



Cascade Employers  
Association

# Non-Profit Pay and Benefit

Executive Summary Report



## **\*\* CONFIDENTIAL INFORMATION \*\***

This survey is provided to assist you in administering your pay and benefits programs; it is, however, considered confidential information. To preserve this confidentiality, the information in the survey must not be used to support specific actions in discussions with any third party representative.

Disclaimer: Pay data displayed with hourly or annual rates is not intended to imply appropriate classification under the Fair Labor Standards Act or any state wage and hour law. Exemption status is dependent upon compensation practices and actual job duties.

### **Conducted By:**

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# INTRODUCTION

## Introduction

Following are summary statistics relative to the 2017 Non-Profit Pay and Benefit Survey.

- **Number of Participating Employers .....118**
- **Number of jobs for which pay data was collected .....244**
- **Number of surveyed jobs with at least five (5) companies responding .....117**
- **Number of employees in jobs with at least five (5) companies responding .....5,638**
- **Number of employee policy benefit related questions.....104**
- **Information in this document reflect practices as of ..... *January 2017***
- **Survey publication date..... *June 2017***

Wages are displayed in ANNUAL or HOURLY dollars.

## Report Formats

There are five primary sections to this report:

- Participating Organizations
- Index of Jobs Surveyed
- Individual Job Detail Reports
- Overall Data Summary
- Policy & Benefit Summaries

### Participating Organizations

This section lists survey participants alphabetically unless a participant requested not to be listed. In addition, demographic analyses are provided based on participant total employment, annual operating budget, geographic location, and industry.

### Index of Jobs Surveyed

This section includes a listing of all jobs in the survey in job code order. Job description summaries are included with each job in the Individual Job Detail Reports. For each job title listed, a page number is provided for easy reference to the applicable Individual Job Detail Report, and a job code is provided to facilitate location of the job in the Overall Data Summaries.

### Individual Job Detail Reports

This section includes detailed reports of pay data for each job surveyed and is in job family and job code order. It is useful to organizations which need to analyze various market considerations to meet the objectives of their compensation programs. In addition to a base pay summary of all participants combined, this report includes pay breakouts based on the following participant considerations:

- Geographic Area \*
- Industry
- Employment Size
- Match Degree
- Annual Operating Budget
- Range of Pay

In addition, this section studies the impact of bonuses and incentive plans on pay practices. It presents bonus, incentive and total compensation information for jobs in which bonuses or incentives were reported. Because bonus or incentive pay varies greatly for non-profits, this analysis provides useful information for accurately pricing jobs.

#### \* Geographic Areas:

<u>Total Willamette</u>		<u>Surrounding Areas</u>
<u>Portland Metro</u>	<u>Mid-Willamette</u>	Deschutes
Clackamas	Benton	Hood River
Clark	Lane	Jackson
Multnomah	Linn	Jefferson
Washington	Marion	Josephine
	Polk	Lincoln
	Yamhill	

## Report Formats

### Overall Data Summary

This section is provided as overall summary information about base pay practices in relation to all companies surveyed. It lists jobs in job code order and can be used to compare the results between jobs quickly or to price a job when location and other breakouts are not needed for compensation strategy. *Some companies may find that this section meets the majority of their pay information needs.*

### Policy & Benefit Summaries

This section summarizes participant responses to a select group of employee policy and benefits practice questions. Each question is followed by a series of options related to each question. To the right of each option will be the number of organizations responding along with the percentage that the number is of the total group of respondents.

## Data Presentation Standards

Whenever necessary, data within individual job detail reports is either suppressed or adjusted (indicated by dashes, asterisks or the use of italics) to assure confidentiality of individual participant data. Please note the following in reviewing reports:

**Dash:** Data has been suppressed because the number of responses is not sufficient to compute the statistic and safeguard individual participant data confidentiality.

At least five (5) responses are required to display any pay information for a job.

**Double Asterisks:** Data is not applicable. For example, because range of pay statistics (such as start pay) applies to responding organizations, the weighted averages (weighted by the number of employees) does not apply.

**Italicized Data:** If the data from one or more survey respondents dominates any line of data (50% or more of the employee sample), the number of employees for the dominating organization(s) has been adjusted to reduce the influence of the dominating organization(s) below the 50% threshold. If the same rate appears multiple times (e.g., for 10th Percentile, 25th Percentile, and/or Median), this reflects the influence on the data by the dominating organization(s).

### **CAUTIONARY NOTE**

Despite current response rates and job matches, the data on some positions is limited. Users should view such jobs with some discretion. The data on such jobs may not be representative of overall market pay practices.

Survey job description summaries should be reviewed carefully when applying the survey results to your organization.

## Estimated Survey Data Aging Factors (January 1, 2017 – December 31, 2017)

The following formulas can be used to age base salary data to current market levels and are based on historical pay trend data. Assuming a data effective date of January 1, 2017, month one is January 1, 2017, and month twelve is December 31, 2017.

Age of Data*	Formula	Aging Factor	Age of Data*	Formula	Aging Factor
1 Month	$(.00167 \times 1)$	$= .00167$	7 Months	$(.00167 \times 7)$	$= .01169$
2 Months	$(.00167 \times 2)$	$= .00334$	8 Months	$(.00167 \times 8)$	$= .01336$
3 Months	$(.00167 \times 3)$	$= .00501$	9 Months	$(.00167 \times 9)$	$= .01503$
4 Months	$(.00167 \times 4)$	$= .00668$	10 Months	$(.00167 \times 10)$	$= .01667$
5 Months	$(.00167 \times 5)$	$= .00835$	11 Months	$(.00167 \times 11)$	$= .01837$
6 Months	$(.00167 \times 6)$	$= .01002$	12 Months	$(.00167 \times 12)$	$= .02004$

### Data Aging Example:

Add 1 to the applicable aging factor and multiply the result times the survey pay rate to determine the "aged pay rate" (e.g., if a survey salary is equal to \$32,000 on January 1, 2017 and is to be aged 6 months to July 1, 2017 the calculation would be  $1 + .01002 = 1.01002 \times \$32,000 = \$32,321$  after rounding).

\*Reflects months from the date the survey data was initially collected (1/1/2017). While it is possible to age data beyond 12 months (by multiplying the monthly aging factor of .00167 times the number of months the data is to be aged), the accuracy of these estimates decreases as the original data becomes older.

## **PARTICIPATING ORGANIZATIONS**

## Partial Listing of Participants

(12 Organizations elected not to be included on this list)

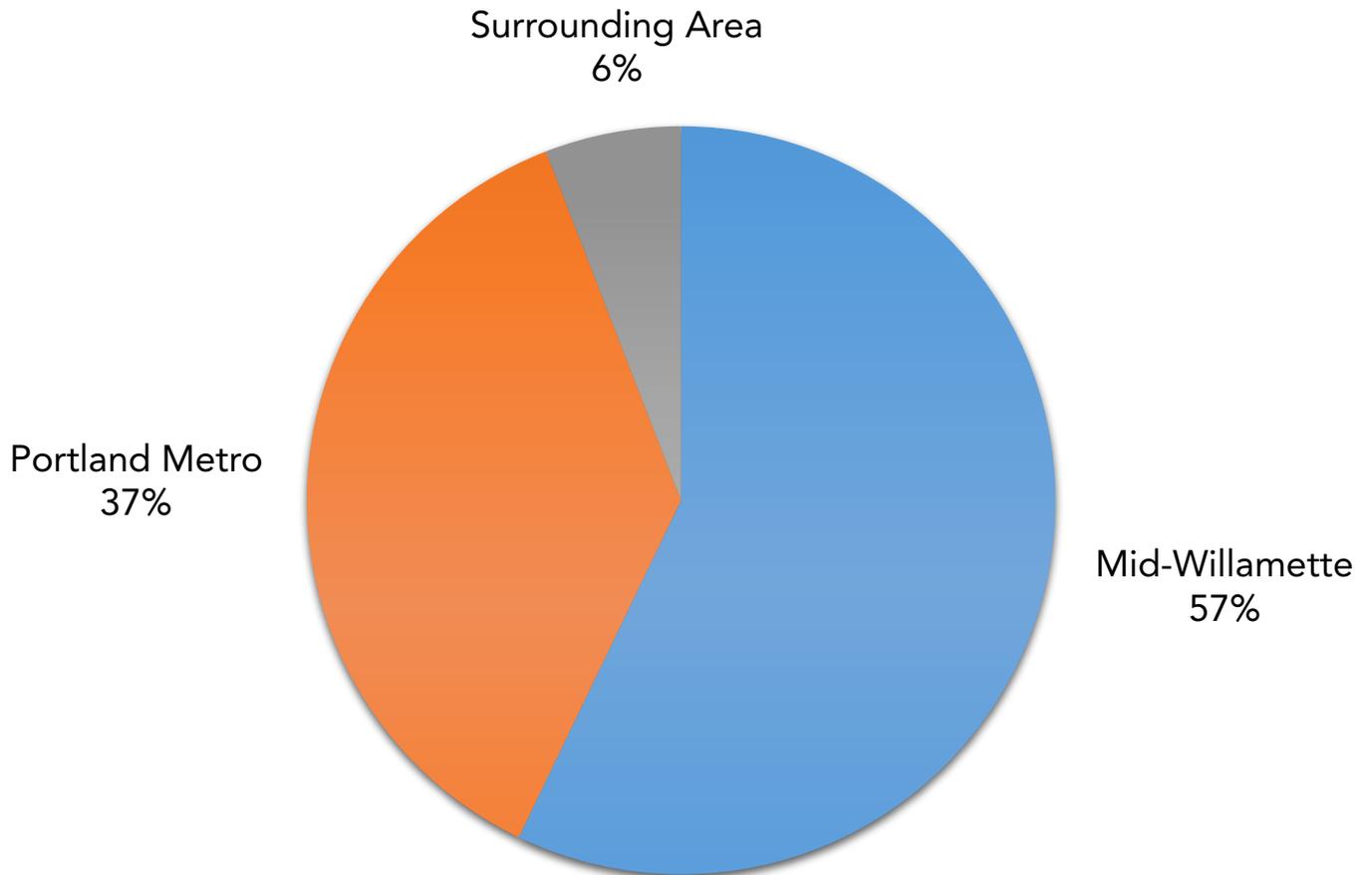
- ABC House
- All God's Children International
- ANDEO
- Big Little School
- Bridgeway Recovery Services
- Camp Lutherwood Oregon
- Capital Manor Retirement Community
- Cascade Health Solutions
- Cascadia Behavioral Healthcare
- Catholic Charities
- Catholic Community Services
- Center for Community Innovation
- Center for Hope and Safety
- Clackamas Women's Services
- Community Action Partnership of Oregon
- Community Energy Project
- Community Home Builders
- Confederated Tribes of Grand Ronde
- Confederated Tribes of Siletz Indians
- Confederated Tribes of Warm Springs
- Cottage Theatre
- Dallas Area Chamber of Commerce
- Direction Service
- Eugene Area Chamber of Commerce
- Eugene Ballet
- Evergreen Aviation & Space Museum
- Exceed Enterprises, Inc.
- FACT Oregon
- Family Building Blocks
- Family Tree Relief Nursery
- FOOD For Lane County
- Friendsview Retirement Community
- Gateway to College National Network
- Girls Inc. of the Pacific NW
- Good Neighbor Center
- Goodwill Industries Lane & S. Coast Counties
- Green Electronics Council
- Home Builders Association Marion & Polk Co.
- Homewoods Corporation
- Housing Independence
- Intercultural Communication Institute
- Jewish Family & Child Service
- Kairos
- Kids & Company of Linn County
- Latino Network
- Linfield College
- Looking Glass Community Services
- Main Street Oregon City
- Marion-Polk Food Share
- Math Learning Center
- Mennonite Village
- Merchants Exchange of Portland
- Metropolitan Family Service
- Mount Angel Abbey
- Multnomah Athletic Club
- MV Advancements (Industrial Services)
- NACM Northwest Co.
- National Intramural-Recreational Sports Assoc.
- NeighborImpact
- North Clackamas Chamber of Commerce
- Northwest Christian University
- Northwest Human Services, Inc.
- NWEA
- Options Counseling Services of Oregon
- Orbis Cascade Alliance
- Oregon Academy of General Dentistry
- Oregon Career Information System
- Oregon Child Development Coalition
- Oregon Concrete & Aggregate Producers Assoc.
- Oregon Dressage Society Inc.
- Oregon Episcopal School
- Oregon Home Builders Association
- Oregon Medical Association
- Oregon Primary Care Association
- Oregon Refuse and Recycling Association
- Oregon School Boards Association
- Oregon Society of CPAs
- Oregon Tilth

## Partial Listing of Participants

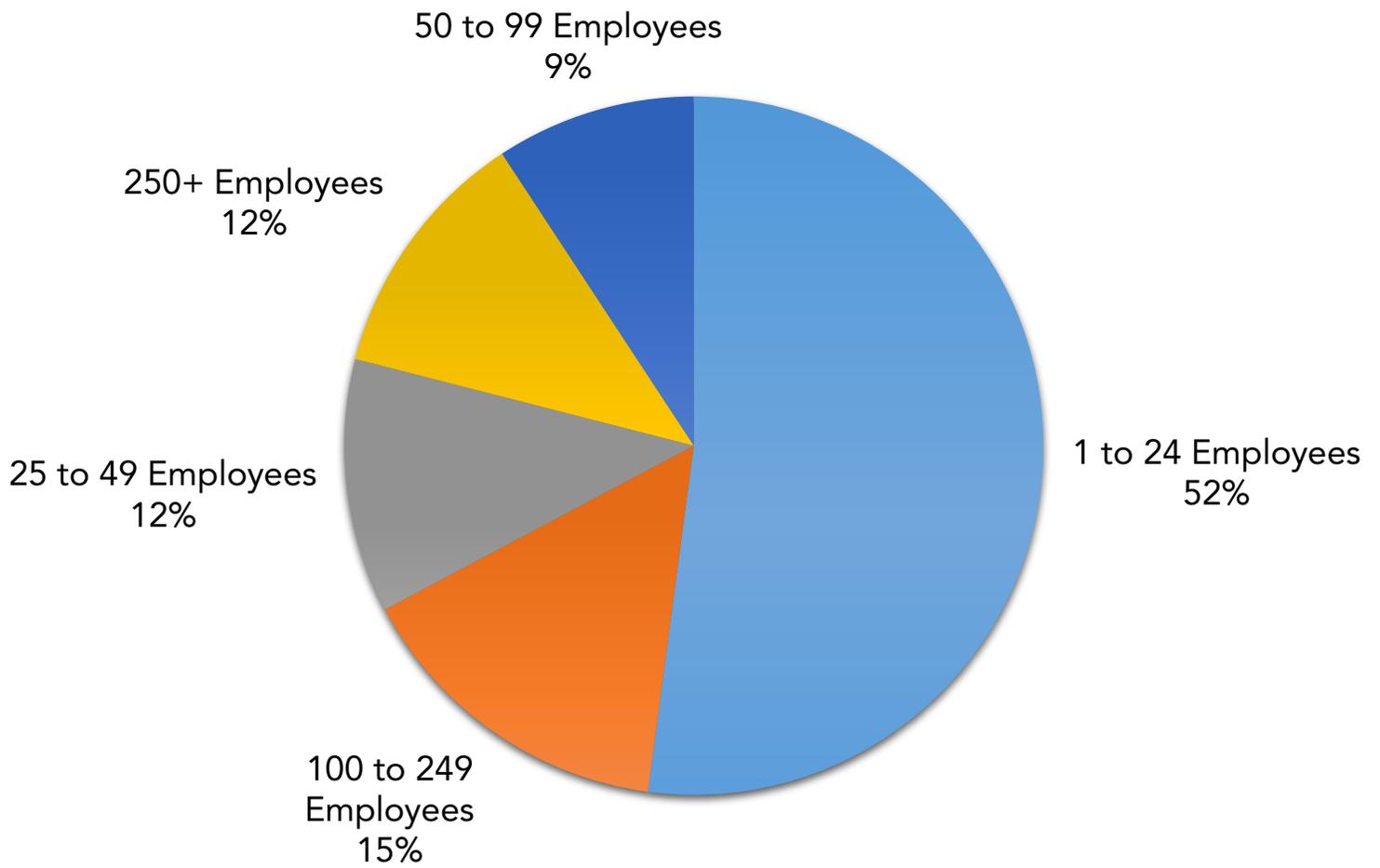
(12 Organizations elected not to be included on this list)

- PacificSource Health Plans
- Partnerships in Community Living, Inc.
- Polk Community Development Corp
- Portland Homeless Family Solutions
- Portland Police Bureau Sunshine Division
- Reach, Inc.
- Reading Results
- Ronald McDonald House Charities
- Salem Area Mass Transit District
- Salem Art Association
- Salem Interfaith Hospitality Network
- Salem/Keizer Coalition for Equality
- SEDCOR
- Serenity Lane
- Shangri-La
- Southwest Neighborhoods Inc. (SWNI)
- Special Mobility Services
- SPOON
- Sunriver Nature Center & Observatory
- The Next Door, Inc.
- The Oregon Community Foundation
- Union Gospel Mission
- United Way of Benton & Lincoln Counties
- United Way of Jackson County
- University Medical Group
- University of Oregon Foundation
- Volunteers In Medicine Clinic
- Yamhill Community Action Partnership

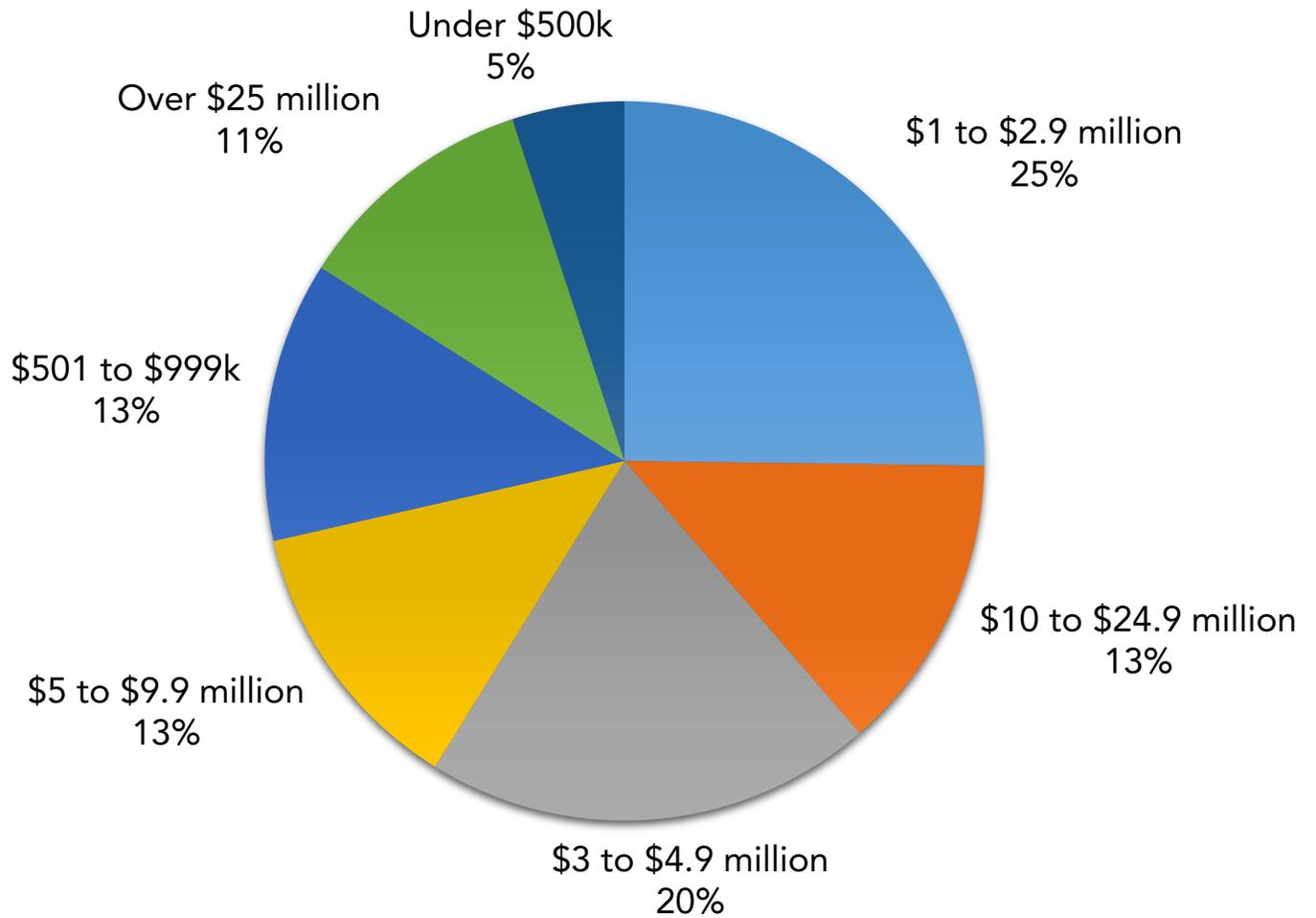
## Participant Distribution by Geographic Location



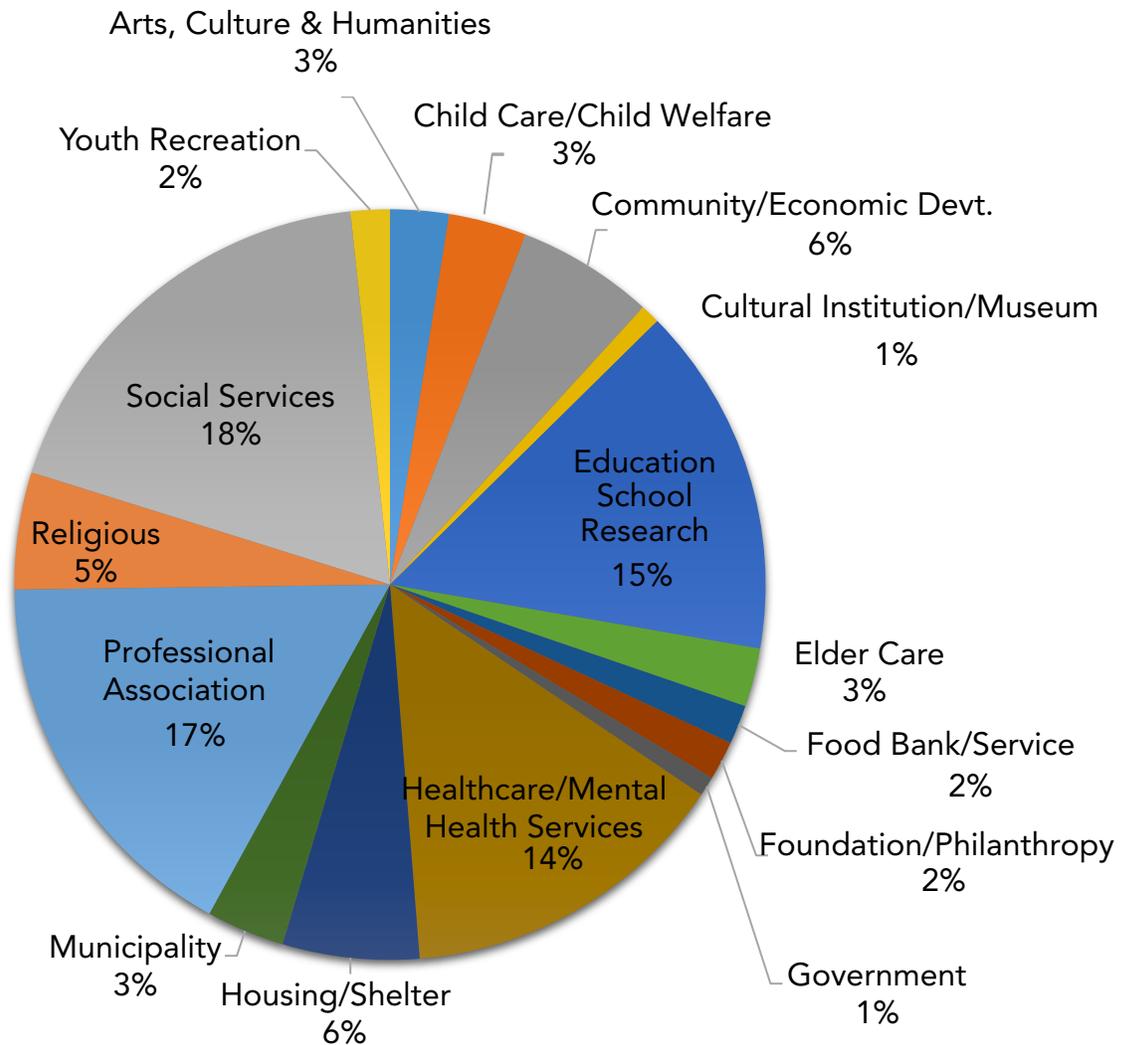
## Participant Distribution by Total Employment



## Participant Distribution by Annual Operating Budget



## Participant Distribution by Industry



# INDEX OF JOBS SURVEYED

## Index of Jobs Surveyed

Note: \* Indicates insufficient data to assure confidentiality, therefore, no Job Detail Report is provided on report.

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Administrative Services	1.02	Second Highest Position or Deputy/Associate	22
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Administrative Services	1.04	Director of Operations	22
Administrative Services	1.05	Operations Manager	22
Administrative Services	1.06	Administrative Services Manager	22*
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Administrative Services	1.10	Administrative Assistant II	23
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Administrative Services	1.12	Office Clerk	23
Administrative Services	1.13	Receptionist/Telephone Operator	23
Administrative Services	1.14	General Counsel	24
Administrative Services	1.15	Project Manager	24
Administrative Services	1.16	Project Coordinator	24
Administrative Services	1.17	Data Analyst	24
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Medical Services/Healthcare	14.20	Dental Assistant	48*
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Medical Services/Healthcare	14.22	Patient Services Representative	49*
Medical Services/Healthcare	14.23	Pharmacist	49*
Medical Services/Healthcare	14.24	Pharmacy Technician	49*
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Mental Health/Social Work	16.05	Mental Health Therapist (Licensed)	51
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Mental Health/Social Work	16.09	Caseworker/Case Manager I	51
Mental Health/Social Work	16.10	Caseworker/Case Manager II	52*
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Mental Health/Social Work	16.13	Substance Abuse Counselor	52*
Mental Health/Social Work	16.14	Peer Counselor	52*
Mental Health/Social Work	16.15	Social Services Director	52*
Mental Health/Social Work	16.16	Social Services Manager	52
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Mental Health/Social Work	16.18	Job Developer/Employment Specialist	53
Mental Health/Social Work	16.19	Therapist	53*
Mental Health/Social Work	16.20	Clinical Therapist	53*
Mental Health/Social Work	16.21	Clinical Supervisor	53*
Mental Health/Social Work	16.22	Clinical Director	53*
Mental Health/Social Work	16.23	Family Support Specialist	53*
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Environmental/Conservation	20.05	Biologist	56*
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Environmental/Conservation	20.07	Conservationist	56*

# **JOB DESCRIPTION SUMMARIES**

## Job Description Summaries

ADMINISTRATIVE SERVICES		
1.01	EXECUTIVE DIRECTOR	Directs a nonprofit's strategic planning, operations, staffing, budget/finance, fundraising, Board of Directors relations, human resources, public relations, communication and development planning. Chief organizational representative to government agencies, community organizations and the public. Top Executive in a non-profit organization. Typically requires a Bachelor's Degree or above and 10+ years of related experience. Other Title: President.
1.02	SECOND HIGHEST POSITION OR DEPUTY/ASSOCIATE	Responsible for supervising key organization functions, including staff hiring and evaluation, financial management and development, information systems and insurance. Is supervised by the Executive Director and is generally second in command. Other Titles: Associate Director, Associate Executive Director, Associate Administrator, Deputy Director, Vice President, Chief Operating Officer.
1.03	DIRECTOR/VP OF QUALITY IMPROVEMENT	Responsible for supervising department staff. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the department. Reviews the effectiveness of the organizational policies and procedures. Coordinates client satisfaction surveys. Provides direct service/supervision in situations requiring a higher degree of skill. This is the top position in the department. Other Title: Director of Quality Assurance.
1.04	DIRECTOR OF OPERATIONS	Directs general operations management and planning in a service and goods providing organization. Directs multiple departments or a division to attain operational efficiency to provide customer and consumer quality services. Confers with executive management to meet organizational objectives for all operations activities. Controls budgets and staffing for all operating divisions. Decision have serious and long term impact on division and corporate earnings. Reports to VP or CEO.
1.05	OPERATIONS MANAGER	Manages the day-to-day business operations in a service and goods providing organization including nonprofits. Functions managed may include facility planning, fulfillment, purchasing and finance, risk management, legal and human resources, IT and enterprise systems and other business support functions. Manages a department or function through supervisors and/or senior staff. Makes final decision on administrative, project management and operational matters. Actions directly impact department performance. Reports to director or executive level in smaller organizations.
1.06	ADMINISTRATIVE SERVICES MANAGER	Responsible for providing office services support to the organization or business unit. Supervises operations for centralized services, such as duplicating, filing, telephone, mail room, reception, and administrative support. Purchase office supplies and oversee the planning, purchasing, and maintenance of office equipment. Manage a department or function through supervisors and/or senior staff. Makes final decision on administrative and operational matters.
1.07	OFFICE MANAGER/ADMINISTRATOR	Responsible for managing office services, which may include copy services, word processing, mail and distribution services, records retention, office reception, janitorial services, cafeteria staff, recreation services, utility services and communication systems, such as telephones. Other Titles: Administrative Services Manager, Front Office Supervisor, Site Manager.

## Job Description Summaries

1.08	EXECUTIVE ASSISTANT	Responsible for providing administrative support to the Executive Director. Handles details of a highly confidential and critical nature. Collects and prepares information for the Executive Director to use in meetings with organization staff and outside parties. Supports the Board of Directors by providing management support in scheduling, preparing agendas, staffing, preparing minutes, and coordinate Board level committee meetings and functions. Assists with special projects, creating reports, statistical tracking and database management. Other Titles: Assistant to President, Executive Secretary.
1.09	ADMINISTRATIVE ASSISTANT I	Assists executives, department managers and staff by performing a variety of administrative and clerical support duties, such as meeting planning, preparing complex documents, composing correspondence and coordinating activities. Collects and compiles data, prepares standard and custom reports. Entry level business support. Acquires new skills and learns policies and procedures to complete routine tasks. Receives close supervision on assignments and interactions with customers and callers. Typically requires High School education and 0-2 years of experience.
1.10	ADMINISTRATIVE ASSISTANT II	Assists executives, department managers and staff by performing a variety of administrative and clerical support duties, such as meeting planning, preparing complex documents, composing correspondence and coordinating activities. Collects and compiles data, prepares standard and custom reports. Intermediate level business support. Applies learned skills and procedures to complete semi-routine tasks. Receives general guidance on assignments and interactions with customers and callers. Typically requires High School education and 2-4 years of experience.
1.11	ADMINISTRATIVE ASSISTANT III	Assists executives, department managers and staff by performing a variety of administrative and clerical support duties, such as meeting planning, preparing complex documents, composing correspondence and coordinating activities. Collects and compiles data, prepares standard and custom reports. Senior level business support. Applies expertise to perform a broad range of tasks. Senior member of a team. Mature knowledge source for customers, clients and co-workers. Typically requires High School education with some vocational training and 4-6 years of experience.
1.12	OFFICE CLERK	Performs clerical procedures in support of assigned department. Maintains and updates filing, inventory, mailing, and database systems. Compiles, sorts and files records of office activities and business transactions. Types, formats, proofreads, and edits correspondence and other documents. Entry level business support. Acquires new skills and learns policies and procedures to complete routine tasks. Receives close supervision on assignments and interactions with customers and callers. Typically requires High School education and 0-2 years of experience.
1.13	RECEPTIONIST/TELEPHONE OPERATOR	Receives visitors, secures identification, announces and directs them to the proper office. Operates telephone console, receives and connects incoming calls. Answers general requests for information. Performs general secretarial duties. Entry level business support. Acquires new skills and learns policies and procedures to complete routine tasks. Receives close supervision on assignments and interactions with customers and callers. Typically requires High School education and 0-2 years of experience.

## Job Description Summaries

1.14	GENERAL COUNSEL	Carries out legal activities of the organization including legal support of operations, drafting and reviewing agreements, researching and drafting policies, advising management, providing legal representation in civil activities and preparation for litigation. Participates in negotiations on behalf of the organization and represents the organization in litigation. Works independently on assigned projects and provides direction to staff. Typically requires law degree, admission to the Bar and 4-6 years of professional experience.
1.15	PROJECT MANAGER	Manages designated business operations projects having significant business unit impact. Creates and maintains project plans, manages changes in tasks and goals and assigns resources to projects. Participates in development of requirements and specifications and contract finalization. Provides work direction to individuals supporting a project. Do not report IT project managers or individuals managing construction projects. Intermediate level professional. Applies broadening technical and organizational knowledge to semi-complex tasks. Receives general supervision and exercises growing independent judgement. Typically requires a Bachelor's Degree and 2-4 years of experience.
1.16	PROJECT COORDINATOR	Coordinates activities and resources for projects that impact multiple departments or for multiple projects. Coordinates meetings, travel arrangements and expense reports. Develops and maintains detailed project schedules, including all tasks involved in the project. Entry level professional. Typically requires a Bachelor's Degree and 0-2 years of experience.
1.17	DATA ANALYST	Develops programs, methodologies, and files for analyzing and presenting data. Imports, cleans and validates data using databases. Presents conclusions in charts, graphs or spreadsheets. Provides accurate and appropriate interpretation of data. Entry level professional. Learns to apply knowledge and skills acquired through a formal degree or certification program. Work is routine requiring close supervision. Typically requires a Bachelor's Degree and 0-2 years of experience.
1.18	PARALEGAL	Gathers and analyzes research data, such as statutes, decisions and legal articles, codes and documents. Prepares legal documents, including briefs, pleadings, appeals, wills, contracts and real estate closing statements. Investigates facts and law of cases to determine causes of action and to prepare case materials and legal documents for attorneys. May specialize in an area of legal practice. Typically requires a Bachelor's Degree and 2-4 years of professional experience. May be certified by the National Association of Legal Assistants as a CP (Certified Paralegal).
1.19	DATA ENTRY OPERATOR	Input numerical and text based data from source document into a computer database. Compile, verify and sort source data. Review for data deficiency and errors. Entry level business support. Acquires new skills and learns policies and procedures to complete routine tasks. Receives close supervision on assignments and interactions with customers and callers. Typically requires High School education and 0-2 years of experience.

## Job Description Summaries

SALES / MARKETING		
2.01	COMMUNICATIONS DIRECTOR	Responsible for advocacy program, marketing and community organizing activities. Directs media and public relations. Manages media partnerships. Acts as the organization spokesperson for community outreach efforts, the media and special events. Other Titles: Marketing Director, Associate Director of Public Policy, Associate Vice President Public Affairs, Director of Community Outreach, Director of Design, Public Information Officer.
2.02	PUBLIC RELATIONS MANAGER	Responsible for planning and producing all publicity, advertising, marketing and promotion, develops and manages budgets for marketing activities. Supervises Assistants and/ Marketing Coordinators. Other Title: Public Relations Coordinator.
2.03	BUSINESS DEVELOPMENT MANAGER	Develops and evaluates major business collaboration opportunities for the organization. Identifies and generates prospects through strategic sales strategies focusing on customers in target markets. Maintains good working relationships with existing clients and generates new sales through referrals and references. Interacts with a broad spectrum of contacts inside and outside of the organization. Typically requires a Bachelor's' degree and 6+ years of professional experience, or equivalent. May supervise Business Development Associates.
2.04	MARKETING MANAGER	Manages marketing activities to promote products and services. Develops marketing strategy based on knowledge of business objectives, market characteristics and cost factors. Evaluate the financial aspects of product development. Develops pricing strategies, balancing firm objectives and customer satisfaction. Initiates market research studies. Uses sales forecasting and strategic planning to ensure the sale and profitability of product lines and services. Hires, trains and evaluates the performance of marketing staff and oversees their daily activities. Typically requires a Bachelor's Degree and minimum 8 years of experience, or equivalent.
2.05	PUBLIC RELATIONS COORDINATOR	Responsible for assisting with the preparation of all printed materials, media relations, and internal communications.
2.06	OUTREACH MANAGER	Responsible for building community partnerships to broaden organization's exposure and provide opportunities for growing membership. Responsible for overseeing, attending and participating in marketing and sales activities. Provides guidance and support to leadership to assist in developing activities that are supportive to the growth of organization. Typically requires a Bachelor's Degree and experience in outreach at the organization level.
2.07	OUTREACH COORDINATOR	Evaluates needs of general public and community groups. Represents organization in a variety of public settings to increase awareness. Organizes fundraisers, media events and other services. Typically requires a Bachelor's Degree in social services or related field and 0-2 years experience.
2.08	GROUP SALES COORDINATOR	Cultivates group ticket sales by working with companies and organizations in the planning and promotion of group events. Makes phone calls to prospects, sets appointments, and hosts tours. Typically requires High School Diploma or GED and 0-2 years of experience.

## Job Description Summaries

2.09	GRAPHIC ARTIST/SPECIALIST	Responsible for the layout of materials for publishing using desktop publishing equipment and software. Uses technical knowledge to further the mission statement of the organization. Works with scanning equipment and plans presentation materials for events or brochures and advertisements. Other Titles: Associate Art Director, Graphic Designer.
2.10	EDITOR	Oversees the development, writing, and editing of material for organization's publications. Ensures that all materials meet established standards as to appearance and content. Obtains cost estimates and collaborates in the selection of illustrators and printers and approves their work. Typically requires a Master's Degree in journalism or communications and 2-4 years of experience, or equivalent. May direct the work of writers.
2.11	COMMUNICATIONS SPECIALIST	Works under general supervision. Communicates organization goals to the media. Develops and implements strategies for increasing public visibility. Establishes and enforces editorial and graphic guidelines. Develops procedures for responding to media information requests. Responds to information requests from existing and potential donors. Typically requires completion of a Bachelor's Degree.
2.12	MARKETING COORDINATOR	Markets products by implementing marketing and advertising campaigns, maintaining promotional materials inventory, planning meetings, maintaining databases, and preparing reports. Receives project direction from senior staff and may spend the majority of time working on assigned segments of a project.
2.13	SOCIAL MEDIA SPECIALIST	Manages and executes an organization's social media strategy. 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. Typically requires a Bachelor's Degree and 2-4 years of professional experience, or equivalent.
2.14	SALES/MARKETING ASSISTANT	Performs administrative support work specific to sales and marketing departments. Assists department manager and staff by performing a variety of support duties, such as data collection, compilation, research, records maintenance, custom reports, sales reports, customer profiles or program reports. Assists with preparation of marketing materials, maintains marketing materials inventory, serves as liaison with print shop vendors or distributes literature. Intermediate level business support. Applies learned skills and procedures to complete semi-routine tasks. Receives general guidance on assignments and interactions with customers and callers. Typically requires High School education and 2-4 years of experience.
2.15	MARKETING GENERALIST	Performs a diverse set of activities, including marketing research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Works under limited supervision and has total project responsibility. May provide training and direction to support staff. Typically requires a Bachelor's Degree and 2-4 years of experience.

## Job Description Summaries

2.16	CUSTOMER SERVICE MANAGER	Manages customer service department staff and budget. Develops and recommends customer service policies and procedures and seeks senior management approval when needed. Applies experience and judgment in the interpretation and application of direction established by senior management. Researches and presents issues of major impact or technical complexity to upper management or refer to the appropriate internal experts for resolution. Manage a department with reporting supervisors. May manage a function with no or few direct reports. Makes final decision on administrative, project management and operational matters. Actions directly impact department performance. Reports to director or executive level in smaller organizations.
2.17	CUSTOMER SERVICE REPRESENTATIVE I	Provides customer service and support to customers of an organization. Typically handle service orders, responds to customer inquiries, and telephone complaints of customers. Does not include Technical Support. Entry level customer support representative. Typically requires 0-2 years experience.
2.18	CUSTOMER SERVICE REPRESENTATIVE II	Provides customer service and support to customers of an organization. Typically handle service orders, responds to customer inquiries, and telephone complaints of customers. Does not include Technical Support. Intermediate level customer support representative. Typically requires 2-4 years experience.
2.19	CUSTOMER SERVICE REPRESENTATIVE III	Provides customer service and support to customers of an organization. Typically handle service orders, responds to customer inquiries, and telephone complaints of customers. Does not include Technical Support. Senior level customer support representative. May handle more complex or escalated customer support. Typically requires 4-6 years experience.
2.20	DIRECTOR OF SALES	Directs the operational functioning of organization-wide sales operations. Includes both internal and external aspects of new sales and retention of existing accounts. Sets the sell-over strategy and ensures the successful account implementation in all market segments and regions. Typically has subordinate managers. Assists the executive team with critical strategic/tactical projects involving sales team. First or second level of sales within an organization, may have subordinate managers reporting to this position. Typically requires a Bachelor's Degree with at least 8 years of experience.
2.21	ACCOUNT MANAGER	Serves as the primary business contact for the client and is responsible for client satisfaction. Develops new business opportunities with existing clients by promoting company products and services. Improves customer satisfaction by improving responsiveness and anticipating customer needs. Helps on-board new clients and provide customer service to assigned customer accounts. Typically requires Bachelor's Degree and 4-6 years of professional experience.
<b>VISITOR / GUEST SERVICES</b>		
3.01	EXHIBITS MANAGER	Responsible for planning, design and production of exhibits. Supervises staff.
3.02	GUEST/VISITOR SERVICES MANAGER	Responsible for managing front-line services such as admissions, information, visitor services, security and food service operations.
3.03	GUEST/VISITOR SERVICES ASSISTANT	Provides information, answers inquiries. Monitors visitor materials and displays. Performs retail transactions and maintains visitor statistics.
3.04	CASHIER	Provides customer assistance by itemizing and totaling purchases. Handles money, processes credit cards, issues receipts, operates cash register and reconciles cash drawer.

## Job Description Summaries

3.05	RETAIL MANAGER	Oversees store operations and staff. Manages the selection, training and development of retail employees. Resolves escalated customer complaints and issues. Ensures monthly sales quota are met. Monitors and prioritizes workflow and schedules. Typically requires an Bachelor's Degree and 3 years of experience.
3.06	RETAIL SUPERVISOR	Oversees store operations in the absence of the store manager. Assists with scheduling employees, monitoring inventory levels, maintaining store appearance, and completing paperwork. Resolves escalated customer service issues. Typically requires 3 years of experience.
3.07	RETAIL ASSISTANT MANAGER	Assists manager with operations of the retail store, including: scheduling, workflow, store policies, selection and training of retail employees. Tracks sales inventory, orders merchandise. Plans, organizes, directs, and controls store activities during assigned shift. May assist with scheduling, issuing corrective actions and hiring. Maintains adequate inventory levels of all merchandise. Typically requires an Associate's Degree with 1-3 years retail experience or equivalent combination of education and experience.
3.08	RETAIL SALES ASSOCIATE	Provides retail customer assistance and check-out service. Greets customers and assists in selecting products or services. Answers questions regarding products or services. May keep records of sales, prepare inventory of stock, or order merchandise.
<b>INFORMATION TECHNOLOGY</b>		
4.01	INFORMATION TECHNOLOGY (IT) DIRECTOR	Directs all corporate information technology activities for the organization. Develops policies, procedures, technical standards, methods, and schedules. Oversees the strategic relationship between information technology and other departments. Researches developments in information technology and computer hardware and software for the formulation of plans to acquire and implement new equipment and applications. Advises on information technology plans, projects, performance and related matters. Provides direction for IS Managers in organizations with multiple locations. Typically reports to the Chief Information Officer in large organizations. In small and mid-sized organizations this may be the top IT position, reporting to an executive.
4.02	INFORMATION TECHNOLOGY (IT) MANAGER	Directs, plans, coordinates, and manages all information systems activities at the business unit or corporate level. Establishes technical standards, project priorities, and company objectives. Prepares budget recommendations. Provides advice and counsel to top management personnel on information technology matters. Manages first-line and exempt supervisors and information systems staff. Typically reports to the IT Director or Executive in larger organizations. In small and mid-sized organizations, this may be the top IT position reporting to an executive.
4.03	WEBMASTER	Designs, develops, and executes site architecture and navigation including redesigns and upgrades. Collaborates with creative staff on design and layout issues to facilitate web publishing. Maps website flow, creates general graphics, provides specifications to outside vendors. Ensures site is optimized across-platforms and browsers. Advises internal groups on all issues relating to the web site. Owns site releases, QA signoff, and documentation. Intermediate level professional. Applies developing knowledge and skills to a range of semi-complex tasks. Receives minimal direct supervision. Actively contributes to team and handles escalation calls. Typically requires a Bachelor's Degree and 2-4 years of experience.

## Job Description Summaries

4.04	NETWORK SYSTEMS MANAGER	Manages the acquisition, installation, and maintenance of the organization's local area networks and wide area networks. Selects hardware, software vendors. Configures and problem solves network problems. Manages network team and creates troubleshooting and maintenance protocols. Manages LAN/WAN performance and security Manager Level. Makes final decision on administrative and operations matters. Actions directly impact department performance. Reports to Director or higher in smaller organizations.
4.05	DATABASE ADMINISTRATOR	Designs database applications to specifications provided. Tests, corrects, monitors, and updates developed applications. Evaluates database performance. Tunes and reorganizes databases as needed. Sets up back-up and recovery procedures for databases. Controls access to data in physical database designs for both privacy and security. Intermediate level professional. Applies developing knowledge and skills to a range of semi-complex tasks. Receives minimal direct supervision. Actively contributes to team and handles escalation calls. Typically requires a Bachelor's Degree and 2-4 years of experience.
4.06	NETWORK ADMINISTRATOR	Maintains and administers computer network infrastructure. Performs data backups and disaster recovery. Diagnoses, troubleshoots and resolves hardware, software and other network and system problems. Plans, coordinates, and implements network security measures. Understands multi-protocol systems and has implementation experience with multi-vendor network systems. Trains and provides troubleshooting procedures to helpdesk personnel. Intermediate level Network Administrator. Typically requires a Bachelor's Degree and 2-4 years of professional experience, or equivalent.
4.07	SYSTEMS ADMINISTRATOR	Responsible for the installation/configuration, operation and maintenance of systems hardware and software and related infrastructure. Insures system hardware, operating systems, software systems, and operating procedures meet organizational needs. Researches and recommends improvements to the operating system Intermediate Systems Administrator Typically requires a Bachelor's Degree and 2-4 years of professional experience, or equivalent.
4.08	HELP DESK TECHNICIAN	Assists users in resolving problems through discussion and diagnosis. Takes the necessary steps to remedy the problem and refers more complex problems to a higher level. May dispatch computer technicians. Entry production level. Acquires new skills and knowledge to complete routine tasks using clearly defined policies and procedures. Receives close detailed instructions and supervision. High School graduation and 0-2 years experience.
4.09	HELP DESK MANAGER	Directs the daily operations of the Help Desk department and staff, ensuring performance standards and service levels are met. Manages and delivers all end-user support, maintenance, and scheduling of new installations and may manage technician dispatch. Ensures technical problems are promptly handled. Monitors staff and their resolution of user problems. Implements procedures to monitor, log, and track technical problems. Takes part or is the lead in evaluating software/hardware used by the help desk group. Prepares reports related to department activities, system functionality, and staff performance. Manager Level. Makes final decision on administrative and operations matters. Actions directly impact department performance. Reports to Director or higher in smaller organizations.

## Job Description Summaries

4.10	WEB DEVELOPER	Designs, builds and maintains web sites, using scripting languages, content creation tools, management tools, and digital media. Analyzes user needs to implement Web site content, performance, and capacity. Converts written, graphic, audio, and video components to compatible Web formats. Performs or directs web site updates, identifies and corrects problems. Ensures code is properly structured, meets industry standards and is compatible with browsers. Intermediate level professional. Applies developing knowledge and skills to a range of semi-complex tasks. Receives minimal direct supervision. Actively contributes to team and handles escalation calls. Typically requires a Bachelor's Degree and 2-4 years of experience.
4.11	TECHNICAL SUPPORT SPECIALIST	Responsible for installing, repairing and maintaining personal computers and related systems within the organization. Performs all installations, upgrades and backups of software and hardware applications. Troubleshoots software, hardware and communication failures.
4.12	COMPUTER TECHNICIAN	Assists with setup, repair and cabling activities relating to computer and network hardware and software. May replace internal boards or components, install drivers, customize system settings, attach peripheral equipment, and troubleshoot user problems. Entry production level. Acquires new skills and learns policies and procedures to complete routine tasks. Receives close detailed instructions and supervision. High School graduation and 0-2 years experience.
4.13	SOFTWARE ENGINEER	Plans and directs the most technical aspects of highly complex software development programs. Researches, studies and proposes the use of new technologies to be used in the development of new and improved products. Assists with strategic planning from the technical perspective for product line or business group. Principal engineer, software developer or scientific professional. Applies expert technical and organizational knowledge to highly complex tasks. Acts as technical authority in area of specialty and as lead on most assigned projects. Typically requires Bachelor's Degree in engineering, science or math and 6-8 years of experience.
<b>DEVELOPMENT / MEMBERSHIP</b>		
5.01	DEVELOPMENT DIRECTOR	Top fundraising/development position. Leads all fundraising strategies and activities for the organization including annual and capital campaigns, planned giving, endowment, corporate/foundation and grants programs. Manages development staff. Establishes and maintains contact with potential financial supporters including private and public organizations. Identifies potential grant opportunities and oversees preparation of grant proposals. Typically requires a Bachelor's Degree and 6+ years of experience, or equivalent. Other Titles: Vice President Development; Community Development Director.
5.02	DEVELOPMENT MANAGER	Develops fundraising strategy and sets priorities, goals and budgets; researches and identifies potential donors. Cultivates potential donors and communicates with current donors; writes grant proposals and prepares presentations to potential donors and key stakeholders. May supervise support staff or be an individual contributor in smaller organizations. Typically requires a Bachelor's Degree in marketing, public relations or an industry specific to the organization.

## Job Description Summaries

5.03	DIRECTOR OF MAJOR GIFTS	Top major gifts position. Assumes full responsibility for strategically identifying, cultivating and soliciting major gift prospects with the help of board and other volunteers. May oversee planned giving program and prepares solicitation materials, including funding proposals and request letters. Coordinates efforts to continually inform, recognize and steward major donors. Helps recruit and train fundraising volunteers. Reports to Development Director. Typically requires a Bachelor's Degree and 5+ years of experience, or equivalent. Other Title: Major Gifts Officer.
5.04	DIRECTOR OF ANNUAL GIVING	Develops and implements a coordinated plan to increase annual fundraising revenues. Coordinates all annual giving solicitation, direct mail program, donor recognition, solicitation materials and donor cultivation activity. May oversee tele funding campaigns. Recruits, trains and coordinates fundraising volunteers. Typically requires a Bachelor's Degree and 5+ years of experience, or equivalent. Other Title: Planned Giving Director.
5.05	GRANTS ADMINISTRATOR	Responsible for coordinating and monitoring programs sponsored by the organization associated with giving or receiving grants. May include administration of social programs, education programs, recreation activities, public service research or other activities. May include soliciting, administering and monitoring of grants programs or receipt and implementation of grants. May include evaluation of grant proposals, awarding grants within authorized limits and preparation of recommendations regarding grant awards. Typically requires a Bachelor's Degree and 2+ years of experience, or equivalent. Other Titles: Grants Manager, Grant Making Coordinator.
5.06	GRANT WRITER	Researches, organizes, writes and submits grant proposals to public, private, corporate and foundation funding sources. Identifies prospective funders, cultivates and manages current partnerships, performs prospect research and develops competitive applications. Matches program proposals to the funder's criteria. Typically requires a Bachelor's Degree and 3-5 years of experience.
5.07	EVENT MANAGER	Manages the strategy and planning of meetings and special events for an organization. Develops and monitors the annual budget for all event activities. Leads and directs staff associated with event process. Typically requires a degree and 4-6 years of professional experience in event and meeting planning.
5.08	EVENT COORDINATOR	Responsible for the coordination of production details for events from conception to post-event completion and ensure the event runs smoothly. May manage organization's presence at trade shows, sales or business meetings, and virtual events. Develops event theme, oversees vendors and security, maintains event schedules, and monitors and tracks expenditures for budgeting purposes. Typically requires a Bachelor's Degree and 2-4 years of professional experience, or equivalent.
5.09	DEVELOPMENT ASSISTANT/ASSOCIATE	Responsible for assisting the Development Director in developing and managing foundation and corporate grants, direct mail programs, special events, newsletters and major gifts programs. Solicits, accepts and acknowledges all collectible donations made to the organization. Generates, maintains and reports on donation records and provides administrative support. Other Titles: Administrative Bequest Coordinator, Campaign Associate, Development Coordinator.

## Job Description Summaries

5.10	DATABASE/GIFTS PROCESSING COORDINATOR	Oversees proper functioning of donor database. Ensures accurate processing and timely acknowledgement of all gifts. May input other data including donor contact reports and research. Creates and facilitates a variety of database reports and lists for Director of Development and staff. Typically requires a High School Diploma or GED and 2+ years of database or related experience.
5.11	MEMBERSHIP DIRECTOR	Directs and administers the association's programs to recruit and retain members. Encourages and initiates efforts by members and member committees in establishing standards for membership and bringing new members into the association. Initiates promotional programs to interest new members. Responsible for developing budget of member service functions and supervision of professional and clerical staff.
5.12	SALES & SPONSORSHIP MANAGER	Responsible for developing new business and selling sponsorships throughout the year. Engages mid-level and senior level executives at leading industry supplier companies. Requires the ability to build relationships with current and prospective sponsors/exhibitors, develop and communicate a compelling value proposition that results in a decision to participate in events and to join if they are not currently members.
5.13	MEMBERSHIP MANAGER	Administers and recommends association programs to recruit and retain members. Encourages and initiates efforts by members and member committees in establishing standards for membership and bringing new members into the association. Administers special promotional programs to interest new members. Maintains budget of membership function and may supervise professional and clerical staff.
5.14	MEMBERSHIP ASSISTANT	Responsible for managing the membership database. Perform duties to process new membership applications and maintain related records and files. Process application forms, check for required data, follow up as required and enter data into record system or computer terminal. Collect, update, and record changes in addresses or data, and maintain related files, records, and reports. Prepare mailings, stuff envelopes, and forward to mailing department.
5.15	FUNDRAISER	Responsible for generating revenue through contributions and charitable giving. Contacts individuals and firms to solicit donations and explains purpose and benefits of program. Receives pledges or funds from contributors. Typically requires Bachelor's Degree and 2-3 years of experience.
<b>EDUCATION</b>		
6.01	EDUCATION DIRECTOR	Plans, implements and administers community education programs and activities for targeted populations; also establishes and administers appropriate educational programs that are consistent with the organization's strategic plan, mission and budget. Supervises community education staff. Typically requires a Bachelor's Degree and 8+ years of experience or a Master's Degree in education, or a related field and 6+ years of experience, or equivalent.
6.02	PRINCIPAL/DIRECTOR/VP OF EDUCATION	Provides supervision to educational department staff. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the program. Provides direct service/supervision in situations requiring a higher degree of skill.

## Job Description Summaries

6.03	EDUCATION MANAGER	Reports to Education Director in large organizations. May be the top education position in smaller organizations. Manages training with a primary focus on development and delivery of training materials and programs. Duties include needs identification, material preparation, media selection, vendor management, quality assessment, cost and effectiveness evaluation, and coordination with internal customers. Training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Arranges venues, coordinates all constituents, acts as education representative at planning meetings, and oversees education staff, volunteers and interns. Manages department budget. Makes recommendations to upper management. Typically requires a Bachelor's Degree and 5-8 years of experience, or equivalent.
6.04	EDUCATION ASSISTANT	Responsible for planning and implementing developmentally appropriate activities to meet the individual needs of young children between the ages of 1 month to 5 years in a care and treatment program. B.A. or A.A. in Early Childhood Education/Child Development or related field or treatment program, and at least one year experience in a daycare, preschool or early childhood program.
6.05	CHILD CARE CENTER MANAGER	Oversees the day-to-day operations of a daycare facility for children who are not yet old enough for formal schooling. Acts as a liaison between the director of the facility and the workers who serve a particular age group. Works directly with children or supervises other childcare workers as well as kitchen staff and office staff. Completes the majority of administrative tasks involved in running a child care center. Typically requires Bachelor's Degree in early childhood education or a related field. Must be certified in first aid and CPR.
6.06	CHILD CARE AND TEACHER AIDE	Provides support to clients and to teacher so that the mission of the organization is met with efficiency. Provides coverage for teachers breaks, lunch and staff meetings. Provides instruction when necessary. Helps maintain health and safety standards required by law. Other Titles: Assistant Teacher, Child Care Worker, Children Counselor Aide, CPS Parent Aide, Early Child Services, Education Coordinator, Mentor Teacher, Preschool Aide.
6.07	TEACHER ASSISTANT/AIDE	Works under specific direction or prescribed procedures. Assists teaching staff. Implements specific educational activities for students as directed by the teacher. Supervises students in the absence of teacher and performs specific activities pre-determined by the teacher. Gathers, prepares, and cares for material, equipment, and supplies used in the classroom. Attends to physical needs of students. Typically requires completion of a High School Degree and applicable certification.
6.08	PRESCHOOL TEACHER	Develops classroom plans, supervise activities and general development of children in a preschool teaching environment. Plans individual and group activities to stimulate growth in language, social, and motor skills, such as learning to listen to instructions, playing with others, and using play equipment. Typically requires a Bachelor's Degree.
6.09	TEACHER (BACHELOR'S DEGREE)	Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction based on that progress. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment.

## Job Description Summaries

6.10	TEACHER (MASTER'S DEGREE)	Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment. Plans and supervise execution of classroom programs. May have some supervisory or administrative responsibilities.
6.11	SPECIAL EDUCATION TEACHER (BACHELOR'S DEGREE)	Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction based on that progress. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment.
6.12	SPECIAL EDUCATION TEACHER (MASTER'S DEGREE)	Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction based on that progress. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment. Plans and supervises execution of classroom programs. May have some supervisory or administrative responsibilities.
6.13	BEHAVIORAL MANAGEMENT AIDE	Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction.
6.14	SCHOOL SOCIAL WORKER	Works under general supervision. Evaluates individuals test results. Plans treatment programs and approaches. Conducts individual and group therapy. Typically requires completion of a Master's Degree.
<b>STUDIES / RESEARCH</b>		
7.01	DIRECTOR OF STUDIES	Responsible for designing and implementing all research projects for the organization including task forces, working groups, and public opinion projects, working closely with outside consultants. Works with upper management to conceptualize, manage, resource, and disseminate findings from research projects. Works with Grant Writer to generate funding proposals for research projects. Manages studies staff. Other Title: Research Director.
7.02	STUDIES MANAGER	Responsible for supporting the Director of Studies in developing and implementing research projects. Includes undertaking all relevant research requirements, assisting with research design, running and analyzing data, developing and managing databases, managing and tracking project costs, managing logistics for studies meetings, and assisting in the development and implementation of dissemination. Other Titles: Studies Officer, Research Officer.
7.03	RESEARCH ASSISTANT	Provides various supporting activities to a researcher. Analyzes data from different sources and creates summarized reports, graphs or tables for use by the researcher. Monitors research activities on assigned projects.

## Job Description Summaries

FINANCE / ACCOUNTING		
8.01	FINANCE DIRECTOR	Directs and oversees all the financial management functions supporting and attaining profitable growth and strategic goals. Manage budgeting and forecasting, financial analysis, reporting and financial planning for the organization. Oversees the preparation of regulatory and financial reporting and ensures compliance. Develops policies and procedures to control and report financial activity. Typically reports to CEO/President or CFO. Requires a Bachelor's Degree, CPA certification and a minimum of 8 years of experience.
8.02	FINANCE MANAGER	Plans and directs accounting, investing, banking, insurance, securities, and other financial activities of a branch, office, or department of an organization. Prepares informational analyses on current processes, actual performance versus budget and prior year data for Operations team. Assists operations team in monthly financial review. Requires a Bachelor's Degree or higher and 6-8 years of experience. May require a CPA.
8.03	CONTROLLER	Oversees the organization's development and administration of the accounting systems, practices and controls that conform to accepted accounting practices and reflect operating budgets and profitability. Prepares timely and comprehensive reports including analysis of financial data, statements, and audits of sales, earnings, profits and cash balances. Typically reports to the Vice President of Finance, CFO or the CEO. Typically requires a Bachelor's Degree and a minimum of 8 years of professional experience, or equivalent.
8.04	ASSISTANT CONTROLLER	Assists Controller in all phases of company accounting activities. Coordinates preparation of monthly/quarterly/annual financial statements. Coordinates and prepares schedules for auditors. Prepares accounting policy and procedure manuals. May prepare SEC filings. May prepare tax returns. Typically requires a Bachelor's Degree and 4-6 years of professional experience, or equivalent. Supervises employees performing financial reporting, accounting, billing, collections, payroll, and budgeting duties.
8.05	ACCOUNTING SUPERVISOR	Responsible for the supervision of employees who maintain general and subsidiary ledgers of the facility, prepare operating and financial statements, and reconcile bank statements. Duties may include fixed asset control and depreciation, accrual to meet anticipated liabilities, preparation of general tax reports such as those for sales, payroll and personal property taxes, and payables/receivables. First level of supervision of accounting staff. Typically requires an Associate's Degree and 4-6 years of professional experience, or equivalent.
8.06	ACCOUNTING MANAGER	Responsible for operation of general accounting department. Responsible for the application of principles of accounting to install and maintain the general accounting system, including preparation of reports and statistics reflecting assets, liabilities, financial transactions, earnings, profits, cash balances, and other financial results. Maintains accounts and records of disbursements, expenses and tax payments. Prepares and files tax returns and other reports to government agencies. Maintains insurance and property records. Typically reports to a CFO or Controller. Supervises and directs work of professional and clerical staff. Typically requires a Bachelor's Degree and a minimum of 8 years of professional experience.

## Job Description Summaries

8.07	FINANCIAL ANALYST	Develops, interprets, and implements complex financial and accounting concepts, or techniques for financial planning and control. Researches, selects, and compiles financial data from multiple sources, such as sales, production, accounting, public sources or vendors. Analyzes data to produce business information used to support decisions. Intermediate level of professional analyst. Typically requires a Bachelor's Degree and 2-4 years of professional experience.
8.08	ACCOUNTANT I	Applies principles of accounting to record and/or analyze financial information and prepare financial reports. Compiles and classifies financial information, balance sheet, profit and loss statements, account entries, and/or other reports or business transactions. First level of professional accounting. May provide technical direction to clerical staff. Typically requires a Bachelor's Degree and up to 2 years of professional experience.
8.09	ACCOUNTANT II	Applies principles of accounting to record and/or analyze financial information and prepare financial reports. Compiles and classifies financial information, balance sheet, profit and loss statements, account entries, and/or other reports or business transactions. May establish and coordinate implementation of accounting control procedures. Intermediate level of professional general accounting. May direct and coordinate activities of accounting staff. Typically requires a Bachelor's Degree and 2-4 years of professional experience.
8.10	ACCOUNTANT III	Applies principles of accounting to record and/or analyze financial information and prepare financial reports. Compiles and classifies financial information, balance sheet, profit and loss statements, account entries, and/or other reports or business transactions. Senior level of professional general accounting. Uses independent judgment to perform advanced and specialized accounting assignments. Provides work leadership accounting staff. May also provide special project assistance to the CFO, Controller or Accounting Manager. Typically requires a Bachelor's Degree and 4-6 years of professional experience.
8.11	BOOKKEEPER	Responsible for maintaining accounting records in a small company or office. Records financial transactions, manages accounts payable and receivable, reconciles bank statements; updates trial balance, profit-and-loss statements and balance sheet. Manages payroll, invoicing, federal and state tax deposits, and annual tax forms. Intermediate Level. Work may be reviewed by outside consultants, CPAs, or auditors to verify appropriate procedure and accuracy. Typically requires a High School Diploma or GED and 2-4 years of accounting experience.
8.12	GRANT ACCOUNTANT	Responsible for general accounting and administrative functions such as contract compliance and regulatory compliance as they relate to grants, contracts and restricted gifts.
8.13	ACCOUNTING CLERK/ACCOUNT ASSISTANT	Responsible for a range of general accounting activities which may include compiling, checking and verifying records, preparing invoices and vouchers, posting ledger and general journal entries balancing accounts payable and receivable. May verify financial reports and statements. Uses automated office systems to input data, respond to inquiries and generate reports. Other Titles: Accounts Payable Clerk, Accounting Assistant, Accounting Specialist II, Billing Clerk, Bookkeeper, Finance Assistant, Finance Clerk, Fiscal Assistant, Payroll Clerk.

## Job Description Summaries

8.14	ACCOUNTS PAYABLE CLERK	Compiles and maintains accounts payable records. Reviews and verifies calculations of incoming billings; matches invoices with purchase orders and statements; checks authorization and signature; posts entries to accounting system; reconciles bills. May prepare 1099's, statements and reports and process checks. Intermediate level business support. Applies learned skills and procedures to complete semi-routine tasks. Receives general guidance on assignments and interactions with customers and callers. Typically requires High School education and 2-4 years of experience.
8.15	ACCOUNTS RECEIVABLE CLERK	Records payments to customers' accounts and maintains accounts receivable records. Keeps customer ledger accounts and prepares monthly accounts receivable statements. Intermediate level business support. Applies learned skills and procedures to complete semi-routine tasks. Receives general guidance on assignments and interactions with customers and callers. Typically requires High School education and 2-4 years of experience.
8.16	BILLING CLERK	Creates invoices and credit memos, issues to customers. Issues monthly statements. Update customer files and investigates discrepancies. Intermediate level business support. Applies learned skills and procedures to complete semi-routine tasks. Receives general guidance on assignments and interactions with customers and callers. Typically requires High School education and 2-4 years of experience.
8.17	CONTRACTS & RECEIVABLES COORDINATOR	Works under general supervision. Reviews and collects accounts receivable. Insures timely processing and payments partnering contractors. Prepares cost reports. Typically requires completion of a Bachelor's Degree.
8.18	PAYROLL CLERK	Compiles payroll data such as hours worked, sales or piecework, taxes, insurance, and union dues to be withheld, and employee identification number, from time sheets and other records. Reviews wages computed and corrects errors to ensure accuracy of payroll. Coordinates with outside payroll service to produce calculations, print checks and prepare total payroll reports, when applicable. Entry level business support. Acquires new skills and learns policies and procedures to complete routine tasks. Receives close supervision on assignments and interactions with customers and callers. Typically requires High School education and 0-2 years of experience.
8.19	PAYROLL ADMINISTRATOR	Make a variety of computations on employee overtime, shift premium, and various payroll deductions, following standard procedures, to prepare payroll. Summarize and reconcile payroll sheets. Investigate and resolve payroll problems, respond to employee requests. Maintain and update data base records. Generate federal and state tax documents. Prepare special payroll analysis reports. Usually assist or instruct lower level clerical workers.
<b>RESTAURANT / FOOD PREPARATION AND SERVICE</b>		
9.01	FOOD SERVICES MANAGER	Manages food services operation of institutional facility. Confers and cooperates with management personnel in formulating administrative and operational policies and procedures. Manages activities of operations department to obtain optimum use of equipment, facilities, and personnel. Reviews and analyzes expenditure, financial, and operations reports to determine requirements for food services. Typically requires Bachelor's Degree, or significant experience in a commercial food service enterprise.

## Job Description Summaries

9.02	FOOD SERVICES SUPERVISOR	Supervises employees engaged in food service and preparation and in maintaining cleanliness of food services areas and equipment. Develops work schedules and assigns and coordinates work of employees to promote efficiency of operations. Requires High School Degree or GED and some experience in a food service unit including supervision.
9.03	RESTAURANT MANAGER	Directs the day to day operations of a small casual dining restaurant. Responsible for budgeting, scheduling, marketing/sales, and staff development. Oversees inventory and ordering of food and supplies. Responsible for food quality and insuring that customers are satisfied with their overall experience.
9.04	CHEF	Supervises, coordinates, and contributes to the activities of cooks and other kitchen personnel engaged in preparing and cooking foods in a hotel, restaurant, cafeteria, or other establishment. Trains and manages kitchen personnel. Determines food consumption, and requisitions or purchases food, supplies, and equipment. May oversee special catering events. May offer culinary instruction and/or demonstrate culinary techniques. Typically reports to a food service director. Typically requires a Bachelor's or related culinary degree with 8+ years of industry and culinary management experience.
9.05	COOK	Prepares and cooks meals for restaurants or institutions such as schools, hospitals, nursing homes or cafeterias. Prepares, seasons, and cooks soups, meats, vegetables, desserts, and other foodstuffs. May order supplies, keep records and accounts, price items on menu, plan menu, or estimate food requirements. Usually prepares meals in large quantities rather than to individual order. May cook for employees in office building or other large facility. Do not report chefs, specialty cooks, apprentices, fast food cooks, and short order cooks. Experienced /intermediate. Experience in food preparation or technical training is useful but not required.
9.06	FOOD PREPARATION WORKER	Performs food preparation duties such as preparing cold foods, slicing meat, brewing coffee, tea, or chocolate, and preparing sandwiches. Simple, short-cycle food production. May grind, mix, package, label, seal, hand-form and process food or related products. May operate simple machinery. Cleans kitchen work areas, equipment and utensils. Report cooks separately. Works in restaurants, school cafeterias, hospitals, nursing homes, and residential care facilities. Typically requires High School Diploma or GED and 0-1 year experience.
9.07	DISHWASHER	Maintains kitchen work areas and keeps restaurant equipment and utensils in clean and orderly condition. Scrapes food from dirty dishes and washes them by hand, or places them in racks or on conveyor to dishwashing machine. Washes pots, pans, and trays. May sweep and mop kitchen floors. Washes and sanitizes worktables, walls, refrigerators, and meat blocks. High School Diploma or GED and 1-3 months experience preferred.
<b>RESIDENTIAL / GROUP SHELTER</b>		
10.01	DIRECTOR OF RESIDENTIAL SERVICES	Provides supervision to Residential Services staff. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the program. Provides direct service/supervision in situations requiring a higher degree of skill.
10.02	SHELTER/HOUSING/RESIDENTIAL MANAGER	Responsible for overall management and daily preparation of the shelter, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach.

## Job Description Summaries

10.03	SHELTER/HOUSING/RESIDENTIAL SUPERVISOR	Oversees all aspects of the daily operations of shelter. Ensures safe living conditions for residents and staff. Supervise staff of shelter. Other Title: Residential Staff Supervisor.
10.04	ELIGIBILITY SPECIALIST	Determines clients' eligibility for public assistance programs. Interviews and gathers facts, initiates and processes casework. Identifies applicants' needs and makes appropriate referrals for health, social and employment services. Typically requires 0-2 years experience.
10.05	HOUSING PROPERTY DIRECTOR	Oversees all building management staff. Develops, recommends, and implements management policies and procedures. Typically requires a Bachelor's Degree and 5-8 years of experience, including managerial and administrative oversight.
10.06	HOUSING PROPERTY MANAGER	Oversees 1-3 buildings or less than 300 units. Supervises and trains staff; manages day-to-day tenant affairs. Oversees finances, including revenues and expenses, and upkeep of physical properties. Typically requires supervisory, administrative, and housing experience, and experience with the population served by the organization.
10.07	RESIDENTIAL CHILD & YOUTH WORKER	Works under specific direction or prescribed procedures. Monitors and supervises activities of residents. Models appropriate daily living and social skills. Provides transportation for residents as needed. Addresses and resolves conflicts between residents. Typically requires completion of a High School Degree.
10.08	RESIDENTIAL ADULT CARE WORKER	Responsible for providing rehabilitative stabilization services for adults with mental illness or dually diagnosed. Teaches independent, social, and daily living skills taking into consideration the participant's learning style, strengths and needs. Assists participants in the acquisition and practice of daily living skills. Monitors participants' symptoms and medication utilization regularly. Provides crisis management services in consultation with program supervisor.
10.09	HOUSING SOCIAL SERVICE SPECIALIST	Liaison with community case managers, provides information and referral assistance to tenants, and coordinates tenant activities. Requires a Bachelor's Degree in Social Work, or related field, and at least 2 years of experience with homeless and special needs.
10.10	HOUSING DEVELOPER	Creates housing development plans, schedules and budgets. Obtains regulatory and community approval for projects; obtains and coordinates public and private financing. Typically requires a Bachelor's Degree and 2-4 years of real estate development, housing development or related experience.
10.11	HOUSING CLERK	Determines clients' initial and continuing eligibility for housing programs. Explains rules, documents, policies and services to program applicants. Maintains recordkeeping systems. Typically requires 0-1 years of relevant experience. Other Titles: Housing Advocate; Tenant Coordinator.

## Job Description Summaries

HUMAN RESOURCES		
11.01	HUMAN RESOURCES DIRECTOR	<p>Directs and coordinates human resources operations including recruiting, compensation, benefits, payroll, organizational development, employee relations, performance management, affirmative action and training. Develops and recommends policies to senior management. Establishes and implements programs and policies designed to protect company and employee interests in accordance with organization policies and governmental laws and regulations. Direct the human resources function for an organization through reporting managers and senior staff. Establish financial and operational goals for reporting operations that align with overall organizational objectives. Decision have serious and long term impact on division and corporate earnings. Reports to VP or CEO.</p>
11.02	HUMAN RESOURCES MANAGER	<p>Develops and implements human resource policies and programs. Serves as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems. Typically directs the staffing, affirmative action, compensation and benefit administration, employee relations and training and development. Manages and coordinates one or more human resources functional areas. May supervise human resource or payroll staff. May reports to director or vice president, or directly to CEO.</p>
11.03	HUMAN RESOURCES GENERALIST	<p>Responsible for a wide range of cross-discipline duties, which requires an understanding of most HR functions. Supports organization through work in several areas of human resources, including include compensation and benefits, employee relations, training and development, recruitment and selection, workplace safety and risk management. Intermediate level human resource professional, typically in an organization with more than one human resource staff person. Typically requires a Bachelor's Degree and 2-4 years experience in human resources.</p>
11.04	HUMAN RESOURCES ASSISTANT	<p>Assists in one or more areas of human resource department, such as new employee orientation, worker's compensation, staffing, or recruiting. Creates and maintains employee records. Answers employee questions regarding the organization's policies and procedures. Provides assistance in other areas of human resources by doing special projects, such as completing benefit and salary surveys. Intermediate level business support. Applies learned skills and procedures to complete semi-routine tasks. Receives general guidance on assignments and interactions with customers and callers. Typically requires High School education and 0-2 years of experience.</p>
11.05	TRAINING AND DEVELOPMENT MANAGER	<p>Manager of professional training with a primary focus on development and delivery of training materials and programs. Analyzes organization's training needs. Creates a training budget and implements programs. Monitors the training program's success and modifies training programs needing improvement. Prepares materials, selects media, manages vendors and coordinates with internal customers. Training may be on work procedures, product use, safety, customer service, work skills, language skills or other topics. Responsible for managing and preparing training plans. Typically requires a Bachelor's Degree and over 6 years of experience, or equivalent.</p>

## Job Description Summaries

11.06	TRAINING AND DEVELOPMENT SPECIALIST	Professional trainer with primary focus on conducting employee or customer training. May analyze training needs. Assists with preparation of multi-media training materials. Delivers courses in a classroom or work environment with content covering work procedures, product use, safety, customer service, work skills, language skills or other topics. Intermediate level training. Spends the majority of time delivering training. Typically requires a Bachelor's Degree and 2-4 years of professional experience, or equivalent.
11.07	BENEFITS ADMINISTRATOR	Responsible for the analysis and administration of group insurance, benefits, retirement and other programs. Oversees claims processing. Interprets and evaluates existing policies and programs and makes recommendations for change to management. Senior level professional. Applies mature technical and organizational knowledge to a range of challenging tasks. Receives consultative supervision and is a senior team member. Resolves escalation calls. Typically requires a Bachelor's Degree and 4-6 years of experience.
11.08	RECRUITER	Recruits candidates for hourly, salaried non-exempt, or non-management exempt jobs. Works with management to define job qualifications and advertising in multiple media venues. Prescreens job candidates, conducts preliminary interviews, administers skills tests, arranges drug tests, conducts background checks, and assists management with conducting interviews. Markets the organization to potential employees and explains benefits and compensation programs as well as company expectations. Networks within the community and may participate in job fairs. May make employment offers for lower level jobs based on predetermined standards without involving line management. Intermediate level professional. Applies developing knowledge and skills to a range of semi-complex tasks. Receives minimal direct supervision. Actively contributes to team and handles escalation calls. Typically requires a Bachelor's Degree and 2-4 years of experience.
<b>MAINTENANCE / FACILITIES / SUPPLY CHAIN</b>		
12.01	FACILITIES MANAGER	Manage operations to control and maintain company's or division's properties. Manage operations, maintenance and janitorial service. Negotiate building leases space planning and furniture rental. May include managing construction, remodeling projects. Oversees building operations for multiple locations through supervisors and facility support staff and/or outside vendors. Bachelor's Degree and 5-8 years of experience.
12.02	FACILITIES SUPERVISOR	Supervises operations to control and maintain company's or division's properties. Directly Supervises operations, maintenance and janitorial service. May negotiate building leases space planning and furniture rental. May include managing construction, remodeling projects. Supervises operation of a single facility or smaller organization. Directly supervisor facility employees and/or outside vendors. Typically requires a Bachelor's Degree and 1-2 years of experience.
12.03	BUYER	Responsible for procuring supplies, materials, equipment and services. Prepares bid specifications, receives bids and makes purchases of commodities or goods. Examines bids for compliance with procurement requirements. May work with line operations and has frequent contact with vendors. First level of professional purchasing. Typically under supervision of a purchasing manager and with direction from senior purchasing staff. Typically requires an Associate's or Bachelor's Degree and 0-2 years experience.

## Job Description Summaries

12.04	SUPPLY AND INVENTORY CLERK	Performs a variety of storeroom maintenance and distribution activities, which may include receiving, stocking, inventory control, packaging, and distributing. Intermediate production level. Applies learned skills to complete a wide range of production tasks. General guidance on routine tasks. Independent interaction with outsiders and team members. Vocational or apprenticeship training and 2-4 years experience.
12.05	PURCHASING COORDINATOR	Coordinates all activities for the purchasing process, such as creating purchase orders, monitoring transportation and invoice creation and follow-through. Authorizes payments, returns of merchandise, and pricing. Organizes and locates inventory in databases and online systems. Analyzes and monitors internal, economic, and consumer trends to forecast sales and inventory. Communicates and negotiates with vendors and outside sales representatives regarding rates, vendor discounts, and incorrect orders. Senior level business support. Applies expertise to perform a broad range of tasks. Senior member of a team. Mature knowledge source for customers, clients and co-workers. Typically requires High School education with some vocational training and 4-6 years of experience.
12.06	SHIPPING AND RECEIVING SUPERVISOR	Responsible for the direction and coordination of all shipping and receiving activities. Manages verification, acceptance, counting, and records of all incoming goods and their condition. Coordinates packing and shipping all goods, including assembling packages, weighing them, and tracking costs. Updates compliance policies around weight, quality, and timeliness for shipping and receiving. Maintains inventory control procedures. Directly Supervises shipping and receiving employees. Reports to second level supervisor. Responsible for daily operations of a unit or sub-unit. Establishes work schedules. A limited portion of time may be spent performing the work of the unit. Decision and actions impact schedules and staff productivity.
12.07	WAREHOUSE MANAGER	Manages department operations focused on receiving, storage and shipment of materials. Responsible, either directly or through subordinate supervisors, for the direction and coordination of all of the warehousing activities of the facility. Typical subordinate activities are the receiving, storage and shipment of raw materials and/or finished goods and the maintenance of inventory control records. May be responsible for the movement of materials and goods within the facility. May also have responsibility for traffic and/or export activities. Typically requires a Bachelor's Degree and 5+ years of professional experience, or equivalent.
12.08	MATERIALS MANAGER	Manages the material planning, inventory control, storage, shipping and receiving functions of the organization. Develops, implements, and maintains purchasing policies. Coordinates with purchasing, production and engineering to manage efficient movement of materials. Develops and maintains inventory control systems. Forecasts and plans for anticipated materials requirements. Manage a department with reporting supervisors. May manage a function with no or few direct reports. Makes final decision on administrative, project management and operational matters. Actions directly impact department performance. Reports to director or executive level in smaller organizations.

## Job Description Summaries

12.09	MAINTENANCE MANAGER	Responsible for the maintenance operations for a company's facilities including ground maintenance. Activities of those supervised typically include painting, minor plumbing and electrical repairs, carpentry, landscaping and landscape maintenance, replacing light bulbs and air conditioning filters, etc. Do not include production machinery and equipment maintenance. Manager level with direct responsibility for supervisors and leads. Plans, schedules and prepares budget for periodic maintenance programs. Typically requires a Bachelor's Degree and 3+ years of professional experience. Professional certification may also be required. Often found in larger organizations and those with multiple locations.
12.10	MAINTENANCE WORKER	Assists electricians, carpenters, machinists, steam fitters and other trades people in the performance of a variety of related duties. Obtains tools, materials and supplies. Positions work and performs operations following detailed instructions. May clean working area, machines or equipment. Typically requires a High School Diploma or GED and 0-1 years of work experience.
12.11	JANITOR/CUSTODIAN	Performs heavy cleaning duties, such as cleaning floors, shampooing rugs and washing walls and glass. Performs routine light manual work in cleaning and sweeping offices, halls, restrooms and removing trash. May tend furnace and boiler and perform routine maintenance activities, and cleaning snow or debris from sidewalk. Typically does not requires a High School Diploma or GED and little to no work experience; all training is on-the-job.
12.12	DELIVERY DRIVER	Operates a truck or automobile over an established route to deliver and sell products or render services. Records sales or delivery information. Calls on prospective customers to solicit new business. Informs regular customers of new products or services. May place stock on shelves, racks or vending machines, set up merchandise and sales promotion displays or issue sales promotion materials to customers, and collect money. May collect or pick up empty containers of rejected or unsold merchandise, and load or help load truck. Includes bakery, beer and wine, dairy product, laundry, meat, soft drink and vending machine drivers. Typically requires previous driving experience and a Class C driver's license.
12.13	HORTICULTURIST	Coordinates, monitors and implements maintenance programs for garden areas. Organizes and oversees design projects and cost projections. Coordinates volunteer involvement. Works with other department to monitor and maintain plant health and maintenance of garden areas. Also may maintain a specialized planted area or collection, outdoors or under glass. Requires a Bachelor's Degree in Horticulture.
12.14	GROUNDS SUPERVISOR	Coordinates the general maintenance, upkeep and record keeping for all grounds, including land, parks, playgrounds, athletic fields, walking paths, etc. Provides supervision over workers engaged in landscape maintenance. Responsible for employee training, scheduling, enforcing safety standards, and approving budget expenses. Employees in this position may perform hands-on ground work, but on a limited basis.
12.15	LANDSCAPE LABORER	Performs general grounds maintenance including planting, watering, picking up compost, mulching, weeding, mowing, and maintaining tools and equipment. Maintains garden areas and implements changes. Works with other departments to monitor and maintain plant health and maintenance of garden area.

## Job Description Summaries

12.16	DRIVER 1, NO CDL	Responsible for operating vehicles such as cars, vans and pickup trucks to transport materials, merchandise and equipment to assigned destinations. May load and unload vehicles as necessary. Cleans, services and maintains vehicles and performs minor repairs. Other Titles: Bus Driver, Tractor Operator, Tram Driver, Transportation Support, Van Assistant, Van Driver.
12.17	SECURITY GUARD	Responsible for patrolling internal and external organization premises. Investigates unusual or suspicious situations. Maintains records and logs as necessary. Enforces organization policies and procedures during and after normal working hours. May monitor parking facilities. Trained to assist in emergency situations. May operate fire equipment and radios and administer CPR and first aid. Other Titles: Client Safety Assistant, Clinic Defense/Facility Coordinator, Monitor, Pool Monitor, Safety Monitor.
<b>RECREATION</b>		
13.01	GOLF CLUB MANAGER	Manages all golf programs and services at the golf facility. This includes group and private lessons, leagues, rentals, pro shop operations, snack bar, restaurant, special events and other services. Responsible for planning, budgeting and staffing.
13.02	HEALTH & FITNESS CLUB MANAGER	The Health & Fitness Club Manager is responsible for the planning, organization and supervision of the fitness center. Develops and promotes a broad spectrum of diverse activities, programs, events and services for all ages and interest levels of club members. Plans and promotes sales programs and the recruitment of new club members. Responsible for facility budget, staffing needs, procedures, and safety.
13.03	RECREATION SUPERVISOR	Oversees the organization and coordination of recreation programs for youth and/or adults. Responsible for planning, budgeting, staffing, and scheduling assigned programs, special events and services. Typically requires a Bachelor's Degree in Parks & Recreation or equivalent experience.
13.04	AQUATICS SUPERVISOR	Responsible for the overall management of pool facilities including but not limited to water parks, concessions, and all aquatic programs (swim lessons, swim team, special events, etc.). Responsible for budgeting, staffing, scheduling, and record keeping. Typically requires a Bachelor's Degree in Parks & Recreation or equivalent experience.
13.05	FITNESS INSTRUCTOR	Leads students in physical education activities. Utilizes knowledge of sports techniques and the physical capabilities of students, trains individuals or groups in calisthenics, gymnastics, or other specialty area. Determines type and level of difficulty of exercises, corrections needed, and prescribed movements, applying knowledge of sports, physiology, and corrective techniques.
13.06	LIFEGUARD	Monitors activities and maintains order in swimming areas by enforcing rules to prevent accidents. Cautions swimmers regarding unsafe areas and activities. Rescues swimmers in danger of drowning and administers first aid.
13.07	CAMP COUNSELOR	Responsible for planning, teaching, coordinating, educational and recreational programs for children in a small group setting. Activities may include crafts, nature, songs, games, swimming, and field trips. Also responsible for the general safety of those in the group.

## Job Description Summaries

13.08	RECREATION AIDE	Assists recreation leader in conducting recreation activities in community center or other recreation facility. Sets up supplies/equipment in designated areas for scheduled group activities including parties and sporting events. Monitors participants to ensure orderly conduct. May keep attendance records, act as scorekeeper, operate equipment, monitor children during recreational trips and tours, and perform other duties as directed by recreation leaders.
<b>MEDICAL SERVICES / HEALTHCARE</b>		
14.01	CLINIC DIRECTOR	Direct the non-medical operations of a clinic, including registration, medical records, financial counseling, and facility operations. Responsible for compliance with accreditation, regulatory, federal and state rules and regulations as well as organizational policies and procedures. Assigns caseloads and reviews treatment plans. Direct a broad function or more than one group or department through reporting managers and senior staff. Establish financial and operational goals for reporting operations that align with overall organizational objectives and strategy. Decision and actions have serious and long term impact on division and corporate earnings. Reports to VP or CEO.
14.02	CLINIC MANAGER	Manages and supervises the non-medical operational and administrative functions, activities, and projects of a medical clinic. Establishes and oversees billing practices. May be responsible for contracts or negotiations with insurance providers. Manage a department or function through reporting supervisors and/or senior staff. Makes final decision on administrative and most operations matters. Actions directly impact department performance. Reports to Director or higher in smaller organizations.
14.03	MEDICAL/HEALTH SERVICES DIRECTOR	Develops organization's medical policies and procedures and ensures compliance with all regulatory agencies. Oversees hiring, training and supervision of medical personnel. Serves as community liaison and spokesperson on all matters relating to the development and implementation of the organization's medical services. Directs and prepares for regulatory activities, audits, FDA submissions, inspections, and crises. Strategically implements standards of practice, development and tracking of outcome measures and other metrics. Controls all aspects of fiscal operations, such as setting rates, accounting and financial relationships. Oversees hiring, training and supervision of medical personnel. Strategically implements standards of practice, development and tracking of outcome measures and other metrics. Controls all aspects of fiscal operations, such as setting rates, accounting and financial relationships. Requires medical degree and 10+ years experience, including management. Board certification usually preferred.
14.04	PHYSICIAN, BOARD CERTIFIED	Provides direct clinical services to clients in accordance with organization protocols. Performs medical examinations, reviews patient charts, evaluates patients' condition and recommends course of treatment. Analyzes records, reports, test results, or examination information to diagnose medical condition of patient. Prescribes or administers medication, therapy, and other specialized medical care to treat or prevent illness, disease, or injury. Explains procedures and discusses test results or prescribed treatments with patients. Monitors patients' condition and progress and reevaluates treatments as necessary. Typically requires MD (Medical Doctor) degree, current licensure as an MD, and over 6 years of professional experience as a physician.

## Job Description Summaries

14.05	PHYSICIAN'S ASSISTANT	Provides healthcare services typically performed by a physician under the supervision of a physician. Conducts complete physicals, provides treatment, and counsels patients. Interprets diagnostic test results. Obtains, compiles and records patient medical data. Prescribes therapy or medication with physician approval. Administers or orders diagnostic tests. Performs therapeutic procedures, such as injections, immunizations, suturing and wound care, and infection management. May provide physicians with assistance during surgery. Additional requirements are completion of an accredited physician assistant training program, usually as part of a Master's or Bachelor's Degree, and relevant work experience.
14.06	CLINICAL MANAGER	Responsible for overall management of clinic(s). Directs day-to-day clinic operations; manages clinic staff. May develop organization policies, procedures and clinical protocols to ensure quality patient care.
14.07	CLINICAL NURSE MANAGER	Responsible for the management of clinical nursing practice, including supply chain and budget, quality improvement, and internal/external regulatory requirements. Coordinates staff to assure that effective nursing services are provided and quality standards are met. Develops systems to improve and support patient care. Manages staffing and patient flow while ensuring care and regulatory standards. Implements programs for staff development. Typically requires a Bachelor's or Master's Degree, with at least 3-5 years of experience in clinical nursing and management.
14.08	NURSE PRACTITIONER	Diagnoses and treats acute, episodic, or chronic illness, independently or as part of a healthcare team. Conducts complete physicals, provides treatment and counsels patients. Orders, performs, and interprets diagnostic tests such as lab work and x rays. Prescribes medication. Analyzes and interprets patients' histories, symptoms, physical findings, or diagnostic information to develop appropriate diagnoses. Develops treatment plans based on scientific rationale, standards of care, and professional practice guidelines. Do not report Psychiatric Nurse Practitioners. Typically requires a Master's Degree, certification through the American Academy of Nurse Practitioners or American Nurses Credentialing Center, current state licensure as both a Registered Nurse and an ARNP.
14.09	OCCUPATIONAL THERAPIST	Plans, organizes, and conducts occupational therapy programs in hospital, institutional, or other settings to rehabilitate those impaired because of illness, injury or psychological or developmental problems. Works with individuals who suffer from a mentally, physically, developmentally, or emotionally disabling condition. Tests and evaluates patients' physical and mental abilities and analyzes medical data to determine realistic rehabilitation goals for patients. Helps patients improve their ability to perform tasks in living and working environments. Utilizes treatments to develop, recover, or maintain the daily living and work skills of their patients. Helps clients to improve their basic motor functions and reasoning abilities and to compensate for permanent loss of function. Requires a Master's Degree, passage of the National Board for Certification in Occupational Therapy's (NBCOT) exam, at least six months supervised fieldwork in occupational therapy and a current state license.

## Job Description Summaries

14.10	OCCUPATIONAL THERAPY ASSISTANT	Instructs patients and families in home programs, basic living skills and the care and use of adaptive equipment. Assist occupational therapists with implementing treatment plans designed to help patients function independently. Selects therapy activities to fit patients' needs and capabilities, altering treatment programs as necessary. Observes and documents patients' progress, attitudes and behavior and report to supervisor. Monitors and evaluates patients' performance in therapy activities and provide encouragement. Typically requires an Associate's Degree, state licensure and related work experience.
14.11	PHYSICAL THERAPIST	Assesses, plans, organizes, and participates in rehabilitative programs that improve mobility, relieve pain, increase strength, and improve or correct disabling conditions resulting from disease or injury. Performs and documents an initial exam, evaluating data to identify problems and determine a diagnosis prior to intervention. Administers manual exercises, massage, or traction to help relieve pain, increase patient strength, or decrease or prevent deformity or crippling. Evaluates effects of treatment at various stages and adjust treatments to achieve maximum benefit. Tests and measure patient's strength, motor development and function, sensory perception, functional capacity, or respiratory or circulatory efficiency and records data. Follows a health care provider's orders. Requires a Master's Degree, passage of the National Physical Therapy Examination (NPTE) and a current state license as a Licensed Physical Therapist (LPT).
14.12	REGISTERED NURSE (RN)	Assesses patient health problems and needs, develops and implements nursing care plans, and maintains medical records. Administers nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. May advise patients on health maintenance and disease prevention or provide case management. Requires an Associate's or Bachelor's Degree, successful completion of the NCLEX (National Council Licensure Examination), a current state RN license and related work experience.
14.13	LICENSED PRACTICAL NURSE (LPN)	Works in healthcare, public health or occupational health. Assists health care providers, company medical officers or RN's with duties such as direct patient care, conducting public health clinics, employment physicals, treating workplace injuries, or assisting with management of workers' compensation cases. May conduct first response training or CPR. May assist with records management, government report preparation or similar administrative tasks. Typically requires up to two years of training, a valid state LPN license and related work experience.
14.14	CERTIFIED MEDICAL ASSISTANT (CMA)	Assists physician with all back office duties. Acquires patient's history. Performs injections and assists in examinations and procedures. Administers laboratory and radiological examinations. Requires a High School Diploma, medical assistant certificate and 0-2 years of work experience in a healthcare setting.
14.15	CERTIFIED NURSING ASSISTANT (CNA)	Performs various direct patient care activities under the supervision of professional nursing personnel. Performs EKG's, draws blood, and assists with diagnostic tests and clinical procedures. May perform other tasks involving direct and indirect patient care, treatment and maintenance of nursing unit. Typically requires state CNA certification and at least 6 months professional experience and/or training.

## Job Description Summaries

14.16	MEDICAL RECORDS CLERK	Plans, develops, maintains, or operates a variety of health record indexes or storage and retrieval systems to collect, classify, store, or analyze medical information. Protects the security of medical records to ensure that confidentiality is maintained. Reviews records for completeness, accuracy, and compliance with regulations. Retrieves patient medical records for health care providers, technicians, or other medical personnel. Releases information to persons or agencies according to regulations. Enters data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment. Compiles and maintains patients' medical records to document condition and treatment and to provide data for research or cost control and care improvement efforts. Processes patient admission or discharge documents. Typically requires a High School Diploma or GED and 0-1 year of work experience.
14.17	MEDICAL OFFICE ASSISTANT	Records patients' medical history, vital statistics, or information such as test results in medical records. Prepares treatment rooms for patient examinations, keeping the rooms neat and clean. Shows patients to examination rooms and prepares them for the healthcare provider. Interviews patients to obtain medical information and measure their vital signs, weight, and height. Cleans and sterilizes instruments and disposes of contaminated supplies. Prepares and administers medications as directed by healthcare provider. Typically requires an Associate's Degree or training in a vocational school, related work experience and Medical Office Assistant certification.
14.18	PATIENT REGISTRATION CLERK/SCHEDULER	Schedules, confirms and maintains patients' diagnostic appointments, surgeries and medical consultations. Interviews patients to complete documents, case histories, and forms such as intake and insurance forms. Verifies benefits with insurance provider. Reviews, analyzes and forecasts cancellations, double bookings or changes in schedules. Typically requires a Bachelor's or Associate's Degree and 0-2 years of related work experience, or equivalent.
14.19	DENTIST	Provides dental care to patients in a healthcare setting. Examines and treats diseases and injuries of teeth and gums. Performs preventative and maintenance dentistry and educates the patient in proper tooth and gum care. Recommends braces or surgery to correct any malformations. Requires a degree in dentistry from an accredited school and license to practice.
14.20	DENTAL ASSISTANT	Assists dentist during examination and treatment of patients. Prepares patient, sterilizes and disinfects instruments, and prepares materials. Exposes and develops x-ray film. Pours, trims and polishes study casts, fabricates custom impression trays, cleans and polishes removable appliances, and fabricates temporary restoration. Informs patients in oral hygiene, plaque control programs and postoperative instructions prescribed by dentist. Typically requires a High School Diploma or GED and vocational training, 0-1 years of related work experience.
14.21	PATIENT ACCOUNT REPRESENTATIVE	Communicates and works with patients to keep their accounts paid. Arranges for debt repayment or establishes repayment schedules, based on patient's financial situation. Must be familiar with state laws regarding collections. Typically requires a Bachelor's or Associate's Degree, and 1-2 years of experience, or equivalent.

## Job Description Summaries

14.22	PATIENT SERVICES REPRESENTATIVE	Coordinates communication between patients, family members, medical staff, administrative staff, or regulatory agencies. Interviews patients or their representatives to identify problems relating to care. Maintains knowledge of community services and resources available to patients. Refers patients to appropriate health care services or resources. Explains policies, procedures, or services to patients using medical or administrative knowledge. Provides consultation or training to volunteers or staff on topics such as guest relations, patients' rights, and medical issues. Typically requires a Bachelor's or Associate's Degree, and 1-2 years of experience, or equivalent.
14.23	PHARMACIST	Dispenses medications using prescriptions authorized by a physician. Instructs patients on medication including potential drug interactions. Reviews patient medication history for allergies and drug interactions. May direct supervision of technicians on duty. Requires either a Doctorate in Pharmacy or Bachelor's Degree from an accredited college.
14.24	PHARMACY TECHNICIAN	Receives written prescription or refill requests and verifies information is complete and accurate. Establishes or maintains patient profiles, including lists of medications taken by individual patients. Maintains proper storage and security conditions for drugs. Prepares bulk medicines, fills bottles with prescribed medications, and types and affixes labels. Mixes pharmaceutical preparations according to written prescriptions. Prices and files prescriptions that have been filled. Assists customers by answering simple questions, locating items, or referring them to the pharmacist for medication information. Works under direct supervision of a pharmacist, and medications are reviewed by pharmacist prior to being dispensed. Typically requires a Bachelor's or Associate's Degree, certification as a CPhT (Certified Pharmacy Technician) and 1+ year of professional experience.
14.25	SPEECH-LANGUAGE PATHOLOGIST (SLP)	Diagnoses and treats speech and language problems. Evaluates speech and language skills as related to educational, medical, social and psychological factors. Administers, scores, and interprets specialized hearing and speech tests. Conducts treatment programs to restore communicative efficiency. Provides counseling, guidance and language development therapy. Requires a Master's Degree in speech-language pathology and a current state license.
14.26	DIETICIAN, NUTRITIONIST	Manages nutritional assessment, diagnosis and care of patients. Counsels patients in application of nutrition principles. Works with Food Services Supervisor/Manager to assist in the promotion of health and control of disease through healthy food choices and preparation. May develop menus and serving portions that are designed for individuals or groups. May provide technical direction to a department providing quantity food services. May consult with healthcare professionals regarding nutrition. May conduct nutritional research. Requires a Bachelor's Degree in nutrition or dietetics and registration and membership in American Dietetic Association (ADA).
14.27	HEALTH EDUCATOR	Provides education services and individual counseling regarding best practices for nutrition, exercise, behavior, utilization of preventive healthcare services, living with diseases and other topics as a means to improve quality of life and reduce or prevent illness. May provide training to groups in a workshop or seminar. Develops materials and displays to be used as a means of educating the target audience. Typically requires at least a Bachelor's Degree and 2+ years of experience.

## Job Description Summaries

14.28	HOMEMAKER/FAMILY AIDE	Works under general supervision. Teaches and demonstrates appropriate child care skills. Provides child supervision. Teaches daily living skills including meal preparation, hygiene, and budgeting. Performs light housekeeping tasks. Typically requires completion of a High School Degree. Other Titles: Respite Worker, Personal Care Attendant.
14.29	HOME HEALTH AIDE	Provides non-medically oriented tasks that enable elderly, disabled, and people with AIDS to remain in their homes. Typically requires training and experience.
<b>ARTS AND PERFORMANCE</b>		
15.01	DIRECTOR OF ART PLANNING/PROGRAMMING	Top programming position below Executive Director/CEO/Artistic Director. Proposes programming and secures visiting artist agreements.
15.02	TECHNICAL DIRECTOR	Ensures technical equipment is functional, maintained and safe. Responsible for the overall organization of the technical production process. Generates working drawings, materials research and purchasing. Schedules and supervises build crews. Handles conflicts that arise between different departments. Organizes strike and clean-up for productions.
15.03	THEATRE, HOUSE MANAGER	Manages all front of house functions and may be responsible for settlement with visiting groups/artists. May oversee concessions, manage patron complaints, and Supervises ushers.
15.04	PRODUCTION MANAGER	Supervises all technical elements of film, television, or theater productions, including sets, lighting, sound system stay on schedule without going over budget. Understands all aspects of production, both on and off the set. Supervises production team, including production coordinator and assistant directors. Responsible for hiring, budgeting, scheduling and handling insurance issues for the production. Ensures compliance with all safety, guild and union regulations. May work in scripted, reality or live television, new media, film or theater production companies. Typically has a Bachelor's degree and professional experience. Other Title: Production Director.
15.05	PRODUCTION ASSISTANT	Provides general support and assistance in all aspects of a performing arts production. Performs administrative and logistical duties and assists with day-to-day running of a production, such as general office work and assisting on sets.
15.06	LIBRARIAN	Directs and oversees the operation and administration of libraries in support of all collections, publications, and educational functions. Catalogs and classifies materials according to accepted library standards.
<b>MENTAL HEALTH / SOCIAL WORK</b>		
16.01	PSYCHIATRIST	Physician specializing in treating mental illness. May use a variety of treatment and may write prescriptions. May design treatment programs, conduct psychotherapy sessions, and supervise electrotherapy treatments. May lead team of mental health care providers. Must hold current licensure as physician or osteopath and be board eligible in Psychiatry.
16.02	PSYCHIATRIC NURSE PRACTITIONER	Provides services to adults, children, adolescents, and their families. Diagnoses, conducts therapy, and prescribes medications for patients with psychiatric disorders, medical mental conditions or substance abuse problems. May provide emergency psychiatric services, psychosocial and physical assessment of patients, treatment plans, and manage patient care. May serve as consultants or as educators for families and staff. Requires current Advanced Registered Nurse Practitioner (ARNP) license.

## Job Description Summaries

16.03	PSYCHOLOGIST (LICENSED)	Evaluates patients for mental, emotional or behavioral disorders. Administers and interprets psychological tests and measurements and documents results. Provides recommendations about courses of treatment and diagnosis. Guides patients through treatment, such as behavior modification, psychotherapy, and group therapy. Responds to crises with appropriate interventions and changes treatment plans to respond to changing circumstances. Uses talk therapy to treat patient illness or distress, cannot prescribe medication. Requires a PhD, 2+ years of supervised experience, completion of the Examination of Professional Practice in Psychology (EPPP) and jurisprudence exams, and current state licensure as a Psychologist.
16.04	SOCIAL WORKER (LICENSED)	Performs difficult professional casework providing intensive social work case services with complex social problems and treatment plans. Directs service programs and may provide work direction to social work paraprofessionals in social work functions. May provide assessment interview, counseling, case evaluation, or adoption services. Determines appropriate methods of treatment, and/or provides other social services to individuals, groups, or families. Maintains proper records according to organization, state, and federal guidelines. Requires a Master's Degree and professional experience. Licensure must be LASW or LICSW.
16.05	MENTAL HEALTH THERAPIST (LICENSED)	Provides a wide array of mental health and social work functions such as assessment interviews, case evaluation, client counseling, and treatment plans or other social services to individuals, groups or families involving complex mental health problems. Maintains proper records according to organization, state, and federal guidelines. Requires Master's Degree in social work, psychology, marriage and family therapy, mental health counseling or closely related field. State licenses include: LASW, LICSW, LMHC, LMFT.
16.06	MENTAL HEALTH PROFESSIONAL (MHP)	Provides mental health and counseling services. Requires a Master's Degree and 2 years of experience supervised by a Mental Health Professional, but not licensed.
16.07	CRISIS INTERVENTION SPECIALIST	Provides crisis intervention, stabilization, and emergency services. Requires Bachelor's Degree plus 4 years of experience, or a Master's Degree plus 2 years of experience.
16.08	CASEWORKER MANAGER/SUPERVISOR	First-level supervisor of case management staff. Plans and assigns caseloads, supervises and coordinates the activities of case managers and caseworkers. Participates in development of overall program goals, objectives and policies. May provide training on procedures, policies and regulations. May assist with complex/difficult client cases. Evaluates performance, provides feedback and oversees all employees responsible for providing case management services. Serves as external liaison between the nonprofit organization and outside organizations. Typically requires a Master's Degree and relevant experience.
16.09	CASEWORKER/CASE MANAGER I	Entry level case manager position. Provides case management services to clients with physical, mental, social, financial, and/or psychosocial needs. Assesses and determines appropriate and available services for clients. Develops action plans and goals with client, connects client with additional resources. Gives advice on life skills, with the goal of helping clients become independent. May work with the families of clients. Typically requires a Bachelor's or Associate's Degree and 1+ year of experience.

## Job Description Summaries

16.10	CASEWORKER/CASE MANAGER II	Experienced case manager position. Provides case management services to clients with physical, mental, social, financial, and/or psychosocial needs. Assesses and determines appropriate and available services for clients. Develops action plans and goals with client, connects client with additional resources. Gives advice on life skills, with the goal of helping clients become independent. May work with the families of clients. Typically requires a Bachelor's Degree and 2-3 years of experience.
16.11	CASE AIDE	Provides entry-level case management assistance and helps clients with daily living skills and needs. Requires an Associate's Degree or High School Diploma or GED and 2 years of experience.
16.12	COUNSELOR	Provides a safe and supportive environment for organization's clientele. Adheres to laws regarding confidentiality and reporting requirement. Maintains observation and progress records as needed. Provides crisis intervention and/or conflict resolution. Requires a Bachelor's or Associate's Degree and 2 years of experience.
16.13	SUBSTANCE ABUSE COUNSELOR	Implements substance abuse assessments and /or treatment services for individuals who are addicted to drugs and/or alcohol. Provides direct service (such as counseling or case management) to individuals or groups affected by chemical abuse/dependency, including support groups. May also conduct programs aimed at addiction prevention.
16.14	PEER COUNSELOR	Helps consumers identify goals that promote recovery and resiliency, and assists them in identifying services and activities to help them reach these goals. Provides safe and supportive environment for clients. Shares own personal experiences to encourage consumers to regain control over their own lives. Provides crisis intervention and/or conflict resolution. Adheres to confidentiality laws and reporting requirements. Maintains observational and progress records as needed.
16.15	SOCIAL SERVICES DIRECTOR	Directs provision of services in organization in social welfare field for individuals, groups, or community. Establishes policies and programs and administers such programs, working with Board of Directors and committees. Determines policies and defines scope of services to be rendered within legislative regulations for public welfare agency functioning without Board of Directors. Oversees staff operations and monitors budget. Monitors progress and effectiveness of program plans. Typically requires a Master's Degree and 3-5 years of professional experience.
16.16	SOCIAL SERVICES MANAGER	Manager of professional and paraprofessional social work staff. Plans department work, assigns caseloads, supervises, and coordinates the activities of social services workers and volunteers. Participates in the development of overall goals, objectives, and policies of the social services program. May provide training on procedures, policies, and regulations. May assist on more difficult cases. Evaluates performance and provides feedback to staff members. Typically requires a Bachelor's or Master's Degree and 3+ years of professional experience.
16.17	COMMUNITY OUTREACH COORDINATOR	Provides direct services and education to community about risk factors associated with violence, alcohol and other drug abuse. Connects people in vulnerable populations to information, resources and other community members. May conduct outreach services. May organize and facilitate community involvement. May provide advocacy, language and cultural support. May provide interpretation or translation services. May facilitate community-building efforts. Typically requires a Bachelor's or Associate's Degree and 2 years of experience. Other Title: Community Health Educator.

## Job Description Summaries

16.18	JOB DEVELOPER/EMPLOYMENT SPECIALIST	Locates/develops job openings for placement of clients by phone, mail and/or personal visits. May coach with job skills. May accompany clients at the work site as necessary.
16.19	THERAPIST	Works under general supervision. Performs mental health assessments. Identifies at-risk clients and behaviors. Develops appropriate treatment goals. Conducts psychotherapy. Maintains supportive documentation. Typically requires completion of a Master's Degree. Other Titles: Clinician, Social Worker.
16.20	CLINICAL THERAPIST	Works under general supervision. Performs mental health assessments. Identifies at-risk clients and behaviors. Develops appropriate treatment goals. Conducts psychotherapy. Maintains supportive documentation. Typically requires completion of a Master's Degree. LCPC or LCSW licensed. Other Titles: Clinician, Social Worker.
16.21	CLINICAL SUPERVISOR	Works under general supervision. Provides supervision to Clinical Staff. Provides direct service/supervision in situations requiring a higher degree of skill. Ensures that cases are properly handled and clients receive needed services. Ensure that clients receive crisis intervention services as needed. Typically requires completion of a Master's Degree.
16.22	CLINICAL DIRECTOR	Provides supervision to clinical service department. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the program. Provides direct service/supervision in situations requiring a higher degree of skill. Ensures that cases are properly handled and clients receive needed services. Ensures that clients receive crisis intervention services as needed. This is the top position in the Clinical Services Department. Typically requires completion of a Master's Degree.
16.23	FAMILY SUPPORT SPECIALIST	Works under general supervision. Assesses the parenting needs of client. Educates teen parents on child care issues. Assists clients in obtaining daycare and other services. Typically requires completion of a Bachelor's Degree.
16.24	FOSTER CARE LICENSING SPECIALIST	Works under general supervision. Ensures licensure of foster parents. Responsible for meeting state agency foster home licensure and compliance requirements. Recruitment qualified foster parents. Serves as liaison between the organization and state or regulatory agency. Typically requires completion of a Bachelor's Degree.
16.25	INTAKE COORDINATOR	Works Under general supervision. Monitors intake, discharge, and transfer of case assignments. Ensures efficiency of referral system. Ensures compliance with DCFS, and other relevant policies and procedures. Oversight of financials, including billings, receivables and payments. Typically requires completion of a Bachelor's Degree.
16.26	ACCESS/INTAKE SPECIALIST	Provides initial phone triage for callers seeking services to determine eligibility and referral to appropriate department. Requires a Bachelor's Degree, or an Associate's Degree plus 2 years of experience. Other Titles: Call Center Representative, Call Center Operator.

## Job Description Summaries

16.27	LEGAL ADVOCATE	Provides support, advocacy and legal assistance services. Conducts intake, screening and needs assessment of clients seeking legal assistance. Assists clients in understanding and navigating court and local community service systems for self-advocacy. Provides legal referral information and assists in the filing of protection orders. Accompanies clients to court or attorney's office as needed. Performs crisis intervention and safety planning for clients seeking legal aid. Requires a Bachelor's Degree and 1-2 years related of experience and/or training, or equivalent.
<b>PROGRAM MANAGEMENT</b>		
17.01	PROGRAM DIRECTOR	Directs and monitors a major program or group of programs sponsored by the organization and/or administration associated with giving or receiving grants. Administers programs that are of significant magnitude of scope in relationship to the overall organization. Establishes and maintains good working relationships with agencies serving the client populations. Supervises program staff. Typically requires a Bachelor's or Master's Degree and 8+ years of experience, or equivalent. Other Title: Chief Program Officer.
17.02	PROGRAM SUPERVISOR	This is an advanced professional with leadership responsibility for coordinating and monitoring programs, such as of social programs, education programs, recreation activities, public service research or other activities. May administer one or multiple programs. May solicit, administer and monitor grants programs. Typically provides work direction, monitoring performance and recommending personnel actions. May report to a Manager or Director level. Typically requires a Bachelor's Degree and 4+ years of experience.
17.03	PROGRAM MANAGER	Develops and manages programs or services sponsored by the organization such as social programs, education programs, recreation activities, public service research or other activities. May administer one or more programs that are of significant scope. Work may include soliciting, administering and monitoring of grants programs or receipt and implementation of grants. Oversees project deliverables and typically supervises program staff. May be an individual contributor in smaller organizations. Typically requires a Bachelor's Degree and 3-5 years of experience, or equivalent.
17.04	PROGRAM COORDINATOR	Implements and monitors specific organization programs or projects. May coordinate one or multiple programs. May supervise small team in providing direct services, such as social programs, education programs, recreation activities, public service research or other activities. Responsible for ensuring that program activities as implemented are in line with the stated objectives for a project. Work may include soliciting, administering and monitoring of grants programs or receipt and implementation of grants.
17.05	PROGRAM ASSISTANT	Assists and supports the implementation of organization programs, such social programs, education programs, recreation activities, public service research or other activities. Provides general administrative support and customer service to all clients. Duties include correspondence, mailings, filing, inputting and maintaining computer databases. Work may include soliciting, administering and monitoring of grants programs or receipt and implementation of grants. Entry-level position, typically requiring a Bachelor's Degree.

## Job Description Summaries

VOLUNTEER SERVICES		
18.01	VOLUNTEER SERVICES DIRECTOR	Oversees recruitment, selection, orientation, training and evaluation of volunteers for special projects or to support daily activities of the organization. Considers skills, knowledge and abilities needed to carry out volunteer activities. Matches volunteers to projects or duties. Speaks to community groups. Serves as a member of the organization's managing team. Supervises paid volunteer staff. Administers program budget if applicable. Typically requires a Bachelor's Degree and 2-4 years of related experience.
18.02	VOLUNTEER SERVICES MANAGER	Markets and increases access to volunteer programs to build the volunteer pool. Provides engaging, useful training, tasks, and projects for volunteers, and strives to retain and reward them. Assess organizational needs and strategies for meeting those needs with volunteers. Schedules and communicates with volunteers to increase efficiency and project completion. Typically requires a Bachelor's Degree and 2-4 years of related experience.
18.03	VOLUNTEER COORDINATOR	Recruits and trains new volunteers. Coordinates the work schedules of volunteers on projects or daily activities. Maintains volunteer database. Performs appropriate background check. Records volunteer time and follows up with recognition and acknowledgement. Typically requires some training beyond high school and 0-2 years of experience. Other Titles: Community Outreach Coordinator; Mentor/Volunteer Coordinator.
ANIMAL SERVICES		
19.01	VETERINARIAN	Provides diagnostic and therapeutic veterinary medical services and surgery. Assists in training and supervising organization staff regarding diagnostic, therapeutic, surgical and animal handling procedures. Requires degree and licensure.
19.02	VETERINARY TECHNICIAN (CERTIFIED)	Responsibilities may include animal restraint, wound care, administration of treatments, preparing animals for surgery, assisting veterinarians with procedures and surgery, performing euthanasia, preparing medical instruments, data entry, and maintaining the facility in a clean and orderly manner. Employees in this position have obtained state-level professional certification.
19.03	VETERINARY TECHNICIAN (NON-CERTIFIED)	Responsibilities may include animal restraint, wound care, administration of treatments, preparing animals for surgery, assisting veterinarians with procedures, and performing euthanasia. Employees in this position have not obtained state-level professional certification.
19.04	ANIMAL CARE WORKER	Handles, cares for, and feeds all animal patients. Identifies problems to be brought to the attention of the veterinary staff. Walks animals or provides exercise regimen. Bathes and clips animals. Keeps animal care facilities sanitary. Typically requires a High School Diploma and 0-3 years experience.
ENVIRONMENTAL / CONSERVATION		
20.01	ENERGY ADVISOR	Respond to residential and commercial calls associated with gas and electric operating costs, troubleshooting customer energy related bill inquiries, and specialty product questions. Explain energy efficiency programs and rebates. Enter and maintain information in the energy efficiency database. Typically an entry level position; previous customer service experience a plus.

## Job Description Summaries

20.02	ENERGY/CONSERVATION COORDINATOR - ENTRY	Manages data related to energy and conservation programs. May manage information within databases, produce reports, and ensure compliance with regulatory program requirements. Conducts research under the direction of senior staff. May include collecting, assembling, and analyzing various types of data, in the field or through surveys. Typically requires a Bachelor's Degree in a related field with 1-2 years of work experience.
20.03	ENERGY/CONSERVATION PROJECT/PROGRAM MANAGER.	Responsible for managing and advancing the organization's programs and plans. Provides technical leadership and support, directs preserve management programs and stewardship. May direct projects and provide direction and oversight to staff, vendors, contractors or other teams. A minimum of 1-2 years of experience in management required.
20.04	WEATHERIZATION/ENERGY EFFICIENCY SPECIALIST	Evaluates, audits and installs weatherization for residential and commercial properties. Typically holds a certificate as an energy auditor or weatherization specialist.
20.05	BIOLOGIST	Performs research on the basic principles of plant and animal life. Collect and study biological data, write reports on findings, present data to clients, government agencies, or the general public. Duties may also include presenting research and findings at conferences and managing technicians. Typically requires a Bachelor's Degree and 1-2 years of work experience.
20.06	FORESTER	Studies and manages forests, rangelands, and other natural areas and resources, primarily working as a conservation scientist. Manage lands designated for recreation or commercial use by supervising the leasing of lands, the development of facilities, and facilitating the sale of timber crops.
20.07	CONSERVATIONIST	Works with landowners and governments to protect natural resources, sustain the preservation of the ecosystem, including oceans and forests. Searches for ways to utilize natural resources without harming the environment. Typically requires a Bachelor's Degree in forestry, agronomy, agricultural science, biology, environmental science, or related field.