

1. GENERAL / ADMINISTRATIVE

1.02 Office Clerk II
 1.03 Office Clerk III
 1.04 Office Clerk Specialist
 1.05 Mail Clerk
 1.06 Courier
 1.07 Secretary / Admin. Assistant - Entry
 1.08 Secretary / Admin. Assistant - Intermediate
 1.09 Secretary / Admin. Assistant - Senior
 1.10 Executive Assistant
 1.11 Executive Assistant to CEO
 1.13 Receptionist
 1.14 Purchasing Clerk
 1.15 Buyer - Entry
 1.16 Buyer - Intermediate
 1.17 Buyer - Senior / Purchasing Agent
 1.18 Purchasing Manager
 1.19a Shipping Clerk
 1.19b Shipping / Receiving Lead
 1.20 Stock Clerk
 1.21 Administrative Supervisor / Office Manager
 1.23 Data Entry Operator
 1.24 Library Assistant
 1.25 Records Specialist
 1.28 Inventory Control Manager
 1.30 Business Manager - Unit / Small Org
 1.32 Business Office Manager

2. ACCOUNTING & FINANCE

2.01 Accounting Assistant - Entry
 2.02 Accounting Assistant - Intermediate
 2.03 Accounting Assistant - Senior
 2.04 Accountant - Entry
 2.05a Accountant - Intermediate
 2.05b Accountant - Senior
 2.06 Financial Analyst - Intermediate
 2.07 Financial Analyst - Senior
 2.08a Payroll Clerk
 2.08b Payroll Administrator
 2.09 Collector - Entry
 2.10 Collector - Senior
 2.11 Accounting Manager
 2.12 Accounting Supervisor
 2.18 Cost Accountant
 2.20 Budget Analyst
 2.22 Budget Manager
 2.25 Treasury Analyst
 2.30 Treasurer

3. INFORMATION TECHNOLOGY

3.01 Computer Operator - Intermediate
 3.02 Computer Operator - Senior
 3.03 Systems Analyst - Intermediate
 3.04 Systems Analyst - Senior
 3.05a Help Desk Coordinator I
 3.05b Help Desk Coordinator II
 3.06a Network Administrator
 3.06b Network Administrator - Senior
 3.07 Web Developer
 3.08 Applications Development & Maintenance Analyst
 3.09 Systems Support Specialist
 3.10 PC Support / Application Technician
 3.12 Voice Communications Technician
 3.13a GIS Technician
 3.13b GIS Analyst
 3.13c GIS Specialist
 3.14 IT Manager
 3.15 IT Director
 3.16 Programmer / Analyst
 3.17 Programmer / Analyst - Senior

4. HUMAN RESOURCES

4.01 Human Resources Clerk
 4.02 Human Resources Assistant
 4.03 Employment Specialist
 4.05a Human Resources Generalist
 4.05b Human Resources Generalist - Senior
 4.06 Human Resources Manager
 4.07 Benefits Specialist
 4.08a Training and Development Specialist
 4.08b Training and Development Manager
 4.09 Safety Coordinator
 4.10 Recruiter
 4.11 HRIS Analyst

5. FACILITIES & SERVICES

5.01 Building Services / Custodian - Entry
 5.02 Building Services / Custodian - Intermediate
 5.03 Facilities Maintenance - Entry
 5.04 Facilities Maintenance - Intermediate
 5.05 Electrician (Journey)
 5.06 Plumber (Journey)
 5.07 HVAC Mechanic (Journey)
 5.08 Maintenance Mechanic
 5.09 Auto Fleet Mechanic
 5.10 Housekeeper
 5.11a Food Service Worker
 5.11b Food Services Director
 5.12a Cook
 5.12b Kitchen Manager

5.13 Security Officer (Unarmed)
 5.14 General Laborer
 5.15 Groundskeeper / Gardener
 5.16 Security Manager
 5.17a Facilities Property Manager
 5.17b Facilities Project Manager
 5.27 Heavy Equipment Operator
 5.30 Bus Driver
 5.35 Child Care Assistant / Aide
 5.37 Child Care Provider

6. GRAPHICS / PRINTING / WRITING

6.02 Printer / Graphics Operator
 6.03 Desktop Publishing Specialist
 6.04 Graphic Artist
 6.05 Technical Writer (Non MIS)

7. BANKING / FINANCIAL

7.02 Mortgage Loan Processor
 7.03 Teller - Intermediate
 7.04 Teller - Senior
 7.05 Branch Manager - Level II / Intermediate
 7.06 Branch Manager - Level III / Senior
 7.07 Financial Services Representative

8. MANUFACTURING / PRODUCTION

8.01 Assembler - Entry
 8.02 Assembler - Intermediate
 8.03 Assembler - Senior
 8.04 Assembler - Lead
 8.05 Material Handler - Intermediate
 8.07 Inspector - Intermediate
 8.08 Inspector - Senior
 8.10 Electronics Technician - Intermediate
 8.11 Electronics Technician - Senior
 8.12 Production Supervisor
 8.13 Production Machine Operator - Entry
 8.14 Production Machine Operator - Intermediate
 8.15 Production Machine Operator - Senior
 8.16 Machinist (Journey)
 8.18 Production Planner / Scheduler
 8.20 Work Team / Production Lead
 8.25a Quality Assurance Engineer
 8.25b Quality Assurance Engineer - Senior
 8.27 Quality Assurance Manager
 8.28 Quality Assurance Technician
 8.29 Production Manager
 8.35 CNC Programmer

9. ENGINEERING

9.01 Engineer - Entry
 9.02 Design Engineer
 9.03 Engineering Technician - Intermediate
 9.04 Engineering Technician - Senior
 9.05 Drafter - Intermediate
 9.07 Design Drafter
 9.08a Engineering Supervisor
 9.08b Engineering Manager
 9.09 Manufacturing Engineer
 9.15 Software Engineer
 9.17 Software Engineer - Senior
 9.20 Electrical Engineer - Entry
 9.21 Electrical Engineer - Intermediate
 9.22 Electrical Engineer - Senior
 9.23 Electrical Engineer - Staff Level

10. MARKETING & SALES

10.01 Call Center Representative
 10.02 Call Center Supervisor
 10.03a Customer Service Representative
 10.03b Customer Service Representative (Technical Support)
 10.04 Sales / Customer Support Representative
 10.05 Sales Representative / Account Executive
 10.06 Marketing Manager
 10.07 General Sales Manager
 10.08 Public Relations Specialist
 10.09 Marketing Coordinator
 10.11 Customer Service Manager
 10.12 Customer Services Supervisor
 10.15 Social Media Specialist

11. PROJECT / PROGRAM MANAGEMENT

11.01 Project Analyst / Coordinator
 11.02 Project Manager I
 11.03 Project Manager II
 11.06 Program Manager I
 11.07 Program Manager II

12. HEALTHCARE

12.02 Medical Billing Clerk
 12.06 Medical Office Assistant
 12.08 Laboratory Technician



Jobs Surveyed (in alphabetical order)

2.04	Accountant - Entry	10.12	Customer Services Supervisor	5.07	HVAC Mechanic (Journey)	1.18	Purchasing Manager
2.05a	Accountant - Intermediate	1.23	Data Entry Operator	8.07	Inspector - Intermediate	8.25a	Quality Assurance Engineer
2.05b	Accountant - Senior	9.07	Design Drafter	8.08	Inspector - Senior	8.25b	Quality Assurance Engineer - Senior
2.01	Accounting Assistant - Entry	9.02	Design Engineer	1.28	Inventory Control Manager	8.27	Quality Assurance Manager
2.02	Accounting Assistant - Intermediate	6.03	Desktop Publishing Specialist	3.15	IT Director	8.28	Quality Assurance Technician
2.03	Accounting Assistant - Senior	9.05	Drafter - Intermediate	3.14	IT Manager	1.13	Receptionist
2.11	Accounting Manager	9.20	Electrical Engineer - Entry	5.12b	Kitchen Manager	1.25	Records Specialist
2.12	Accounting Supervisor	9.21	Electrical Engineer - Intermediate	12.08	Laboratory Technician	4.10	Recruiter
1.21	Administrative Supervisor / Office Manager	9.22	Electrical Engineer - Senior	1.24	Library Assistant	4.09	Safety Coordinator
3.08	Applications Development & Maintenance Analyst	9.23	Electrical Engineer - Staff Level	8.16	Machinist (Journey)	10.04	Sales / Customer Support Representative
8.01	Assembler - Entry	5.05	Electrician (Journey)	1.05	Mail Clerk	10.05	Sales Representative / Account Executive
8.02	Assembler - Intermediate	8.10	Electronics Technician - Intermediate	5.08	Maintenance Mechanic	1.07	Secretary / Admin. Assistant - Entry
8.04	Assembler - Lead	8.11	Electronics Technician - Senior	9.09	Manufacturing Engineer	1.08	Secretary / Admin. Assistant - Intermediate
8.03	Assembler - Senior	4.03	Employment Specialist	10.09	Marketing Coordinator	1.09	Secretary / Admin. Assistant - Senior
5.09	Auto Fleet Mechanic	9.01	Engineer - Entry	10.06	Marketing Manager	5.16	Security Manager
4.07	Benefits Specialist	9.08b	Engineering Manager	8.05	Material Handler - Intermediate	5.13	Security Officer (Unarmed)
7.06	Branch Manager - Level III / Senior	9.08a	Engineering Supervisor	12.02	Medical Billing Clerk	1.19b	Shipping / Receiving Lead
7.05	Branch Manager - Level II / Intermediate	9.03	Engineering Technician - Intermediate	12.06	Medical Office Assistant	1.19a	Shipping Clerk
2.20	Budget Analyst	9.04	Engineering Technician - Senior	7.02	Mortgage Loan Processor	10.15	Social Media Specialist
2.22	Budget Manager	1.10	Executive Assistant	3.06b	Network Administrator - Senior	9.15	Software Engineer
5.01	Building Services / Custodian - Entry	1.11	Executive Assistant to CEO	3.06a	Network Administrator	9.17	Software Engineer - Senior
5.02	Building Services / Custodian - Intermediate	5.03	Facilities Maintenance - Entry	1.02	Office Clerk II	1.20	Stock Clerk
5.30	Bus Driver	5.04	Facilities Maintenance - Intermediate	1.03	Office Clerk III	3.03	Systems Analyst - Intermediate
1.30	Business Manager - Unit / Small Org	5.17b	Facilities Project Manager	1.04	Office Clerk Specialist	3.04	Systems Analyst - Senior
1.32	Business Office Manager	5.17a	Facilities Property Manager	2.08b	Payroll Administrator	3.09	Systems Support Specialist
1.15	Buyer - Entry	2.06	Financial Analyst - Intermediate	2.08a	Payroll Clerk	6.05	Technical Writer (Non MIS)
1.16	Buyer - Intermediate	2.07	Financial Analyst - Senior	3.10	PC Support / Application Technician	7.03	Teller - Intermediate
1.17	Buyer - Senior / Purchasing Agent	7.07	Financial Services Representative	5.06	Plumber (Journey)	7.04	Teller - Senior
10.01	Call Center Representative	5.11a	Food Service Worker	6.02	Printer / Graphics Operator	4.08b	Training and Development Manager
10.02	Call Center Supervisor	5.11b	Food Services Director	8.13	Production Machine Operator - Entry	4.08a	Training and Development Specialist
5.35	Child Care Assistant / Aide	5.14	General Laborer	8.14	Production Machine Operator - Intermediate	2.30	Treasurer
5.37	Child Care Provider	10.07	General Sales Manager	8.15	Production Machine Operator - Senior	2.25	Treasury Analyst
8.35	CNC Programmer	3.13b	GIS Analyst	8.29	Production Manager	3.12	Voice Communications Technician
2.09	Collector - Entry	3.13c	GIS Specialist	8.18	Production Planner / Scheduler	3.07	Web Developer
2.10	Collector - Senior	3.13a	GIS Technician	8.12	Production Supervisor	8.20	Work Team / Production Lead
3.01	Computer Operator - Intermediate	6.04	Graphic Artist	11.06	Program Manager I		
3.02	Computer Operator - Senior	5.15	Groundskeeper / Gardener	11.07	Program Manager II		
5.12a	Cook	5.27	Heavy Equipment Operator	3.16	Programmer / Analyst		
2.18	Cost Accountant	3.05a	Help Desk Coordinator I	3.17	Programmer / Analyst - Senior		
1.06	Courier	3.05b	Help Desk Coordinator II	11.01	Project Analyst / Coordinator		
10.11	Customer Service Manager	5.10	Housekeeper	11.02	Project Manager I		
10.03a	Customer Service Representative	4.11	HRIS Analyst	11.03	Project Manager II		
10.03b	Customer Service Representative (Technical Support)	4.02	Human Resources Assistant	10.08	Public Relations Specialist		
		4.01	Human Resources Clerk	1.14	Purchasing Clerk		
		4.05a	Human Resources Generalist				
		4.05b	Human Resources Generalist - Senior				
		4.06	Human Resources Manager				



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Job Descriptions

GENERAL GUIDELINES . . .

- Job descriptions denote the **primary focus of the job**, not necessarily all the duties that might be performed.
- Although some job descriptions 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 Assistant - Senior). All job titles in this survey which do not identify a level (e.g., senior) are referring to the intermediate level. Organizations with a one-level job (no 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.



NOTE: The following Office Clerk series (1.02 through 1.04) is meant for general clerical jobs, or those in specialties which do not fall in a more specific job description listed elsewhere in this survey.

1. GENERAL / ADMINISTRATIVE

1.02 Office Clerk II

Performs a variety of moderately complex clerical duties, which include typing, data entry, filing, and record keeping • Performs processing tasks according to work unit procedures • May compose routine correspondence and reports, and enter, retrieve and verify information from a computer • *Intermediate level position requiring 1-2 years general office experience, typically requiring ten-key and keyboarding/computer skills.*

Typical Titles: Clerk II, Office Assistant II

1.03 Office Clerk III

Performs advanced and complex clerical duties requiring knowledge of functional or departmental procedures and use of independent judgement and analysis • In addition to duties under Office Clerk II position, may organize and maintain files or records, compile reports and studies of a complex nature • Handles routine problems according to rules and precedent • May lead, train and review work of other general clerks • *Senior level position typically requiring 3 or more years of increasingly responsible experience, and skilled operation of computers and routine office equipment.*

Typical Titles: Office Assistant III, Clerk III

1.04 Office Clerk Specialist

Performs advanced and complex clerical duties for a specialty area or department requiring thorough knowledge of specialty area and use of independent analysis and judgement • May administer complex policies and procedures within the specialty, prepare written and verbal reports on policy and procedure issues, and provide advice and guidance as the “expert” in the specialty area • May provide training and technical assistance to others • *Top nonexempt level within the clerical job family requiring 4-6 years clerical experience and 1 year experience in the specialty area.*

Typical Titles: Clerk Specialist, Administrative Specialist

1.05 Mail Clerk

Sorts and distributes incoming and internal mail • May collect outgoing and internal mail • Weighs and stamps outgoing mail using scales and postage meter • Performs miscellaneous duties associated with the mail room • Does not operate motor vehicles • *Intermediate level position typically requiring 6 months of general office experience.*

Typical Titles: Mail Room Clerk, Distribution Clerk

1.06 Courier

Provides courier service to pick up and deliver items such as mail, supplies and equipment • Maintains accurate accounts of receipts and invoices • Maintains vehicle maintenance and travel logs • May load and unload cargo • *Typically requires 3-6 months of related experience, current driver's license and ability to be bonded* • *May require moderate physical lifting.*

Typical Titles: Messenger, Driver, Delivery Person, Courier, Van Driver

1.07 Secretary / Administrative Assistant - Entry

Under direct supervision, performs routine clerical and secretarial duties • Sets up and maintains files • Types routine correspondence, reports, forms and records • Answers telephone, takes messages and greets visitors • Receives and routes mail • May use word processing equipment • Entry level position typically requiring demonstrated basic secretarial skills and 6 months to 1 year clerical experience.

Typical Titles: Administrative Assistant, Secretary I

1.08 Secretary / Administrative Assistant - Intermediate

Performs moderately complex secretarial and clerical duties under general supervision • Produces correspondence, reports, forms and records • Sets up and maintains files and records • Answers telephone and responds to routine phone requests • Maintains supervisor's calendar and makes meeting and travel arrangements • Uses word processing or spreadsheet software • Intermediate level position typically requiring sound knowledge of secretarial practices and procedures and 2-4 years of secretarial experience.

Typical Titles: Admin Asst II, Secretary, General Secretary, Secretary II

1.09 Secretary / Administrative Assistant - Senior

Performs complex secretarial duties in support of a department head or upper middle manager • Sets up and administers filing system, may take and transcribe dictation, types letters and initiates required administrative reports, arranges meetings and makes appointments • Generally takes responsibility for handling details for manager • May direct the work of lower level secretaries and/or clerical employees • Senior level position typically requiring advanced secretarial skills, the ability to follow instructions without close supervision, and 5 or more years of secretarial experience • (This does not include legal and executive secretaries.)

Typical Titles: Senior Administrative Assistant, Senior Secretary, Secretary III

1.10 Executive Assistant

Performs complex and confidential secretarial and administrative duties for executives that typically report directly to the highest level of management of the entity/division/subsidiary • 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 a company • Gathers and prepares information relative to the executive's function • Executive level position typically requiring an in-depth knowledge of company practices, structure, and a high degree of technical skills with a minimum of 5 years progressively more difficult secretarial experience • (This does not include secretaries reporting to a CEO.)

Typical Titles: Executive Assistant, Executive Secretary

1.11 Executive Assistant to CEO

Performs complex and confidential secretarial and administrative duties for the 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 a company • Initiates routine and non-routine correspondence and memoranda • Gathers and prepares information for the CEO • Executive level position, typically requiring an in-depth knowledge of company practices, structure, and a high degree of technical skills with a minimum of 5 years progressively more difficult secretarial experience.

NOTE: Excludes secretaries reporting to a Vice President

Typical Titles: Executive Secretary, Executive Assistant, Secretary to CEO, Corporate Secretary

1.13 Receptionist

Operates telephone switchboard to route incoming calls • Supplies information of a general nature to callers and may record messages • May greet and direct customers and other visitors, and inform appropriate employee of arrival • May set up conference and overseas calls • May provide assistance and training • May operate telex or perform other general clerical duties as requested • May route outgoing and interoffice calls • Intermediate level position typically requiring demonstrated verbal communication skills and 1-2 years of related experience.

Typical Titles: Receptionist, Switchboard Operator, PBX Operator

1.14 Purchasing Clerk

Performs a number of clerical duties for the Purchasing Department • Maintains files, logs and records invoices, and types purchase orders, shipping memos, correspondence and reports • May coordinate pricing revisions, order cancellations, discontinued items, substitutions and revised delivery dates following established company guidelines • Intermediate level position typically requiring basic clerical skills plus 1 year of purchasing experience.

Typical Titles: Assistant Buyer, Purchasing Assistant

1.15 Buyer - Entry

Under direct supervision, performs routine purchasing activities such as preparing orders, obtaining quotations and verifying deliveries • Purchases routine materials and supplies in accordance with established procedures and prices • Entry level position typically requiring up to 1 year of buying experience.

Typical Titles: Junior Buyer, Assistant Buyer, Buyer I

1.16 Buyer - Intermediate

Under direct supervision, performs moderately complex purchasing functions such as selecting and negotiating with approved vendors, analyzing price comparisons, placing purchase orders and scheduling and verifying deliveries • Intermediate level position typically requiring 2-4 years of experience.

Typical Titles: Buyer, Buyer II, Purchasing Agent

1.17 Buyer - Senior / Purchasing Agent

Performs complex purchasing functions including analyzing available sources, selecting vendors, and negotiating price • Operates independently within established purchasing guidelines • *Senior level position typically requiring a BA in Marketing, Business, Engineering or Materials Science, and 2-4 years of buying experience.*

Typical Titles: Purchasing Agent, Senior Buyer/Planner, Buyer III

1.18 Purchasing Manager

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

Intended to be the top level of this function within smaller organizations (i.e. less than 500 employees), or typically the 2nd or 3rd level within larger organizations (over 500 employees).

Typical Titles: Purchasing Manager, Supervisor of Purchasing, Procurement Manager

1.19a Shipping Clerk

Prepares and ships outgoing materials, supplies and equipment • Receives and checks incoming goods; investigates discrepancies between packing slips and goods received • Prepares record of goods shipped and bill of lading • Posts weight and shipping charges • *Intermediate level position typically requiring 6 months to 1 year of shipping, inventory or clerical experience.*

Typical Titles: Shipping Clerk - Intermediate

1.19b Shipping / Receiving Lead

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

1.20a Stock Clerk

Receives and records shipments of supplies • Checks invoices for accuracy, signs delivery statement, codes and stores items • Checks requisitions for accuracy and routes supplies to appropriate areas • Maintains inventory count and reorders supplies as necessary • *Intermediate level position typically requiring ability to lift heavy items and 6 months to 1 year stock clerk experience.*

Typical Titles: Storekeeper, Stock Room Clerk, Warehouse Clerk

1.21 Administrative Supervisor / Office Manager

Supervises a general services staff or office which may perform clerical support, accounting, billing, collections, customer service, etc. • Administers policies and procedures • Monitors smooth flow of department operations • Answers questions and resolves problems • Typically supervises 3-10 employees • *Typically requires 3-5 years of experience, or an equivalent combination of experience and education, and general office and business knowledge.*

Typical Titles: Unit Manager, Office Manager

1.23 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 position typically requiring basic data entry skills, and 6 months to 1 year previous experience.*

Typical Titles: Data Entry Clerk, Data Entry Operator

1.24 Library Assistant

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

Typical Titles: Library Tech, Education Assistant

1.25 Records Specialist

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

Typical Titles: Medical Records Clerk, Document Processor

1.28 Inventory Control Manager

Controls the goods, materials, products or parts for a company and manages inventory replenishment based on production schedules, current inventory, customer orders, and forecasts • Responsible for keeping track of inventory levels and ordering additional merchandise • Inventory may be for in-house use or consist of goods sold or rented to customers • Works in conjunction with other departments and may supervise one or more inventory clerks • *Typically requires 7 years of experience.*

1.30 Business Manager - Unit / Small Org

Under general supervision, manages a small to moderate size organizational unit or company that provides administrative and support services (i.e., budgeting, accounting, purchasing, personnel, business operations, etc.) within a division • Plans the operations and procedures of the unit; directs the work of employees; develops employees; evaluates unit operations; assists and/or develops budget needs; researches new procedures and improvements; interprets statutes, regulations, and policies • Supervises professional, technical, and clerical staff • *Typically requires a degree in accounting, business administration, or related field and 2 years of supervisory experience in the area of assignment.*

NOTE: Exclude lead positions.

1.32 Business Manager - Large Division

Under direction, manages, through second-line supervisors, a large organizational division that provides administrative and support services (i.e., budgeting, accounting, purchasing, personnel, business operations, etc.) • Plans the operations and procedures of the division; directs the work of staff through subordinate supervisors; develops staff; evaluates division operations; develops budget needs; develops new policies and procedures; interprets statutes, regulations, and policies • Supervises professional, technical, and clerical staff • *Typically requires a degree in accounting, business administration, or related field and 3 years of supervisory experience in the area of assignment.*

NOTE: Exclude first-level supervisors.

2. ACCOUNTING & FINANCE

2.01 Accounting Assistant - Entry

Performs routine accounting duties • Verifies, posts, adds, computes, matches, balances and summarizes routine documents • Verifies accuracy of records, invoices, and other accounting documents using standard business machines • *Entry level position typically requiring basic knowledge of bookkeeping practices and 6 months to 1 year related experience.*

Typical Titles: Accounting Clerk - Entry,
Accounting Assistant

2.02 Accounting Assistant - Intermediate

Performs moderately complex accounting duties in accordance with standard procedures • Posts to journals, ledgers and other accounting records • Prepares statements, invoices and routine reports • Verifies records and is usually responsible for a specific accounting function, such as accounts receivable • *Intermediate level position typically requiring working knowledge of bookkeeping principles and 1-2 years of related experience.*

Typical Titles: Accounting Clerk II, Accounting Tech,
Accounting Assistant II

2.03 Accounting Assistant - Senior

Performs complex accounting duties such as analyzing accounting documents for accuracy and completeness • Traces and investigates transactions to resolve questionable data and takes corrective action • Assists in the preparation of financial reports and analyses requiring the selection and interpretation of data • May provide training and assistance to lower level Accounting Assistants • *Senior level position typically requiring advanced knowledge of bookkeeping principles and 3-4 years of related experience or equivalent background.*

Typical Titles: Senior Accounting Clerk,
Accounting Specialist

2.04 Accountant - Entry

Performs entry level accounting functions relating to the maintenance of the general ledger and preparation of financial reports • Keeps routine accounts requiring the analysis of accounting transactions and maintenance of accounting controls • Maintains work sheets, prepares trial balances and makes adjusting and closing entries • Work is reviewed by a higher level accountant or supervisor • *Entry level position typically requiring a bachelor's degree in accounting or business administration or equivalent experience.*

Typical Titles: Accountant I

2.05a Accountant - Intermediate

Performs a variety of moderately complex accounting functions relating to the maintenance of the general ledger and preparation of financial reports • Fully competent to establish and maintain general accounting, budget or cost accounting records • May prepare tax reports and balance books • May direct lower level employees • *Intermediate level position typically requiring a bachelor's degree in accounting and 2-4 years of related experience.*

Typical Titles: Accountant, Accountant II

2.05b Accountant - Senior

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

Typical Titles: Sr. Accountant, Sr. Staff Accountant

2.06 Financial Analyst - Intermediate

Conducts and documents relatively complex financial analysis projects • Performs research and analysis to provide management with financial data • Develops, recommends and implements solutions for realizing profit objectives • *Intermediate level position typically requiring BA and 2-4 years of experience.*

Typical Titles: Budget Analyst, Business Analyst, Financial Analyst

2.07 Financial Analyst - Senior

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

Typical Titles: Sr. Financial Analyst, Financial Analyst III, Analyst III, Sr. Budget Analyst, Business Analyst

2.08a Payroll Clerk

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

2.08b Payroll Administrator

Coordinates the preparation and distribution of the company's hourly/salaried payrolls for single or multiple locations • Maintains employee time sheets/cards and computes total time worked for each payroll period • Assures that all legally required taxes/contributions and other deductions are withheld from paychecks • Prepares and files required reports and/or payments to government agencies, insurance carriers, other organizations and individual employees • Resolves payroll problems • May direct the work of lower level clerks • *Intermediate level position requiring 2-3 years of experience.*

Typical Titles: Payroll Coordinator, Payroll Assistant, Payroll Supervisor

2.09 Collector - Entry

Under general supervision, responsible for collecting, or adjusting delinquent and overlimit accounts by while maintaining customer goodwill and avoiding unnecessary losses • Makes recommendations regarding closure/litigation/warning bulletin and possible fraudulent accounts • *Typically requires 6 months to 1 year customer service experience*

Typical Titles: Collector I, Financial Counselor

2.10 Collector - Senior

Under minimal supervision, responsible for collecting or adjusting delinquent and overlimit accounts by phone while maintaining customer goodwill and avoiding unnecessary losses • Takes action regarding closure/litigation/warning bulletins and possible fraudulent accounts • Responsible for collection of a portfolio of accounts, insuring losses are minimized through creative collection effort • *Typically requires a minimum of 2 years collection experience.*

Typical Titles: Collector II, Loan Collection Specialist

2.11 Accounting Manager

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

Typical Titles: Accounting Manager, Finance Manager

2.12 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.*

Typical Titles: Supervisor Finance, Accounting Supervisor

2.18 Cost Accountant

Responsible for collecting, adjusting, auditing and scrutinizing financial information from all areas of the company • Data analysis may include personnel, planning systems, operating policies, wages and bonuses • Prepares financial reports for management's review • *This position typically reports to the Cost Accounting Manager, requires a degree and 2-4 years of experience or equivalent.*

2.20 Budget Analyst

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 position 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.*

2.22 Budget Manager

Manages the preparation, consolidation, and distribution of budgets and related reports

- Directs the analysis of operating results and prepares interpretive reports and recommendations to management
- Develops budgetary policies and procedures
- May prepare sales forecasts and/or cost projections
- May supervise budget staff
- *This is the top budget position, typically requiring a degree and 3-5 years of experience.*

2.25 Treasury Analyst

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.*

2.30 Treasurer

Provides financial management, particularly in the areas of new business ventures and the treasury function

- Plans and negotiates for short- and long-term financing
- Manages investment programs
- Conducts complex financial feasibility studies
- Develops strategic opportunities to enhance the business and financial standing of the organization
- *This position typically requires a Master's degree in finance and 5-7 years of experience*
- *Typically reports to top executive level.*

This is not intended to be a controller or top executive level position.

3. INFORMATION TECHNOLOGY

3.01 Computer Operator - Intermediate

Operates and controls computer console and related peripheral equipment

- Assists in handling special problems and projects
- Assists in determining equipment setting and operating instructions
- Implements proper schedules, attends to procedures and corrects problems as they occur
- Logs machine failures and program errors, and corrects problem or reports to supervisor or lead operator
- *Intermediate level position typically requiring 1-2 years of experience.*

Typical Titles: Computer Operator, Network Operator, Computer Operator II

3.02 Computer Operator - Senior

Monitors, operates, and controls computer console and related peripheral equipment

- Handles special problems and projects of a complex nature
- Ensures printed material is separated and available to Data Control
- Maintains the problem log and turnover log
- Corrects problems as they occur in job processing
- May direct the work flow and training of entry and intermediate operators
- *Senior level position typically requiring 3-4 years of experience.*

Typical Titles: Senior Computer Operator, Computer Operator III

3.03 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 1-2 years of experience in general systems analysis beyond the senior programmer/analyst position.*

Typical Titles: Systems Analyst

3.04 Systems Analyst - Senior

Defines, formulates, and analyzes system scope and objectives for business, scientific or engineering applications

- Reviews and modifies new or existing systems
- Prepares detailed specifications
- Analyzes and reviews existing system difficulties
- Coordinates with users to identify requirements and resolve problems
- *Senior level position typically requiring a 4 year degree in computer science or equivalent experience and 2-4 years of experience in systems analysis.*

Typical Titles: Systems Analyst - Senior

3.05a Help Desk Coordinator

Provides support services to users of the organization's computer systems and IT network

- Acts as a first level problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users
- Coordinates user problem resolution with other departments if necessary, and tracks and reports recurring problems
- *This is a senior level nonexempt or entry level exempt position, typically requiring 2 years related experience.*

Typical Titles: Help Desk Coordinator, Help Desk Specialist

3.05b Help Desk Coordinator II

Provides support services to users of the organization's computer systems and IT network • Acts as a second level problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users • Coordinates user problem resolution with other departments if necessary, and tracks and reports recurring problems • Typically requires 3-4 years related experience.

Typical Titles: Help Desk Analyst II, Help Desk Specialist II

3.06a Network Administrator

Installs, configures, and maintains software and hardware connected to the server and workstations • Interfaces with other departments, vendors, or consultant to resolve problems • Ensures conformance with information systems and company objectives • Provides training or individual assistance to users • Oversees backup and security procedures • Plans for hardware and software upgrades • Coordinates the work of outside specialists • This is an intermediate level position typically requiring 2-4 years of network support experience.

Typical Titles: LAN Administrator, LAN Specialist, Network Administrator, Network Engineer

3.06b 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 position typically requiring 5-8 years of network and computer systems support experience • May require Microsoft or Novell network engineer certification.

Typical Titles: LAN Administrator II, LAN Specialist II, Network Administrator II, Network Engineer, Sr. Systems Administrator

3.07 Web Developer

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

Typical Titles: Web Development Specialist, Web Administrator, Web Designer

3.08 Applications Development & Maintenance Analyst

Conducts applications systems and client server analysis, development and programming • Interfaces with user to determine system requirements • Formulates system scope and objectives • Coordinates user requirements with existing and projected computer capacity and capabilities • Converts symbolic statements of problems into appropriate specifications for coding computer system • Develops diagrams and flow charts • Writes, tests and debugs programs according to specifications • Prepares documentation of program development and operating instructions for user • Revises existing programs, systems, and procedures • May coordinate activities of a project team and act as a source for direction, training and guidance for less experienced staff • Intermediate to senior level position typically requiring a degree and 4 or more years of related experience.

Typical Titles: Applications Specialist, Applications Analyst, DevOps Engineer II

3.09 Systems Support Specialist

Provides technical analysis, installation, maintenance, and modification of operating and /or application system software • Determines best system software configuration ensuring hardware/software compatibility • Evaluates and recommends new system software products • Installs, tests, and implements new system software and manufacturer's maintenance releases and utilities • Analyzes system performance to ensure it's meeting availability and performance objectives • Resolves system software problems • Develops documentation on system specifications and operating instructions • May coordinate activities of a project team and act as a source for direction, training and guidance for less experienced staff • Senior level position typically requiring 4 or more years of related experience.

Typical Titles: Network Specialist, Network Manager, Network Administrator

3.10 PC Support / Application Technician

Interfaces with internal and external users to resolve problems and assist with automating manual processes • Provides technical support for applications systems including installation, upgrades, and audits • Performs database administration • May provide PC hardware support and maintenance • May assist in the research, evaluation, and planning for new applications systems selections, and help with coordinating the development and implementation process • Ensures conformance with IS department and company standards • Works with other departments and outside vendors as needed to meet objectives • May coordinate activities of a project team and act as a source for direction, training and guidance for less experienced staff • Senior level position usually requiring 4 or more years of related experience.

Typical Titles: PC Technician, Computer Support Technician, Network Technician

3.12 Voice Communications Technician

Designs, implements, and maintains the company's voice communications systems • Analyzes business needs of the user and recommends solutions to the hardware and/or software systems • Researches and recommends appropriate system solutions to meet user requirements • Prepares detailed specifications and flowcharts for implementation of new internal programs or modifications to vendor software • Coordinates system installations with vendors and with systems software programmers • Provides regulatory monitoring and voice network analyses to support short and long range planning • Intermediate to senior level position usually requiring 4 or more years of related experience.

Typical Titles: Telecommunications Technician

3.13a GIS - Technician

Collects, compiles, analyzes, and digitizes geospatial and tabular data to produce maps and related products • Maintains the accuracy of the GIS databases, technical files and documentation • Performs moderately complex analysis on data • This is the first level in a 2 level series typically requiring 1-3 years of experience.

3.13b GIS - Analyst

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

3.13c GIS - Specialist

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

3.14 IT Manager

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

NOTE: Intended to be the top level of this function within smaller organizations (i.e. less than 500 employees), or typically the 2nd or 3rd level within larger organizations (over 500 employees).

Typical Titles: IT Manager, Information Tech Manager, Applications Manager

3.15 IT Director

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

NOTE: Not intended for smaller organizations (i.e. less than 1,000 employees). This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees). This position typically has subordinate managers. Excludes executive level positions. See the Northwest Technology Survey for CIO and CTO positions.

3.16 Programmer / Analyst

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

Typical Titles: Programmer Analyst

3.17 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.

Typical Titles: Senior Programmer Analyst

4. HUMAN RESOURCES

4.01 Human Resources Clerk

Performs a variety of routine personnel work •

Prepares and distributes job postings from employment requisitions, processes employment applications, distributes employee information, processes employee benefit forms, conducts employment verification requests, performs telephone reference checks, and maintains applicant and employee files • *Intermediate level clerical position typically requiring typing, filing, and verbal communication skills, and a basic knowledge of company personnel policies and procedures.*

Typical Titles: Human Resources Clerk,
Human Resources Admin Asst

4.02 Human Resources Assistant

Assists in a personnel function, such as hiring and recruiting, benefits, compensation or personnel records

• In a smaller organization, may work in more than one area • Duties may include interviewing job applicants, preparing job descriptions, conducting new employee orientation programs, and calculating benefit payments • *Intermediate level position typically requiring course work or experience equivalent to a 2 year degree, 1 or more years personnel experience and in-depth knowledge of company personnel policies and procedures.*

Typical Titles: Human Resources Assistant,
Human Resources Rep

4.03 Employment Specialist

Coordinates the recruiting, interviewing, selection, and placement of applicants for employment • Compiles and submits required AAP and EEO reports • May oversee the development and implementation of an affirmative action plan • May provide guidance, training and technical assistance to others • Intermediate level position typically requiring a degree and 2-4 years of related experience.

Typical Titles: Employment Specialist,
Human Resources Specialist

4.05a Human Resources Generalist

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.

Typical Titles: Human Resources Generalist,
Human Resources Representative,
Human Resources Administrator

4.05b Human Resources Generalist - Senior

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

4.06 Human Resources Manager

Develops and/or implements human resource policies and programs within the policy guidelines formulated by top corporate human resource or general management • Typically directs the following personnel functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services • Usually supervises the activities of professional and clerical human resource staff • Typically requires a degree and 5-8 years of experience. NOTE: Intended to be the top level of this function within smaller organizations (i.e. less than 500 employees), or typically the 2nd or 3rd level within larger organizations (more than 500 employees).

Typical Titles: HR Manager, Personnel Manager, Staff Manager

4.07 Benefits Specialist

Coordinates the administration of corporate benefit programs such as basic and major medical coverage, dental insurance, group life insurance, pension plans, and other benefits • Consults with and advises employees on eligibility, provisions, and other matters related to benefits • Maintains benefits records and documents necessary for implementing benefit coverage • Assists in the preparation of employee benefits booklets and other employee benefit communications • Typically requires 2-4 years professional experience.

Typical Titles: Benefits Specialist, Benefits Administrator

4.08a Training & Development Specialist

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

Typical Titles: Trainer, HR Trainer

4.08b Training and Development Manager

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

Typical Titles: Training Manager, Education Manager

4.09 Safety Coordinator

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

Typical Titles: Safety Manager,
Safety Officer, Safety Consultant

4.10 Recruiter

Sources, recruits, and interviews candidates for administrative and professional positions, primarily without assistance of outside agencies • Drives recruiting process from requisition to closure in a timely and cost-effective manner • Develops bench strength to meet current and projected employment needs • Maintains proactive methods of revising and implementing innovative ways of updating the recruiting process • May conduct or participate in job fairs • Reports to manager or director level • *Typically requires 2-4 years of experience.*

Typical Titles: HR Recruiter, Employment Specialist

4.11 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.*

Typical Titles: HRIS Analyst

5. FACILITIES & SERVICES

5.01 Building Services / Custodian - Entry

Cleans and maintains orderly condition of company facilities, equipment and furnishings or performs basic duties connected with the repair and maintenance of buildings and building equipment • Duties may include moving furniture and equipment, installing building fixtures, sweeping, mopping, scrubbing, polishing and dusting, maintaining restrooms, cleaning windows, overhead fixtures, walls, etc. • May require shift work • *Entry level position typically requiring heavy lifting, but little or no experience.*

Typical Titles: Custodian I, Janitor, Building Custodian

5.02 Building Services / Custodian - Intermediate

Performs all duties of entry level position • Duties may include minor construction, and more complex maintenance and custodial duties • Knows proper uses of custodian materials such as waxes, detergents, floor finishes, etc. • May train new hires and, under supervisory direction, coordinate the work of others on assigned tasks • *Intermediate level position typically requiring 1-2 years of custodial or building services experience.*

Typical Titles: Head Custodian, Custodial Lead

5.03 Facilities Maintenance - Entry

Performs routine duties while assisting more senior facilities maintenance workers, including cleaning, stock room, delivery, pick-up, trenching, light changing, lubrication, and operation checks • Under journey level direction, performs basic duties in such areas as carpentry, welding, painting, or maintaining industrial equipment • *Entry level position typically requiring 1 year experience in facilities maintenance.*

Typical Titles: Maintenance Tech, Maintenance Helper

5.04 Facilities Maintenance - Intermediate

Under journey level direction, performs moderately complex duties of designated craft such as carpentry, painting, welding, air conditioning, maintenance, and plumbing • May perform general maintenance and repair of building structures and their mechanical, electrical, or sanitary systems under journey level direction • May maintain supplies • *Intermediate level position typically requiring a minimum of 3 years of experience in facilities maintenance* • (Does not include journey level positions.)

Typical Titles: Maintenance Worker,
General Maintenance,
Maintenance Specialist II

5.05 Electrician (Journey)

Performs journey level work related to the installation, repair, and maintenance of electrical equipment • Plans, installs, and repairs wiring, switches, switchboards, fixtures, and other electrical mechanisms • Uses hand tools and test equipment • Works from schematics, blueprints, and other specifications • *Journey level position typically requiring completion of a formal apprenticeship program* • *May require certification.*

Typical Titles: Electrician,
Journeyman Electrician

5.06 Plumber (Journey)

Includes journey level work related to the installation and maintenance of pipes, fittings, and plumbing fixtures to maintain water, gas, heating, and draining systems • Cuts, bends, and threads pipes • Works from schematics, blueprints, and other specifications • *Journey level position typically requiring completion of a formal apprenticeship program* • *May require certification.*

Typical Titles: Plumber-Pipefitter,
Journeyman Plumber

5.07 HVAC Mechanic (Journey)

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.

Typical Titles: Maintenance Tech,
Journey HVAC Mechanic

5.08 Maintenance Mechanic

Repairs and maintains metal forming machinery and mechanical equipment such as cranes, pumps, motors, conveyor systems, industrial production and processing machines, etc., in accordance with diagrams, blueprints, operating manuals or manufacturers' specifications • May perform installation work • May perform some tasks commonly associated with other skilled mechanical crafts, i.e.: welding, pipefitting, boilermaking, etc., incidental to maintenance function • May perform HVAC work in maintaining factory building/structures • (Differs from position 5.7 in that the primary function is equipment, not building maintenance.)

Typical Titles: Maintenance HVAC,
Maintenance Mechanic

5.09 Auto Fleet Mechanic

Servicing, 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.

Typical Titles: Equipment Mechanic, Fleet Mechanic

5.10 Housekeeper

Cleans and maintains assigned areas in orderly and sanitary conditions • Sweeps, mops and vacuums floors, changes linen on patients' beds, cleans furniture and fixtures, and collects and disposes of waste • Intermediate level position typically requiring ability to lift heavy items and 6 months housekeeping experience.

Typical Titles: Environmental Aide

5.11a Food Service Worker

Performs a variety of routine tasks relating to the preparation and serving of food • Cleans kitchen areas and cooking utensils, sets up and serves patient trays, washes and cuts vegetables and fruits, serves food in cafeteria line, and operates dishwashing and other mechanical equipment • Intermediate level position typically requiring the ability to follow written and oral instructions but no previous work experience.

Typical Titles: Food Service Helper, Dietary Aide

5.11b Food Services Director

Plans, directs, and supervises all dietary and related food services functions • Develops, manages, and maintains diet and menu planning (both therapeutic and non-therapeutic) • Supervises the proper storage and preparation of food supplies and equipment and the maintenance of food service areas according to sanitation standards • Plans and monitors departmental budget • Typically requires 4-6 years related experience • This position does not require an R.D. License • This is the top level food services position within larger organizations.

5.12a Cook

Prepares and cooks food • Reviews menus to determine quantities and types of food to prepare • Plans cooking schedule • Measures, mixes and cooks ingredients using basic kitchen appliances • (This does not include chefs.)

Typical Titles: Food Service-Assistant Cook, Cook Journey

5.12b Kitchen Manager

Responsible for the overall operations for the back of house and kitchen area • Hires and trains staff, purchases food and stock • May also assist in product acquisition and menu development • May work the line during a rush or help plate food as needed • May also be responsible for employee scheduling, food orders and food quality, sanitation inspections and kitchen equipment. (This does not include chefs.)

5.13 Security Officer (Unarmed)

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

Typical Titles: Security Guard, Security Officer

5.14 General Laborer

Performs unskilled and limited semi-skilled manual work in various departments • Duties are routine and heavy in nature, often requiring heavy exertion, and may be performed under hazardous or adverse weather conditions • May use small power/hand tools • Follows preventative maintenance program • Makes repairs according to work orders • This is typically an entry level position, requiring a valid driver's license.

Typical Titles: Maintenance Specialist, Helper,
Laborer, Grounds Specialist

5.15 Groundskeeper / Gardener

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

Typical Titles: Groundskeeper, Landscaper

5.16 Security Manager

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

Typical Titles: Security Manager,
Manager Safety Security

5.17a Facilities Property Manager

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

Typical Titles: Facilities Manager,
Plant Operations Manager

5.17b Facilities Project Manager

Manages facility renovation projects or smaller capital projects • *May assist on larger capital projects* • Determines requirements and establishes project budgets and schedules • Develops schematic plans, construction documents, and performance specifications • Obtains user, management and regulatory approvals • Manages contractor selection and negotiates terms for services • Oversees in-house or outside design and construction services • *Typically requires a degree and 5-8 years of experience.*

Typical Titles: Sr Project Manager,
Construction Project Manager

5.27 Heavy Equipment Operator

Under general supervision, operates heavy construction and maintenance equipment (with a GVWR or GCWR over 26,001 pounds) such as graders, pile drivers, large backhoes, crawler tractors, power shovels and bulldozers • May operate heavy tractors or trucks (over 25 tons) with semi-trailer or other trailer equipment • *Requires extensive progressively skilled experience in the operation of trucks and construction equipment, and a driver's license at the level appropriate to the position/ assignment.*

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

5.30 Bus Driver

Transports individuals between a variety of places including work, school, shopping, and across state borders using a multi-passenger vehicle • May drive regular routes, or transport passengers on chartered trips or sightseeing tours.

5.35 Child Care Assistant / Aide

Uses curriculum and methodology developed by the teacher with individuals and groups • Arranges facilities and prepares materials according to the teacher's specifications • Supervises activities as directed and performs established procedures without immediate supervision (diaper changes, play time, meal time, etc.) • *Typically requires high school education and some prior child care experience.*

5.37 Child Care Provider

Prepares and implements lessons for daily activities • Promotes good habits in eating, playing, resting, toileting, hygiene, and health care • Maintains regular communication with parents • Maintains a clean and orderly classroom environment • Maintains records and reports on each child (attendance, health, progress, etc.) • *Typically requires 2 years of experience in a child care setting or an AA degree in early childhood education.*

6. GRAPHICS / PRINTING / WRITING

6.02 Printer / Graphics Operator

Operates high-speed black and white and multicolor presses such as Miehle, Heidelberg, and Itek to produce high-volume output of company printed materials • Performs preventive maintenance and routine repairs • May assist in training of lower level press operators • Maintains inventory of printing supplies and materials • *This is the journey level of press operator typically requiring 3 or more years of press experience.*

Typical Titles: Printer, Print Shop Press Operator,
Press Operator

6.03 Desktop Publishing Specialist

Formats and designs posters, brochures, flyers, newsletters, manuals, and other printed materials using desktop publishing software and spreadsheet and graphics packages • Prepares presentation materials such as overheads, charts, and graphs • *This is a nonexempt or entry level exempt full-time specialist position* • (Excludes word processing and secretarial positions.)

Typical Titles: Desktop Publishing Specialist,
Desktop Publisher

6.04 Graphic Artist

Provides conceptual design, layout and composition expertise to develop moderately complex illustrations for reports, publications, brochures, forms, exhibits, displays and slide shows • Uses a variety of graphic art techniques/medium • May perform layout to prepare camera-ready copy • May prepare technical manuals and catalogs • May use computer aided systems • *Intermediate level position typically requiring 2 years of graphic or art training and 2-3 years of related experience.*

Typical Titles: Graphics Designer Illustrator

6.05 Technical Writer (Non MIS)

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

Typical Titles: Technical Writer

7. BANKING / FINANCIAL

7.02 Mortgage Loan Processor

Under general supervision, processes mortgage loan applications and obtains all necessary information and documents • Reviews data for compliance with policy and regulatory requirements • Intermediate level position typically requiring 1-2 years of loan processing experience and knowledge of requirements applicable to various mortgage programs.

Typical Titles: Loan Processor, Loan Officer, Residential Loan Processor

7.03 Teller - Intermediate

Processes a variety of basic customer account transactions and provides prompt and courteous customer service • Actively cross-sells bank services • Processes routine checking and savings deposits and withdrawals with limited supervision • Sells travelers checks, personal money orders, cashiers checks, and U.S. savings bonds • Processes mail transactions and night deposit bags and issues receipts • Balances and assists other tellers in balancing • Intermediate level position typically requiring 1 year of branch experience.

Typical Titles: Teller II, Teller

7.04 Teller - Senior

Processes cash and noncash transactions • Promotes bank products to customers through brief presentations and refers customers to appropriate departments • Balances daily transactions and performs various duties such as updating customer files, preparing reports, etc. • Performs lead teller functions, including scheduling daily work activities, assisting in cross-training of other tellers and providing back-up duties for all side functions • Top senior level (non-supervisory) teller position typically requiring 2-3 years previous teller experience.

Typical Titles: Lead Teller, Head Teller, Teller III

7.05 Branch Manager - Level II / Intermediate

Responsible for the daily activities for branches with deposits of up to \$50MM and/or 10-20 employees, including officers, without direct commercial lending responsibilities.

7.06 Branch Manager - Level III / Senior

Responsible for daily activities for branches with deposits of \$50MM or more and/or over 20 employees, including officers, without direct commercial lending responsibilities.

7.07 Financial Services Representative

Accountable for opening a variety of new customer accounts and aggressively cross-selling banking services to new and existing prospects • May perform operational support duties such as selling travelers checks, preparing business payroll deposit slips, providing notary services, making credit verifications and processing check orders, address changes, night deposit lease agreements, and telephone transfers • Works under individual sales goals • Intermediate level position typically requiring thorough knowledge of basic banking services and new accounts.

8. MANUFACTURING / PRODUCTION

8.01 Assembler - Entry

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

Typical Titles: Assembler I, Assembler

8.02 Assembler - Intermediate

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

Typical Titles: Assembler II

8.03 Assembler - Senior

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

Typical Titles: Senior Assembler, Assembler III

8.04 Assembler - Lead

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

Typical Titles: Assembly Lead

8.05 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 • May operate computer terminals and forklift • May assist and/or train lower level Material Handlers • Intermediate level position typically requiring ability to lift heavy materials and 1-2 years material handling experience.

Typical Titles: Material Handler, Forklift Truck Driver

8.07 Inspector - Intermediate

Inspects and recommends disposition of parts, assemblies and subassemblies of a complex nature in areas such as production, fabrication, incoming purchased parts, materials, and machine parts • Works from blueprints, diagrams, and customer specifications where general information is provided • Requires some independent judgement • May devise inspection setups where standard checking equipment is not available and special inspection tools and layouts are required • Intermediate level position typically requiring college or vocational training in inspection, quality control and shop math and 2-3 years inspection experience • Must have ability to interpret and apply specification documentation.

Typical Titles: Quality Assurance Inspector II

8.08 Inspector - Senior

Under minimum supervision, determines methods and sequences necessary to inspect complex machined parts, assemblies and subassemblies, plastic molded parts, metal castings, purchased parts, components, assemblies or materials • Improvises or adapts inspection measuring devices and procedures as needed • Performs necessary calculations to determine angles, tolerances, dimensions and other measurements in accordance with engineering specifications • Tasks performed require substantial independent judgement • Senior level position typically requiring college or vocational training in inspection and quality control and 5 years inspection experience • Typically requires a working knowledge of the processes and materials required in fabrication and ability to use complex measuring devices.

Typical Titles: Mechanical Inspection Technician, Quality Control Inspector, Quality Assurance Inspector II

8.10 Electronics Technician - Intermediate

Performs calibration, trouble-shooting and repair work on instruments, systems and circuits • Uses broad range of electronic test instruments to calibrate instruments and diagnose problems • Uses manufacturing and test documentation to build and test electronic circuits and subassemblies • Adjusts a broad variety of moderately complex processing equipment • Loads, utilizes and may modify software routines for test or monitoring purposes • Intermediate level position typically requiring an A.A. degree in electronics or equivalent experience and 2 years Electronic Technician experience • Typically requires knowledge of algebra and trigonometry and ability to use a variety of electronic instruments.

Typical Titles: Electronic Technician II, Instrument Tech

8.11 Electronics Technician - Senior

Designs circuits, instruments or systems to improve testing, calibration and trouble-shooting techniques • Develops test methods and writes procedures • Evaluates and recommends product design improvements • Prepares technical reports and summarizes findings, alternatives and recommended solutions to technical problems • Acts as technical liaison with vendors and other users • May provide technical direction to lower level technicians • Senior level position typically requiring an A.A. degree in electronics or equivalent experience and 6 years Electronic Technician experience • Typically requires ability to conceive, evaluate and implement design changes to instruments, circuits or processes.

Typical Titles: Senior Electronic Technician, Electronic Technician III

8.12 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.

Typical Titles: Warehouse Supervisor, Manufacturing Supervisor, Production Supervisor

8.13 Production Machine Operator - Entry

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

NOTE: Exclude intermediate level operators, senior level operators.

8.14 Production Machine Operator - 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.

NOTE: Exclude entry level, senior level.

8.15 Production Machine Operator - Senior

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

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

8.16 Machinist (Journey)

Fabricates new and replacement parts for mechanical equipment using a variety of major conventional, N/C, and automatic machines such as lathes, horizontal or vertical milling machines and drill presses • 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.

Typical Titles: Journey Machinist, Machinist

8.18 Production Planner / Scheduler

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

NOTE: Exclude supervisors.

8.20 Work Team / Production Lead

Operating within a work group, performs a wide variety of production and lead activities requiring knowledge of multiple production processes and tasks • With the work group, identifies production objectives and implementation plans, tracks production, investigates, recommends, and implements process improvements • Assists in decisions regarding people, material, equipment and work flow, based on changes in product demand and mix requirements • Assists in employee training • May set up, operate, and maintain process machinery and equipment • May operate terminal and associated computer programs • Typically requires broad skills in performing a variety of production operations or operating a variety of production machinery and equipment, and 2-4 years of related experience.

Typical Titles: Team Lead

8.25a Quality Assurance Engineer

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

8.25b Quality Assurance Engineer - Senior

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

8.27 Quality Assurance Manager

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

Typical Titles: Quality Assurance Manager, Quality Control Manager, Manager Audit Operations

8.28 Quality Assurance Technician

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

Typical Titles: QA Technician, Quality Engineer, Quality Control Supervisor

8.29 Production Manager

Plans and manages the overall production activities of a company, division, or plant • Responsible for production schedules and applies performance standards for measuring progress • Monitors daily operations to identify and resolve problem areas relating to staffing, scheduling, tooling, quality, and production line arrangement • May direct maintenance of facility and equipment • This is the top production management position, supervising production control, plant engineering and/or plant security activities, and typically requiring a degree and 5-8 years of experience.

8.35 CNC Programmer

Responsible for the programming of computer numeric controlled production equipment, in addition to loading and setup of tools, parts and raw material options to be used • Analyzes material utilization and makes improvements to the CNC programming to achieve desired improvements • Maintains orderly files and reporting system for all programs • Typically requires extensive technical or specialized training or equivalent experience with 1 or more years related experience.

9. ENGINEERING

9.01 Engineer - Entry

Under direct supervision, assumes the responsibility for entry-level engineering assignments • Involved in some aspects of product or process invention or development • Analyzes problems and completes engineering assignments that relate to a segment of a larger activity as appropriate to the function • Entry level position requiring a BS degree, Engineering and broad-based theoretical understanding of scientific/engineering concepts, but little or no practical experience.

Typical Titles: Mechanical Engineer I

9.02 Design Engineer

Researches, designs, develops and tests a variety of electronics and mechanical equipment and systems • Incorporates new technology in designing or redesigning electrical or mechanical components, products or facilities • Intermediate level position requiring BS in engineering, 3-5 years of experience and broad-based theoretical understanding and practical experience necessary to perform moderately difficult engineering assignments.

Typical Titles: Elect Engineer, Mech Engineer, Software Engineer, Project Engineer

9.03 Engineering Technician - Intermediate

Under general supervision, prepares minor design projects for new construction, modifications and rebuilds of electrical transmission lines and substations • Assists engineers and senior technicians in various design functions • Verifies drafted detail drawings for accuracy • Intermediate level position typically requiring training in engineering and 1-3 years of related work experience.

Typical Titles: Engineering Technician

9.04 Engineering Technician - Senior

Performs research and design assignments by preparing design calculations, coordinating construction and intercompany services, preparing cost estimates and conducting studies • Designs moderately complex construction projects • Monitors progress of construction and completes field checks of completed construction to insure compliance with specifications • Senior level position typically requiring training in engineering and 3-4 years of engineering experience.

Typical Titles: Senior Engineer, Field Engineer, Senior Engineering Technician

9.05 Drafter - Intermediate

Prepares and revises moderately complex drawings, diagrams, documents and other visual aids containing hidden lines, sectional procedures and intricate detail • Works from detail sketches and engineering specifications • Produces documentation, artwork or photoplots, typically through use of computer-aided drafting system • Intermediate level position typically requiring an AA degree and 1-2 years of drafting experience • Requires working knowledge of drafting terminology and procedures.

Typical Titles: Drafter, CAD Operator, Technical Designer

9.07 Design Drafter

Works with design originators, preparing drawings of unusual, complex or original designs which require a high degree of precision • Prepares unusually difficult assignments requiring considerable initiative, resourcefulness and drafting expertise in manual and computer-aided drafting techniques (CAD) • Exercises independent judgment in selecting and interpreting data based on a knowledge of design intent • Works primarily as a drafter, may perform routine engineering designs for special projects • May provide advice and guidance to lower level drafters • Usually requires 3-5 years of drafting experience and an AA degree in drafting or electrical/mechanical engineering.

Typical Titles: Design Drafter, Drafting Tech III

9.08a Engineering Supervisor (First Level)

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

9.08b Engineering Manager

Performs complex design engineering or engineering at the design engineer level • Oversees other supervisors within engineering • Typically requires a B.S. degree and 8 or more years related experience.

Typical Titles: Manager Engineering Services

9.09 Manufacturing Engineer

Designs and coordinates manufacturing processes

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

Typical Titles: Manufacturing Engineer II

9.15 Software Engineer

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 the intermediate level software engineering position with no supervisory responsibility, typically requiring a bachelor's degree in Computer Science and 2-4 years of experience.*

9.17 Software Engineer - Senior

Designs, develops, and troubleshoots complex 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
- At times, serves as a technical expert or lead on a project
- Provides input for systems documentation
- May mentor lower level Software Engineers
- *This is the senior level software engineering position, typically requiring a bachelor's degree in Computer Science, significant depth of knowledge in multiple technical areas and 5+ years of experience.*

9.20 Electrical Engineer - Entry

Researches, designs, develops, and tests a variety of electronic and electromagnetic equipment and systems

- Incorporates new technology in the design or redesign of electrical components, products, or facilities
- *This is the entry level position requiring a bachelor's degree in electrical engineering.*

9.21 Electrical Engineer - Intermediate

Researches, designs, develops, and tests a variety of electronic and electromagnetic equipment and systems

- Incorporates new technology in the design or redesign of electrical components, products, or facilities
- *This is an intermediate level journey engineer, typically requiring a degree and 3-5 years of experience.*

9.22 Electrical Engineer - Senior

Performs complex electrical engineering assignments with considerable latitude for action and decision making

- Researches, designs, develops, and tests a variety of electronic and electromagnetic equipment and systems
- Incorporates new technology in the design or redesign of electrical components, products, or facilities
- *This is the senior level engineer, typically requiring a degree and 5-8 years of experience..*

9.23 Electrical Engineer - Staff Level

Leads technology efforts and directs complex technical design projects for new and existing electrical components, products, or facilities

- Investigates emerging technologies, identifies new product opportunities and establishes parameters for product direction/design
- Facilitates assigned development projects for new and existing products based on formal product specifications
- Leads activities across groups and across products to ensure product inter-operability and compatibility with other projects
- May be assigned engineering manager duties on a temporary basis
- *Typically requires a bachelor's degree in electrical engineering and 8 or more years of experience.*

10. MARKETING & SALES

10.01 Call Center Representative

Receives orders for products/services over the telephone (does not initiate calls to customers)

- Answers customer inquiries regarding products/services
- Quotes prices and availability of products/services
- May cross-sell other products/services or memberships
- May utilize an automated product information system
- *This is a fully qualified, nonexempt position typically requiring 6-12 months of experience, and in-depth product/services knowledge.*

Typical Titles: Order Entry Clerk, Member Services Rep

10.02 Call Center Supervisor

Manages the day-to-day operations of a team of customer service representatives

- Plans, directs, supervises and evaluates workflow
- Coordinates work activities to achieve the volume expected to meet operational requirements
- *Typically excludes technical support*
- *Typically requires 1-3 years of supervisory experience in a customer service setting.*

Typical Titles: Call Center Supervisor, Team Leader

10.03a Customer Service Representative

Discusses accounts, products, and services with present and prospective customers

- Obtains documents and processes account information
- Familiar with specific industry rules and regulations
- Responsible for resolving customer accounts, problems, and errors
- *Intermediate level position typically requiring a thorough knowledge of products and services typically acquired through 2-3 years on-the-job training.*

Typical Titles: Phone Center Officer, Client Services Rep

10.03b Customer Service Representative (Technical Support)

Answers complex questions and provides technical support to customers, over telephone or through written correspondence, regarding company products or services (e.g. software, engineering, or product performance inquiries) • Troubleshoots, analyzes, and remedies customer problems within established guidelines • May operate 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.

10.04 Sales / Customer Support Representative

Performs customer service duties by phone or in person and coordinates internal activities for assigned accounts, products or services • Responds to customer inquiries on orders, services, product availability, pricing, shipping schedules and payment terms • Solicits sale of new or additional products or services • Writes/types order forms, or enters data into computer and reviews orders for accuracy • Maintains customer files/logs, monitors status of order, and follows-up with other departments and/or customer when necessary • Promotes and maintains positive customer relations • Coordinates product/service related issues with other departments as necessary • Intermediate level position typically requiring 2 or more years of experience.

Typical Titles: Account Executive Inside Rep, Inside Sales Rep, Customer Service Planner

10.05 Sales Representative / Account Executive

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

NOTE: Commission included under bonus.

Typical Titles: Sales Representative, Sales Exec, Account Exec

10.06 Marketing Manager

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

Typical Titles: Marketing Manager, Director of Marketing

10.07 General Sales Manager

Manages and coordinates sales activities (excluding marketing) for a company or operating unit • Develops short- and long- range sales objectives, plans strategies for attainment, and develops performance standards for measuring progress • Compiles and analyzes competitive sales information and recommends actions pertaining to new product development, product improvement, pricing, and distribution • Trains, develops, and motivates assigned sales staff • This position supervises all sales and administrative staff and is typically responsible for \$25-\$100 million in annual sales • Typically requires a degree and 5-8 years of experience.

Typical Titles: Sales Manager, Business Unit Manager

10.08 Public Relations Specialist

Implements public/media relations activities to promote and improve public, employee, and stockholder understanding of the organization's objectives and achievements • Coordinates and implements corporate public and media relations strategy, as directed • Prepares press releases and may act as spokesperson to the media • May coordinate international activities • May include corporate contributions and community affairs responsibilities • Typically requires a degree and 3-5 years of experience.

Typical Titles: Communications Specialist, PR Rep, Public Relations Officer

10.09 Marketing Coordinator

Coordinates production of all media/promotional materials to include brochures, advertising, newsletters, etc. • Works with outside vendors and agencies as needed for printing graphics and design assistance • Coordinates to maintain, update and/or create new marketing materials • Compiles reports for tracking various projects and presenting statistical information to management • Maintains master files of all printed materials and master copies • Intermediate level position requiring at least 1-2 years of related experience.

Typical Titles: Market Training Administrator, Creative Specialist

10.11 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 3 years of experience in supervising customer activities.*

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

10.12 Customer Service Supervisor

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

10.15 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. PROJECT / PROGRAM MANAGEMENT

11.01 Project Analyst / Coordinator

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

11.02 Project Manager I

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

11.03 Project Manager II

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

11.06 Program Manager I

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

11.07 Program Manager II

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

12. HEALTH CARE

12.02 Medical Billing Clerk

Performs medical billing functions to third party payors • Reviews itemized bills to verify accuracy and completeness of charges • Researches denied or incomplete bills • Codes and/or verifies ICD-9 coding • Researches and resolves minor patient complaints • Typically requires 2 years billing experience.

12.06 Medical Office Assistant

Provides clerical and patient care support activities • Greets and directs patients, answers phones, maintains electronic medical records, obtains insurance verification and authorization • Schedules patient's doctor appointments, arranges for hospital admissions and laboratory services • This is an entry level position, typically requiring a high school diploma or GED and typically 6 months general clerical experience.

12.08 Laboratory Technician

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

NOTE: Exclude lab aides, entry lab technicians, lab analysts.