directs analysis of assembled data to define problems and development areas which may include cost/benefit analysis and studies on the necessity and scope of the project • Develops and reviews project funding and expense budget • *Typically requires 7-10 years of experience in the project area and advanced knowledge of the project area • Extensive to in-depth knowledge of organization and operations and advanced knowledge of the project area • Extensive to in-depth working knowledge of management techniques as applied to projects/ directing teams of professional employees.*

5.0 HUMAN RESOURCES

5.01 Human Resources Assistant I

Performs clerical duties required to assist in the human resources programs for all employee groups • May include the following intermediate level clerical job duties: prepare job posting from employment requisitions, greet job applicants, answer general employment and benefits questions, perform telephone reference checks, type general correspondence, determine eligibility and enrollment for routine benefits, coordinate-but does not conduct-employee training, and/or maintains variety of employee records • *Typically requires 1-2 years clerical experience, good math and typing skills, and demonstrated communication and organization skills.*

5.02 Human Resources Assistant II

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 resource-related questions and inquiries • Initiates and prepares HR actions • *This is a senior level nonexempt or entry level exempt position, typically requiring a college degree and 1 year of related experience.*

5.03a Human Resources Generalist - Intermediate

Administers human resource programs, procedures, and plans • Provides guidance to executives, managers, supervisors, and employees on various routine to moderately complex human resource issues • Areas of expertise may include employment, affirmative action, EEO, compensation, employee relations, benefits, safety, and training • *This is an intermediate level human resource staff professional with no supervisory responsibility, and typically requires 2-4 years of experience.*

5.03b Human Resources Generalist - Senior

Contributes to the design and development and administers human resource programs, procedures, and plans • Provides guidance to executives, managers, supervisors, and employees on various human resource issues of a fairly complex nature • Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training • May consult with regulatory and/or legal personnel to review and resolve problems • This position generally has no supervisory responsibility • *Typically requires a degree and 5 or more years of experience.*

5.03c Human Resources Strategic Business Partner - Intermediate

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.*

5.03d 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.*

5.04a Employee Relations Specialist - Intermediate

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.*

5.04b Employee Relations Specialist - Senior

Designs and administers human resources policies and procedures that pertain to employee relations • 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 • 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 senior level human resource staff professional with no supervisory responsibility, typically requiring a degree and 5-8 years of experience.*

5.05a Benefits Specialist

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

5.05b Benefits Specialist - Senior

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

5.06a Benefits Administrator

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

5.06b 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 programs, 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.*

5.07 Compensation Analyst - Intermediate

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

5.08 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.*

5.09a Employment Recruiter Assistant

Provides general administrative support in the recruitment process • Assists in the preparation of job announcements, screen tests, and interview questions • Assists in screening eligible candidates • Maintains file records • *This is an intermediate level position typically requiring a degree and 1 year of related experience.*

5.09b Employment Recruiter - Intermediate

Prepares job announcements, screens applications, interviews prospective employees for hourly and salaried jobs (usually up to and including professional and first-line manager jobs), 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 • No lead responsibility • *This is the intermediate level, typically requiring course work or experience in business administration, communication, human resource management or comparable discipline • Typically requires demonstrated interviewing skills, knowledge of employment practices and related laws, and 2-4 years of experience in recruiting.*

5.09c Employment Recruiter - Senior

Prepares job announcements, screens applications, interviews prospective employees 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 employment practices and related laws, and 5+ years of experience in recruiting.*

5.10 Training Specialist - Intermediate

Administers, organizes, and conducts virtual and in-person training and educational programs in connection with management and employee development, on-the-job training, or employee orientation • Evaluates and measures impact of training programs • May assess employee training needs and participate in the design and development of programs or selection of training vendors • *This is the intermediate level, typically requiring coursework or experience equivalent to a degree in organizational development, communication, human resources, or related discipline • Typically requires 2 years of experience as a training/communication specialist and demonstrated oral, written, and presentation skills • This is an EXEMPT position.*

5.11 Training Specialist - Senior

Develops and conducts advanced virtual and in-person training programs for company management and staff • Conducts workshops using adult learning techniques to facilitate development of management skills and communication of company 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.*

5.12 Labor Relations Manager

Establishes and maintains satisfactory labor-management relations • Establishes and coordinates management's policies regarding labor/union affairs and acts as a company representative in negotiating sessions • Monitors and ensures adherence to all contract provisions.

5.13 Human Resources Manager

Manages the human resource function by supervising staff in multiple functional areas such as: benefits administration, employee recruitment and selection, salary administration, management training and development, employee education and Equal Employment Opportunity compliance • Organizes and manages an integrated family of services to develop the organization and to administer employee relations programs • Plans and implements human resource management actions to achieve business plans • *Typically requires coursework or experience equivalent to a degree in industrial relations, human resources, or business administration, and 5 years human resource experience with specific knowledge of compensation and benefit planning, employment, employee relations, EEO laws, and corporate policies and practices • This is generally not the top-level HR position, particularly in medium to large organizations.*

5.14 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 human resource experience.*

5.15 HRIS Analyst - Senior

Coordinates the organization's automated human resource information system by serving as a liaison between human resources and IT staff • 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 human resource experience.*

5.16 Organizational Development Consultant

Creates and conducts organizational development interventions and training programs • Assesses work environments and develops organizational development interventions that improve work unit effectiveness • *Typically an individual contributor, requiring an advanced degree and 5-10 years of experience.*

5.18 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.*

5.19 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.*

5.25 Internal Employee Communications Specialist

Provides for consistency, timing, and method of general communication within the company • Writes or reviews and edits various sources of information, such as notification of policy and procedure changes, organizational announcements, and in-house publications • Writes or edits/revises policy manuals and ensures that materials follow a standard format • *Typically requires a degree and 2-4 years experience.*

7.0 INSURANCE / HEALTH

7.02a Claims Processor - Entry

Process medical claims by entering information from claim into computer system • Review claims information to ensure accuracy, completeness, and determine qualifications for benefits under the particular plan • *This is an entry level position requiring strong computer skills.*

7.02b Claims Processor - Intermediate

Process medical claims by entering information from claim into computer system • Review claims information to ensure accuracy, completeness, and determine qualifications for benefits under the particular plan • *This is an intermediate level position, typically requiring strong computer skills and 1-2 years of claims processing experience.*

7.02c Claims Processor - Senior

Provides expert technical, contractual and communications support to Claim Department • Provides interpretation of benefit plans • Responds to complaints grievances and appeals, produces key department reports, and responds to correspondence • May provide medical/dental necessity review, legal review and legislative review • Produce and update the department policies and procedures Manual • Conducts training for processors and CSRs • Provides overpayment, recovery, TPL/subrogation recovery, hospital claim processing, reinsurance tracking/reporting and perform complex adjustments • *This position typically requires 3 years claims processing experience.*

7.06 Health Claims Supervisor

Supervises medical and/or dental claims processing personnel • Responsible for consistent, accurate and timely application of contract benefits and the use of appropriate coding techniques and procedures • *Typically requires 3 years claims processing supervision experience.*

7.08 Member / Patient Service Specialist

Provides all aspects of service and assistance to medical and/or dental providers, policyholders and subscribers • This may include: benefit clarification, verification of eligibility, initiation and completion of enrollment process and completion of change of status • *Typically requires 1-2 years of experience with medical and/or dental claims processing • This is an intermediate position.*

7.10 Utilization Review / Case Manager (RN)

Responsible for utilization management and case management of members • Assists with monitoring the high risk or catastrophic cases • *Typically requires 3 years recent hospital or acute care experience and a current registered nurse license.*

7.13 Underwriter - Intermediate

Reviews requests for insurance and accepts, declines or modifies coverage offered • Performs analyses and reviews costs, claims experience, loss history, credit status and other information needed to assess risk, determine acceptability and set premium rates • Handles moderately complex risks and refers complex, unusual risks or risks exceeding assigned underwriting authority to a more experienced underwriter or supervisor for approval • Works closely with internal sales staff and/or agents • May have responsibility for the quality and profitability of the accounts underwritten • *This is an intermediate level underwriting position that typically requires 2-3 years of experience.*

7.14 Underwriter - Senior

Reviews requests for insurance and accepts, declines or modifies coverage offered • Performs analyses and reviews costs, claims experience, loss history, credit status and other information needed to assess risk, determine acceptability and set premium rates • Handles complex, unusual, high dollar risks, has expanded underwriting authority and is usually held responsible for the quality and profitability of the accounts underwritten • Works closely with internal sales staff and/or agents • *Typically requires 5 or more years of underwriting experience.*

8.0 PURCHASING / WAREHOUSE

8.01a Buyer - Entry

Works on more routine purchasing assignments involving activities such as preparing orders, analyzing quotations, expediting deliveries and purchasing items where open bid contracts have been established • This is the entry level, typically requiring course work at the college level with emphasis in business administration and demonstrated knowledge of general office procedures • *Typically requires 6 months to 1 year of related experience.*

8.01b Buyer - Intermediate

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 • *This is the intermediate level, typically 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 buying experience.*

8.01c 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 requiring 4 -5 years of buying experience • This is an EXEMPT position.*

8.03b Procurement Analyst

Advises on best procurement approaches, including equity and inclusion strategies, and consults on and prepares solicitation documents • Provides guidance on procurement rules and procedures • *This is the intermediate level, typically requiring a bachelor's degree, and 2-4 years of comparable experience.*

8.04 Purchasing Manager

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

8.05 Shipping & Receiving Clerk - Intermediate

Performs tasks involved in the shipping and receiving of materials, supplies and equipment • Prepares record of goods shipped and bill of lading • Posts weight and shipping charges and maintains shipping record files • Counts, weighs and identifies items in department • Checks materials received against vendor invoices, orders or similar papers • Prepares goods for final shipment • *This is the intermediate level, typically requiring previous shipping/receiving experience, and 1 year of experience in an inventory or detailed clerical position.*

8.06 Purchasing Clerk - Intermediate

Performs a number of clerical tasks for the purchasing department • Maintains files, logs and records invoices, purchase orders and other related documentation • Makes limited decisions regarding various issues such as pricing revisions, order cancellations, discontinued items, substitutions and revised delivery dates following established company guidelines • May operate computer equipment to perform work assignments • *This is the intermediate level, typically requiring basic clerical skills, and 1 or more years of purchasing experience.*

8.07 Driver

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

8.08 Material Handler - Entry

Receives and prepares incoming material for input into inventory • Verifies quantity and condition of materials • Maintains inventory count and resolves discrepancies • Stores materials, fills material orders and backorders • Packages and prepares materials for shipping • May operate a forklift • *This is the entry level, typically requiring ability to lift heavy materials, but little or no related experience.*

8.09 Material Handler - Intermediate

Performs a wide variety of jobs in receiving and preparing incoming material for input into inventory and filling material orders • Possesses thorough knowledge of material handling processes and inventory tracking systems • Typically operates forklift • May assist and/or train lower level Material Handlers • *This is the intermediate level, typically requiring ability to lift heavy materials and 1-2 years material handling experience.*

8.10 Material Handler - Senior

Performs a wide variety of jobs in receiving and preparing incoming material for input into inventory and filling material orders • Possesses thorough knowledge of material handling processes and inventory tracking systems • Typically operates forklift • Assists and/or trains lower level Material Handlers • *Senior level position typically requiring ability to lift heavy materials and 3-4 years material handling experience.*

8.11 Heavy Equipment Operator

Operates a variety of heavy equipment such as bulldozers, snowblowers, caterpillars, front-end loaders, backhoes, graders, boom trucks, tractor-trailer combinations, and spreaders • Performs minor repairs on machinery • May require state licensing.

8.12 Materials Manager

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

8.13 Distribution Center/Warehouse Manager

Manages company distribution center to provide efficient product and parts storage and distribution • Monitors inventory levels and protects equipment, products and supplies against damage, deterioration and theft • Maintains necessary records and documentation • *This is the top distribution center position, typically requiring 3-5 years warehouse and/or inventory experience.*

8.14 Warehouse Supervisor

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

8.15 Shipping & Receiving Supervisor

Supervises the shipping and receiving of products, components and/or replacement parts for a company, division or major product line • Analyzes performance of existing shipping and receiving systems, evaluating and recommending new programs to improve distribution methods and implement cost reductions • Prepares management records and maintains appropriate shipping and receiving documentation • *This is the top shipping and receiving position, typically requiring 3-5 years of experience.*

9.0 MANUFACTURING / PRODUCTION / ENGINEERING

9.01a Production Machine Operator I - Entry

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

9.01b Production Machine Operator II - Intermediate

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.*

9.01c Production Machine Operator III - Senior

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.*

9.02a Assembler - Entry

Under direct supervision, assembles production units on an assembly line utilizing drawings, schematics and diagrams • Uses hand tools and production equipment • *This is the entry level, typically requiring no related experience.*

9.02b Assembler - Intermediate

Assembles moderately complex production units using drawings, schematics and diagrams to assemble products and subassemblies • Uses hand tools and production equipment • *This is the intermediate level, typically requiring 1 year of assembly experience.*

9.02c Assembler - Senior

Performs a variety of assembly operations using drawings schematics and diagrams to assemble components or subassemblies • Assignments may be complex and require judgment to perform rework and quality checks • May provide assistance and/or training to lower level assemblers • *Senior level position typically requiring 3 or more years of assembly experience.*

9.07 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.*

9.08 Engineering Technician - Intermediate

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.*

9.09 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.*

9.10 Production Supervisor

Supervises a production activity such as assembly, machining, fabricating, processing, packaging, foundry, or inspection • Typically supervises crew of 5-15 workers on one shift • Responsible for meeting production schedules, cost targets, and quality standards • Selects, trains, and appraises performance of subordinates • *First line supervisory level typically requiring 3-5 years of production related experience.*

9.12 Machinist (Journey)

Fabricates new and replacement parts for mechanical equipment using a variety of major conventional, N/C, and automatic machines • Provides set ups and tool adjustments for both production and pilot runs • Works from blueprints, process sheets and sketches to insure quality control • Manages special projects • Repairs minor machine malfunctions • *Senior level position typically requiring completion of a 4 year journey level machinist program or equivalent combination of training and/or experience.*

9.14 Welder

Cuts, welds, fabricates and/or repairs metal components to dimensions as specified by work order, blueprint or shop drawing • Must be capable of fabrication from blueprints including layout work • Uses gas or electric welding, soldering or braying equipment with or without filler material • Capable of welding in all positions and on a variety of metals (i.e.: steel aluminum, copper, etc.) • *Journey level position typically requiring completion of vocational school, apprenticeship training or equivalent combination of training and on-the-job experience • Does not require certification.*

9.15 Scheduler

Assists in developing the master schedule for production or manufacturing • Draws up schedules to establish sequence and lead time in individual operations and departments to meet order requirements, shipping needs and inventory guidelines • Reviews production specifications and plant capacity information • *Typically requires 1-2 years work experience in production and knowledge of the company's fabrication and assembly processes.*

9.16 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.*

9.17 CAD Operator - Intermediate

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

9.18 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.*

10.0 CUSTOMER SERVICE

10.01 Customer Service Representative - Entry

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

10.02 Customer Service Representative - Intermediate

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 function in a call center environment • *This is the intermediate level typically requiring broad knowledge of company procedures, products, and services, and 2-3 years of experience.*

10.03 Customer Service Representative - Senior

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 function in a call center environment • May provide training to lower level customer service representatives • *This is the senior level typically requiring broad knowledge of company procedures, products, and services, and 4 or more years of experience.*

10.04 Customer Service Rep (Tech Support) - Intermediate

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 computer terminal 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.*

10.05 Customer Service Rep (Tech 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 computer terminal 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.*

10.06 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 or sales order processing staff • Typically requires a degree and 3-5 years of experience.*

10.07 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 of 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).*

11.0 MARKETING / SALES

11.01 Public Relations Specialist

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

11.02a Graphic Designer - Intermediate

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

11.02b Graphic Designer - Senior**

Independently and with minimal direction designs and produces artwork for a variety of marketing, advertising and packaging projects, which may include traditional print as well as online design • Directs design and production of others in the department as well as outside sources • Interacts directly with clients to determine the most appropriate solution to a given problem, making recommendations and proposals • *This is the senior level, typically requiring a degree in graphic design or equivalent experience, a comprehensive knowledge of graphics software and peripheral equipment, and 5-7 years experience.*

11.03a 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.*

11.03c 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.*

11.04 Video Specialist / Producer

Oversees videotape 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.*

11.05a 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 related experience.*

11.05b Digital Marketing Specialist

Increases brand awareness and enhances brand image by creating informative, consumer-focused content across external communication channels (web, social media, email and marketing collateral). Delivers targeted, integrated campaigns across multiple platforms including website, social media, intranet, events, and other channels. Analyzes online statistics and identifies areas to optimize digital marketing performance. *Typically requires a bachelor's degree plus 2-4 years of related experience.*

11.09 Market Research Analyst

Compiles and analyzes market information regarding the sale and distribution of company products • Develops and administers market research and survey techniques • Investigates and compares competitive factors including product performance, pricing, financing, and distribution, providing statistical reports and action plan recommendations to marketing administration management • Assists in the development of marketing plans and marketing information systems • May involve data analysis using computer-modeling techniques • *This is the intermediate level analyst, typically requiring a degree and 2-4 years experience.*

11.10 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 and/or English or equivalent experience, and 3 years account management, media analysis, or media buyer experience.*

11.12 Copywriter - Intermediate

Researches, analyzes, and writes articles/publications intended for communication of news, management policies, and activities • Assists in determining the content of such publications, scheduling their distribution, and monitoring the responses of staff 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 2 years of writing experience.*

11.13 Copywriter - Senior

Researches, analyzes, and writes articles/publications intended for communication of news, management policies, and activities • Assists in determining the content of such publications, scheduling their distribution, and monitoring the responses of staff to differing methods of communications • May also have responsibility for obtaining photographs for such publications and layout of articles • May review the work of others • *This is a senior level of writer typically requiring 3 or more years of writing experience.*

11.15 Publications Editor

Plans, edits and supervises publication of internal and external company publications for effective customer and employee communications • Edits reports submitted from various departments and writes editorials or feature articles • Plans layouts, develops art work and coordinates with printers for production of publications • Arranges distribution of completed materials to customers or employees • *This is the intermediate level, typically requiring originality and ingenuity in planning and developing written publications • Typically requires a degree in journalism or liberal arts plus 2-4 years of related publication experience.*

11.20 Inside Sales Representative

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

12.0 RETAIL / HOSPITALITY

12.05 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.*

12.06 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.*

12.07 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.*

12.10 Cook

As an experienced cook, prepares and cooks meats, soups, desserts, vegetables, sauces and gravies for large groups in an employee cafeteria or institutional kitchen • NOTE: This is an all-around skilled cook, who prepares a variety of food items • *Works under a higher-level cook, food manager, or dietician • Excludes cooks who plan long-range menus or serve as dietitians, cooks who buy food, cooks who cook in restaurants other than large cafeterias, fry cooks, short order cooks, fast food chain cooks, and cooks who supervise other journey-level cooks.*

12.11 Food Service Worker - Entry

Responsibilities include a variety of tasks to support kitchen, restaurant, and banquet operations, including basic food prep, food service and delivery, opening and closing duties, bussing, kitchen clean up, and basic customer service • Positions in this classification include restaurant crews, such as grill cooks, prep cooks, baristas, bussers/runners and dishwashers • *This is the entry level, typically requiring no related experience.*

12.12 Food Service Worker - Intermediate

Responsibilities include a variety of moderate-level tasks to support kitchen and restaurant/banquet operations, including cashiering and customer service in addition to advanced food prep, food service and delivery, opening and closing duties, and kitchen clean up • Positions in this classification include kitchen crews, such as cooks, prep cooks (advanced), food safety, and cashiers • *This is the intermediate level, fully trained and proficient, typically requiring 6 months to 1 year of experience.*

12.13 Food Service Worker - Lead

Responsibilities include a variety of moderate-level tasks to support kitchen and restaurant/banquet operations, including cashiering and customer service in addition to advanced food prep, food service and delivery, opening and closing duties, and kitchen clean up • Assists with scheduling, work assignments and ensuring work meets quality standards • May include new employee orientation regarding work assignments, and supply/equipment locations and use; training and direction on work procedures and quality standards; following up on assignments; and providing input to the supervisor regarding team and individual performance • *This is a lead position typically requiring 2 or more years of related experience and 1 year of leadership experience.*

12.14 Food Service Supervisor

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

12.18 Sous Chef

Actively oversees daily food production • Ensures quality control of food in all aspects of production, including food handling, preparation, service, and storage • Ensures foods are cooked to specifications and in a timely, safe manner • Leads production staff • *Typically requires completion of an accredited 2-year culinary arts food service program or 5 years equivalent work experience in restaurant or institutional food service.*

12.19 Executive Chef

Oversees menu planning/development, food production, purchasing and inventory control • Oversees food safety training, temperature monitoring, sanitation, and compliance to maintain a high level of cleanliness, organization, and adherence to food safety standards • Supervises production staff and ensures a smooth and efficient kitchen operation • Bachelor's in food service management or related culinary degree preferred • Typically requires 5 years minimum food production and kitchen management experience in institutional/restaurants.