

Changes to the Regional Pay Survey

2020 Edition

Data Pull: March 16, 2020
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Job Family: Executive, Administrative, Legal, Staff, General Office

NEW! 1746N: Contracts Manager

Oversees the negotiating, structuring, and management of contractual documents that establish business relationships with vendors, customers and/or partners through the purchase or sale of equipment, materials, products or services. Reviews and approves documents for protection of the company's contractual posture and adherence to company policy. Advises management of contractual rights and obligations and provides interpretation of terms and conditions. May be responsible for selection, development, and evaluation of personnel to ensure the efficient operation of the function. Typically requires a bachelor's degree and 5+ years of relevant experience.

1508O: Development Director (Previous Job Code 1516O)

This is the top development management job with responsibility for directing the charitable fundraising activities of the organization. The job typically requires a Bachelor's degree and 6+ years of experience, or equivalent. Oversees the development of fundraising strategies and campaigns, establishes and maintains contact with potential financial supporters, including private and public organizations. Identifies potential grant opportunities and oversees the preparation of proposals. Work includes fundraising involving both mass communications and personal contact. Work may be in public sector or not-for-profit organizations, including the foundation of a corporation.

1515E: Program Manager (Nonprofit) (Title Change)

Develops and manages programs or services sponsored by the organization such as social programs, education programs, recreation activities, public service research or other activities. Usually manages a program, or 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 supervises program staff. Usually has budget authority. Typically requires a bachelor's degree and 3+ years of experience.

NEW! 1516E: Program Manager

Develops and manages programs or services sponsored by the organization. Usually manages a program, or programs, that are of significant scope. Work may include soliciting, administering and monitoring of budgets, grants, and/or funds. Provides strategic guidance to teams and project managers. Oversees project deliverables and supervises program staff. Usually has budget authority. Typically requires a bachelor's degree and 3+ years of experience.

Job Family: Info Systems, Data Processing, Systems Analysis, Software, Programming

NEW! 2183N: UI/UX Designer

Generally focused on the look, feel, operation, user experience and functionality of a commercial website. Creates and implements internal/external company cross-browser and cross-platform web pages, web applications, and web components including graphics, animation and functionality. Designs web page layout and online content, user interface graphics, icons, color schemes, content and infrastructure for new product release and new web-hosted product offering. Performs development and maintenance programming for web pages and web applications. Develops, assesses and communicates website usage and security policies and standards. May assist in the planning of overall company strategy involving Internet usage. May make hardware and/or software purchasing recommendations and may

perform overall administration of sites at a company-wide level. Requires knowledge of commercial internet/web tools and protocols.

Job Family: Human Resources, Recruiting, Compensation, Safety, Security

NEW! 2577E: Instructional Designer

Plans, designs, and implements innovative end-to-end entry, intermediate, and advanced level training courses or learning projects for an engaging learning experience for internal and external audiences. Develops training materials for instructors, such as online course instructional guides. Identifies and plans appropriate instructional content design strategies and objectives, curriculum, learning activities, and assessment materials based on analysis of tasks, learners, and subject matter to engage and educate end users on products, product features, or other various topics, ensuring the content matches the objectives.

Job Family: Engineering, Scientific, Chemical, R&D, Technical, Design, Drafting

NEW! 3582N: Agronomist

Oversees production of assigned crops from initial placement to post harvest analysis. Assists growers in crop production, including providing production guides to grower, informing the grower on items of concern after field inspections, taking moisture samples in the field, etc. Regularly monitors crops for threats to seed yield and quality such as pest infestations, damaging weather events, error in chemical and irrigation applications, error in trans/planting, off types in field, etc. Collects and submits samples to testing laboratories. Other responsibilities include seed stock treatment, pest diagnosis, coordinating and inspecting greenhouse, submitting field inspection applications, and managing trials.

Job Family: Construction, Real Estate Services

7885E: Housing & Loan Coordinator (Previous Job Code 9919E in *2019 New Jobs Family)

Performs a variety of tasks related to the determination of eligibility of clients for income maintenance programs and services, including the determination of grants. Determines client's eligibility for income maintenance programs, including initial and ongoing determination of eligibility. Interviews clients to obtain necessary factual information, and verifies information received from clients. Determines continued eligibility for clients receiving financial assistance. Explains application procedures to individuals or groups and assists individuals in completing the application forms for income maintenance programs. Maintains complete and accurate records on clients' eligibility for all assigned programs. Typically requires associates' or bachelor's degree and 2+ years of experience, or equivalent.

Job Family: Printing, Graphics, Publishing

NEW! 8255N: Copywriter/Copyeditor

Serves as a content specialist by maintaining the consistency of written copy products and editorial style. Writes, edits, and enhances copy to meet established tone and style requirements. Serves as communicator to design community with current and complete information. Converses with other departments to decide main selling features of products or services and discuss style and length of written advertisements. Checks trends, consumer surveys, and other data regarding the specific and related goods and services to formulate presentation approach.

Job Family: Medical, Nursing, Child Care, and Related Services

NEW! 9042N: Dentist

Provide care and maintenance for the general health of patients' mouth and teeth. Diagnose and treat health problems affecting the mouth and teeth, provide counseling on oral hygiene, and keep detailed accurate patient files. Examine teeth, gums and related tissues, using dental instruments, x-rays, and other diagnostic equipment to evaluate dental

health, diagnose diseases or abnormalities. Formulate plan of treatment for patients' teeth and mouth tissue. Advise and instruct patients regarding preventive dental care, the causes and treatment of dental problems, and oral health care services. Administer anesthetics to limit the amount of pain experienced by patients during procedures. Typically requires DDS or DMD, and state license and credentials.

NEW! 9045N: Dental Hygienist

Under supervision of qualified dentist, assess patient needs, and plans and delivers direct dental care and associated services to patients. Duties include assessing hard and soft tissues, providing patient education related to oral hygiene, taking x-rays, charting patient needs, problems, medical history, and participating in varied dental treatments of patients such as sealants, fluorides, examinations, and root planning. Typically requires an Associate's or Bachelor's degree in Dental Hygiene and a state license.

NEW! 9047N: Dental Assistant

Performs duties to assist dentist prior to or during procedures, and prepares treatment room, patient, instruments, and materials. Responsibilities are varied and include sterilizing instruments, passing instruments and materials, setting up instrument trays to prepare for patient, and performing procedures in compliance with dental practice act. May also take x-rays, mix filling compounds, take impressions of teeth, provide postoperative care instructions, and rinse/apply suction during patient visit. Responsibilities may include office duties as well. Typically requires high school diploma or equivalent, and completion of state board dental assistant training program or equivalent.

NEW! 9049N: Dental Lab Technician

Constructs and repairs various appliances. Works directly with dentists by following detailed written instructions and using impressions/molds of patient's teeth or oral soft tissues to create products such as full dentures, fixed bridges, crowns, veneers, orthodontic appliances, etc. Must read prescriptions and specifications for product to be created or repaired. Must test final product. Involves use of small hand tools and measuring devices. Typically requires either college education or ADA accredited program certification.

NEW! 9232N: Licensed Practical Nurse (LPN) – Acute Care

Performs daily routine nursing care and services to patients in acute care settings. Duties include passing of medicine, vital sign assessment, assisting higher level nursing staff, etc. Works under the direction of a Registered Nurse to provide quality care that is focused on the comfort and well-being of the patient and family. Makes independent decisions in the execution of daily routine duties. Requires the graduation of an accredited LPN course and current state licensure. Previous acute care nursing experience preferred.

NEW! 9235N: Licensed Practical Nurse (LPN) – Clinic

Provides technical assistance to physicians in the outpatient management and care of patients. Takes brief history of patient and makes physical assessment of patient's conditions. Duties also include triaging patient telephone requests, counseling patients, and calling in pharmacy refills. Requires graduation from an accredited LPN course and current state licensure. Previous nursing experience in a medical office setting preferred.

NEW! 9237N: Licensed Practical Nurse (LPN) – Home Care/Hospice

Assists in the implementation of the nursing care plan, including preventative and rehabilitative nursing procedures, observation and reporting of signs and symptoms, patient/family teaching, discharge planning, and record keeping under the direct supervision of a Registered Nurse (RN). Requires graduation from an accredited LPN course and current State licensure. Previous home care nursing experience preferred.

9510E: Program Manager (Medical) (Title Change)

Responsible for the daily operation of the program. Acts as overall team leader for the facility. Responsible for staff supervision, clinical supervision, and administrative duties. Builds and maintains a team environment amongst a diverse professional group.

NEW! 9541E: Registered Nurse (RN) – Acute Care

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

NEW! 9543E: Registered Nurse (RN) – Clinic

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

NEW! 9545E: Registered Nurse (RN) – Home Care/Hospice

Assesses, plans, and renders skilled nursing care to patients in an isolated home setting. Uses considerable judgement and skill in making patient care decisions. Coordinates continued patient care with a multidisciplinary team of physical therapists, occupational therapists, speech language pathologist, and social workers. Requires previous home care nursing experience, graduation from an accredited school of nursing, and current state licensure.

NEW! 9547E: Research Registered Nurse (RN)

Implements research protocols with human subjects including providing treatments, procedures, etc. gathering data, and participating in the analysis of the data. Typically requires RN licensure, several years of experience and exposure to research practices which is usually obtained in a bachelor's / master's level nursing curriculum.

Job Family: Arts, Music, Theater, and Related Services**NEW!** 9825E: Videographer

Operates digital video equipment and associated computer hardware and software to support media production including film, television, web-based video, and/or streaming. Uses filmmaking techniques to shoot, capture and convey the creative vision of content producers and brand identity. May be involved in editing and production of filmed footage for further post-production or release.

NEW! Job Family: Social Services and Related Services10010O: Social Services Director (Previous Job Code 8900O in Medical, etc. Family)

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.

10012E: Social Services Manager (Previous Job Code 8901E in Medical, etc. Family)

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.

10014E: Social Services Supervisor (Previous Job Code 8902E in Medical, etc. Family)

Supervises and coordinates the activities of social services workers. Establishes relationships with other agencies, schools, monitors, and service providers. Typically requires a bachelor's degree and related experience.

10020E: Licensed Social Worker (Previous Job Code 9969E in Mental Health, etc. Family)

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. WA licensure must be LASW or LICSW.

10025E: Case Manager III (Previous Job Code 9041E in Medical, etc. Family)

Senior 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 master's degree and 3+ years of experience.

10026E: Case Manager II (Previous Job Code 9042E in Medical, etc. Family)

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 and 2-3 years of experience.

10027E: Case Manager I (Previous Job Code 9043E in Medical, etc. Family)

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.

10030N: Domestic Violence Advocate (Previous Job Code 9044N in Medical, etc. Family)

Provides support and advocacy to victims of domestic violence. Performs crisis intervention and safety planning. Provides quality information and referrals. Conducts intake, screening and needs assessment of clients seeking domestic violence assistance. May accompany clients to shelters, safe houses and other community refuge locations. Requires a bachelor's degree or 1-2 years related experience and/or training.

10033N: Crisis Intervention Specialist (Previous Job Code 9045N in Medical, etc. Family)

Provides emergency psychological care aimed at assisting individuals in a crisis situation to restore equilibrium to their biopsychosocial functioning and to minimize the potential for psychological trauma. Requires a bachelor's degree and related experience.

10035N: Community Outreach Coordinator (Previous Job Code 9046N in Medical, etc. Family)

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/translation services. May facilitate community-building efforts. Typically requires a bachelor's or associate's degree and 2 years of experience. Other Titles: Community Health Educator

10037E: Case Management Supervisor (Previous Job Code 9047E in Medical, etc. Family)

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.

10039N: Case Aide, Community Support (Previous Job Code 9048N in Medical, etc. Family)

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.

10040N: Case Aide (Previous Job Code 9049N in Medical, etc. Family)

Under the direction of professional social service staff or supervisors, interviews clients to gather appropriate financial, medical and psychological information. Provides paraprofessional casework services to clients, including planning, implementation, and evaluation of services needed. Assists clients in identifying appropriate community resources available. Maintains proper and accurate case records through documentation. Provides periodic follow-up to case plan. Adheres to all federal, state, and local laws and regulations. Typically requires 2-4 years of combined training and experience.

10045N: Housing Social Service Specialist (Previous Job Code 7882N in Construction, etc. Family)

Acts as liaison with community agency case managers; provides information and referral assistance to tenants, and coordinates tenant activities. Typically requires a bachelor's degree in social work or a related field, and 2+ years of experience with the population served by the organization.

10047E: Shelter Manager (Previous Job Code 7885E in Construction, etc. Family)

Manages daily preparation of organization's shelter, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach. Typically requires an associate's degree and 5+ years of related experience, or equivalent. Other Titles: House Manager; Youth Residential Manager

10050E: Shelter Supervisor (Previous Job Code 7887E in Construction, etc. Family)

Oversees all aspects of the daily operations of shelter. Ensures safe living conditions for residents and staff. Supervises staff of shelter. Typically requires an associate's degree and 3+ years of related experience, or equivalent. Other Titles: Residential Staff Supervisor

Index of Jobs Surveyed

A - Finance, Accounting, Billing, Credit, Payroll

10750	Chief Financial Officer	Responsible for the entire range of financial activity in the organizational unit, including both the treasury and accounting functions. The job typically requires a Certified Professional Accountant (CPA) and/or a Master's of business administration degree and 10+ years of experience, or equivalent. Formulates and recommends policies on banking, receipt, and disbursement of funds, extension of credit, fiscal and accounting matters. Responsible for development of standard accounting, analysis, and reporting procedures, and for exercise of overall financial control. This position typically reports to the CEO and will serve as a key decision making member of the management team.
10800	Finance Director	Responsible for financial management of the budgeting and forecasting processes, financial analysis, reporting and financial planning. The job typically requires a Bachelor's degree in accounting or finance and 10+ years of financial experience, or equivalent. Directs and oversees all the financial management functions supporting and attaining profitable growth and strategic goals. This position typically reports to the President and will provide support as a key member of the management team.
10850	Chief Audit Executive	Has overall responsibility for planning, developing, recommending, and monitoring all administrative internal audit programs throughout the company. Directs the systematic audit of programs to ensure the sound application of internal controls as applied to financial and administrative activities and practices including measuring and evaluating the effectiveness of accounting and management controls. Additional responsibilities may include coordinating outside audit programs and the auditing of joint ventures, partnerships, and subsidiaries. Normally reports functionally to the Board of Directors and administratively to the Chief Financial Officer or the Chief Executive Officer.
10900	Corporate Treasurer	Responsible for directing the corporate treasury functions of the organization, including the care and custody of funds and other financial assets. Directs the banking, credit and insurance functions, cash management, and the insurance activities of the corporation. Ensures that all financial transactions, policies, and procedures meet corporate objectives as well as regulatory body requirements. May develop and interpret financial and economic data related to short- and long-term funding requirements. Additional functions may include coordinating shareholder relations and Board of Directors activities. Normally reports to the CEO or Senior Financial Executive.
10950	Chief Tax Executive	Responsible for the development and execution of the company's tax policy. Minimizes tax liability and maximizes after-tax profits and cash flows by implementing policies with other top executives. Will organize and direct tax research and tax compliance activities. Oversees the preparation and reviews tax returns and related reports. Oversees the analysis of the consequences of the organization's past and future tax actions and advises organization of the most suitable methods for tax methods that yield the most favorable results to the company.
1098E	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.
1100E	General Accounting Manager	Accounting manager job with responsibility for operation of a department focused on general accounting functions. The job typically requires a Bachelor's degree in accounting with 8+ years of experience, or equivalent. This job typically reports to a CFO or Controller. 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. Supervises and directs work of professional and clerical staff.
11050	Controller	Directs the overall accounting activities of a company. Administers accounting policies and directives. May assist in development of corporate policies and procedures. May coordinate preparation of monthly/quarterly/annual financial statements. Supervises unit accounting personnel. This position generally reports to the Chief Financial Officer and requires a degree and 8-10 years' experience or equivalent.
1107E	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.
1110E	General Accounting Supervisor	First level of supervision of the accounting area. The job typically requires an Associate's degree in accounting and 5+ years of experience, or equivalent. Responsible for the supervision of non-exempt employees who maintain general and subsidiary ledgers of the facility, prepares operating and financial statements, and reconcile bank statements. Other subordinate functions 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. Report supervisors of professional accountants as General Accounting Manager.

1115E	Accountant III	Third of three levels of professional general accounting work. The job typically requires a Bachelor's degree in accounting and 5+ years of experience, or equivalent. The job may also be referred to as Senior Accountant or Staff Accountant. Under direction from management and using independent judgment, performs advanced and specialized accounting assignments, usually involving complex and confidential data. Obtains and analyzes financial information to prepare reports, statements and recommendations. Provides work leadership and direction to other accountants and clerical workers. May also provide special project assistance to the CFO, Controller or Accounting Manager.
1120E	Accountant II	Second of three levels of professional general accounting work. The job typically requires a Bachelor's degree in accounting and 2+ years of experience, or equivalent. Under limited supervision, analyzes financial information detailing assets, liabilities, and capital, and prepares balance sheet, profit and loss statement, and other reports to summarize current and/or projected company financial position(s). May establish, modify, document, and coordinate implementation of accounting and accounting control procedures. Typically uses standard spreadsheet and database software or an accounting applications package designed for general accounting. May direct and coordinate activities of other accountants and clerical workers performing accounting and bookkeeping tasks.
1122E	Accountant I	First of three levels of professional accounting work. The job typically requires a Bachelor's degree in accounting and less than 1 year of experience, or equivalent. Under general supervision, applies principles of accounting to record financial information and prepare financial reports. Duties include compiling and classifying financial information, preparing entries to accounts and documenting business transactions. Other duties include auditing contract terms, orders, and vouchers and/or preparing reports to substantiate individual transactions prior to settlement. Typically uses standard spreadsheet and database software or an accounting applications package designed for general accounting. May provide technical direction to clerical staff.
1125N	Accountant-Bookkeeper	Perform diversified duties in maintaining accounting records. Verify credits and deductions. Check allocation of charges on bills payable. Maintain and balance petty cash account. Pay minor expenses, prepare daily cash balance figures and weekly transaction report. Check employee expense accounts. Prepare monthly receipt and disbursement summaries, take trial balances, locate discrepancies and reconcile bank statements. Compile special reports. Assist and direct one or two others on accounting or bookkeeping assignments. Analyze facts to determine action to be taken within the limits of standard practice. This is a senior bookkeeping position typically requiring 2 years of formal business training and 3-4 years of related experience.
1130N	Bookkeeper	Experienced level bookkeeping job. This job typically requires a general understanding of accounting principles commensurate with 2+ years of accounting training or experience, or equivalent. Responsible for diverse duties in maintaining accounting records in a small company or office. Higher level accounting and financial system work is often provided by outside consultants or CPA's. Incumbents post entries from a wide variety of sources into ledgers and journals, often using computer applications. Incumbents reconcile bank statements, monitor schedules for notes payable and receivable, bonds, securities and interest, cross check, make comparisons, balance accounts and take trial balances. Work often includes payroll, credit and collection duties. Work is regularly reviewed by outside consultants or auditors to verify appropriate procedure and accuracy. Duties require analysis of facts to determine action to be taken within the limits of standard practice. Incumbents may regularly prepare budget status reports for managers. Incumbents may devote a minor portion of time to performing other office support duties. Do not report staff with four-year accounting or closely related degrees.
1133E	Tax Accountant	Maintain tax records and prepare tax returns and schedule. Prepares filing for local state and federal returns and other tax filings. Perform year-end accrual review and tax provisions. Assist in federal and state audits. Maintain tax preparation system. Advise management on tax impact of corporate strategies. Professional level position and working knowledge of budget techniques, policies, and procedures. Typically requires a bachelor's degree and 2-4 years of related experience.
1135N	Accounting Clerk III	Third of three levels of non-exempt accounting. The job typically requires 5+ years of accounting training and experience, or equivalent. This job may be called Accounting Technician or Senior Accounting Clerk. Incumbents at this level are qualified to work in all phases of accounting. However, in a large organization work may be specialized. Incumbents make non-routine choices within established precedent and with limited supervision. A higher level of computer skill is required, including mastery of the internal accounting package and strong spreadsheet skills. At this level, incumbents will assist with monthly trial balances and custom report generation involving intermediate levels of financial analysis using generally prescribed procedures. Incumbents may provide technical direction and work review to lower level accounting staff, but do not provide complete supervision. Do not report staff with four-year degrees in accounting or a closely related field.
1137N	Accounting Clerk II	Second of three levels of accounting clerical work. The job typically requires a general understanding of accounting principles commensurate with 2+ years of accounting training or experience, or equivalent. In larger departments this level may specialize in accounts payable, accounts receivable or another area of accounting. Incumbents make routine choices within established procedures. Incumbents perform basic troubleshooting to reconcile account balances and inquiry to obtain missing information or verify unusual data. An intermediate level of computer skill is required, usually involving use of an accounting software package and spreadsheets to enter, compile or extract data. Work is relatively independent, with supervision available to address non-routine questions.

1139N	Accounting Clerk I	First of three levels of accounting clerical work. The job typically requires reading, communication and math skills commensurate with a high school education or GED and no previous accounting experience, or equivalent. Work is task oriented, routine and repetitive, such as matching bills to purchase orders or entering data. Much of the time is spent using a keyboard. Follows instructions and is subject to close supervision.
1140N	Senior 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.
1141N	Accounts Payable Clerk	Perform moderately complex accounts payable work. Review and verify calculations of incoming billings; match invoices with purchase orders and statements; check authorization and signature; post entries to accounting system; reconcile bills; may prepare 1099's, statements and reports, process checks, etc. Typically requires at least 1 year of related accounting experience.
1142N	Accounts Receivable Clerk	Keeps customer ledger accounts and prepares monthly accounts receivable statements. Posts invoice data to sales sheets. Prepares petty cash entries. May assist in posting receipts. Typically requires 1-2 years accounting experience.
1143N	Accounts Payable/Receivable Clerk	Performs routine accounting operations of both accounts payable and accounts receivable clerk. Performs any combination of the following: calculating, posting and verifying to obtain financial data for use in maintaining accounting records. Compiles and sorts documents such as invoices and checks, substantiating business transactions. Verifies and posts details of business transactions, such as funds received and disbursed, and total accounts, using calculator or computer. Computes and records charges, refunds, and cost of lost or damaged goods, freight charges, rentals, and similar items. May type vouchers, invoices, checks account statements, reports and other records, using typewriter or computer. May assist with collection calls on past due accounts.
1144N	Senior 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.
1150E	Cost Accounting Manager	Manager responsible for the operation of a department focused on cost accounting. The job typically requires a Bachelor's degree in accounting and 8+ years of experience, or equivalent. This job typically reports to a CFO or Controller. The incumbent manages the preparation of cost accounting reports, designs and implements cost control procedures, oversees the recording and calculation of unit cost for products or services related to specific jobs or projects and produces cost accounting or operating reports for use by management. In addition, the incumbent examines any costs that seem contrary to past experience. Incumbents at this level typically provide full supervision and work direction to professional and clerical staff.
1153E	Cost Accountant III	Three of three levels of professional cost accounting work. The job typically requires a Bachelor's degree in accounting and 5+ years of experience, or equivalent. Under direction from management and using independent judgment analyzes financial data obtained through studies to determine effects of costs on business. Analyzes changes in product design, raw materials, manufacturing methods, or services provided, to determine effects on costs. Compares actual cost to estimates and identify reasons for variances. Analyzes actual manufacturing costs and prepares periodic reports comparing standard costs to actual production costs. Provides management with detailed reports for use in making business decisions and controlling expenditures. May lead major projects and/or direct the work of professional cost accounting staff.
1155E	Cost Accountant II	Second of three levels of professional cost accounting work. The job typically requires a Bachelor's degree in accounting and 2+ years of experience, or equivalent. Under limited supervision, incumbents conduct and analyze cost audits to determine costs of business activity, such as raw material purchases, inventory, and labor. Incumbents analyze data obtained and organize results into management reports using standard spreadsheet or database software programs. Analysis includes review of changes in product design, raw materials, manufacturing methods, or services provided, to determine effects on costs. Provides management with reports specifying and comparing factors affecting prices and profitability of products or services. Incumbents at this level may direct the work of clerical cost accounting staff.
1157E	Cost Accountant I	First of three levels of professional cost accounting. The job typically requires a Bachelor's degree in accounting and less than 1 year of experience, or equivalent. Under general supervision, incumbents apply principles of cost accounting to conduct studies that provide detailed cost information for use by management. Incumbents collect data from multiple sources and compute the costs of business activity, such as raw material purchases, inventory, and labor. Incumbents analyze data obtained and organize results into management reports using standard spreadsheet or database software programs.
1160N	Cost Accounting Clerk	Perform a variety of routine duties following established procedures, requiring a general knowledge of cost accounting methods and principles, care and accuracy in selection of correct figures and proper entries and calculations. Compile composite reports showing labor, material and overhead costs on parts, assemblies and products. Compile cost of selling or operating a work unit or a group of units, using payroll, shipping, material and production records. Typically requires at least 1 year of directly related accounting experience.

1165E	Budget Manager	Responsible for managing the organization's budget process, including the preparation, consolidation and distribution of budgets and related reports. Reviews ongoing operating results and prepares appropriate reports, financial information and recommendations for review by company management. Develops and administers budget related policies and procedures. May supervise a staff of budget personnel. Typically requires a related degree and 3-5 years of related work experience.
1180E	Internal Audit Manager	Manage all segments of the auditing function either directly or through subordinate supervisors. Subordinates verify the financial status and operating procedures of the organizational unit through a systematic program of audits and prepare reports of audit findings. Responsible for development of audit procedures and systems. Recommend changes in operating procedures when audits reveal weakness in financial control. Does not include managers with substantial responsibility for non-audit activities such as general accounting or finance. Typically requires a degree and 5-8 years of related work experience.
1185E	Internal Auditor	Working individually or as part of a team, conduct audits of various company departments and locations to verify accuracy of records, compliance of operations with prescribed plans, policies and procedures, and appropriateness of accountability for physical and financial assets. Check and verify reports against source documents and records, audit work procedures and methods of specified groups of employees, check cash, bank balances, etc. Prepare or assist in preparation of audit reports, making recommendations for improvements and modifications in systems and procedures of areas audited. Does not include Senior Auditors who have responsibility for guiding audit teams in major corporate or divisional audits. Typically requires a degree and 2-4 years of related work experience.
1200E	Financial/Business/ Budget Analyst	Works in one or more areas of financial, business or budget analysis under the direction of management. Duties include research, selection, and compilation of financial data from multiple sources, such as sales, production, accounting, public sources or vendors and subsequent analysis of that data to produce business information used to support decisions. May verify the accuracy of data. Work assignments are of greater difficulty or larger financial impact than those given to first level incumbents. This is an experienced professional job, typically requiring a Bachelor's degree in business with 3 or more year's related experience, or equivalent.
1300N	Invoicing Supervisor	Supervise invoicing department, with records and processes billings for company products. Direct work of clerks engaged in the preparation of invoices for products or parts shipped to customers from plant or warehouses. Prepare necessary reports for related functions of sales, accounting and production. May supervise the preparation of export order documents. Audit summaries, control sheets, price sheets and reports. Does not include employees who spend more than 20 percent of their work time in performing non-exempt invoicing tasks. This is not a Lead position.
1310N	Billing Clerk III	Perform moderately complex billing duties such as checking shipping memos received with orders and preparing and typing invoices from standard price lists. Copy required data from customer or internal orders or other media. Calculate extensions and add extended figures for gross charges of goods shipped. Make additions and deductions for freight, parcel posts, etc., as indicated. May separate and distribute orders, fold and insert customer's copy, etc. Typically requires 1-2 years of billing experience.
1320N	Billing Clerk II	Perform routine billing duties following clearly prescribed practice. Type customer bills from shipping orders or memos after the prices, discounts and extra charges have been extended, checked and totaled. Separate copies and distribute. May fold customer copy and insert in envelope for mailing. Typically requires less than 1 year of related office experience.
1330N	Credit Analyst III	Duties include researching, gathering information, examining credit risks and assessing credit history. Involves making recommendations for approval/denial of extension or credit which may include approval/denial of extension of credit up to assigned credit limits. May work with accounts receivable. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager. Typically requires 0-2 years of experience in the field or in a related area and may require a Bachelor's degree.
1335N	Credit Analyst II	Duties include researching, gathering information, examining credit risks and assessing credit history. Involves making recommendations for approval/denial of extension or credit and may involve approval/denial of extension of credit up to assigned credit limits. May work with accounts receivable. Works under general supervision. Reports to a supervisor or manager. Typically requires 2-5 years of experience in the field or in a related area and may require a Bachelor's degree.
1340N	Credit Analyst I	Duties include researching, gathering information, examining credit risks, assessing credit history and approval/denial of credit up to assigned credit limits. May work with accounts receivable. Performs a variety of complicated tasks. May report to an executive or a manager. Typically requires 5 years of experience in the field or in a related area and a Bachelor's degree.
1345N	Assistant Credit Manager	Duties include assisting credit manager in all aspects of credit for branch location. Investigate and evaluate new credit applications; makes recommendations for approval/denial of extension of credit; may involve the actual approval/denial of extension of credit up to assigned credit limits. Reviews and makes recommendations of credit holds and releases; maintains and updates credit files. May involve collecting on past due accounts and assisting with accounts receivable functions. Closely works with sales staff. Position typically reports to senior level credit manager. Typically requires 1-2 years' experience in related field, 1-2 years' experience in commercial collections, may require a Bachelor's degree.

1350E	Credit and/or Collection Manager III	<p>Manager responsible for operation of a department focused on credit and/or collections. The job typically requires a Bachelor's or Associate's degree with 5+ years of credit/collection experience, or equivalent. Provides direction to department staff and administers credit/collection policies of the organization. May formulate credit and collections policies, methods and procedures for approval by senior management. Duties include determining customer credit capacity, managing the compilation of credit information, analyzing and interpreting available information and authorizing extension of credit. Decisions include determining action to take in collection of past due accounts where normal collection procedures have failed, approval of terms of sales and authorization of financial arrangements for foreign shipments. Prepares or supervises preparation of data showing credit activities and status of accounts. Frequently communicates with sales and finance on the status of client accounts or the credit classification of prospective clients.</p>
1355E	Credit and/or Collection Manager II	<p>Duties include managing all aspects of credit for branch location. Investigate and evaluate new credit applications. Involves the actual approval or denial of extension of credit up to assigned credit limits. Makes recommendations for approval or denial of extension of credit beyond assigned limit. Reviews and makes recommendations on credit holds and releases; maintains and updates credit files. Involves collecting on past due accounts. May involve assisting with accounts receivable functions. Closely works with sales staff. May involve supervision of 1-2 assistant/clerical level employees. Position typically reports to senior level credit manager. Typically requires 2 years' experience in related field, 2 years' experience in commercial collections, may require a Bachelor's degree.</p>
1370N	Credit and/or Collection Specialist	<p>Professional level of credit and collections work. The job typically requires a Bachelor's or Associate's degree with 1+ years of credit/collection experience, or equivalent. Work includes reviewing credit applications and delinquent accounts; researching information from credit organizations; maintaining records on delinquent accounts and credit risks. Issues progressive requests for payment of past-due accounts. Within policy limits, works out payment plans for past due accounts, referring large cases to the manager for approval. Has frequent contact with sales staff regarding qualification of accounts.</p>
1375N	Credit and/or Collection Clerk	<p>Experienced level of credit and collections clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 2+ years of related experience, or equivalent. Work includes reviewing credit applications and delinquent accounts; researching information from credit organizations; maintaining records on delinquent accounts and credit risks. Incumbents issue progressive requests for payment of past-due accounts. Much of the time is spent using a keyboard and using appropriate software applications, including web resources. Incumbents make non-routine choices within established precedent and policies, referring unusual situations to a supervisor.</p>
1440E	Payroll Supervisor/Manager	<p>The Payroll Supervisor or Manager, often found in larger organizations and those with multiple locations, is responsible for the supervision of employees who perform payroll functions, including management of external service provider relationships. The job typically requires a Bachelor's degree in accounting, public administration, business administration, or a related field, and 3+ years of related experience, or equivalent. Duties include: maintaining necessary payroll records; calculating (or preparing for calculation) payrolls from original approved time records; delivering paychecks; balancing, controlling, and preparing summaries; debiting the appropriate accounts; calculating payroll deduction payments; computing and delivering W-2 forms; making determinations regarding application of wage and hour law and Davis Bacon type laws; and prepares all required reports. Do not report those with significant responsibility other than payroll responsibility.</p>
1450E	Payroll Supervisor/ Administrator	<p>The Payroll Supervisor/Administrator provides leadership of the payroll function. The job typically requires some technical training in accounting and payroll practices beyond high school and 5+ years of experience in accounting and payroll processing. Under direction of an accounting or human resource manager, this job is responsible for maintenance and implementation of the payroll system, including management of external service provider relationships. Responsible for supervision of non-exempt employees who maintain employee information necessary for payroll calculation (such as base rate, number of exemptions, eligibility for shift premium, etc.) and who prepare payroll. Subordinate employees compile from time-cards, job tickets or other source records all information necessary to calculate earnings for each pay period, including base pay, overtime pay and any incentive pay. Makes determinations regarding application of wage and hour law and oversees preparation of periodic reports of earnings, taxes, and deductions.</p>
1452E	Payroll & Benefits Administrator	<p>Manages and analyzes employee benefit programs, researches issues, and tracks usage data. Serves as primary contact for all benefit programs and payroll issues. Processes payroll, including updating employee hours, garnishments, benefits and vacation, etc. Communicates with employees and management about benefits options and usage. Ensures organizational compliance with federal and local regulations, auditing, and non-discrimination laws. Intermediate professional level. Typically requires a bachelor's degree or associate's degree and 2-4 years of professional experience, or equivalent. May have CPP (Certified Payroll Professional) certification.</p>

1455N	Payroll Clerk II	Highest level of payroll clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 3+ years of related training and experience, or equivalent. Incumbents follow standard procedures in making a variety of system entries and computations from data on employee time-cards or computer entries. Work includes entering rate changes, totaling hours and distributing or allocating costs; checking computations of timekeepers and researching shortage claims. Work may include calculating total earnings, overtime, taxes, withholding for premiums and savings and similar factors. Work may include coordinating with an outside payroll service to produce calculations, print checks and prepare total payroll reports. Work may also include calculating commissions, administering executive compensation and record maintenance of short and long-term incentive plans. Much of the time is spent using a keyboard. Incumbents may use specialized software packages to enter and compute payroll. Incumbents may provide work direction or check the work of less experienced payroll staff.
1460N	Payroll Clerk I	First level of payroll clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and less than 1 year of related training and experience, or equivalent. Incumbents follow standard procedures in making a variety of system entries and computations from data on employee time-cards or computer entries. Work includes entering rate changes, totaling hours and distributing or allocating costs; checking computations of timekeepers and researching shortage claims. Work may include calculating total earnings, overtime, taxes, withholding for premiums and savings and similar factors. Work may include coordinating with an outside payroll service to produce calculations, print checks and prepare total payroll reports. Much of the time is spent using a keyboard. Incumbents may use specialized software packages to enter and compute payroll. Incumbents follow standard procedures and have readily available supervision.
1461O	Corporate & Foundations Relations Director	Develops and manages corporation, foundation and government grant proposals. Develops programs and relationships to secure contributed revenue through sponsorships, philanthropic donations or other vehicles. Reports to Development Director. Typically requires a bachelor's degree and 5+ years of experience, or equivalent. Other Titles: Director of Corporate Sponsorships
1462O	Major Gifts Director	Directs the development of the major gifts program. Develops strategy for 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. Typically requires a bachelor's degree and 5+ years of experience, or equivalent. Other Titles: Major Gifts Officer
1463E	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.
1464E	Membership Manager	Oversees and implements membership recruitment and retention campaigns and programs. Develops and executes marketing strategy, tracks and analyzes campaign results. Works with marketing/development staff to plan and implement programs and benefits for members and donors. Oversees maintenance of membership rosters and payment of dues and contributions. May involve supervision of subordinate staff. Requires a bachelor's degree and 4+ years of experience. Other Titles: Director of Membership
1465N	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.
1466E	Development Assistant/Associate	Provides clerical support to the Development Director and department. Assists 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 agency from donors, members or organizations. Administers receipt of cash, checks, securities, personal or real property. May give limited related tax information to potential donors. Generates, maintains and reports on donation records and provides administrative support. Typically requires a bachelor's degree and 2+ years of experience.
1467N	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.
1468E	Grant/Proposal 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.

1469N	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; Evaluations Manager
1470N	Cashier	Receive incoming cash for purchases or payments on accounts from customer, mail or company sales personnel, examine and count money, compare amounts with sales slips or cash receipts and make change. May cash checks and keep records associated with bank deposits. Excludes bank or savings and loan tellers. Typically requires less than one year of related work experience.
B - Executive, Administrative, Legal, Staff, General Office		
1475O	Chief Executive Officer	Determines the basic objectives of the organizational unit; formulates plans and policies and allocates resources for the achievement of these objectives. Interprets and applies policies established by the owners of the enterprise or their representatives (Bd. of Directors, Trustees, etc.). Organizes the unit and determines allocation of duties and authorities to subordinates. Exercises controls to see that objectives are achieved in accordance with basic organization policy. Fully accountable for the results of the activity of the organizational unit. This is usually a single incumbent position.
1477O	Chief Operating Officer	Directs and coordinates the activities of the line and staff components of the organizational unit toward the achievement of established objectives. Is accountable for the full range of operations of the organizational unit, providing operational guidance and analyzing and appraising the effectiveness of all operations. Acts as Chief Executive in the absence of the Chief Executive Officer. This position reports to the Chief Executive Officer, if your Chief Operating Officer is also your CEO, please report position under CEO only.
1479O	Chief Executive Multi-Function Responsibility	Directs and coordinates the activities of major segments of the line and/or staff components of the organizational unit toward the achievement of established objectives. Is accountable for the operations of two or more major functions of the organizational unit, providing operational guidance to the executives in charge of these functions and analyzing and appraising the effectiveness of their operations. Examples of this position might include: Administrative Vice President (typical subordinates being the Financial-Accounting Executive, the Human Resources Executive, the General Counsel, etc.), Executive Vice President (typical subordinates being the Production-Operations Executive, Procurement Executive, Marketing-Sales Executive, etc.) and similar titles with any combination of major line and/or staff functions as subordinates. This position is not the Chief Corporate Executive or Chief Operating Officer but may report to one of these positions.
1481O	Chief Operations Executive Non-Manufacturing	Responsible for planning, controlling and coordinating the entire range of activities of the organizational unit associated with the non-manufacturing function. Coordinates and adjusts organizational processes and facility operations as needed to ensure the smooth execution of policies and procedures. Typical position titles include: Vice President of Non-manufacturing, Vice President of Operations, Director of Operations, etc.
1483O	Chief Staff Legal Counsel	Responsible for maintaining the official records, legal affairs and documents of the Corporation and to supervise all legal matters such as interpretation of governmental regulations, review and interpret corporate contracts, etc.
1485O	Chief Government Relations Executive	Responsible for representing the interests of the organization in matters involving federal, state and local governments. Directs the lobbying and public policy activities of the organization and coordinates the efforts of operating domestic and/or foreign divisions. May direct or oversee staff in matters involving federal, state and public agencies.
1490E	Attorney	Responsible for providing legal counsel and advice to management to assure maximum protection of the organization's interests and legal rights. Conduct research and provide interpretations, opinions and recommendations on business operations issues, and on legislation and regulations that may affect the company. Initiate legal action and defend the organization as required. Select and retain outside counsel as required. This is an experienced corporate attorney requiring a law degree, a license to practice law, and 5 to 8 years of directly related work experience.
1495N	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.
1496N	Legal Assistant	Assists attorney by performing paraprofessional duties. Serves as liaison between company in-house and outside counsel by gathering records and files and preparing answers to interrogatories. Reviews and assists with legal matters such as bankruptcies, litigation, and garnishment proceedings. Composes letters to outside counsel and researches lawsuits. This is a paraprofessional position, not requiring a paralegal certificate, but typically requiring at least 2-3 years of directly related legal experience.

1500E	Risk Manager	Responsible for the design, proposal and administration of risk management and loss prevention programs for the fiscal protection of the company's assets in a cost efficient manner either directly or through subordinate supervisors. Gauge risk exposure and potential liability in all matters concerning the company and develop sound risk control measures. Review building design and physical safeguards from a loss-prevention standpoint. Responsible for a major portion of the insurance purchasing for the organization, including the maintenance of sufficient coverage at an assumable risk for the company. May assist with the purchasing of employee benefit programs. Does not include engineers and insurance managers whose responsibilities are limited to specific insurance areas. Also, does not include managers who report directly to the Chief Executive Officer.
1502E	Compliance Analyst	Responsible for the coordination and completion of all government, regulatory and compliance documents. Researches regulatory requirements, assists in the development of policies and prepares reports. Responds to correspondence from state insurance departments and customers. Reviews insurance regulations to determine requirements. Maintains records of complaint handling, notice requirements and procedures for responding. 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 degree and 2-4 years of experience.
1505E	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.
1508O	Development Director	This is the top development management job with responsibility for directing the charitable fundraising activities of the organization. The job typically requires a Bachelor's degree and 6+ years of experience, or equivalent. Oversees the development of fundraising strategies and campaigns, establishes and maintains contact with potential financial supporters, including private and public organizations. Identifies potential grant opportunities and oversees the preparation of proposals. Work includes fundraising involving both mass communications and personal contact. Work may be in public sector or not-for-profit organizations, including the foundation of a corporation.
1510E	General Manager	Provides general management direction to all Company operations to ensure profitable returns on invested capital, maximum sales of quality services and appropriate expenses. Serves as a primary contact with key customers, governmental agencies, politicians and the general public to foster positive relationships and to promote the interests of the Company. Typically requires at least 10 years' experience, including 5 years in an executive management role involving one or more functions. Related education may be substituted for some experience.
1512O	Chief Executive (Not-For-Profit)	Top Executive in a not-for profit organization. The job typically requires a Bachelor's degree and 10+ years of related experience, or equivalent. May be titled Executive Director/Manager or Administrator. Responsible for all planning, operations, staffing and budget administration. Does not include top managers of facilities or divisions that report to a higher-level corporate position.
1513O	Associate Director Nonprofit	Manages key organization functions, including staff hiring and evaluation, financial management and development, information systems and insurance. Reports to the Executive Director or CEO and sometimes is the organization's second in command. Typically requires a bachelor's degree and 8+ years of experience, or equivalent. Other Titles: Associate Executive Director, Associate Administrator, Deputy Director, Vice President.
1514O	Program Director	This is a managerial job with responsibility for directing and monitoring a major program or group of programs sponsored by the organization and/or administration associated with giving or receiving grants. The job typically requires a Bachelor's degree and 8+ years of experience, or equivalent (many may have a Master's degree requirement at this level). Programs may include administration of social programs, education programs, recreation activities, public service research or other activities. Incumbents administer programs that are of significant magnitude of scope in relationship to the overall organization. Work may include soliciting, administering and monitoring of grants programs or receipt and implementation of grants.
1515E	Program Manager (Nonprofit)	Develops and manages programs or services sponsored by the organization such as social programs, education programs, recreation activities, public service research or other activities. Usually manages a program, or 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 supervises program staff. Usually has budget authority. Typically requires a bachelor's degree and 3+ years of experience.
1516E	Program Manager	Develops and manages programs or services sponsored by the organization. Usually manages a program, or programs, that are of significant scope. Work may include soliciting, administering and monitoring of budgets, grants, and/or funds. Provides strategic guidance to teams and project managers. Oversees project deliverables and supervises program staff. Usually has budget authority. Typically requires a bachelor's degree and 3+ years of experience.
1517E	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, implement, 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, or equivalent.

1518E	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.
1519E	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.
1520E	Senior Project Manager	Manager in charge of designated projects having significant business unit impact. The job typically requires a Bachelor's degree and 6+ years of experience, or equivalent. The incumbent is responsible for planning, administering and completing assigned projects, which may cross several functional areas, such as facilities, operations, marketing, or administration. Assignments may vary in length and complexity, but are generally not permanent. The incumbent does not typically supervise staff, but may provide work direction to individuals supporting a project. Do not report IT Project Managers or individuals managing construction projects.
1530E	Project Manager	Manager in charge of designated projects. The job typically requires a Bachelor's degree and 3+ years of experience, or equivalent. The incumbent is responsible for planning, administering and completing assigned projects, which may cross several functional areas, such as facilities, operations, marketing or administration. Assignments may vary in length and complexity, but are generally not permanent. The incumbent typically does not supervise staff, but may provide work direction to individuals supporting a project. Do not report IT Project Managers or individuals managing construction projects.
1535N	Project Coordinator	Coordinates activities and resources for specific projects and programs. Coordinates meetings, travel arrangements and expense reports. Assists with monitoring project performance, provides schedules and updates, facilitates resource allocation, prepares and distributes project documentation. Provides general administration support including preparing and tracking reports, updating files, preparing communications. Acts as communication liaison amongst team members and with those collaborating with the project team. Entry level professional. Learns to apply knowledge and skills acquired through a formal degree or certification program. Typically requires a minimum of 0-2 years of experience.
1538E	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. Prior supervisory experience and Certification as a CMP (Certified Meeting Professional) is preferred.
1540E	Events Coordinator	Responsible for the coordination of production details for company events from conception to post-event completion. Develops event theme, oversees vendors and security, maintains even schedules, and monitors and tracks expenditures for budgeting purposes. Typically requires 2-4 years of related experience.
1542E	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. 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 degree and 2-4 years of experience.
1545E	Office Manager	Oversees multiple support functions for a small company office or a branch office location. Coordinates space and office organization; purchases and manages supplies and equipment. Coordinates office and/or departmental operations. Reviews, tracks and prepares budgets; maintains records and databases. Supervises support clerical staff. Makes final decision on administrative and operational matters. Actions directly impact department performance. Reports to senior manager or higher in smaller organizations.
1550E	Office Administrator III	Supervisory administrative job with responsibility for multiple support functions for a small company office or a branch office location. The job typically requires some training beyond high school and 5+ years of experience, or equivalent. Typical responsibilities extend to all, or some, of the following functions: office support, telecommunications, mail, copy center, security, facilities, purchasing, computer support, payroll, bookkeeping, human resources and customer service. Supervises non-exempt staff engaged in any of the functions listed above. May use and direct outside resources to assist with some of the job functions.
1555N	Office Administrator II	Under general supervision, coordinate and supervise activities of clerical personnel. Analyze and organize office operations and procedures such as typing, flow of correspondence, filing, purchase of supplies and other clerical services. Evaluate office production, revise procedures or devise new forms to improve efficiency of workflow. Assist office personnel in the completion of necessary work. May assist in the hiring/firing of office personnel. Typically requires proficiency with one or more types of operational office equipment (e.g., CRT, personal computer or word processor), plus 3 or more years of related work experience. Excludes exempt supervisory positions.

1556E	Administrative Assistant to Chief Executive Officer	Highest level administrative assistant job, equal in skills to the level III administrative assistant job, but directly supporting the CEO or President. The job typically requires high school graduate level reading, communication, math and problem solving skills and 5+ years of experience, or equivalent. Assists the top executive by performing a variety of support duties, such as screening calls, conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills typically include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and exercise discretion regarding confidential matters. Incumbents may provide work direction to other support staff.
1557E	Administrative Assistant III	Highest level administrative assistant job, not directly supporting the CEO or President. The job typically requires high school graduate level reading, communication, math and problem solving skills and 5+ years of experience, or equivalent. Incumbents perform administrative support work; specific duties vary with department(s) assigned. Assists the department or function manager and other department or function staff by performing a variety of support duties, such as conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use, and may train others to use, computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills typically include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents may set precedent within limits and/or administer operating rules and procedures under management guidance. Incumbents may provide work direction to other support staff.
1559N	Administrative Assistant II	Experienced level administrative assistant job. The job typically requires high school graduate level reading, communication, math and problem solving skills and 3+ years of experience, or equivalent. Incumbents perform administrative support work; specific duties vary with department(s) assigned. Assists the department or function manager and other department or function staff by performing a variety of support duties, such as conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills may include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents make non-routine choices within established guidelines, with minimal supervision.
1561N	Administrative Assistant I	First level administrative assistant job, typically requiring reading, communication, math and problem solving skills equivalent to a high school education or GED and 1+ years of experience, or equivalent. Performs administrative support work; specific duties vary with department(s) assigned. Assists the supervisor and other department personnel by performing a variety of duties in support of department functions, such as meeting planning, preparing documents, or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics or scheduling. Other skills may include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents make routine choices within established guidelines, with readily available supervision.
1562E	Office 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.
1563E	Office Services Supervisor	Responsible for the supervision of employees who provide office services support to other units in a facility. Typically has jurisdiction over the following centralized areas: duplicating, filing, telephone and teletype services, message delivery, mail room functions, reception, typing or stenographic pool, etc. May be responsible for the purchase of office supplies and for the planning, purchase and maintenance of office equipment. See also Office Administrator III, Job #1550, for those with a broader range of administrative activities beyond the providing of office support services.
1565E	Publications Editor	Direct and coordinate the publication of the company newspaper/newsletter and other company bulletins. Contact departments and company locations to obtain items for publication. Select and write articles and editorials, plan layouts, coordinate printing and art work, and arrange for production and distribution of publications. While majority of time is spent with the company newspaper/newsletter, may prepare material for public relations purposes. Typically requires journalism training and related work experience. Does not include secretaries or other employees who perform this function as an additional duty.

1575N	Executive Secretary	Assigned as personal secretary normally to one key executive. Must have sufficient knowledge of company's organization, policies and personnel to make minor administrative decisions, exercising independent judgment. Exercises considerable judgment and discretion in scheduling appointments for the execution and in routing telephone calls and visitors. Work may involve confidential and/or highly technical information. Responsible for securing and furnishing information and for compiling various reports. May schedule and prepare agenda for meetings and keep minutes. Maintains the executive's private files. Includes ONLY secretaries who report to one of the principal executives of the organization. Typically requires extensive experience in providing secretarial support to management.
1580N	Secretary III	Perform a broad range of typing, clerical, stenographic and minor administrative duties for an upper-level manager or department head within the organization. Within general procedures, exercise independent judgment and discretion in such tasks as making appointments, receiving and screening visitors and telephone calls for superior, maintaining and controlling confidential files and records and compiling regular and special reports. May compose non-routine correspondence from marginal notes or verbal instructions and may compose replies to routine correspondence on own initiative. May record and/or transcribe dictation which may be of a confidential or technical nature. Typically requires 5 or more years of secretarial experience involving the exercise of initiative and judgment relative to non-routine matters.
1585N	Secretary II	Perform a broad range of typing and clerical duties, which may include the recording and/or transcribing of dictation. Within established procedures, exercise initiative in such tasks as receiving visitors and telephone calls for superior, maintaining files and record systems, opening and distributing routine mail and preparation of regular forms and reports. May also compose routine correspondence within established guidelines. Typically requires proficiency with one or more types of operational office equipment (e.g., CRT, personal computer or word processor), and 2-4 years secretarial experience. Excludes Senior Secretaries or Executive Secretaries.
1590N	Secretary I	Under direct supervision, perform clerical duties required in preparation of routine correspondence, memos, forms and reports. Maintain various files and record systems. May also assemble replies to routine correspondence according to prescribed forms and procedures. May perform work specialized to the department. May open and route mail, and order supplies. This is frequently the entry-level for the secretarial job family, requiring 1 year of office related experience.
1595N	Typist Clerk	Perform a variety of routine clerical and typing tasks, under general supervision or direction, following well-defined procedures. Type letters, address envelopes, copy data, fill in reports, etc. Make up stencils for use with duplicating machines when necessary. May use manual typewriter, word processor, personal computer or CRT. This is typically an entry level position requiring little or no previous experience.
1655N	Receptionist	This is a specialized job performing reception duties at the corporate, divisional or departmental level. The job typically requires high school graduate level communication and problem solving skills with previous experience of less than 1 year, or equivalent. Receives visitors, secures identification, and determines whom they wish to see. Announces visitors and directs them to the proper office when authorized. Issues visitor's badge and registers as required. Work is task oriented with routine decisions within established guidelines, with readily available supervision. Incumbents may perform other support tasks that can be done while in the reception area.
1670N	Telephone Operator/ Receptionist	This is a combination job performing at least two of the three listed functions in the title at the corporate, division or departmental level. The job typically requires high school graduate level communication and problems solving skills with previous experience of less than 1 year, or equivalent. Receives visitors, secures identification, and determines whom they wish to see. Announces visitors and directs them to the proper office when authorized. Issues visitor's badge and registers as required. Operates a telephone console, receives incoming calls and connects to the proper party. Answers general requests for information within established guidelines. Performs routine secretarial duties such as typing, data entry, and schedule coordination, making travel arrangements or handling company mail.
1700N	Office Generalist	Generally working in a one person office, handle diverse office tasks including correspondence, filing and recordkeeping. Prepare and submit reports required by government agencies, business and statistical reports as required. Perform required purchasing, accounting and payroll duties. Generally assist in operation of business. Make recommendations and act on own initiative.
1705N	General Clerk III	Third of three levels of general clerical work. This job typically requiring high school graduate level reading, communication and math skills and 5+ years of experience, or equivalent. Incumbents have a high degree of understanding of the work function and will typically provide work direction to other clerical staff within the area. Incumbents perform a variety of clerical and typing duties, some non-routine and complex in nature. Incumbents utilize knowledge of company policies and procedures in maintaining files, records, and other information. Incumbents work under minimal supervision, using good judgment in resolving routine problems. Do not report jobs specializing in customer service, accounting, data entry or filing.

1710N	General Clerk II	Second of three levels of general clerical work. The job typically requires high school graduate level reading, communication and math skills and 2+ years of experience, or equivalent. Incumbents normally are familiar with department or functional operations and are able to work with minimal assistance. Incumbents perform clerical, counter work and typing duties of some diversity, requiring the application of various standard procedures and preparation or use of several types of forms, reports or records. Incumbents may post data directly to a database from information furnished. Posting may involve some intermediate operation such as cross-checking, comparison or ordinary calculations. Incumbents may prepare and type reports, orders or other forms such as requisitions, schedules or control records of various types. Do not report jobs specializing in customer service, accounting, data entry or filing.
1715N	General Clerk I	First of three levels of general clerical work. The job typically requires high school graduate level reading, communication and math skills and no previous experience, or equivalent. Duties include performing routine clerical procedures in support of an assigned department or function. Duties may include combinations of counter work, filing, checking, redirecting, or entering data into a computer. Incumbents follow prescribed procedures in handling, classifying, filing or indexing data. Working under close supervision, incumbents perform simple computations according to clearly defined principles. Do not report jobs specializing in customer service, accounting, data entry or filing.
1720N	File Clerk	File a variety of correspondence, invoices, orders, credit memos, quotations, estimates and other business documents. Classify documents by order number, type of product, company or other identification. Arrange for proper indexing, prepare index cards, separators, and file folders. Maintain card or other reference indices. Typically an entry level position requiring little or no prior experience.
1725N	Stock Room Clerk (Office)	Receive, store and issue stock of office forms, stationery and supplies. Check incoming material against accompanying documents; keep stock in neat and orderly arrangement; fill orders according to requisitions; maintain inventory noting stock shortages. May do routine reordering. This is an intermediate level position typically requiring 1-2 years of shipping/receiving related experience.
1730N	Mail Clerk	Receive and open incoming mail and sort for distribution. Collect and deliver mail, messages and reports throughout plant and/or office. Weigh and prepare outgoing mail or small parcel post items. Keep records of postage charges, use and sale of stamps, etc. This is an entry level position typically requiring little or no previous experience.
1740N	Messenger	Sort and deliver letters, packages, records, and other items to offices or departments within an establishment. Make trips to other concerns or company locations to deliver or obtain records, supplies or other small articles. May perform other miscellaneous clerical duties. Excludes bonded messengers or those who operate a vehicle on a regular as opposed to occasional basis.
1745N	Corporate Travel Agent	Arranges travel services for organization staff. Confers with travelers to determine destination, mode of transportation, travel dates, necessary accommodations and budget required for domestic and international travel. Uses computerized reservation system and ticketing systems to book transportation and hotel reservations, and issues itineraries. May prepare management reports. Typically requires 1-2 years' experience in the travel industry.
1746N	Contracts Manager	Oversees the negotiating, structuring, and management of contractual documents that establish business relationships with vendors, customers and/or partners through the purchase or sale of equipment, materials, products or services. Reviews and approves documents for protection of the company's contractual posture and adherence to company policy. Advises management of contractual rights and obligations and provides interpretation of terms and conditions. May be responsible for selection, development, and evaluation of personnel to ensure the efficient operation of the function. Typically requires a bachelor's degree and 5+ years of relevant experience.
1747N	Contracts Coordinator	Interprets agreements and contracts, audits contracts, and ensures contracts meet organizational guidelines and applicable legal principles. Monitors compliance with contract terms and conditions, expirations and renewals. Responds to inquiries, maintains department files and records. Produces service agreements and researches and resolves questions regarding contracts. Typically requires a bachelor's degree and 2-4 years of professional experience.
1750O	Operations Director, Service Providers & Nonprofits	Directs general operations management and planning in a service and goods providing organization including nonprofits. 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. Typically reports to COO or CEO.
1752E	Operations Manager, Service Providers & Nonprofits	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.

1755E	Operations Supervisor, Service Providers & Nonprofits	Supervise business operations in a service and goods providing organization including nonprofits. Functions supervised include facility planning, fulfillment, purchasing and finance, risk management, legal and human resources, IT and enterprise systems and other business support functions. Supervises operations of a department or unit. Schedules work and monitors quality and productivity. Assists with staffing and performance management. Decision impact schedules and unit productivity. Reports to Manager or Director level. Other titles: Superintendent and Foreman. Construction, use jobs 8716 or 8717, Construction Foreman or Construction Superintendent/Manager.
1757E	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.
1759N	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.
1760E	Public Policy Manager	Manage and lead the development and implementation of public policy strategy and initiatives. Serves as the primary representative and liaison coordinating and effecting legislation and public policy decisions with governmental bodies, lobbying organizations, elected officials and other public or private organizations. May manage a staff of analysts. Typically requires a minimum of a bachelor's degree and extensive experience with the strategic analysis, development and implementation of public policy initiatives. Strong knowledge of the legislative process and experience building community relations, participating in policy task forces, and responding to emerging public policy issues.
1762E	Public Policy Analyst	Analyze, develop and implement public policy initiatives and advocacy activities directed to special interest groups, local & regional governmental bodies and industry partners. Researches complex issues, crafts possible solutions, and recommends policy actions. Works with agency departments to ensure the coordination and integration of public policy initiatives. May coordinate grassroots mobilization activities. Typically requires bachelor's degree in public policy, political science, economics, business or related field. Experience level: Intermediate to senior, between a minimum of 2 to 6 years experience.
1765E	Records Specialist - Senior	Maintains records for the organization or a major department. Imports data into data management systems. Copies and scans documents and files paperwork. Inventories records. Posts notices, handles billing, logs record activity and trains other staff members. Recommends modifications to records management methods. Transfers files to storage and periodically purges files per company record retention policies. Requires specialized training in records management and 2-4 years of work experience, or equivalent. Do not report Medical Records Specialists.
1767O	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.
1769E	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.
1770N	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
C - Info Systems, Data Processing, Systems Analysis, Software, Programming		
1790O	Chief Information Officer	Responsible for directing all information systems activities within the organizational unit. This job typically requires a Bachelor's degree in computer science and 12+ years of experience, or equivalent. Establishes policies for maintaining current program effectiveness. Develops recommendations regarding new hardware and software. Establishes budgetary and performance controls. Maintains documentation on current systems. Provides technical assistance to other functions in the organization as requested.
1800E	Information Systems Director III	Direct all data processing activities and staff for the organization including computer systems, technical support, systems analysis, application programming and ancillary services. Establish technical operating standards and methods and priorities. Provides automated information processing services and technical assistance to meet all Company requirements. Typically requires a degree and 8 or more years of related work experience. Report this job only if the organization has more than 500 employees.
1805E	Information Systems Director II	Similar to Job #1800, except organization has fewer than 500 employees. Typically requires a degree and 8 or more years of related work experience.
1810E	Information Systems Manager	Directs IS operations including computer operations, technical support, systems analysis and programming. May also direct database management, telecommunications, IS training and microcomputer technology. Establishes technical priorities, standards, and procedures. Ensures sufficient systems capacity for organizational needs. Typically requires a degree and 5-8 years of related work experience.

1812E	IT Project Manager	Project manager for corporate and enterprise IT projects. Creates and maintains project plans and schedules. Manages changes in tasks and goals and resource allocations to projects. Participates in development of project requirements, specifications, deliverables and contract finalization. Coordinates delivery of development (beta) and production releases that meet quality assurance standards. Acts as liaison between business and technical aspects of project. Senior level professional. Applies mature technical and organizational knowledge to a range of challenging tasks. Receives consultative supervision and is a senior team member. Typically requires a computer science or project management degree and 2-4 years of experience.
1815E	Data Processing Supervisor	Direct and supervise a department engaged in developing, maintaining and modifying system software, application programs and operating computer hardware to generate business reports and special analyses for user departments. Perform analysis, program development, testing, checking, debugging, and other technical functions to establish effective programs. Perform limited system design and analysis as required. Plan and arrange department work for the most effective use of personnel and facilities. If only certain phases of the data processing function are supervised, see Computer Operations Supervisor #2110 or Systems and Programming Manager #1820.
1820E	Systems & Programming Manager	Responsible for feasibility studies, systems design and programming. Supervise personnel engaged in projects such as systems analysis and design, developing, testing and debugging computer programs and modifying or maintaining existing programs; preparing instructions for operations personnel. Coordinate section activities with other sections and departments. Typically requires a degree and 5-8 years of related work experience.
1840E	Systems Project Leader	Analyze major organizational activities and complex business problems to determine applicability to an integrated data processing system or to improve existing applications such as development of integrated production, inventory control, sales analysis, marketing. Direct subsequent system design and implementation on a project basis. Ensure project schedules are met within budgetary constraints. Confer with users to define requirements and resolve problems. Evaluate capabilities of available hardware and software. Plan and coordinate activities of assigned personnel in lower classifications. Typically requires a degree and 3-5 years' experience in systems analysis.
1842E	Systems Engineer	Designs and develops solutions to complex applications problems, system administration issues, or network concerns. Performs systems management and integration functions. Installs, configures, and upgrades software/hardware/network systems. May design a data contingency plan or data disaster recovery plan. Oversees the planning, design and implementation of system engineering projects. May direct the work of less experienced systems engineers. Senior level, applies mature technical and organizational knowledge to a broad range of complex tasks. Scope of work requires creative independent judgement. Acts as lead on projects. Typically requires bachelor's degree in engineering, science or math and 4-6 years of experience.
1850E	Systems Analyst	Conduct studies of specific administrative, scientific or engineering functions to determine the applicability of electronic data processing or to improve existing applications. Confer with users to define requirements and resolve problems. Develop flow charts which outline the logical steps to be followed in solving the problem and prepare systems specifications, including input and output formats. May provide systems support to programmers who develop actual machine instructions but is not supervisory. Typically requires at least 2 years of systems analysis experience. Does not include employees engaged primarily in organization or methods analysis.
1860E	Network Operations Technician	Monitors communications network operations, which may include data and/or voice network telecommunications and transmissions to remote locations. Troubleshoots problems and ensures that installed network is operating efficiently and effectively. Diagnoses problems using diagnostic equipment, software, and technical reference manuals. Recommends solutions, and coordinates repair efforts. May perform preventive maintenance and back-up recovery activities. Answer questions and instruct system users on procedures for utilizing the network. This is the intermediate level position typically requiring an Associate's degree, and 2-4 years' experience in network/computer operations.
1865E	Programmer/Analyst III	Confer with users to define business data processing issues and devise data processing solutions. Prepare block diagrams illustrating the solutions and may assist in or supervise the preparation of flow charts from those diagrams. Analyze existing system and program logic and makes revisions. May assist in planning, organizing and controlling the activities of less experienced personnel. May act as Systems/Programming Project Leader. May coordinate the activities of the section with other sections and departments. This is a senior level and typically requires 2-4 years programming experience and 3-5 years systems/programming experience. This is not a supervisory position. Does not include employees engaged primarily in organization or methods analysis.
1870E	Programmer/Analyst II	Uses business knowledge and technical skills to integrate functions, applications, tools, and information from various sources into workstation processes which improve end-user productivity. Confer with data processing personnel to determine the problem and type of data to be processed. Define the applications problem, determine system specifications, recommend equipment changes, design data processing procedures and prepare comprehensive block diagrams. Prepare flow charts and logic diagrams for existing and proposed operations. Devise data verification methods and standard systems procedures. May also provide end-user and technical support to multiple sites for large complex functional applications software. This is an intermediate level and typically requires 2-4 years programming experience and 1-2 years systems/programming experience.

1875E	Programmer/Analyst I	Under direct supervision, carry out analyses and programming of a less complex nature as assigned. Prepare functional process charts to describe existing and proposed operations. Design detailed record and form layouts. Prepare detailed block diagrams to reflect specific procedures. May assist in the preparation of flow charts. May code, debug and document programs. This is an entry level position.
1877E	Application Developer Manager	Plans, implements and coordinates application developing/programming projects. Works with user requests for application development and determines processing requirements. Allocates development resources and determines time frames. Monitors development process against commitments. Provides technical expertise to the programming team and others in the organization. Manages 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.
1880E	Applications Programming Supervisor	Oversees applications programming activities. Supervises work of employees engaged in developing, maintaining, and modifying programs. Confirms quality standards of programming and accuracy of instructions given to computer operations staff. Typically requires a Bachelor's degree in Computer Science or related field with 3-5 years programming experience and a minimum of one year supervisory experience.
1882E	Application Developer	Develops and programs software applications for business operations. Confers with users to define requirements and resolve problems. Analyzes and estimates feasibility, cost, time, compatibility with other systems, and computer capabilities. Converts designs and specifications into computer code and then into programs. Monitors performance of programs after implementation. Professional level software engineer. Under general direction performs engineering duties for projects of moderate complexity. Provides some technical team leadership. Typically requires bachelor's degree in engineering, science or math and 2-4 years of experience.
1885E	Computer Operations Manager	Manages all activities related to the operations and maintenance of mainframe computer and peripheral equipment. Analyzes usage patterns and establishes schedules and procedures for maximum utilization of the system. Coordinates activities with other IS areas and other departments. Typically requires a degree and 5-8 years of related work experience.
1900N	Programmer III	In addition to performing the duties of Programmer II, direct the work of other Programmers and help train entry level Programmers in a lead capacity only. May analyze and define problems which will be programmed by other Programmers. This is not a supervisory position. Also see Programmer/Analyst positions (#1865-1870-1875).
1910N	Programmer II	Develop a wide variety of complex computer programs for a medium to large size system to meet the needs of company departments. Analyze requirements for complex business, statistical, technical, mathematical, and scientific problems. Write, detail and code program instructions. Prepare flow charts and other documentation. Test and debug programs. Correct program errors by modifying instructions and sequences. Evaluate and resolve software and hardware problems for computer operators.
1915N	Programmer I	From detailed specifications, develop and modify a variety of software programs which are less complex in nature for a small to medium size system. Assist in programming projects and modify purchased software as assigned. Code, test, debug and document programs or program segments. Correct program errors. Resolve software and hardware problems for computer operators. This is an entry level position typically requiring related college or vocation training, but little previous experience.
1920E	Database Administrator	Review and monitor a database application. Design database systems, and is responsible for implementation, backup, recovery, and documentation functions. Responsible for training and user consultation. Establish standards and procedures and assures appropriate coordination with systems, operations and technical support personnel. May supervise lower level database. Typically requires a degree in computer science and 3-5 years' experience in database management.
1925E	Database Analyst	Designs, implements, and maintains moderately complex databases. Maintains database dictionaries and ensures system integration. May work with Database Administrators on complex projects.
1930E	Database Analyst - Senior	Oversees the technical design, development and maintenance of databases and master files on large complex projects. Maintains database dictionaries, ensures database performance and resolves problems. Coordinates with other IS departments to ensure implementation and monitoring of databases. Analyzes and projects long-range space requirements. Typically requires a degree in a related field with 3-5 years database analyst experience.
1935E	LAN Administrator	Responsible for administering the organization's local area network (LAN), including the installation, configuration, and maintenance of software and hardware connected to the LAN server and workstations. Performs various related functions to assure conformance with department and company objectives; interfaces with company personnel, vendors and external consultants as required; performs backup and assures appropriate security; provides guidance, training and technical assistance to system users; and plans and recommends systems upgrades as appropriate. This is an experienced level position typically requiring 2 to 4 years of related work experience.
1940E	Webmaster	Plan, design, test and document programs for internal and/or external world wide web pages. Convert documents into HTML (Hypertext Markup Language) or other programming languages. Consult with users during document planning and design stage. May participate on standards and practices oversight committee. This is a fully qualified level and requires a background in information systems background and good writing skills.

1942E	Web Content Product Manager	Manages all web content and projects related to the web site. Writes, edits, and proofreads new content. Ensures that all documents meet established content standards and works with developers to assess any technical challenges in displaying the content. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Manages a unit or function through supervisors and/or senior staff. Makes final decision on administrative, project management and operational matters. Reports to manager or director in smaller organizations.
1943E	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. Makes final decision on administrative and operations matters. Actions directly impact department performance. Reports to Director or higher in smaller organizations.
1945E	Help Desk Analyst	Provide support services to users of computer systems and data processing networks. Act as a first level problem identification and resolution resource, including answering questions, providing advice, investigating, troubleshooting, and following-up to assist users in solving data processing problems. Coordinate user problem resolution with other data processing sections if necessary, and track and report recurring problems. This is typically an entry level exempt position, requiring 2 or more years of related data processing experience.
1947E	Network Engineer	Provides technical maintenance and recovery support of the organization's local or wide area networks. Troubleshoots and resolves complex technical problems associated with the system's hardware and software. Interfaces with vendors and maintenance providers to service and maintain the system. Implements necessary measures to limit the system's downtime. Provides technical support to optimize system performance. Performs network analysis and capacity planning. Entry level Network Engineer. Typically requires a Bachelor's degree and 0-2 years of professional experience, or equivalent.
1950E	Network Administrator	Installs, configures, and maintains the organization's LAN server and workstations. Manages performance and maintains security of LANS. Works with multiple hardware and software platforms at an intermediate level. This is an entry/intermediate level position typically requiring 1 year work experience. Also see LAN Administrator (1935) or Network Operations Technician (1860).
1955E	Network Systems Manager	Manages the acquisition, installation, and maintenance of the organization's local area networks and wide area networks. Analyzes products and recommends use of new products and services to senior management. Manages LAN/WAN performance and security. Establishes and implements policies and procedures for LAN/WAN usage throughout the organization. Typically requires a degree and 5-8 years of related work experience.
1960E	Web Site Manager	Oversees the internet web site of the organization. Manages database development, technical programming, web site design, and daily operations. Directs the activities of other web site staff, including web developer, web author, web administrator, or webmaster. Typically requires a minimum of 5 years web design/development or database management experience.
1965E	PC Systems Manager	Oversees the planning, installation, control, and maintenance of personal computers within the organization. Analyzes business needs and new technology and makes recommendations. Develops organizational policies and procedures for hardware and software acquisition and use. Typically requires a degree and 5-8 years of related work experience.
2010E	Software Engineer III	Use thorough knowledge of current software techniques and hardware capabilities to develop and modify system software (as opposed to applications) programs of a high degree of complexity and scope, provide technical support to applications programmers and to less experienced systems programmers. Achieve the most efficient use of available hardware through effective use of software programs and routines. Study available software and make recommendations concerning purchase of software packages from vendors or development of in-house programs. May carry out or participate in feasibility studies for installation of new hardware or software systems and the implementation of such systems. May direct the work of less experienced programmers but this is not a supervisory position. Typically requires a degree and more than 5 years of related work experience.
2015E	Software Engineer II	Maintain and modify existing system software (as opposed to applications) programs. Typically work on such general purpose programs as control systems, compilers, utility routines, etc. Develop new software programs of moderate complexity and scope, and provide continuing technical support to applications programmers in making the most efficient use of available software. Develop and secure acceptance for standards and common procedures for software systems. May also provide support in the solution of operating problems involving software. Typically requires a degree and 3-5 years of related work experience.
2115N	Computer Operator III	Responsible for the overall operation of the computer. Prepares and runs a variety of reports as required. Works closely with supervisor and programmer to affect required changes in program instructions. Maintains computer log relative to machine performance and utilization. This is a senior level position typically requiring 3-4 years' experience as a computer operator.
2120N	Computer Operator II	Monitors and controls an electronic computer to automatically process data, compile and maintain business records and statistical data. Performs routine duties involving operation of auxiliary computer equipment such as printers. Maintains computer log relative to machine performance and utilization. This is an entry or immediate level position requiring 1-2 years of related experience.

2160N	Data Entry Operator II	Experienced level data entry. The job typically requires high school graduate reading, communication and math skills and 2+ years of experience, or equivalent. Under limited supervision, following more complex procedures and instructions, transcribes data from source documents using data entry devices, or a keyboard. May involve selection of codes or interpretation of data entered. Incumbents may solve routine problems such as erroneous items or codes and obtain missing information. More extensive problems are referred to a supervisor.
2163N	Data Entry Operator I	Entry level data entry. The job typically requires high school graduate level reading, communication and math skills and no previous experience, or equivalent. Under close supervision, transcribes data from source documents using data entry devices, or a keyboard, following generally standardized procedures and instructions. Little or no selecting, coding or interpreting of data is required. Incumbents refer problems, such as erroneous items or codes and missing information, to a supervisor.
2165N	Personal Computer Specialist	Analyze needs and assist in the implementation and on-going administration of internal micro-computer (personal computer) systems. Develop procedures, coordinate utilization of software and hardware, and train users on an on-going basis. Develop approaches to ensure up-to-date data system use and that software packages and system development meet overall department/organization goals. Establish standards and procedures; responsible for software standardization. Assignments are fairly complex in nature, requiring judgment to resolve issues, make recommendations, and operate under broad, general direction. Requires a minimum of four to six years of data processing experience with the ability to use and troubleshoot minicomputer equipment, software and related technologies.
2166N	PC Support Technician	Supports and assists employees in the installation, troubleshooting, and maintenance of computer network and hardware systems. May suggest modifications and corrections to existing software applications. May train workers in use of new hardware or software. Typically requires 3 or more years of related experience with computer networking. Prior work experience in a manufacturing environment preferred.
2170N	Webmaster Assistant	Under general direction, assists in the daily operations of the organization's website including maintenance and revisions. Using a general knowledge of the technical organization and operations of sites, assists users with the site. May update existing as well as create new content including graphical and multimedia displays. Requires working knowledge of operating systems (e.g. UNIX, Sun SOLARIS, Mac). Job typically requires 1-2 years of experience with web technologies, HTML, graphic design and layout and computer file management.
2180N	Telecommunications Specialist	Designs, programs, coordinates, and implements telecommunications systems, which may include: PBX voice switching systems, voice mail, telecommunications cable/wiring plans, cellular and paging equipment, and related products and services. Responsible for the ongoing administration of voice and network systems to include telephone station hardware/software changes, voice system software upgrades, traffic analysis and reporting. Typically requires 3-5 years' experience.
2182N	Audio Visual Technician	Responsible for setup and operation of AV equipment including microphones, sound speakers, video screens, projectors, video monitors, recording equipment, connecting wires and cables, sound and mixing boards, and related electronic equipment for all types of events. Reports to Audio Visual Supervisor. Requires prior experience with audio visual and sound equipment. Report All levels.
2183N	UI/UX Designer	Generally focused on the look, feel, operation, user experience and functionality of a commercial website. Creates and implements internal/external company cross-browser and cross-platform web pages, web applications, and web components including graphics, animation and functionality. Designs web page layout and online content, user interface graphics, icons, color schemes, content and infrastructure for new product release and new web-hosted product offering. Performs development and maintenance programming for web pages and web applications. Develops, assesses and communicates website usage and security policies and standards. May assist in the planning of overall company strategy involving Internet usage. May make hardware and/or software purchasing recommendations and may perform overall administration of sites at a company-wide level. Requires knowledge of commercial internet/web tools and protocols.
D - Human Resources, Recruiting, Compensation, Safety, Security		
2190O	Human Resources VP/SVP	This is the top human resource position where the function is at a senior executive level and is part of the executive cabinet. The job typically requires a degree in human resources and 10+ years of general human resources experience, including management experience, or equivalent. A Master's degree is commonly required. Directs and coordinates organization activities related to human resources and industrial relations functions. Functions directed include, but are not limited to, employment, compensation, benefits, payroll, organizational development, employee relations, performance management, affirmative action, training, recruitment, and safety. Identifies and complies with legal requirements and government reporting regulations. The VP/SVP directs all human resource staff usually through subordinate managerial and supervisory staff. Responsibilities for functions such as administration or facilities may be included. Typically reports directly to the CEO and will develop and set HR policies subject to ratification by the executive committee, CEO, or the Board of Directors.

2200O	Human Resources Director	This is the top human resource position where the function is staffed at a director level and the job is usually not considered part of the executive cabinet. The job typically requires a degree in human resources and 8+ years of general human resources experience, including management experience, or equivalent. Directs and coordinates organization activities related to human resources and industrial relations functions. Job duties include, but are not limited to, employment, compensation, benefits, payroll, organizational development, employee relations, performance management, affirmative action, training, recruitment, and safety. Establishes and implements programs and policies designed to protect company and employee interests in accordance with company HR policies and governmental laws and regulations. Identifies and complies with legal requirements and government reporting regulations. The director supervises human resource staff, often through subordinate supervisory-level staff. Additional responsibilities for functions such as administration or facilities may be included. Typically reports to an executive vice president or directly to the CEO, and will develop and recommend policies for approval by senior management.
2215E	Human Resources Manager	Manages and coordinates organization activities related to one or more human resources and industrial relations functions. The job typically requires a degree in human resources and 5+ years of human resources experience, or equivalent. Job duties may include, but are not limited to, employment, compensation, benefits, payroll, organizational development, employee relations, performance management, affirmative action, training, recruitment, and safety. Recommends and develops policies and implements approved programs and policies designed to protect company and employee interests in accordance with company HR policies and governmental laws and regulations. Identifies and complies with legal requirements and government reporting regulations. The manager may supervise human resource or payroll staff. Typically reports to Director or Vice President, but may report directly to the CEO, and will develop and recommend policies for approval by senior management.
2217E	Human Resources Supervisor	Supervises one or more human resources program or unit including recruitment, affirmative action, compensation and benefit administration, employee relations and training and development. Supervises operations of a department or unit. Schedules work and monitors quality and productivity. Assists with staffing and performance management. Decision impact schedules and unit productivity. Reports to Manager or Director level.
2220E	Human Resources Generalist, Senior	Experienced human resource professional, typically in an organization with more than one human resource staff person, with responsibility for multiple human resource activities. The job typically requires a degree in human resources and 4+ years of experience in multiple areas of human resources, or equivalent. Duties include supporting the organization in several areas of human resources, which may include coordinating employment activities, participating in union contract negotiations (where applicable), receiving and acting on employee complaints or grievances, administering employee records, ensuring compliance with employment laws and regulations, recommending and coordinating employee training activities and administering compensation, benefits, performance and other programs. May provide training and work direction to human resources or payroll support staff. Typically reports to a Human Resource Manager, Director or VP and administers functional rules and procedures under management guidance.
2225E	Human Resources Generalist	Human resource professional, typically in an organization with more than one human resource staff person, with responsibility for several human resource activities. The job typically requires a degree in human resources and 1 year or less of experience, or equivalent. Duties include supporting the organization through work in several areas of human resources, which may include coordinating employment activities, participating in union contract negotiations (where applicable), receiving and acting on employee complaints or grievances, administering employee records, ensuring compliance with labor laws and regulations, recommending and coordinating employee training activities and administering compensation, benefits and performance programs. Typically reports to a Manager, Director or VP of Human Resources and administers functional rules and procedures under management guidance.
2230E	Human Resources Administrator	Implement and administer all established human resources programs in a division or plant. Duties may include recruitment of personnel, training, compensation, labor relations, employee benefit plans, unemployment compensation, personnel records and other activities needed to carry out the company's employee relations objectives and programs. Typically requires a degree and 3-5 years of experience in all aspects of human resources.
2235E	Employee Relations Specialist	Provides consultative services to management and staff to promote equitable application of personnel policies throughout the company. Advises, counsels, and assists in resolving job related concerns. Assists in the development and/or revision of personnel policies. Performs internal complaint investigations, consults with legal counsel as necessary. Reviews and approves disciplinary actions to assure conformance to policy and consistency of practice. May conduct exit interviews, and investigates negative comments and/or allegations of discrimination. Supports the Affirmative Action/EEO program by consulting with units. Typically requires 3-5 years' experience including 1-2 years dealing with employee relations issues.

2240E	Human Resources Assistant III	Responsible for the interpretation and application of company human resources policies and regulations and/or of the terms of a union contract as they apply to employees. Advise line supervision on application of rules and policies, handle employee complaints and may handle second step grievances. Is responsible for compliance with wage-hour regulations as they affect employees. May have responsibility for employee counseling, employment interviewing and some aspects of wage and benefit administration. Where there is a union contract, provide day-to-day administration of contract provisions, working out questions of interpretation with union representatives. May also prepare arbitration cases, represent the company in arbitration and participate in contract negotiation. Does not include those who perform a significant amount of clerical work, such as personnel records maintenance, or those with supervisory or policymaking responsibility. This position is typically an exempt position. For those qualifying for non-exempt status, see #2245 Human Resource Assistant II.
2245N	Human Resources Assistant II	Paraprofessional human resource job. The job typically requires two years of formal training beyond high school and 1+ years of experience in the field of human resources, or equivalent. Incumbents typically assist in more than one area of human resources, such as new employee orientation, worker's compensation, staffing, and relocation. Incumbents create and maintain employee personnel records, including tracking systems for vacation, sick leave and FMLA. Incumbents provide customer service to employees by answering questions regarding policies and procedures. Incumbents may also provide assistance in other areas of human resources by doing special projects, such as completing benefit and salary surveys. Incumbents may use specialized software applications. Incumbents work under limited supervision and will often make decisions based upon established policies and/or procedures.
2250N	Human Resources Clerk	Under general supervision and following established procedures, perform clerical tasks related to the personnel function. Typical duties include recording, processing, and filing information about employee addresses and other personal information, wage rates, transfers, promotions, training status, absences, performance appraisal, etc., and furnishing information from such files to authorized persons. Compile routine reports of absences, vacations, employment activity, etc. May maintain records of employment activity and assist in administration of employment tests. May process forms related to employee group insurance, Workers' Compensation and Unemployment Insurance. Excludes specialists in the administration of such programs or functions that are other than purely clerical.
2355E	Compensation & Benefits Director/Manager	Responsible for operation of employee compensation and benefit programs department. Directs and manages program design and implementation to total rewards, including selection of outside service providers. Makes final recommendations to executive management regarding individual and group compensation adjustments and group benefit plans. May work with the Compensation Committee of the Board of Directors to coordinate the design of executive compensation. 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.
2360E	Compensation Analyst	Collect information concerning wage and salaried jobs for use in determining appropriate compensation for employees. Study and analyze jobs, prepare written job descriptions or summaries, and evaluate jobs to determine relative pay levels. Perform audits periodically or on request to determine whether jobs have changed significantly from original evaluations. Participate in wage, salary or benefit surveys conducted by third party organizations in the community or industry for the purpose of determining competitive compensation levels. May participate in administration of ongoing wage, salary and/or incentive/bonus review programs.
2400E	Benefits Manager	Develop, implement and administer company employee benefit programs which may include the following: medical, dental and life insurance coverage, long term disability, pension plan, vacation, holidays, sick leave, unemployment, leave of absence, and service awards. Oversee claims processing. Interpret and evaluate existing policies and programs and make recommendations for change to management. Typically requires at least 5 years of related work experience. See also Benefits Administrator #2420. Seldom supervises more than 10 employees in department.
2420E	Benefits Administrator	Administer group life insurance, health and accident insurance and retirement programs. Process documents necessary for the implementation of benefits programs and maintain necessary records. Conduct surveys, analyze and maintain information on benefit programs in the marketplace. Act as liaison between company, banks, insurance companies, trustees and other agencies. May be responsible for various employee services such as recreation programs and advisory services. This is not a supervisory position. See Benefits Manager #2400 for those with supervisory responsibilities.
2430N	Benefits Assistant	Perform diversified administrative duties to coordinate the administrative detail of employee benefit programs following standard or accepted practice. Act as liaison between employees and representatives of companies managing health insurance, life insurance, pension, tax deferred annuity, etc. Explain benefits to new employees at 'sign-up' time and/or at periodic orientation meetings. Advise employees on an individual basis about problems, claims, beneficiaries, etc. Answer questions, provide information requested and/or check with representative for additional information.

2520E	Technical/Professional Recruiter	Experienced level of professional recruiter with a primary focus on recruiting for technical jobs, such as information technology, engineering, research, consulting, and management or similar. The job typically requires a Bachelor's degree and 3+ years of experience, or equivalent. Requires familiarity with the technology and terminology of the target technical field(s). Duties include working with management to define job qualifications and advertising in multiple media venues. Incumbents pre-screen job candidates, conduct background checks and assist management with conducting interviews and selection. Networks within the industry and community and may actively recruit from colleges. Markets the organization to potential employees and explains benefits and compensation programs as well as company expectations. Recruiters at this level typically work under limited supervision and will exercise considerable initiative.
2530E	Employment Interviewer III	Professional recruiter with a primary focus on recruiting hourly, salaried non-exempt or non-management exempt jobs. The job typically requires a Bachelor's degree and 1 year or less of experience, or equivalent, with thorough knowledge of the legal aspects of recruitment and selection. Duties include working with management to define job qualifications and advertising in multiple media venues. Pre-screens 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.
2535E	Employment Interviewer II	Participates in the interview process by preparing job announcements, screening applications, checking references and determining qualifications. May interview prospective employees for hourly and salaried jobs (usually up to and including exempt professional and first-line supervisors). Refers applicants to specific job openings. Maintains and develops recruiting sources, explains company policies and assists in orienting new employees. Typically requires demonstrated interviewing skills, knowledge of current employment practices and related laws, and at least one-year experience in recruiting.
2540N	Security Guard (Unarmed)	Perform guarding and patrolling of commercial or industrial premises to protect company, personal property and personnel. Tour premises to check doors, windows and gates for security. Typically requires at least 1 year prior security experience.
2545E	Workers' Compensation Administrator	Coordinates the reporting of on-the-job injuries/illnesses. Communicates with the injured worker, the insurance company/TPA, and the treating physician. Works to contain costs and ensuring that the organization is functioning in compliance with state and federal regulations. May coordinate settlement agreements with the authorization of executive management.
2550E	Safety Manager	Manager of the safety function in an organization. The job typically requires a Bachelor's degree specializing in occupational safety and 5+ years of related experience, or equivalent. Develops and implements programs intended to reduce or eliminate occupational injuries, illnesses, deaths, and financial losses. Duties include identifying and appraising conditions which could produce accidents and financial losses and evaluating the potential extent of resulting injuries. Develops accident-prevention and loss-control systems and programs for incorporation into operational policies of the organization. Coordinates safety activities of unit managers to ensure implementation throughout organization. Compiles, analyzes, and interprets statistical data related to exposure factors concerning occupational illnesses and accidents and prepares reports. Maintains liaison with outside organizations, such as fire departments, mutual aid societies, and rescue teams to assure information exchange and mutual assistance and participates in activities of related professional organizations. May supervise professional safety staff and may have responsibility for security.
2555E	Safety Specialist	Professional within the safety function in an organization. The job typically requires a Bachelor's degree specializing in occupational safety, or equivalent. Assists with development and implementation of programs intended to reduce or eliminate occupational injuries, illnesses, deaths, and financial losses. Duties include identifying and appraising conditions that could produce accidents and financial losses and evaluating the potential extent of injuries resulting from accidents and developing accident-prevention and loss-control systems and programs for incorporation into operational policies of the organization. Supports safety activities of unit managers to ensure implementation of safety activities throughout organization. Compiles, analyzes, and interprets statistical data related to exposure factors concerning occupational illnesses and accidents and prepares reports. May also maintain liaison with outside organizations, such as fire departments, mutual aid societies, and rescue teams to assure information exchange and mutual assistance and participates in activities of related professional organizations.
2575E	Training Manager	Manager of professional training with a primary focus on development and delivery of training materials and programs. The job typically requires a Bachelor's degree and 6+ years of experience, or equivalent. Duties include needs identification, material preparation, media selection, vendor management and coordination with internal customers. Training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Specific tasks may include reviewing vendor proposals, monitoring quality of material, managing cost and assessing effectiveness. Working within overall direction established by senior management, solves complex technical problems and develops and recommends new alternatives. Manages department staff and budgets.

2577E	Instructional Designer	Plans, designs, and implements innovative end-to-end entry, intermediate, and advanced level training courses or learning projects for an engaging learning experience for internal and external audiences. Develops training materials for instructors, such as online course instructional guides. Identifies and plans appropriate instructional content design strategies and objectives, curriculum, learning activities, and assessment materials based on analysis of tasks, learners, and subject matter to engage and educate end users on products, product features, or other various topics, ensuring the content matches the objectives.
2580E	Training Specialist II	Experienced level of professional trainer with primary focus on conducting employee or customer training. The job typically requires a Bachelor's degree and 3+ years of experience, or equivalent. Duties include preparation of multi-media training materials and delivery of those materials in a classroom or work environment. The training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Works under limited supervision and has significant responsibility for needs identification and program design as well as delivery of training. May provide training and direction to less experienced staff.
2583E	Training Specialist I	First level of professional trainer with primary focus on conducting employee or customer training. The job typically requires a Bachelor's degree and experience of less than 1 year, or equivalent. Duties include assisting with preparation of multi-media training materials and delivery of those materials in a classroom or work environment. Training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Receives considerable development direction from senior staff and management and may spend the majority of time delivering training.
2585E	Security Supervisor	Responsible for the development and administration of programs to protect company and employee property from theft, sabotage, riots or other situations which endanger the well-being of employees or company facilities. Make recommendations on plant protection staffing and direct the activities of company-employed and/or contract security personnel. May be responsible for conducting confidential investigations and providing assistance to the employment function regarding references and security clearances of employment applicants. Does not include those primarily concerned with activities associated with governmental security control.
2590E	HRIS Specialist	Examines and verifies employee information processed by automated human resources systems. Compiles statistical information or prepares reports relating to payroll, recruiting, position classification, compensation, training, equal opportunity employment, or affirmative action utilizing HRIS systems. Provides assistance with HRIS network maintenance by adding or deleting users and retaining system security/integrity. Troubleshoots user technical problems, and furnishes training.
E - Sales, Marketing, Public Relations, Customer Service, Estimating		
2600O	Chief Sales-Marketing Executive	Direct, administer and coordinate all sales and marketing functions and policies of the company or a major division of the Company. Develop and operate a dealer-representative sales and distribution organization, and related functions (e.g., market research, advertising, promotion, application engineering, training, etc.). Evaluate effectiveness of the various functions. Implement necessary actions to increase and promote sales. Develop sales forecasts and quotas, advertising programs and sales incentives, sales methods and training programs. Establish and staff new sales and marketing areas. Typically requires a degree and at least 10+ years of related work experience.
2602O	Chief Sales Executive/Domestic Markets (Excluding Marketing)	Responsible for planning and controlling sales personnel, maintaining sales volume and sales plans domestically that are in accordance with organizational goals. Formulates domestic policies and sales plans; achieves the efficient and effective sales results according to product lines or territories; formulates pricing strategies; develops new sales territories for product distribution; balances inventory and sales margins, etc. May direct and/or coordinate sales personnel (including training, expense budgets, and product or territory assignments), customer service, order taking, and product inventory. Excludes executives with marketing responsibilities.
2604O	Chief Business Development Executive	Oversees and directs the analysis of business opportunities via operational and financial research associated with such business ventures. Confers with executive team to evaluate new business opportunities, assessment of potential markets, and development of projects for use in new marketing initiatives. Usually is responsible for development of licensing objectives, initiation of proposals, negotiations, and presentations for the acquisition of licensing opportunities and technologies.
2606O	District Sales Manager	Responsible for supervising sale of organization products in a single district or area. Supervises a sales force, branch sales office, or conducts selling activities through dealers, distributors or agents.
2608O	Regional Sales Manager	Responsible for supervising the sale of organization products in a specified region within a major geographical area which, in turn, is subdivided into smaller districts or branches. Supervises District Sales Managers. May also supervise warehousing or other distribution outlets.
2610O	Chief International Executive	Responsibilities include: the successful operation and growth of foreign units (such as sales and operating), development of the international market, advise Chief Executive Officer of growth opportunities and trends of foreign markets with current or new products.
2614O	Top Sales Executive-Domestic-Foreign	Responsible for developing objectives, policies, and programs pertinent to domestic and international sales. Plans, directs, and coordinates the efforts of all domestic/international sales personnel towards the achievement of company objectives relative to sales volume and sales plans. Accountable for implementing pricing strategies, sales policies, and plans to achieve maximum sales volume. Excludes executives with marketing responsibilities. Typical position titles include Vice President of sales, Divisional Sales Director; Export Sales Vice President, etc.

2620O	General Sales Manager	Direct, administer and coordinate the sales functions of the organization to ensure maximum sales volume and profitability. Develop sales plans and promotions. Generally provide sales staff training and development, direction, counsel and guidance. Coordinate sales and related activities such as budgets, forecasts, and reports. Typically requires a degree and 5-8 years of related work experience.
2622O	E-commerce Director	Responsible for collaborating with cross-functional partners to oversee the following aspects of our global e-commerce channels: business planning, content strategy, promotional campaigns and other online marketing, website design and development, customer experience, web analytics, and web technologies. Extensive knowledge of marketing technology and advanced analytics including data and database platforms, adobe analytics, tag management systems, search and social platforms. Typically requires a Bachelor's degree and 8+ years of relevant experience.
2625E	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.
2625O	E-commerce Manager	Responsible for working directly with clients to meet business objectives and devise traditional and creative solutions to meet goals. Manage or assist on client relationships, communication and strategic efforts on key brand and retail accounts. Create and execute effective e-Commerce strategies to assigned clients and/or consult on client developed strategic plans and initiatives. Benchmark, measure, analyze, and report on results of e-Commerce and e-commerce marketing initiatives. Typically requires a Bachelor's degree and 3+ years relevant experience.
2627E	E-commerce Analyst	Responsible for performing analytical tasks for the purpose of identifying and increasing sales, developing and analyzing sales reports to team members and management. Predicts market trends and change sales techniques to maximize profit. Data-mines using internal databases and external tools. Provides trend analyses, forecasts, and market snapshots. Communicates areas of success and opportunity across products, channels, or regions. Typically requires a Bachelor's degree in business, management, accounting, economics, statistics, information science and 1-3 years of data analysis experience.
2630E	Field Sales Supervisor	Supervise the training and assignments of field sales personnel in one or more territories. Direct sales campaigns in new territories, new industries, or with new products. Provide assistance to Sales Representatives in the promotion of new major accounts. Coordinate and assist with technical engineering services to determine customers' needs. Supervise the development of quotations, installations, warranty service obligations and various details to ensure conformance with company marketing policies. Investigate major account warranty claims and ensure appropriate services and resolution of complaints. Conduct sales staff meetings to ensure current knowledge of sales promotion and advertising programs, new products, marketing policies, etc. Evaluate orders, sales activity reports, expense accounts, etc., and develop recommendations relative to sales techniques, programs, etc.
2635E	Outside Sales Representative III	Perform field promotional work to sell and develop new business. Usually assigned to work with new territories, new industries, or with customers where the full market potential or product acceptance has not been established. Demonstrate products/services and provide assistance in the best application of the product. Coordinate company technical engineering services to determine customers' needs. Prepare price quotations, terms of sales, delivery dates, etc., and write orders subject to company policy. Investigate product/service warranty claims and ensure resolution of customers' complaints following marketing policies. Develop data relative to marketing trends, competitive products and pricing, and submit marketing reports to management. As required, prepare and submit reports on sales and marketing activities. Train, instruct and orient new personnel and trainees. This is a senior sales representative, typically requiring 5-8 years of related work experience.
2640E	Outside Sales Representative II	Perform field promotional work to sell and develop new business. Usually assigned to established territories or industries where company product lines are accepted. Demonstrate products/services and provide assistance in the best application of the product. May coordinate company technical engineering services to determine customers' needs. Subject to company approval, quote prices, terms of sales, delivery dates, etc. Investigate product/service warranty claims and ensure resolution of customer complaints following marketing policies. As required, inform the company relative to marketing trends, competitive products and pricing. Complete required activity and expense reports. This is an intermediate level sales representative, typically requiring 3-5 years of related work experience.
2645E	Outside Sales Representative I	Under the supervision of a sales supervisor or senior sales representative, perform field promotional work to obtain sales in an assigned territory where the company and product line are established. May canvas prospective new accounts. Demonstrate products/services and assist in the selection of products/services most applicable to customers' needs. Demonstrate and familiarize established accounts with new products/services and developments. Quote prices, terms, delivery dates, etc. on new or repeat orders subject to approval of company sales supervisor. May investigate and report on warranty claims and complaints. Prepare periodic activity and expense reports. This is typically an entry level sales role requiring less than 3 years of related work experience.

2647E	Sales Engineer	Collaborates with sales teams or assists customers directly to understand and select products that meet customer needs. May train customers in the use of products. Confers with customers and engineers to assess equipment needs and to determine system requirements. May travel to customer locations, participate in sales presentations, demonstrate product and assist in the sales process. May modify a product design to fit a customer need. Uses established policies and procedures to complete work assignments. Work is somewhat routine with detailed instructions and performed under close supervision. May be assigned an element of a project or well-defined tasks. Typically requires a bachelor's degree and 2 years of professional experience, or equivalent.
2660N	Sales Correspondent III	Interpret customer requirements from written or verbal inquiries. Match customer requirements with standard products and services. Determine possible alterations to standard products and services to meet customer requirements. Advise customers of changes to their order. Furnish product information as required. Arrange for consultations with customers when necessary, and follow up for product sales. Excludes retail sales personnel and typically exists in a manufacturing environment. This is a senior level position.
2665N	Sales Correspondent II	Interpret customer requirements from written or verbal inquiries following standard routine procedures. Make estimates and prepare quotations and proposals subject to check by superior. Answer requests for information concerning products, repairs and use of products following established procedures. Excludes retail sales personnel and typically exists in a manufacturing environment. This is an intermediate level position.
2667N	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, hosts tours. Typically requires high school diploma or GED and 0 -2 years of experience.
2670N	Telemarketing Sales Representative	Contact customers to sell company products and services. Interpret individual situations and make appropriate presentations following established sales format. Process accepted orders and provide necessary follow-ups. Inform designated company sales personnel of possible leads, accepted orders and quotations. Access, update and maintain recordkeeping systems for individual accounts. May telephone customers to gather information for market research studies.
2672N	Telephone Order Processing Representative	Answers inbound calls from customers and takes orders. May inform callers of product availability and pricing. Typically requires high school diploma or GED and 0-2 years of professional experience.
2675E	Social Media Manager	Implements the organization's social media strategy. Develops brand awareness and generates inbound traffic. Coordinates with Marketing and PR teams to support their respective missions, ensuring consistency in voice and cultivating a social media referral network. Oversees research, campaigns and content creation, execution, monitoring, and reporting. Requires in-depth knowledge and understanding of social media platforms and their respective participants and how they can be deployed in different scenarios. Typically requires a bachelor's degree and minimum 4 years of professional experience, or equivalent.
2677E	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.
2680N	Sales Order Analyst III	Receive, interpret, discuss and edit orders received from customers and sales representatives, covering a wide range of standard and special products and services. Based on technical knowledge of applications, clarify terminology, supply missing information or correct discrepancies involving product selections. Check conditions of sales, shipping and handling instructions. Verify and extend prices, discounts and estimates for standard or special items. Locate and input orders into the computer data base and type order forms. Process change order requests. Maintain records and related information.
2685N	Sales Order Analyst II	Similar to Sales Order Analyst III, Job #2680, except analyses are limited to standard company product lines, where orders are less complex and do not require interpretation or knowledge of applications. Technical inquiries or product selection matters are referred to other company personnel for further action.
2690E	Order Processing Supervisor	Supervise all segments of the sales order function. Those supervised receive orders for materials or merchandise by mail, phone or personally from customer or company employee, and then perform the processing operations which must be performed before orders can be filled. Typical duties include giving price quotations, filling out standard order sheets, verifying of customer credit rating with credit department, and forwarding of order to proper department for filling. Typically supervises between 2 and 10 employees. Does not include those with jurisdiction over sales representative (as opposed to order clerks) or those with accounting responsibilities. See also Customer Service Manager, Job #2760 and Invoicing Supervisor, Job #1300.
2695N	Order Clerk	Perform clerical processing operations necessary before orders can be filled. Typical duties include price quotations, completion of standard order sheets, and verification of customer credit rating with Credit Department and forwarding of order to proper department for filling. Typically follow specific instructions of a catalog or applications handbook with detailed technical knowledge of product application not required. May require use of equipment, such as CRT, personal computer, microfilm, or microfiche.

2700O	Chief Marketing Executive (Excludes Sales)	Responsible for the entire range of marketing positions. The job typically requires a Bachelor's degree and 8+ years of experience, or equivalent. Duties include 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. Working within overall direction established by senior management, solves complex technical problems and develops and recommends new alternatives. Manages department staff and budgets. This is distinguished from direct sales and marketing research jobs, but may include elements of each.
2702E	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.
2703E	Marketing Generalist III	Third of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a Bachelor's degree and 5+ years of experience, or equivalent. Duties include 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 general management guidance and has total project responsibility for the larger or more complex projects requiring advanced design and analysis. Provides training and work direction to other professional and support staff. This is distinguished from direct sales and marketing research jobs, but may include elements of each.
2705E	Marketing Generalist II	Second of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a Bachelor's degree and 3+ years of experience, or equivalent. Duties include 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. This is distinguished from direct sales and marketing research jobs, but may include elements of each.
2707E	Marketing Generalist I	First of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a Bachelor's degree and less than one year of experience, or equivalent. Duties include 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. Receives considerable project direction from senior staff and management and may spend the majority of time working on assigned segments of a project. This is distinguished from direct sales and marketing research jobs, but may include elements of each.
2709E	Product Development Manager	Directs activities required to develop and produce a specific product. Coordinates gathering and technical analysis of customer requirements. Provides timelines and objectives for development, production, QA, and support departments. Acts as a resource for product marketing and sales. Responsible for meeting schedule and budget for product development through release. Typically requires a bachelor's degree and minimum 4 years of related experience. Excludes individuals responsible for product marketing activities and product profit goals.
2710O	Product Manager	Manage the sales promotional activities and profit margins of company product lines, including marketing research studies and new product development. Accountable for overall product advertising, pricing, inventory and marketing activities. Determine product selection and specifications. Coordinate internal and external activities related to the management of products. Assure that marketing program performance is according to plans. Establish long range product sales forecasts. Assess performance and implement appropriate actions to achieve objectives. Typically requires a degree and 3-5 years' experience in related marketing/product management positions.
2720E	Market Research Analyst	Conduct market research and develop information on sales potential of geographic areas to support management review of market expansion feasibility. Investigate and compare sales data (e.g. economic factors, estimates of sales costs, competition involved, sales volume anticipated, etc.) and prepare reports and recommendations. May evaluate and report effectiveness of sales volume in both new and existing territories. This is an intermediate level analyst typically requiring a degree and 3-5 years of related work experience.
2725O	Director of Communications	Manages and directs the internal and external communications for an organization. Develops, delivers and monitors programs, messages and materials to promote the organization. Creates communication strategies and supervises public relations staff. May serve as a key spokesperson and media contact for the organization. Typically reports directly to the Chief Executive Officer (CEO). May advise the Board of Directors on corporate communications. Typically requires a Bachelor's or Master's degree and 8+ years of experience, including management experience.
2727N	Communications Specialist	Creates communications programs to describe and promote the organization and its products including graphics, brochures, company or product fact sheets, logos, or other promotional products. Researches and develops content for publication of products. Prepares presentations and/or speeches geared towards employees. Typically reports to a supervisor or manager. Requires a Bachelor's degree and 2-4 years of professional experience.

2730E	Public Relations Manager	Responsible for managing the presentation and representation of the company to the general public, customers, local communities, shareholders, and the financial community. Prepare or oversee preparation of news releases and articles. Assist company personnel in the writing of speeches, letters and articles which are to be made public. May arrange interviews between company executives and the media. Direct the writing, editing and publishing of company publications. Participate in the drafting of the annual report to stockholders, quarterly dividend statements, financial advertising, and other stockholder materials. May act as the representative for the company or Chief Executive Officer. May supervise a small staff of public relations personnel. Typically requires a degree and 3-5 years of related work experience.
2735N	Public Relations Specialist	Promotes individuals, groups or organizations by publishing material to selected media channels. Leads community marketing efforts, ensuring execution of strategies to improve market presence. Plans and executes press conferences and special events. Prepares news releases and articles. Assists in the writing of speeches, letters and articles which will be public information. May arrange interviews between company executives and the media. Assists in the drafting of the annual report to stockholders, financial advertising, and other stockholder materials. Typically requires a Bachelor's degree and 2-4 years of professional experience.
2740E	Territory Manager	Develops business opportunities in assigned territory, cultivating customers over the long-term. Meets and exceeds sales goals with new and established customers. Presents product information to and interacts with customers. Communicates product details to diverse audiences. Senior level field sales position. Typically requires a Bachelor's degree and 4-6 years of professional experience.
2745N	Customer Service Representative III	Third of three levels of customer service work. The job typically requires an associate or Bachelor's degree with 2+ years of experience, or equivalent. Handles the more technical or complex service questions from customers and applies judgment in resolving service, warranty or technical problems falling within established limits of authority and knowledge. Issues of greater impact or technical complexity are researched and presented to management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application or service information, pricing or adjustments. May provide work direction to others.
2750N	Customer Service Representative II	Second of three levels of customer service work. The job typically requires high school graduate reading, communication, math and problem solving skills and 2+ years' experience. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents require limited supervision.
2753N	Customer Service Representative I	First of three levels of customer service work. The job typically requires high school graduate reading, communication, math and problem solving skills and no previous experience, or equivalent. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents follow established procedures and have readily available supervision.
2757E	Customer Service Supervisor	Supervisor of a customer service function. The job typically requires an Associate's degree with 5+ years of experience, or equivalent. The incumbent fields the most technical or complex service questions from customers and applies experience and judgment in the interpretation and application of guidelines established by senior management. Issues of major impact or technical complexity are researched and presented to upper management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application, service information, pricing or adjustments. Assists with employee selection and reviews employee performance. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
2760E	Customer Service Manager	Manager of a customer service function. The job typically requires a Bachelor's degree with 5+ years of experience, or equivalent. 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. Issues of major impact or technical complexity are researched and presented to upper management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application, service information, pricing or adjustments. Manages department staff and budget.
2765O	Customer Service Director	Director of a customer service function. The job typically requires a Bachelor's degree in business or a related field and 8+ years of experience in a customer service role with management experience, or equivalent. Plans, directs and controls the customer service function in order to meet company goals. Selects, develops, retains, and directs qualified supervisory and professional staff. Responsible for planning, prioritizing, and setting goals.
2770N	Customer Service Clerk	Under general supervision, respond and follow through on customer's request for service or product information. Provide guidance and assistance to customers in oral or written form. Duties include record search, problem/complaint investigation, policy interpretation, and adjustment or correction. May open new accounts, accept routine orders, advertising or reservations from customers. Refer non-routine or major problems to other departments or higher authorities. See also Order Clerk Job #2695 for persons whose primary function is taking orders.
2771E	Visitor Services Manager	Manage visitor services programs for museums, science centers, galleries, exhibition centers and performance centers to inform and ensure the highest level of visitor safety, enjoyment and experience. Plan and manage front house services including ticketing, information desk, shop and/or café, tours and tour guides and other programs. Supervise visitor program staff. May require a bachelor's degree and previous front of the house service management experience.

2780E	Service/Repair Manager	Direct the activities of a group responsible for the servicing of company products returned for repair. Responsibilities may include service centers not located at company site. Set group work schedules and priorities to achieve optimum efficiency, high quality, and rapid turnaround. Train and direct technicians and other service staff in the evaluation and repair of warranty and non-warranty customer returns. Analyze and record defect information to ensure warranty specifications are met and to provide data for future product improvements.
2810N	Salesperson - Parts	Sell spare and replaceable parts and equipment from behind counter in agency, repair shop, or parts store. Determine make, year, and type of part needed. Find stock number, price, etc., and fill customer's order from stock.
2875E	Cost Estimator Supervisor	Supervise employees engaged in the preparation of cost estimates; including estimates for special product applications, incoming jobbing work or sublet work, field erection and services, tools, dies, machines, remodeling, construction, etc. Develop cost estimates on new products and components to assist in determination of feasibility for manufacturing or subcontracting. Approve, standardize and maintain cost data records. Audit final estimates. May supervise cost estimators and coordinate procedures closely with other departments.
2880E	Estimator	Responsible for cost estimate of labor and materials on proposed projects for bid. Analyzes details of projects to be bid and works closely with engineering and production staff to assure accuracy of cost estimates. Requires extensive knowledge of products and service.
2882E	Inside Sales Manager	Manages the inside sales and order processing staff. Ensures internal policies and procedures are adhered to by the team. Provides assistance to close large sales opportunities; handle and resolve escalated customer issues. Trains sales staff, implement sales incentive programs and goals. Monitors sales statistics to determine sales quota, inventory requirements and monitor customer preferences. Usually works in sales office; may travel occasionally to customer location. Motivates, trains, and coaches inside sales staff. Typically requires a Bachelor's degree and over 6 years experience, including sales management.
2884E	Inside Sales Supervisor	Supervises the day-to-day work of inside sales staff. Manages department productivity and work quality. Checks progress of orders placed. Recommends equipment upgrades, staffing adjustments and training programs. Provides training, monitors calls, and supplies feedback to direct reports. Typically requires Bachelor's degree or business and 4-6 years of job-related training and experience.
2885N	Inside Sales Representative	Sells industrial products from sales office. Receives customer inquiries and makes contacts by phone. Estimates and quotes prices and prepares forms and sales contracts. Prepares reports on business transactions. May assist in installation of product or instruct buyer in use. Requires practical knowledge of products and customer applications.
2888N	Box Office Agent	Provides personalized information and assistance to ticket customers by phone, mail, e-mail, fax and in-person. Sells tickets using a computerized system. Processes and provides tickets for entrance to performances and promotional events. Other Titles: Ticket Agent; Box Office Representative Typically requires high school diploma or GED and 0-2 years of job related training and experience.
2890N	Box Office Manager	Top box office position. Directs ticket operations and ticket staff. Assists in budget process, offers input on performance/event pricing, maintains ticket sales reports, and acts as marketing resource for special projects. Assists customers, sets policy and handles special requests. Typically requires a bachelor's degree and 4-6 years of related experience. Other Titles: Ticket Office Manager; Ticket Operations Manager
2895N	Sales/Marketing Assistant	Experienced level sales and marketing administrative assistant job. This job typically requires an Associate's degree and 2+ years of experience, or equivalent. Incumbents perform administrative support work specific to sales and marketing department(s). Incumbents assist the department manager and other department 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. Incumbents may assist with preparation of marketing materials, maintain marketing materials inventory, serve as liaison with print shop vendors or distribute literature. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Incumbents may set up audiovisual or telecommunications equipment. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents make non-routine choices within established guidelines, with minimal supervision.
2900N	Trade Show Coordinator	Performs a variety of writing, advertising, sales promotion and/or relations activities to promote the company's products through trade shows and other related promotional venues. Ensures all aspects of trade shows are completed timely and meet departments' objectives. Typical responsibilities include: advertising, public relations, preparing press packets, scheduling and transportation of equipment and displays, pre-show and post-show follow-up, mailings, presentations, and coordination with other departments. Typically requires a degree and 2 or more years of marketing and/or sales experience.
F - Engineering, Scientific, Chemical, R & D, Technical, Design, Drafting		
2950O	Vice President of Engineering	Executive level engineering job. The job typically requires a degree in engineering and 10+ years of experience, including management experience. Responsible to plan, analyze and evaluate all phases of engineering programs, plans and procedures. Reviews recommendations for designs and methods as well as equipment purchases. Coordinates the creation, development, design and improvement of corporate products to conform with established program objectives. Provides engineering consultation as requested. Works with top management to meet organizational objectives for all engineering activities. Directs the appropriate staffing of the engineering department. Controls budgets for all engineering activities.

2955O	Industrial Engineering Head	Responsible for methods, layout, process flow and equipment or tooling requirements for the production and/or processing operations. Conducts methods and improvement studies, evaluates work and equipment performance and prepares facilities and capital investment plans, forecasts and budgets. Supervises work measurement studies and the establishment of time standards.
2960O	Head Research Engineer	Directs organization's research and development activities including: developing new products, researching extent and use of new products, determining raw materials and processes to be used, usually supervises other research or project engineers. Reports to Chief Engineering/Research Executive.
2965O	Head Product/Development Engineer	Responsible for design, development and application of new or existing products. This includes the optimizing of product design for purposes of manufacturing and/or processing; determining and planning manufacturing or processing sequence, tooling requirements, the analysis of methods to reduce operating time and costs prior to release to manufacturing.
2970O	Director of Engineering	Director level engineering job. The job typically requires a degree in engineering and 8+ years of experience, including management experience. Responsibilities include planning, analyzing and evaluating all or several phases of engineering programs, plans and procedures. Reviews recommendations for designs and methods as well as equipment purchases. Coordinates the creation, development, design and improvement of corporate products to conform with established program objectives. Provides engineering consultation as requested. Works with top management to meet organizational objectives for all engineering activities. Directs the appropriate staffing of the engineering department. Controls budgets for engineering activities.
2975E	Research & Development Manager	Oversees research and development engineering group for an organization. Manages, coordinates and provides strategic planning for research and development of new concepts, products or services. Evaluates and selects appropriate projects. Develops corporate research and development objectives, policies and budgets. Provides technical engineering advice and counsel to top management personnel and represents the organization in outside discussions or at professional meetings or forums. 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.
2980E	Product Development Analyst	Works in development and implementation of new products. Analyzes product issues and provides appropriate resolutions. Identifies areas of improvements and concerns and recommends corrective actions. This is the intermediate level analyst, typically requiring a degree and 2-4 years of experience.
2985E	Project Engineer	Provides engineering and technical support to the project management process. Evaluates engineering designs, makes recommendations and coordinates changes. Reviews bid documentation and supports contract negotiation. Provides field monitoring managing sub-contractors and tracking adherence to project schedules and budget requirements. Collaborates with project manager and project team members. Responds to customers, engineers, subcontractors and project management to identify problems and corrective actions. Intermediate engineering or construction management professional. Applies developing technical knowledge and skills to a range of task complexity. Works independently requiring only consultative supervision. Actively contributes to team projects. Typically requires Bachelor's degree in engineering, science or math and 2-4 years of experience.
3000E	Design Engineering Manager III	Manager in charge of a design engineering group. The job typically requires a Bachelor's or Master's degree in engineering or an engineering degree with a Master's degree in business administration and significant experience, or equivalent. Work may include creation of previously non-existent products or modification of existing products, including product line extensions. Work includes selection and testing of materials, ingredients or components that will be suitable for the product. Work may include responding to a customer request for a particular product or design. The typical cycle includes conceptualizing, developing prototypes, testing and perfecting designs. The manager's role is the first level of engineering where management of people is a primary function. Work includes planning, supervising and coordinating all phases of design and testing. Initiates procedures, methods and equipment for development of projects. Approves product designs and resultant prototypes. Provides consultation on engineering matters as requested. Work primarily is involved with the development or improvement of actual products or designs.
3010E	Design Engineering Manager II	Similar to Design Engineering Manager III, Job #3000, except this position has no supervisory responsibility. See also Design Engineer III, Job #3030
3020E	Design Engineering Supervisor	Responsible for supervising and performing research and development work, problem resolution, designs and the establishment of specifications and standards for a line of company products, under general direction. Coordinate activities within departments and with sales and production personnel. Maintain or supervise the maintenance of all necessary records, files, technical data and reports. Follow up on manufacturing and assist shop supervision in resolving difficult design problems. Typically supervises 10 or less employees.

3025E	Design Engineer V	Fifth of five levels of design engineering. The job typically requires a Bachelor's of science degree and 8+ years of experience or a Master's degree and 5+ years of experience. Work primarily is involved with the development or improvement of actual products or designs. Work may include creation of previously non-existent products or modification of existing products, including product line extensions. This is a senior principal level design position and it is the top non-supervisory level of engineering in an industry requiring significant technical knowledge. These engineers have extensive breadth and depth of knowledge in their field of specialization and working knowledge of other fields. They are capable of clearly defining appropriate technical approaches and solutions to the most mission critical challenges. They are able to define critical project criteria to ensure project completion and have demonstrated leadership skills and mastery of financial principles. Work is stated in terms of objectives requiring project planning and judgment. They act as one of the foremost technical authorities in the area of specialty. They are responsible for all aspects of projects including financial budgets.
3027E	Design Engineer IV	Fourth of five levels of design engineering. The job typically requires an engineering degree and 5+ years of experience or a Master's degree and 3+ years of experience. Work primarily is involved with the development or improvement of actual products or designs. Work may include creation of previously non-existent products or modification of existing products, including product line extensions. Work includes selection and testing of materials, ingredients or components that will be suitable for the product. Work may include responding to a customer request for a particular product or design. The typical cycle includes conceptualizing, developing prototypes, testing and perfecting designs. This is a principal level position. These engineers have extensive and broad knowledge in the field and may have knowledge of other fields. They are able to adapt methods to solve problems. They use creativity to resolve complex issues. Work is stated in terms of objectives, requiring project planning and judgment. They may have overall project responsibility. They act as technical authority in area of specialty on assigned projects. They will act as lead on most assigned projects and assist lower level engineers and technicians.
3030E	Design Engineer III	Third of five levels of design engineering. The job typically requires an engineering degree and 3+ years of experience or a Master's degree and 1+ years of experience. Work primarily is involved with the development or improvement of actual products or designs. Work may include creation of previously non-existent products or modification of existing products, including product line extensions. Work includes selection and testing of materials, ingredients or components that will be suitable for the product. Work may include responding to a customer request for a particular product or design. The typical cycle includes conceptualizing, developing prototypes, testing and perfecting designs. This is a senior level position and it may be a career level for many engineers. These engineers demonstrate creativity and ingenuity in applying engineering principles and practices. They are able to draw solutions from a wider range of experience. They are generally more proficient at solving problems in a timely manner. Assignments are broad in nature. They work under minimal supervision and are responsible for defining technical approaches to projects. They may act as lead on some projects and guide lower level engineers and technicians.
3033E	Design Engineer II	Second of five levels of design engineering. The job typically requires an engineering degree and 1+ years of experience or a Master's degree and less than 1 year of experience. Work primarily is involved with the development or improvement of actual products or designs. Work may include creation of previously non-existent products or modification of existing products, including product line extensions. Work includes selection and testing of materials, ingredients or components that will be suitable for the product. Work may include responding to a customer request for a particular product or design. The typical cycle includes conceptualizing, developing prototypes, testing and perfecting designs. These engineers appropriately apply engineering principles and concepts. They are able to draw solutions from both formal training and experience. Work is varied in nature. Under general direction, they plan and perform engineering duties for part of a major project or for projects of moderate complexity. They may provide work direction to technicians and less experienced engineers.
3035E	Design Engineer I	First of five levels of design engineering. The job typically requires an engineering degree and less than 1 year of experience, or equivalent. Work primarily is involved with the development or improvement of actual products or designs. Work may include creation of previously non-existent products or modification of existing products, including product line extensions. Work includes selection and testing of materials, ingredients or components that will be suitable for the product. Work may include responding to a customer request for a particular product or design. The typical cycle includes conceptualizing, developing prototypes, testing and perfecting designs. This is an entry-level position and requires knowledge and understanding of basic concepts and procedures. These engineers use established policies and procedures to complete work assignments. Work is somewhat routine with detailed instructions. Work is performed under close supervision. Engineers may be assigned an element of a project or well-defined tasks.
3040E	Food/R&D Technologist	As assigned, provide technical assistance to other departments within the organization, conduct research to develop new products and enhance existing products, test production products to ensure conformance to established standards, and conduct tests or demonstrations for customers. May act as a technical project leader in the development, research or quality check of new or existing food products. May develop or assist in developing quality standards. Typically requires a degree in Food Science, Microbiology, or a related field, and 3-5 years of related work experience.

3045N	Continuous Improvement & Lean Coordinator	Coordinate and manage lean enterprise programs in manufacturing and business processing. Plans, administers, and implements assigned projects, using process tools such as Value Stream Mapping, Five S, Kanban, and poka-yoke. Prepares and delivers related training, measures and records organization performance progress. Serves as liaison to outside consultants. Typically does not supervise staff, may provide work direction to program staff. Intermediate to Senior level. Typically requires a Bachelor's degree and 3-5 years of experience.
3160E	Engineer - Industrial	Apply detailed time and motion study techniques to establish optimum production standards for varied and complex manufacturing operations, development, installation and maintenance of production incentive plans, work simplification and cost reduction matters. Analyze facility layout, work plan and production methods, as required, from a human factors standpoint to achieve optimal efficiency. Investigate and recommend alternative approaches for manufacturing methods, processes and equipment. Implement study findings. Prepare and maintain study data and documentation. May train and direct the activities of one or two less experienced employees. This is the intermediate level position typically requiring a degree and 3-5 years of related work experience.
3198E	Manufacturing Engineering Manager	Manage a manufacturing engineering group. Supervises and coordinates all phases of manufacturing engineering. Initiates procedures, methods and equipment for development of projects. Originates and applies new and unique methods and procedures with considerable latitude for unreviewed action or decisions. Provides technical engineering advice and counsel to top management personnel and represents the organization in outside technical forums. 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.
3200E	Manufacturing Engineering Supervisor	Establish optional manufacturing methods and processes for the production of company products. Determine requirements for equipment, tooling, materials and methods of manufacturing, to include make or buy decisions and most efficient plant layout as required. Plan, schedule and coordinate department activities, generally on a project basis and involving new or revised products, from pilot runs through normal production. Assist in the more difficult and technical problems affecting manufacturing and projects. Participate in the formulation of and interpret and establish necessary policies and procedures. Maintain liaison with shop supervision and other engineering functions. May assume some responsibility for plant, facilities and equipment layout, work simplification and similar activities, but these are not primary functions. Generally supervises a department with fewer than 25 employees.
3220E	Engineer - Manufacturing	Responsible for complex engineering projects involving the development of manufacturing methods and processes to efficiently and effectively produce a variety of company product lines. Investigate, establish and implement requirements for equipment, tooling, materials and methods of manufacturing, including make or buy decisions and facility layout as required for new or revised products, from pilot runs through normal production. Work with shop supervisors and other engineering functions. Investigate and recommend alternatives to product designs. May train and direct the activities of one or two less experienced employees. This is an intermediate to senior level engineering job and requires a degree and at least 5 years of related work experience.
3245E	Engineer Electrical/Electronic/Mechanical V	Designs, develops and tests the manufacturing and installation of electrical or mechanical equipment, components, or systems. Applies principles of engineering to detail design and research tasks. Provides analysis and validation of design and theoretical concepts, using established research techniques. Senior principal engineer, software developer or scientific professional. Applies extensive breadth and depth of knowledge in a field of specialization. Acts as a foremost technical authority and a senior leader on programs and projects. Typically requires bachelor's degree in engineering, science or math and over 8 years experience.
3248E	Engineer Electrical/Electronic/Mechanical IV	Designs, develops and tests the manufacturing and installation of electrical or mechanical equipment, components, or systems. Applies principles of engineering to detail design and research tasks. Provides analysis and validation of design and theoretical concepts, using established research techniques. 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.
3250E	Engineer (Electrical/ Electronic/ Mechanical) III	Plans and designs electrical, mechanical or electromechanical products or systems of major complexity and scope. May direct and coordinate operation and repair activities. Designs products or systems, such as instruments, controls, engines, machines and mechanical, thermal hydraulic or heat transfer systems, utilizing and applying knowledge of engineering principles. May provide technical guidance and assistance to less experienced engineers and technicians. This is a senior level position and requires a degree in engineering and more than 5 years of relevant experience.
3255E	Engineer (Electrical/ Electronic/ Mechanical) II	Under general supervision and with some latitude for unreviewed action, executes projects that require the creation and evaluation of original design of moderately complex projects or delegated parts of major projects. Participates in the analysis and validation of design and theoretical concepts, working from and adapting a wide range of established research techniques. Must be able to work with general guidance toward an established objective. This is an intermediate level engineer and typically requires a degree in engineering and 3-5 years of relevant experience.

3260E	Engineer (Electrical/ Electronic/ Mechanical) I	Under close supervision, apply principles of engineering to secondary or detail design and research tasks, the results of which are subject to review prior to incorporation into primary projects. Assist higher classified engineers in the analysis and validation of design and theoretical concepts, using established research techniques. This is an entry level engineer and typically requires a degree in mechanical or electronic engineering and less than 3 years of engineering experience.
3265N	Engineering Technician III	Under the direction of an engineer, perform diverse and complex technical assignments. Search, investigate and select technical reference data pertinent to a project. Make calculations, assist systems personnel to organize engineering data and formulas for data processing, and prepare preliminary sketches, design drawings, engineering specifications and reports for approval. Provide technical assistance in the area of design, layout and detail drawing, material procurement, construction and testing of experimental models. Compile and organize technical data, prepare reports and recommendations of project assignments for evaluation by engineers in charge, and initiate and expedite engineering changes resulting from evaluations. Duties consist of assignments in direct support of engineers at a technical level, usually in a specific field, requiring the application of basic engineering fundamentals and principles. Typically requires an Associate's degree and 5 or more years' experience.
3270N	Engineering Technician II	Under the direction of an engineer, perform basic technical assignments. Search, investigate and select technical reference data pertinent to the project assigned, utilizing engineering texts, papers, journals, periodicals and other sources. Make calculations and prepare preliminary sketches, design drawings, engineering specifications and reports for approval. Duties consist of closely supervised assignments in direct support of engineers, usually in a specific field requiring the application of technical fundamentals. May provide technical assistance in the areas of design, layout and detail drawing, procurement of materials, construction and testing of experimental models and assistance to organize technical data and formulas for data processing. This is an entry level technician typically requiring an Associate's degree and 0-2 years of related experience.
3275N	Mechanical Engineering Technician	Develop and test machinery and equipment under direction of engineering or scientific staff. Review project instructions and blueprints to ascertain test specifications, procedures, objectives, test equipment, nature of technical problem, and possible solutions, (e.g., part redesign, substitution of materials or parts or rearrangement of parts or subassemblies).
3280N	Inside Service Technician	Work assignments are varied, and of moderate scope and complexity. Works independently or as part of a team, servicing or repairing returned equipment. Makes recommendations regarding warranty coverage. Typically requires completion of a formal technical program and 2-4 years of previous experience, or equivalent.
3285N	Field Service Technician III	Third of three levels of field service technician work. The job typically requires completion of a formal technical program and 5+ years of previous experience, or equivalent. Work assignments are of greatest variety and complexity. Supervision received is limited. Incumbents work independently or as members of a team installing, servicing or repairing equipment at a customer location. Incumbents may suggest modifications of equipment or installation to meet customer requirements. Work may include instructing customer personnel in the correct operation of equipment. Work may include providing training and work direction for other technicians. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.
3290N	Field Service Technician II	Second of three levels of field service technician work. The job typically requires completion of a formal technical program and 2+ years of previous experience, or equivalent. Work assignments are varied, and of moderate scope and complexity. Supervision received is limited. Incumbents work independently or as members of a team installing, servicing or repairing equipment at a customer location. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.
3291N	Field Service Technician I	First of three levels of field service technician work. The job typically requires completion of a formal technical program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Work typically is under direction of more experienced staff. Incumbents assist with installation, servicing and repair of equipment at a customer location. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.
3293N	Lab Technician III	Perform a variety of non-routine laboratory duties involved in conducting standard and experimental physical, chemical, or biological tests or studies. Requires advanced knowledge and experience in the specific discipline used. Responsible for collection, analysis, interpretation, and recording of data. Recognize and solve technical problems within the scope of work. May troubleshoot equipment. Drafts standard operating procedures for approval. Receives minimal supervisory direction. Typically requires advanced certification, where applicable, plus an Associates in an appropriate discipline and five years' experience or equivalent.

3295N	Lab Technician II	Performs non-routine laboratory duties involved in conducting physical, chemical, or biological tests and research experiments. Work involves monitoring, sampling, testing, and recording data; and operating and maintaining specialized equipment. May require HAZMAT training/qualification. Works under general supervision. Requires an Associates and/or two years formal training and two years' experience.
3298N	Lab Technician I	Performs routine laboratory duties such as conducting physical, chemical or biological tests and research experiments. May include monitoring, sampling, testing, and recording data. Operates and maintains laboratory equipment. May require HAZMAT training/qualification. Entry level position requiring little or no previous experience. Typically requires a high school education.
3300E	Civil Engineer III	Plan, design and/or consult in the construction of complex construction or maintenance projects involving a wide range of structures and facilities, such as power plants, waste disposal systems, pipeline, roads, buildings, etc. May perform extensive technical research and use computer in deriving solution to projects. This is a senior level position typically requiring a degree and 5-8 years of related work experience.
3320E	Civil Engineer II	Plan, design and/or provide guidance in the construction of a variety of structures and facilities, such as power plants, waste disposal systems, pipelines, roads, bridges, etc. May also plan and/or provide guidance for alterations of structures and facilities and for major maintenance procedures. Typical duties include analysis of requirements of specific projects, preparation of designs to meet these requirements, assuring compliance of designs with applicable building codes and design standards, preparing estimates of material costs and man-hour requirements. Includes both engineers specializing in design work and those specializing in field work. Architects are not included. This is an intermediate level engineer typically requiring a degree and 3-5 years of related work experience.
3325E	Engineer - Environmental	Responsible for assuring the organization complies with all federal, state and local ordinances regarding environmental standards; includes responsibility for compliance with OSHA, DOT, TSCA, maintenance of MSDS materials, and evaluating and choosing facilities and modes of waste disposal to limit long-term liabilities and maximize disposal dollars. Conduct audits of company facilities to ensure compliance with OSHA and EPA requirements. May supervise environmental staff which may include industrial hygienists and product safety specialists. This is an intermediate level engineer position, typically requiring a degree and 3-5 years of related work experience.
3383N	Methods & Process Technician III	Third of three levels of methods and process technician work. The job typically requires completion of a formal technical program and 5+ years of work experience, or equivalent. Work assignments are of greatest variety and complexity. Incumbents assist engineering staff with design, testing, prototype building, pilot plant production or other activities relating to methods or process development or improvements. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include providing training and work direction for other technicians. Work may include lifting, handling or maintaining equipment or operation of production equipment. Supervision received is limited. Civil Engineering and Field Service Technicians are not included.
3385N	Methods & Process Technician II	Second of three levels of methods and process technician work. The job typically requires completion of a formal technical program and 2+ years of work experience, or equivalent. Work assignments are varied and of moderate scope and complexity. Incumbents assist engineering staff with testing, prototype building, pilot plant production or other activities relating to methods or process development or improvements. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of production equipment. Supervision received is limited. Civil Engineering and Field Service Technicians are not included.
3387N	Methods & Process Technician I	First of three levels of methods and process technician work. The job typically requires completion of a formal technical program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Incumbents assist engineering staff with testing, prototype building, pilot plant production or other activities relating to methods or process development or improvements. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of production equipment. Supervision is readily available and work is usually reviewed by more experienced staff. Civil Engineering and Field Service Technicians are not included.
3430E	Chemist - Supervising	General responsibility for the quality of company products, including materials and product improvement. Maintain quality control through subordinates and establish basis for chemical testing of raw materials and finished products. Control the use of raw materials and review control test data. Conduct pilot operations and research. Evaluate competitor products. Communicate with management on the quality of existing products and suggest and recommend remedial action to overcome problems and improve products. Typically supervises 2 or more chemists and/or technicians.

3435E	Chemist III	Working relatively independently, perform research and/or analytical assignments which require considerable knowledge of a specialized field of chemistry. Analyze technical aspects of assigned projects, select and adapt methods and techniques to be used and may devise new techniques. Projects may involve problems where standard methods are not applicable or a high level of interpretive judgment is required. May provide technical guidance and assistance to less experienced chemists and technicians, but is not a project leader or full-time supervisor. Typically requires an advanced degree in chemistry or equivalent (any area of specialization) and 5 or more years of related work experience.
3440E	Chemist II	Perform chemical tests, analyses and investigations utilizing standard methods or following methods and criteria specified by more senior chemists. Work involves analysis for which there are standard or established methods or for which the adaption of standard methods is obvious or determined by others. May carry out specific phases of more complex research projects under the direction of more experienced chemists. Typically requires a Bachelor's in Chemistry (any area of specialization) and 3-5 years of related work experience.
3445E	Chemist I	Perform a variety of routine analyses, tests and operations and assist more experienced chemists by carrying out individual steps of more complex experiments. Work involves the application of established laboratory methods and techniques and is subject to frequent review. Typically requires a Bachelor's in Chemistry (any area of specialization) plus less than 3 years of related work experience.
3460E	Design Supervisor (Chief Designer)	Supervise a department/section which designs new models, mechanisms and adaption's for company product lines, following directions and suggestions to meet specification requirements set by engineers. Investigate alterations in design and ensure that all factors are considered to meet new product requirements, changes and customer specifications. Check the building of sample models, tests and the progress of assignments. Prepare or direct the preparation of design drawings and the establishment of specifications, standards, necessary detail drawings and bills of material. Typically supervises less than 25 employees.
3470E	Designer - Product	Design new models, mechanisms and adaption's for a particular product line, following directions and suggestions of supervisor. Investigate alterations to designs for improved performance or to meet customer requirements. Prepare preliminary layout drawings, with responsibility for correct proportions and consideration given to stresses, speeds, weights and other details. Change designs to meet shop requests and make alterations when in process, as required, to facilitate manufacturing.
3475N	Designer - Tool	Design ordinary jigs, fixtures and special tools for a wide variety of standard or special machine tool operations. Select materials to be used, determine proper locating points of parts for accurate machining, design clamps and supports to hold parts securely while avoiding distortion due to clamping or tool thrust. Work from parts drawings, verbal instructions, specifications or samples.
3482E	Drafting Supervisor	Supervises non-exempt staff in a drafting and documentation department. Includes technical leadership of the drafting department, including CAD and management of electronic and conventional document files. Assigns and reviews work, and provides technical instruction. Responsibilities may also extend to technical writing staff. Typically requires a technical degree in drafting and 6+ years of professional experience, or equivalent.
3485N	Draftperson III	Prepares a wide variety of detail drawings and breaks down information obtained from specifications and instructions furnished by a superior. Performs a variety of calculations showing all necessary details, section views, and dimensions, and prepares bills of materials and specifications. May use CAD/CAM drafting equipment or traditional drafting techniques. Work is usually checked by a superior. Typically requires a high school education, 2 years technical education, and more than 2 years of related experience.
3490N	Draftperson II	Prepares a variety of detail drawings and breaks down information obtained from specifications and instructions furnished by a superior. Performs a variety of calculations showing all necessary details, section views and dimensions, and prepare bills of materials and specifications. May use CAD/CAM drafting equipment or traditional drafting techniques. Work is usually checked by a superior or more experienced Draftperson. Typically requires a high school education and less than 2 years of experience.
3510N	CAD Drafter III	Third of three levels of technical drafting work; highest level of non-supervisory work. The job typically requires completion of a formal drafting program and 5+ years of drafting experience, or equivalent. Work assignments are varied and of the highest level of scope and complexity, requiring specialized knowledge of the company's products and operations. Supervision is limited, but engineering staff, as a quality procedure, may review work product. Incumbents break down information obtained from specifications, sketches, customer layout drawings and instructions furnished by others and convert the information into detailed drawings with section views and dimensions. Incumbents perform a variety of mathematical calculations using standard procedures. Incumbents have responsibility for coordinating with others to determine whether drawings can be executed efficiently and within expected tolerances, although at this level questions are rare due to knowledge and experience. Incumbents typically prepare bills of materials and specifications when drawings are complete. Most work is completed using computerized drafting applications. Considerable time may be devoted to providing technical help to less experienced staff and checking the work of others.

3515N	CAD Drafter II	Second of three levels of technical drafting work. The job typically requires completion of a formal drafting program and 2+ years of drafting experience, or equivalent. Work assignments are varied and of considerable scope and complexity. Supervision is limited, but work may be reviewed by peers or by more experienced staff as a quality procedure. Incumbents break down information obtained from specifications, sketches, customer layout drawings and instructions furnished by others and convert the information into detailed drawings with section views and dimensions. Incumbents perform a variety of mathematical calculations using standard procedures. Incumbents have responsibility for coordinating with others to determine whether drawings can be executed efficiently and within expected tolerances, although at this level questions are less frequent due to knowledge and experience. Incumbents typically prepare bills of materials and specifications when drawings are complete. Most work is completed using computerized drafting applications. Some time may be devoted to providing technical help to less experienced staff.
3520N	CAD Drafter I	First of three levels of technical drafting work. The job typically requires completion of a formal drafting program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Supervision is readily available and work is usually reviewed by more experienced staff. Incumbents break down information obtained from specifications, sketches, customer layout drawings and instructions furnished by others and convert the information into detailed drawings with section views and dimensions. Incumbents perform a variety of mathematical calculations using standard procedures. Incumbents have responsibility for coordinating with others to determine whether drawings can be executed efficiently and within expected tolerances. Incumbents may prepare bills of materials and specifications when drawings are complete. Most work is completed using computerized drafting applications.
3530N	Technical Writer (Non-MIS)	Write instructions and descriptive materials for operation and maintenance of complex systems, equipment and products. Analyze each order, collect and correlate information. Plan instruction book format. Arrange preparation of instruction book, special drawings, photographs, artwork and related typed copy for final printing. Prepare instruction book specifications for vendors and printers. Check and proofread copy. Excludes positions whose primary duties involve documentation of management information systems. This is an intermediate level position typically requiring at least 1 year of analytical and writing experience.
3560N	Engineering Cost Estimator	Prepare cost estimates for quotations and/or new or redesigned products or processes. Compile itemized materials and price lists from engineering drawings and specifications. Compute cost estimates of raw materials, purchased equipment or subcontracted work and labor. May estimate repair, service, and salvage work. This is an intermediate level position requiring sufficient education and/or training to consult with engineering departments concerning cost problems, flaws, defects, or errors in design. For positions which are primarily involved with accounting duties, see Cost Accounting Clerk, Job #1160.
3570N	Engineering Clerk	Perform various clerical duties within engineering department, such as product specifications, process sheets, time standards, and drawing and part number controls. Input, update, access, organize and maintain computer or manual files. Allocate items and fill requests for information. Assist engineers in other clerical duties including typing and blueprint reproduction.
3576E	Scientist/Project Leader	Fully competent scientist in all conventional aspects of subject matter or functional area of assignments; plans and conducts work requiring: a) master of specialized techniques or ingenuity when selecting and evaluating solutions to unforeseen or novel complexities, and b) ability to apply analytical solutions to a wide variety of problems and assimilate details and their significance toward various scientific analyses, procedures and tests. Requires sufficient professional experience to assure competence as a fully trained scientist in discipline or area of expertise. Independently performs most assignments with instruction only regarding general expected results; receives technical guidance for unusual or complex problems and supervisory approval of proposed project plans. May supervise a staff of scientists and/or technicians on a project basis. Typically requires an advanced degree and 3-5 years of related experience.
3577E	Scientist III	Independently evaluates, selects and applies standard scientific techniques and procedures while using judgment when necessary to adapt standard methods and techniques. Assignments have clear and specified objectives and require investigation of limited number of variables. Typically requires a Ph.D. in relevant scientific field, or equivalent combination of education and relevant experience.
3578E	Scientist II	Performs standard scientific work requiring application of standard techniques and procedures. Limited exercise of judgment required when less common methods or procedures are necessary. Detects problems due to condition of sample, difficulties with equipment, or steps missing in the protocol. May conduct specific phases of projects in support of more experienced scientists. Typically requires an Master's degree in relevant scientific field, or a minimum of two years' experience as a Scientist I.
3580E	Scientist I	Performs standardized or prescribed scientific assignments involving a sequence of related operations. Conducts a variety of standardized tests; may prepare test specimens; sets-up and operates standard laboratory testing equipment of moderate complexity; records test data providing some basic analyses and interpretations. This is an entry level professional position requiring a Bachelor's degree in a relevant scientific field (chemistry, biology, biochemistry, molecular biology, etc.) and at least 6 months or relevant laboratory experience.

3582N	Agronomist	Oversees production of assigned crops from initial placement to post harvest analysis. Assists growers in crop production, including providing production guides to grower, informing the grower on items of concern after field inspections, taking moisture samples in the field, etc. Regularly monitors crops for threats to seed yield and quality such as pest infestations, damaging weather events, error in chemical and irrigation applications, error in trans/planting, off types in field, etc. Collects and submits samples to testing laboratories. Other responsibilities include seed stock treatment, pest diagnosis, coordinating and inspecting greenhouse, submitting field inspection applications, and managing trials.
3583N	Environmental Specialist	Assists the Safety Manager or Environmental Engineer in ensuring compliance with environmental regulations. Duties may include assisting with safety and environmental inspections; preparing reports, contracts and completing government paperwork; sampling/testing wastes and materials; and assisting in selection of environmental and safety contractors. May conduct training and instruct employees on environmental, health and safety issues. Typically requires a degree in Environmental Science or related field, with 1-2 years of experience in the environmental field.
G - Maintenance, Repair, Installation, Cleaning (Facilities-Equipment)		
3584O	Facility Engineer	Supervise, direct and coordinate the maintenance of facility and facility equipment, the design and building of equipment and facility layout. Initiate and plan projects for more effective utilization of space, equipment or manpower. Supervise and guide engineers in the design and construction of special machines, equipment and electrical, hydraulic and pneumatic controls and devices.
3585E	Facilities Supervisor (Single location)	Manager in charge of functions associated with the operation of a single facility used to house the operations of an enterprise. This job typically requires a Bachelor's degree in business administration and 1+ years of related experience, or equivalent. Responsibilities include management of facility support employees and/or outside vendors contracted to provide services. Functions may include building rental negotiations, remodeling planning and management, building and parking lot cleaning and maintenance, space planning, purchase of furniture, fixtures, and equipment. May include any or all of the following: office supplies, copy center management, telecommunications planning and administration, mail room management and other business support activities.
3590E	Facilities Manager (Multi-location)	Manager in charge of functions associated with the operation of multiple facilities used to house the operations of an enterprise. The job typically requires a Bachelor's degree in business administration and 5+ years of related experience, or equivalent. Responsibilities include management of facility support employees and/or outside vendors contracted to provide services. Functions may include building rental negotiations, remodeling planning and management, building and parking lot cleaning and maintenance, space planning, purchase of furniture, fixtures and equipment. May include any or all of the following: office supplies, copy center management, telecommunications planning and administration, mail room management and other business support activities.
3592O	Facilities Director	Directs operations to control and maintain company's or divisions properties. Manage operations, maintenance and janitorial service. Negotiate building leases space planning and furniture rental. Manage and direct construction, remodeling projects. Directs functional/department managers and supervision in property systems, services and lease arrangements. BA degree and minimum 8 years experience.
3598E	Maintenance Manager	Responsible for the maintenance operations for a companies 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.
3600E	Maintenance Supervisor (Facilities)	Responsible for the maintenance operations concerned with keeping company buildings in good repair and with making minor alterations. Maintenance of facility grounds is generally included in the jurisdiction of this position. Typical activities of those supervised include painting, minor plumbing and electrical repairs, carpentry, landscaping and landscape maintenance, replacing light bulbs and air conditioning filters, etc. Does not include supervisors with responsibility for all of the maintenance operations in the facility or those with responsibility for only installation and overhaul of production machinery and equipment. Position generally supervises non-exempt personnel only.
3610E	Maintenance Supervisor (Equipment)	Responsible for the maintenance operations concerned with the installation and/or maintenance of machinery and other mechanical equipment used in company production operations. Typical examples of such equipment include compressors, grinders, milling machines, die-casting machines, screw machines, lathes, drill presses, conveyors, molding machines, stamping machines, mixers and similar standard or specially designed equipment and auxiliary mechanisms. May include the building of new special machinery and/or responsibility for preventive maintenance program. Employees supervised typically include such occupations as maintenance mechanics, maintenance electricians, maintenance machinists, millwrights, pipe or steam fitters, welders, oilers, etc. Position generally supervises non-exempt personnel only.

3612E	Trades Supervisor - Production Support	First line supervisor of one or more skilled trades groups supporting a production operation. The job typically requires specialized training in supervision and 5+ years of job related training and experience, including training and experience in one or more of the skilled trades, or equivalent. Specific trades supervised may include maintenance, electronic/electrical and/or building trades, but not machining. Under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for managing department productivity and work quality. Recommends equipment upgrades, staffing adjustments, maintenance schedules and selection of equipment, service or material vendors. Maintains project documentation, including schematics, blueprints, CAD files, work plans, contracts, manuals and inspection records. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
3615E	Engineer - Facility Maintenance III	Responsible for grounds, building and building equipment. Supervise the installation, maintenance and repair of machine tools and equipment, electrical, gas, air and water installations, sewers and fire sprinklers, the operation of building equipment and facilities, plan janitorial services and the maintenance of grounds. Work with outside contractors and architects on building construction as necessary. Plan, lay out and assign work, involving diagnosing and remedying difficult problems. Generally functions in a department of more than 25 employees with at least one exempt supervisor as a subordinate. Does not include engineers whose area of responsibility includes planning of actual methods and processes associated with production of specific products, or Building Managers who negotiate the leasing of space to tenants.
3620E	Engineer - Facility Maintenance II	Similar to Engineer - Facility Maintenance III (job #3615), except supervises only non-exempt employees and typically not more than 25.
3625E	Engineer - Facility Maintenance I	Similar to Engineer - Facility Maintenance III (job #3615), except exercises no ongoing supervisory responsibilities.
3700N	Carpenter - Maintenance	Perform rough and finish carpentry duties in the maintenance, repair and alteration and construction of buildings and equipment in company. Operate woodworking machines and use a variety of hand and power tools as required. Perform such duties as making and/or repairing counters, benches, partitions, doors, floors and building framework. This is a journey level carpenter. Completion of vocational training, apprenticeship or equivalent training and experience is required.
3710E	Field Service Manager	Manager of field service. The job typically requires completion of a Bachelor's degree and 3+ years of field service experience or a formal technical program and 5+ years of progressively responsible field service experience, or equivalent. Assigns work and directs staff who install, service and/or repair equipment at a customer location. Duties include managing staff performance, tracking project status, customer relations, staff recruiting and staff training. May serve as a technical expert to troubleshoot or modify customer installations.
3720N	Electrician - Maintenance	Installs, maintains and repairs electrical systems, apparatus, and electrical and electronic components of industrial machinery and equipment, following electrical code, manuals, schematic diagrams, blueprints, and other specifications, using hand tools, power tools, and electrical and electronic test equipment. Installs power supply wiring and conduit for newly installed machines and equipment. Diagnoses malfunctioning apparatus or equipment, replaces or repairs parts, detects and replaces defective control modules, tests and makes adjustments. Prepares wiring diagrams to record changes. Plans and lays out work for electricians in lower classifications or electronic maintenance technicians. Requires Limited Journeyman Plant Electrician License.
3725N	Painter - Maintenance	Perform all operations incidental to any type of maintenance painting according to specifications. Use manual or mechanical means under general supervision. Erect scaffolding, prepare surfaces and mix ingredients properly. This is a journey level painter typically requiring vocational or apprenticeship training or equivalent experience.
3740N	Electronic - Maintenance	Perform maintenance, repair and calibration of electronic equipment, such as control systems of numerically controlled machines, other controlling or recording equipment, spot-weld machines, etc. Conduct operational tests and repair equipment by disassembling required components, repairing and/or replacing faulty parts, reassembling and adjusting equipment. Determine proper settings for timing and control mechanisms. Periodically check equipment performance to assure conformance to required standards. Must be able to work from wiring diagrams, blueprints, etc. Excludes maintenance electricians who perform only incidental electronics repair work.
3750N	Helper - Maintenance	Assist Electricians, Carpenters, Machinists, Steam Fitters and other trades people in the performance of a variety of related duties. Obtain tools, materials and supplies. Position work and perform operations following detailed instructions. May clean working area, machines or equipment. This is an entry level position requiring little or no previous experience.
3760N	Machine Repairer - Millwright	Install, repair and maintain machinery and mechanical equipment such as engines, motors, pneumatic tools, conveyor systems or other production machines and equipment. Examine machines for defects in operation. Dismantle devices and replace defective parts using hoists, cranes, and tools as needed. Install special attachments or parts, and adjust equipment to insure efficient operation. May manufacture replacement parts in an emergency situation or dismantle and move machinery and heavy equipment as requested. This is a journey level millwright position.
3770N	Machinist - Maintenance	Using a variety of machines, such as lathes, mills, precision grinders, etc., produce replacement parts for use in making regular and emergency repairs of machinery and equipment, use various hand tools, including scrapers, chisels, files and measuring instruments, and shape metal parts to precise dimensions, frequently working to close tolerances. May assemble and fit parts into machines. This is a journey level position.

3775N	Machine Maintenance Mechanic III	Third of three levels of maintenance mechanic; advanced level. The job typically requires 2 years of technical training and 5+ years of related work experience, or equivalent. Specific skills include mechanics, pneumatics, and hydraulics, machining, welding and electrical. Duties include installation, maintenance and repair of production or processing equipment. Incumbents may fabricate machine guards, install or repair conveyers, replace motors, tear down or replace pumps, maintain fluid collection or distribution equipment or repair electro-mechanical equipment. Incumbents at this level perform advanced troubleshooting, work with general supervision and may provide work training to less experienced maintenance staff.
3777N	Machine Maintenance Mechanic II	Second of three levels of maintenance mechanic; experienced level. The job typically requires 2 years of technical training and 3+ years of related experience, or equivalent. Under limited supervision and with minimal technical guidance, keeps plant machinery and mechanical equipment in good repair. Examines machines to diagnose trouble, dismantles machines, replaces defective parts, reassembles machines and makes necessary adjustments to ensure efficient operation. May involve scraping of ways. May occasionally make replacement parts. Incumbents at this level perform intermediate troubleshooting, work with limited technical guidance and may provide work training to less experienced maintenance staff.
3780N	Machine Maintenance Mechanic I	First level of three levels of maintenance mechanic. The job typically requires 2 years of technical training and less than 1 year of experience, or equivalent. With readily available technical guidance, keeps plant machinery and mechanical equipment in good repair. Examines machines to diagnose trouble, dismantles machines, replaces defective parts, reassembles machines and makes necessary adjustments to ensure efficient operation. At this level much of the time is spent assisting more experienced maintenance mechanics.
3783N	Methods & Process Technician III	Third of three levels of methods and process technician work. The job typically requires completion of a formal technical program and 5+ years of work experience, or equivalent. Work assignments are of greatest variety and complexity. Incumbents assist engineering staff with design, testing, prototype building, pilot plant production or other activities relating to methods or process development or improvements. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include providing training and work direction for other technicians. Work may include lifting, handling or maintaining equipment or operation of production equipment. Supervision received is limited. Civil Engineering and Field Service Technicians are not included.
3785N	Methods & Process Technician II	Second of three levels of methods and process technician work. The job typically requires completion of a formal technical program and 2+ years of work experience, or equivalent. Work assignments are varied and of moderate scope and complexity. Incumbents assist engineering staff with testing, prototype building, pilot plant production or other activities relating to methods or process development or improvements. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of production equipment. Supervision received is limited. Civil Engineering and Field Service Technicians are not included.
3787N	Methods & Process Technician I	First of three levels of methods and process technician work. The job typically requires completion of a formal technical program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Incumbents assist engineering staff with testing, prototype building, pilot plant production or other activities relating to methods or process development or improvements. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of production equipment. Supervision is readily available and work is usually reviewed by more experienced staff. Civil Engineering and Field Service Technicians are not included.
3790N	Oiler - Maintenance	Perform routine lubrication of plant/engine room mechanical equipment with oil or grease. Lubricate parts such as shafts and motor bearings, sprockets, drive chains, gears and pulleys.
3795N	Parts Clerk	Receive, store and issue replacement parts, components, materials, solutions, wiring, etc., used in maintenance or repair of plant premises, machinery, equipment. Maintain inventory records. May order needed parts, materials and operate vehicle to pick up required parts or materials.
3820N	Welder - Maintenance	Perform general maintenance welding projects on machines, conveyors, air shafts and other equipment, using arc, gas or automatic welding equipment and applying trade practices and techniques with little or no direction. Occasionally may direct and lay out work for one or two lower level maintenance Welders.
3900E	Janitorial Services Supervisor	Supervise employees who clean company facilities, including such activities as sweeping, dusting, removing litter, cleaning lavatories, washing windows, waxing floors, etc. Employees supervised generally require little or no skills. They may operate power cleaning equipment, as required, and may work in office and/or shop. Does not include supervisors who supervise maintenance workers as well as cleaning workers.
3910N	Office Janitor	General labor job. The job typically requires the ability to follow basic verbal and written instructions, such as the ability to read and follow label instructions on cleaning supplies. Job duties include sweeping floors, vacuuming carpeting, removing wastepaper and other refuse, and dusting furniture and fixtures. May also include performing routine light manual work in cleaning and sweeping offices, halls, restrooms, etc. Do not report plant maintenance staff unless office maintenance duties are secondary.

3915N	Plant Janitor/Sanitation	General labor job associated with plant or facility sanitation duties. The job typically requires the ability to follow basic verbal and written instructions, such as the ability to read and follow label instructions on cleaning supplies. Duties include cleaning walls, floors, equipment, or any other areas of the facility. Duties include disposing of waste, sanitation of facilities and equipment, maintenance of lighting, and other related facilities and grounds duties. Incumbents may assist maintenance mechanics with maintenance of equipment. Work may include moderate to heavy lifting. Do not report office maintenance staff.
3918E	Property Manager	Acts as primary contact with all tenants. Responds to inquiries, provides estimates, coordinates moves. Tracks all property information including tenants, vacancies, rent statement, disbursements and facilities management. Processes leases, collects rent, makes bank deposits, verifies income, maintains waiting lists. Ensures compliance with HUD, TCAC and other housing regulations. AA degree and 2-5 years experience.
3920N	Grounds Maintenance Worker	Maintain grounds of public or private property using hand/power tools or equipment. Typically perform tasks such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. May plan and execute small-scale landscaping operations or provide minimal care and upkeep of buildings and equipment.
3922N	Building/Grounds Maintenance Mechanic II	Experienced level of building/grounds maintenance. The job typically requires a technical degree, or equivalent, and 3+ years of experience. Work involves planning and performing work relating to repair of buildings, mechanical and/or electrical equipment; installing and aligning new equipment; and repairing building, floors, stairs, etc. Works independently on projects of greater complexity and may provide direction to an assistant or to less experienced maintenance staff. This is not a janitor job even though janitor duties may be performed a minor amount of the time.
3923N	Building/Grounds Maintenance Mechanic I	First level of building/grounds maintenance mechanic. The job typically requires a technical school degree, or equivalent. Work involves planning and performing work relating to repair of buildings, mechanical and/or electrical equipment; installing and aligning new equipment; and repairing building, floors, stairs, etc. Works independently on projects of limited complexity or as an assistant to more experienced maintenance staff on more difficult projects. This is not a janitor job even though janitor duties may be performed a minor amount of the time.
3925N	Facilities Maintenance Worker III	Perform installation, repairs, and preventative maintenance on a wide variety of building and facility equipment fixtures and systems. Perform work to comply with regulatory agency codes under general supervision. This is a journey level (electrician, millwright, pipe fitter, welder, painter, carpenter, and other trades). Typically requires completion of formal or informal apprenticeship program or recognized certificate from vocational trade school or equivalent program.
3927N	Facilities Maintenance Worker II	Perform general, non-specialized tasks in the maintenance of a plant or building. Perform basic carpentry, electrical maintenance, pipefitting and plumbing tasks; scrape, putty, and paint walls, woodwork and fixtures; replace light bulbs, covers, and filters. Utilizes a wide variety of hand and portable power tools. May lubricate and do simple maintenance on machines and equipment.
3928N	Facilities Maintenance - Specialist	Install, troubleshoot, repair and maintain a wide variety of plumbing, mechanical, or electrical systems in accordance with local, state, or national codes. Review maintenance requests, identify and recommend optimum solutions. Perform preventative maintenance inspections and preventative maintenance services. Typically requires completion of formal four-year apprenticeship program or recognized certificate from a vocational trade school and may require two years' experience. This level includes journey-level trades.
3930N	Mechanic - Auto-Bus-Truck	Repair gasoline or diesel powered automobiles, trucks or buses; disassemble and overhaul engines, transmissions, clutches, rear ends and other assemblies; replace worn or broken parts; grind valves, adjust brakes, tighten body bolts and align wheels. May lubricate vehicles and perform other duties in connection with maintenance and operation of motor vehicles, except finished body and fender work, reupholster and painting. This is the journey level position typically requiring vocational and/or apprenticeship training or equivalent experience.
3935N	Mechanic - Body Shop	Repair, repaint, and refinish automotive vehicle bodies; straighten vehicle frames, and replace damaged vehicle glass. This is a full journey level position.
3940N	Mechanic - Heavy Equipment	Analyze malfunctions and repair, rebuild and maintain heavy construction, logging and similar equipment such as cranes, power shovels, scrapers, paving machines, motor graders, trench-digging machines, conveyors, bulldozers, front-end loaders, compressors and pneumatic tools. Dismantle and reassemble equipment using hoists and hand tools. Replace engines and subassemblies. May weld parts. This is a journey level position.
3945N	Mechanic - Helper	Assist mechanics with maintenance, lubrication, parts replacement, and other vehicle repair duties. Perform duties such as furnishing tools, materials and supplies to other workers; clean work area, machines, and tools; and hold materials or tools for other workers. Excludes apprentices in formal apprenticeship program.
3950N	Oil-Lubrication Specialist	Perform various vehicle lubrication duties; change engine oil and filters; lubricate moving parts of engines; inspect fluid levels of steering gear, power steering unit, transmission and differential. May perform other related light maintenance duties.
3965N	Tire Repairer/Changer	Repair and replace tires, tubes, treads, and related products on automobiles, buses, trucks and other vehicles. Duties include mounting tires on wheels, balancing tires and wheels, and testing and repairing damaged tires and inner tubes.

H - Purchasing, Material Sourcing and Planning, Inventory Control

3990O	Top Supply Chain Executive	This is the VP or Director in charge of the entire supply chain. The job typically requires a Bachelor's degree and 12+ years of experience, or equivalent (a Master's in business may shorten the experience requirement). Functions directed typically include domestic and international sourcing of materials, purchasing, production planning, inventory management, warehousing and distribution. Additional areas of responsibility may include import/export, quality, ISO certification, traffic and warranty service. Some organizations may split supply chain into upstream and downstream focus, in which case both areas should be reported. Establishes functional policies and makes tactical decisions within overall strategic direction, with top management guidance.
4000O	Materials Manager	Manage, control and direct the material planning, inventory control, storage, shipping and receiving functions of the organization. Develop, implement and maintain purchasing policies which ensure timely delivery of goods at the most economical cost. Coordinate with purchasing, production and engineering to ensure ample supply and efficient movement of materials. Provide for the development and maintenance of inventory control systems to track status of purchase orders, inventory levels and production requirements. Based on market analyses, forecast plans for anticipated materials requirements. Keep abreast of production schedules to ensure the timely availability of materials. Typically at least one supervisory staff member.
4015O	Purchasing Director	Directs an organization's purchasing function and employees. Develops purchasing and contract management instructions, policies, and procedures. Participates in the development of specifications for equipment, products or materials. Analyzes market and delivery systems to assess present and future material availability. Oversees vendor management. Negotiates prices and quantities of purchases. Direct a broad department or more than one group with reporting managers and senior staff. Establish financial and operational goals. Decision have serious and long term impact on division and corporate earnings. Reports to VP or CEO.
4020O	Purchasing Manager	Manager responsible for operation of a department focused on procurement of materials and supplies needed for the operation of the organization. The job typically requires a Bachelor's degree and 6+ years of experience. Develops and recommends to senior management purchasing policies for the organization. Manages the purchase of machinery, equipment, tools, raw material, services and supplies necessary for operation of an organization. May actively participate in vendor selection and purchasing of the most critical goods or services. Supervises the maintenance of records of purchases, delivery dates, vendors, costs and other resources. Approves plans to work out remedies for defective or unacceptable goods or services. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a manager of merchandising buyers.
4025E	Purchasing Supervisor	First level of purchasing supervision. The job typically requires an Associate's or Bachelor's degree and 5+ years of experience. Responsible for the supervision of non-exempt employees who perform duties related to the purchase of materials and supplies needed for the operation of the organization. Typical duties of these employees include placing orders with vendors, revising orders, following up on orders to assure satisfactory delivery, verification of invoices against original orders, and maintenance of purchase order and invoice files. Report supervisors of professional buyers as Purchasing Manager; this is not a supervisor of merchandising buyers.
4027N	Purchasing Coordinator	Coordinates 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, 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.
4030N	Purchasing Assistant	Assists buyers, purchasing and managers writing purchase orders and managing inventory. Researches suppliers to determine which ones fit company pricing and quality objectives. Advises retail outlets how to price products based on purchase price and market trends. 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.
4045E	Buyer III	Third of three levels of professional purchasing. The job typically requires an Associate's or Bachelor's degree and 5+ years of experience, or equivalent. Duties include coordinating activities involved with procuring goods and services, such as raw materials, equipment, tools, parts, supplies, and advertising, for the establishment. Confers with vendors to obtain product or service information, such as price, availability, and delivery schedule. May work directly in support of line operations and in collaboration with department managers, engineers or operations staff. Estimates values according to knowledge of market price and determines method of procurement, such as direct purchase or bid. Prepares bid specifications, receive bids and make purchases of commodities or goods where the financial impact is great. Works out remedies for defective or unacceptable goods or services with inspection or quality control personnel, users, vendors and others. Provides work direction and training to other professional staff and non-exempt buyers. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a merchandising buyer.

4050N	Buyer II	Second of three levels of professional purchasing. The job typically requires an Associate's or Bachelor's degree in business and 3+ years of experience, or equivalent. Incumbents at this level have the authority to purchase at the most favorable price consistent with quality, quantity, delivery and other factors, raw materials, equipment, machinery and/or supplies for the operation of the organization. Prepares bid specifications, receives bids and makes purchases of commodities or goods where the financial impact is moderate. May work directly in support of line operations and in collaboration with department managers, engineers or operations staff. Participates in the selection of vendor sources and has considerable latitude in determining acceptable price. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a merchandising buyer.
4055N	Buyer I	First of three levels of professional purchasing. The job typically requires an Associate's or Bachelor's degree in business, or equivalent. Under supervision of a purchasing manager and/or with direction from senior purchasing staff, performs purchasing duties of limited scope and authority. Prepares bid specifications, receives bids and make purchases of commodities or goods where the financial impact is limited. May work directly in support of line operations and in collaboration with department managers, engineers or operations staff. Materials or equipment purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a merchandising buyer.
4060N	Purchasing Clerk	First level of purchasing. The job typically requires math and problem solving skills equivalent to a high school diploma or GED and 1+ years of related training or experience, or equivalent. Duties include issuing purchase orders to replenish stocks where prices and vendors are mostly pre-established. Incumbents may receive purchase requests from others or initiate orders based on standard stock levels or order issuing criteria. Incumbents use computer terminals or PC's to record data. Incumbents follow established procedures and have readily available supervision.
4180E	Inventory Control Manager	Manager in charge of inventory control. The job typically requires a Bachelor's degree in business and 5+ years of inventory control experience, or equivalent. Responsible for managing inventory control staff. Duties include record keeping, inventory verification and establishing appropriate inventory levels, with consideration for demand, re-supply or delivery lead time, storage capacities, shelf life, cost of stock and other factors. Responsibility for forecasting demand is shared with other management staff.
4200E	Inventory Control Supervisor	Responsible for controlling the stock or materials on hand in the department or company. Directs personnel who take periodic physical inventory. Maintain detailed inventory records and place orders for items that have become depleted. Prepare reports as needed to forecast estimates and schedules of goods for current and future use. May furnish data to forecast estimates and schedules.
4220N	Inventory Control Clerk/Cycle Counter	First level of inventory clerical work. The job typically requires math and problem solving skills equivalent to a high school diploma and no experience, or equivalent. Duties include counting inventory at various locations within the organization and matching results with inventory records. Incumbents may attempt to resolve differences by locating product or isolating errors in records. Incumbents use computer terminals or PC's to record data. Incumbents follow established procedures and have readily available supervision.
4225N	Material Records Clerk	Under close supervision, perform work involving direct entering of figures provided on material record cards. Post, charge and credit correct columns, and trace discrepancies to ensure that figures balance. Check inventory figures shown on work sheet against material record cards. Credit and charge items to material ordered, work in process, finished stock and finished stock available, as required.
4227N	Traffic Specialist	Negotiates domestic and international transportation rates and services. Monitors carrier compliance. Coordinates relations with carriers. Assures compliance with all relevant U.S. laws and regulations. intermediate level professional. Applies developing technical and organizational knowledge to a range of challenging tasks. Receives minimal direct supervision. Actively contributes to team and handles escalation calls. Typically requires a bachelor degree and 2-4 years of experience.
4230E	Supply Chain Manager	Responsible for the planning and management of all activities involved in sourcing and procurement and logistics management activities. Manages the implementation and evaluation of all supply chain logistics activities and procedures, including, but not limited to, production planning, material procurement, inventory control, rate setting, outsourcing, vendor selection, and distribution. Evaluates the organization's supply chain performance against projected costs and timelines. Typically requires a Bachelor's degree in a related field and 10+ years of relevant experience.
4235E	Supply Chain Analyst	Provides analysis of supply chain performance data for the organization to identify operational efficiencies. Identifies improvement opportunities as a result of data analysis and market intelligence. Identifies and removes waste, variability, and excess lead time in existing processes. Typically requires a Bachelor's degree and 2-4 years of experience.
I - Material Handling, Shipping, Receiving, Warehousing		
4815E	Warehouse Manager	Manager responsible for the operation of a department focused on receiving, storage and shipment of materials. The job typically requires technical or business training beyond high school and 5+ years of experience, or equivalent. 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.

4818E	Shipping/Receiving Supervisor	Responsible for the direction and coordination of all shipping and receiving activities. These activities include the receiving, unpacking and checking; storage, packing and shipping of materials; maintaining of inventory control; and addressing outgoing goods. Completing or checking bills of lading may be corollary activities.
4820E	Warehouse Supervisor	First level of warehouse supervision. The job typically requires a high school diploma and 5+ years of experience, or equivalent. This position is responsible for the supervision of the warehousing activities and shipping/receiving activities of a facility. In larger organizations this may be one of several supervisors, each having responsibility for a segment of the operation. Typical duties carried out by subordinates are the receiving, storage and shipment of raw materials and/or finished goods and the maintenance of inventory control records. Incumbents may also be responsible for the movement of materials and goods within a plant. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
4835N	Crane Operator/Overhead	Operate fixed overhead crane to pick up, transport, maneuver and position products, material or equipment on company premises. Excludes Mobile Crane Operators (see Job #4830).
4840N	Forklift Driver	General warehouse labor job. The job typically requires the ability to follow basic written and verbal instructions, such as bills of materials and shipping documents, or equivalent. With readily available supervision, workers operate a gas or electric powered forklift truck to move, stack, load, or unload materials in and about plant, warehouse, staging area, etc. Work may include using banding and shrink wrap machines. Workers may use bar code readers, computer terminals or other electronic devices to track product as it is moved.
4845N	Forklift Truck Operator	Operate large forklift (usually diesel powered) to load, unload or position large items or stacks of items such as bare steel pipe or lumber usually outside. Keeps designated areas supplied with material in an orderly fashion. Places, stacks, and/or transports material safely in designated areas.
4850N	Boxer/Crater	Pack products for shipment in boxes or crates as specified. Secure covers with nails, wire or bands. May cover products with packing material, and secure contents to bottom of box or crate to prevent shifting or breakage. (Also see Packer #4860).
4855N	Order Filler - General	Fill orders from warehouse stock, shelves, or bins; group orders, carry or transport them on a conveyance to shipping or delivery platforms, other sections of warehouse or storage area when necessary. Work and fill from a written order. Excludes those who write up orders received by telephone or mail.
4860N	Packer	General warehouse or production labor job. The job typically requires the ability to read production or shipping documents and no previous experience, or equivalent. Primary duty is to place finished products in containers (cases) for shipping or storage. The specific operations are dependent upon the type, size, and number of units to be packed, the type of container employed and the method of shipment. Work may involve one or more of the following: knowledge of various items of stock in order to verify content selection of appropriate type and size of container; using appropriate packing material to prevent breakage or damage; closing and sealing container; and applying labels or entering identifying data on container. Workers may use bar code readers, computer terminals or other electronic devices to track product. Packers whose primary duty is to make wooden boxes or crates should be reported as Craters rather than Packers.
4865N	Receiving Clerk	Check, count, weigh a variety of incoming parts, materials and supplies to verify items and quantities shipped, and note damaged or defective items following standard procedures. Prepare receiving reports detailing errors, shortages, damages and defects. Move or expedite material to proper department or place in temporary storage. May operate crane, hoist or power truck in unloading, moving or storing materials as required.
4870N	Shipping Clerk	Assemble orders, check against shipping or customer orders, report shortages and follow up to locate items or incomplete orders. Make out bills of lading, following standard procedures. Plan transfer of products to shipping dock, loading cars and trucks. Specify method of crating, boxing or skidding of large, heavy or bulky products. Route shipments and arrange for carrier pickups. Requires thorough knowledge of freight rates, classifications, interstate commerce laws and regulations for most economical transportation.
4875N	Shipping and/or Receiving Clerk	Warehouse clerical/administrative job. The job typically requires reading, math and communication skills equivalent to a high school education and one or more years of related experience, or equivalent. Primary duties are the following: to ship goods from the establishment; prepare records of goods shipped; make up bills of lading; post weight and shipping charges; keep files of shipping records; receive incoming shipments of merchandise or other materials; verify correctness of shipments against bills of lading, invoices, etc.; keep records of goods received; report damaged goods and shortages; route goods to the proper departments. Workers may use bar code readers, computer terminals or other electronic devices. Work may include material handling.
4880N	Shipping-Receiving Checker	Review outgoing orders and shipments to assure appropriate quantity, quality, labeling, etc., compare with order sheet or other records before packing or shipping. Correct shortages or other errors and check incoming merchandise in similar manner when required, notifying receiving clerk of errors in order or shipment.

4900N	Material Handler	General warehouse labor job. The job typically requires the ability to read shipping documents, or equivalent. Working under close supervision, incumbents load and unload trucks and move material within the warehouse or production facility. Work includes pulling orders together and assembling them for shipment to customers or distribution centers. Work may include using banding and shrink wrap machines. Work may include gathering or distributing product or materials within the production area. Some packaging may be required. Incumbents will typically use pallet jacks and may occasionally use a riding forklift. Workers may use bar code readers, computer terminals or other electronic devices to track product. Do not report workers with fork truck driving as a primary focus or workers with greater emphasis on shipping and receiving clerical/administrative activities.
4930N	Stock Clerk (Plant)	Count, check, store and issue material received in stock room; sort and distribute in bins, containers or pile in storage areas; assign locations for stock; fill material requisitions promptly and accurately; identify defective material; and report shortages or low stock. Count or direct counting of material to check inventory records. Maintain stock records and post receipts and withdrawals.
J - Transportation, Distribution, Delivery		
5200E	Traffic Manager	Manager of traffic activities of the organization. The job typically requires completion of a formal technical program and 3+ years of progressively responsible traffic experience or 5+ years of progressively responsible traffic experience, or equivalent. Responsible for determining the most advantageous and economical methods of shipment for company products. Duties include negotiating contracts with vendors, monitoring vendor performance and resolving issues with lost or damaged shipments. Other duties include maintaining records of shipments. Supervises traffic staff and manages the department budget. May also have responsibility for a small company fleet, when there is not a separate Fleet Manager role.
5220E	Fleet Supervisor/Manager	Responsible for the operation, maintenance and general repair of the company motor-vehicle fleet. Supervise vehicle purchase and sale; payment processing; inventory; maintenance and other related activities. Prepare truck/van/auto specification sheets for equipment and process new vehicle orders. Complete annual applications for carrier taxes and payments. Participate in selection of company vehicles. Work with vehicle leasing/acquisition sources in selecting models and equipment, and negotiate prices and terms. Develop programs to monitor and promote vehicle maintenance, driving safety, and to control operating costs. Secure insurance, licenses and titles in timely manner. Prepare and submit reports.
5225N	Fleet Coordinator	Responsible for ensuring corporate motor vehicle compliance programs are met and mechanical maintenance standards are achieved. Maintain ELD/GPS tracking devices. Reviews GPS Alerts and vehicle movement daily, assist in creating and maintaining ongoing reports regarding non-compliance with company vehicle policies, speed limits and motor vehicle violations, and prepares regulatory filing forms and reports. Typically requires a High School Diploma and 2+ years of relevant experience.
5230N	Traffic Dispatcher	Experienced traffic dispatcher. The job typically requires 2+ years of related training and experience within the shipping or transportation industry, or equivalent. Duties include assigning shipments to common carriers based on optimum service and price; scheduling of routes for company drivers and arranging back-hauls. Incumbents may maintain records of fleet maintenance and schedule service. Incumbents follow precedent, considering objectives, under limited supervision.
5235N	Import/Export Clerk	Compute duties, tariffs, price conversions, weight and volume of merchandise that is imported from or exported to foreign countries. Examine invoices, bills of lading and shipping statements. Verify conversion of merchandise weights or volumes based on country's method of weight and measure. May convert foreign currency into U.S. currency and correspond with foreign organizations on routine matters.
5240N	Traffic Clerk	Check freight bills with various delivery receipts and bills of lading, including rates, weights and charges. Prepare tracers on shipments and issue shipping instructions and routing to vendors. Assist in selecting best routings and most economical method of shipment. File claims with carriers. Allocate freight charges to proper jobs and accounts.
5320N	Driver IV (Over the Road)	Drives a tractor with one or more trailers (18-wheel) on public streets or highways to transport materials or equipment between states (over-the-road). The job typically requires a valid class A commercial driver's license (CDL) and passage of Federal Motor Carrier Safety Regulations exam and Department of Transportation (DOT) physical. Drivers may or may not participate in loading, but are responsible for securing the load using approved devices and methods. Convert pay into an average hourly rate if pay is based on mileage or has a mileage component.
5325N	Driver III (Local)	Drives a tractor with one or more trailers (18-wheel) on public streets or highways to transport materials or equipment within a city or state (local). The job typically requires a valid class A commercial driver's license (CDL). Drivers may or may not participate in loading, but are responsible for securing the load using approved devices and methods. Convert pay into an average hourly rate if pay is based on mileage or has a mileage component.
5330N	Driver II	Drives a motor truck over 26,000 pounds gross vehicle weight (GVW), or a bus, school bus or a smaller vehicle (if transporting hazardous materials or more than 200 gallons of liquid fertilizer or petroleum) on streets or highways to transport materials, merchandise, equipment, or people. The Job typically requires a valid commercial driver's license (CDL). May load or unload truck and is frequently assisted by a helper. Does not include driver-salespersons or over-the-road drivers. Convert pay into an average hourly rate if pay is based on mileage or has a mileage component.

5335N	Driver I	Drives a motor vehicle (automobile, utility van, pickup, light truck, etc.) up to 26,000 pounds gross vehicle weight (GVW) on the public highways to transport non-hazardous materials or equipment. The job typically requires a valid driver's license, but not a commercial driver's license (CDL). Typically loads or unloads the vehicle. Convert pay into an average hourly rate if pay is based on mileage or has a mileage component. Does not include bus drivers.
5340N	Bus Driver - School	Transport students between specified pick up points and school. Maintain order during trip and adhere to safety rules when loading and unloading pupils. Typically requires previous driving experience and a commercial driver's license.
5345N	Truck Driver - Heavy (Short Haul)	Drive truck with capacity of more than 13 tons to transport materials to and from destinations within a 250 mile radius. Maintain truck log according to regulations. May prepare receipts for loads picked up, collect payment or prepare statement of charges for goods delivered. May operate auxiliary equipment mounted on truck such as winch, hoist, etc., and load or unload truck, change tires, and make minor repairs as required. Typically requires previous driving experience and a commercial driver's license.
5410N	Dump Truck Driver	Operate truck with capacity typically over 23 ton, equipped with dump body to transport and dump loose materials such as sand, gravel, crushed rock, or paving materials. Typically requires previous driving experience and a commercial driver's license.
5415N	Collection Driver - General	Operate packer-type truck, dump truck, or truck equipped with hydraulic lifting device on designated route to collect garbage and trash and transport load to disposal area. May keep route record book or log. Typically requires previous driving experience and a commercial driver's license.
5420N	Collection Driver - Recycle	Operate recycle truck on designated route to collect recyclable materials such as paper, glass, etc., and deliver to recycling site or area. May keep route record book or log. Typically requires previous driving experience and a commercial driver's license.
5465N	Driver/Sales Route	Operate truck or automobile over established route to deliver and sell products or render services; record sales or delivery information; call on prospective customers to solicit new business; and inform 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 or rejected or unsold merchandise, and load or help load truck. Typically requires previous driving experience and a Class C driver's license. Includes bakery, beer and wine, dairy product, laundry, meat, soft drink and vending machine drivers.
K - Production Planning, Inspection, Quality Control		
5470E	Trades Supervisor - Production Support	First line supervisor of one or more skilled trades groups supporting a production operation. The job typically requires specialized training in supervision and 5+ years of job related training and experience, including training and experience in one or more of the skilled trades, or equivalent. Specific trades supervised may include maintenance, electronic/electrical and/or building trades, but not machining. Under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for managing department productivity and work quality. Recommends equipment upgrades, staffing adjustments, maintenance schedules and selection of equipment, service or material vendors. Maintains project documentation, including schematics, blueprints, CAD files, work plans, contracts, manuals and inspection records. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
5500E	Production Control Manager	Manager in charge of production control in a process or manufacturing organization. The job typically requires a Bachelor's degree in business and 5+ years of experience in production/inventory control, or equivalent. Responsible for managing professional and technical scheduling staff. Requires an understanding of client/production priorities and coordination with account managers, inventory managers and/or production managers.
5510E	Production Control Supervisor	Similar to Job #5500, Production Control Manager, except this position supervises non-exempt personnel only.
5535N	Production Process Technician	Performs time studies of manufacturing operations. Identifies the products to be studied and coordinates observation times with appropriate staff. Through repetitive process, determines the amount of time required to perform all job tasks to complete a specified product. Enters and tracks information in computer database. Typically requires knowledge of production processes and manufacturing methods and one year of production or manufacturing experience.
5540N	Expediter	Experienced level expediting. The job typically requires high school graduate math and problem solving skills and 2+ years of related experience, including familiarity with company processes, or equivalent. Duties include locating customer orders and following through to expedite the processing of orders. Incumbents work closely with customer service, production supervisors and schedulers to ensure customer satisfaction and to minimize process disruption. Work requires frequent interaction with others. Incumbents follow precedent and seek supervisory assistance to resolve conflicts.

5545E	Production Planner/Scheduler III	Third of three levels of production scheduling with responsibility for the technical aspects of overall coordination of materials, manpower and machine schedules for a production operation; at this level incumbents are usually exempt. The job typically requires a Bachelor's degree and 5+ years of experience, or equivalent. Duties include merging subordinate schedules, often prepared by others, into an overall plan that prioritizes operations based on customer need and operations efficiencies. Requires an understanding of client and production priorities and coordination with account managers and/or production supervisors. Develops the master schedule, using information gathered from multiple sources, to drive daily and weekly materials and production schedules of the facility. Works under management guidance and has total project responsibility for the larger or more complex projects requiring advanced analysis. Provides training and direction to less experienced staff.
5550N	Production Planner/Scheduler II	Second of three levels of production scheduling with responsibility for the technical aspects of scheduling materials, manpower and machines for a production operation. The job typically requires an Associate's or Bachelor's degree and 3+ years of experience, or equivalent. Duties include preparation of daily and weekly schedules for assigned product lines or departments and for coordination with the overall master schedule. Communicate regularly with purchasing and production staff to adjust schedules to accommodate changes in machine or material availability or staffing. Works under limited supervision and has significant responsibility for efficiency of operations. May provide training and direction to less experienced staff.
5555N	Production Planner/Scheduler I	First level of three levels of production scheduling work; at this level incumbents are non-exempt. The job typically requires high school graduate level math and problem solving skills and 2+ years of related training and experience. In small companies the individual may be the sole individual performing scheduling duties. In medium and larger companies, the incumbent may work on a segment of the scheduling function, with responsibility for assigned department(s) or product lines. Incumbents communicate frequently with line management and customer service staff regarding the status of orders or projects.
5560N	Production Control Clerk	Compiles and records production data to prepare records and reports on volume of production, consumption of raw material, quality control and other aspects of production. Compiles and records data from such documents such as customer orders, work tickets, product specifications and individual worker production sheets, following prescribed record keeping procedures. Calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects and worker and department production rates.
5600N	Quality Inspector/Auditor III	Third of three levels of quality control inspector/auditor. The job typically requires high school level math and problem solving skills, course work in metrics and 4+ years of work experience, or equivalent. Following management guidelines, performs final inspection for quality, appearance and performance of complicated equipment, instruments or products, or of diversified parts and assemblies. Work may be highly diversified. May include auditing and qualifying vendors on location. Plans inspection procedures and may be required to devise unusual measuring or gauging set-ups. Uses a variety of precision measuring instruments including electronic devices. May use statistical tools to chart variance. Includes tool room inspectors.
5610N	Quality Inspector/Auditor II	Second of three levels of quality control inspector/auditor. The job typically requires high school level math and problem solving skills, course work in metrics and 2+ years of work experience, or equivalent. Under limited supervision performs diversified bench or floor inspection of a variety of standard or custom parts, products, or materials that are being produced in-house or received from vendors. Uses a variety of precision measuring instruments, including electronic devices. Checks color, finish, dimensions, hardness, density or other measurable or observable characteristics of material. Performs detailed first article inspections following the installation of new or revised molds and dies. May recommend, write, or modify sampling and inspection procedures. May use statistical tools to chart variance. Does not include tool room inspectors.
5620N	Quality Inspector/Auditor I	First of three levels of quality control inspector. The job typically requires high school level math and problem solving skills and work experience of less than 1 year, or equivalent. With readily available supervision, performs repetitive inspection following standardized methods and procedures. Visually inspects or checks parts using a variety of precision measuring instruments or against fixed samples. Checks dimensions and finishes against blueprint or work order specifications. At this level, workers may perform finishing operations to correct rejected parts or assist with other production activities.
5700O	Quality Manager	Manager of the quality function. The job typically requires a Bachelor's degree in business or engineering and 5+ years of experience, or equivalent. Manages the quality of incoming materials or components as well as finished goods, work in process, or services provided. Individuals supervised, directly or indirectly through a supervisor, will typically use precision measuring equipment, which may include electronic instruments, to check the measurements, chemical content, purity and other qualities of parts, assemblies or product. In non-manufacturing environments other measures of customer satisfaction or work accuracy, such as surveys or audits, may be utilized. Establishes department policies, control processes and quality programs within overall direction set by senior management. Exercises judgment in dealing with unusual cases or those involving significant cost. Works closely with design, training and process development staff to improve the quality of products and services.

5710E	Quality Control Supervisor (Chief Inspector)	Responsible for supervisory inspection and quality control functions (including incoming and in process inspection, sampling, vendor and final testing and inspection of finished products), to meet customer specifications and quality standards. Plan and lay out work, devise or adapt inspection equipment as necessary and assist with difficult problems involving inspection, setups, layouts or procedures. Suggest changes in inspection procedures, quality control standards, equipment and gauges to facilitate work and maintain quality. Prepare inspection reports and records. Determine causes for delays and faulty work, investigate consistently recurring rejects, consult with production supervisors on causes and make suggestions for corrections. Typically supervises 10 or less employees.
5720E	Engineer - Quality Control	Perform a variety of projects in the development and implementation of methods and programs to ensure that company product lines meet specifications and standards. Investigate, establish and implement requirements for inspection and testing methods, techniques, equipment and facilities. Determine frequency and allowable variations from specifications at various stages of the manufacturing process. Work with shop supervision and engineering functions. Investigate and recommend alternatives to product designs and manufacturing methods.
5725E	Quality Control Manager - Food Industry	Responsible for the development, application and maintenance of quality control systems and standards for raw materials into finished products. Develop and implement methods and procedures for inspection, testing and evaluation. Develop and document standards in compliance with good manufacturing practices and government entities and production plans (i.e. USDA, FDA, HACCP, Kosher, etc.). May establish programs to evaluate quality and safe food products. Develop and implement methods and procedures for disposition of spoils, inferior quality, and unsafe products and/or materials. May write training manuals and conduct training. Typically requires 5 or more years of related work experience and educational requirements. Typically supervises 10 or fewer employees.
5730N	Quality Control Technician	Test manufactured products to assure conformance with requirements and specifications. Test and evaluate experimental models. Test new parts to evaluate adaptation to company's products. Perform quality tests on products, and prepare specification test reports. May test and evaluate experimental systems, new parts from suppliers, and competitive models.
5745N	Inspector - Electrical II	Inspect a wide variety of assemblies or components to determine conformity to specifications. Inspection methods and practices are usually established. Use precision meters, gauges and instruments. Work from schematics or drawings. Must have knowledge of product requirements. This is an intermediate level position.
5750N	Inspector - Mechanical III	Inspect a wide variety of parts or products of highly complicated design or construction. Work from complicated drawings or blueprints. Set and use variety of precision instruments, gauges and meters. May use surface plate equipment. Must have technical knowledge of product requirements and working knowledge of production processes. This is a journey level position.
5755N	Inspector - Mechanical II	Inspect a variety of parts or products to determine conformity to specifications. Inspection methods and practices are usually established. Use precision instruments, gauges and meters. Work from drawings or blueprints. Must have knowledge of product requirements. This is an intermediate level position.
5760N	Inspector - Floor	Inspect work in all phases of process within a section or department. Check first piece produced and subsequent spot checks. May do layout work to check units and subsequent operations. Responsible for inspecting quality of work produced on machines or lines served.
5765N	Regulatory Compliance Assistant	Develop, review and/or approve production or processing related documentation to support compliance with applicable government regulations (i.e. FDA, USDA, OSHA, CFR, etc.). May also audit production or processing related documents and, as needed, research problems/discrepancies to resolution. Interprets government regulations and prepares documentation as needed to support compliance. This is typically a non-exempt, intermediate level job requiring 1-3 years' experience, knowledge of government regulations and ability to interpret regulations.
L - Assembly, Finishing, Processing		
5990O	Chief Manufacturing Executive	Responsible for planning, controlling, and coordinating the entire range of manufacturing activities of the organization. Responsible for all related manufacturing activities such as production functions, manufacturing or process engineering, plant and facility engineers, industrial engineering, production scheduling, inventory control, quality control.
5992O	Top International Manufacturing Executive	Develops and implements international manufacturing policies and programs to help ensure the competitive position and profitability of all international operations. Ensures that all products are manufactured on schedule and within quality standards and cost objectives.
5995O	Manufacturing Director (Multi-Facility)	Director in charge of manufacturing operations at more than one facility. The job typically requires a Bachelor's degree in business or engineering and 10+ years of experience, or equivalent. Responsibility for production and manufacturing engineering and may have materials, quality and distribution responsibility through subordinate managers and supervisors. Duties include directing planning and process development, equipment selection oversight and overall manufacturing performance. Establishes functional policies and makes tactical decisions within overall strategic direction, with top management guidance.
6000O	Manufacturing Manager (Single-Facility)	Manager in charge of manufacturing operations at a single facility. The job typically requires a Bachelor's degree in business or engineering and 8+ years of experience, or equivalent. Responsible for production and manufacturing engineering at a facility and may have materials, quality and distribution responsibility through subordinate managers and supervisors. Duties include managing planning and process development, equipment selection oversight and overall manufacturing performance. Responsibilities are often shared with division or corporate management.

6003O	Plant Manager	Manager in charge of all staff and activities at a single plant facility. The job typically requires a Bachelor's degree and 8+ years of experience, or equivalent. Responsibilities include staffing, administration, production, quality, materials, equipment and financial performance of the plant. Responsibilities are often shared with division or corporate functions. Interprets and administers company policy at the plant level and will typically have input on overall company policy.
6005E	Production Manager	Responsible for the direction and coordination of all production operations in a manufacturing facility through subordinate supervisors. Directs only the strictly production aspects of the manufacturing operations, and ordinarily does not include engineering, maintenance or material functions. Typical subordinate functions might include assembly operations, machining operations, processing or treating and packaging. Does not include those with responsibility for the entire range of manufacturing-related (as opposed to strictly production) aspects of a manufacturing facility. See also Manufacturing Manager Job #6000.
6007E	Production Project Manager	Manages designated production projects. Develops and monitor project budgets and schedules. Generates product design changes and workspace layout modifications to existing production standards to achieve optimum quality and efficiency. Uses supply production capabilities and labor estimates to aid in bids and customer proposals. Reviews and finds replacements for discarded or rejected products and materials. Typically does not supervise staff but may provide work direction. Do not report IT Project Managers or Construction Project Managers. Typically requires a bachelor's degree and 3+ years of experience, or equivalent.
6010E	Area Superintendent	Responsible for all activities of the shop or the entire operation. Develops, plans and implements schedules. Directs workforce to meet production goals in terms of volume, cost, quality and schedule. Supervises one or more general foreman. Also responsible for preparation of various production status or control reports. In shops having no general foreman, directly supervises subordinate foreman or supervisors.
6013E	Production Supervisor III	First line supervisor of a skilled production labor workforce. The job typically requires specialized training in supervision and 5+ years of job related training and experience, including experience in the work of the department, or equivalent. Under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for productivity and quality management to the extent that it falls within department control. Recommends equipment upgrades, staffing adjustments, process modifications and may recommend product or service modifications. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department. Report supervisors of machining operations under specific machining job descriptions.
6015N	Production Supervisor II	First line supervisor of a semi-skilled production labor workforce. The job typically requires specialized training in supervision and 5+ years of job related training and experience, including experience in the work of the department, or equivalent. Under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for productivity and quality management to the extent that it falls within department control. Recommends equipment upgrades, staffing adjustments, process modifications and may recommend product or service modifications. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
6017N	Production Supervisor I	First line supervisor of an unskilled production labor workforce. The job typically requires specialized training in supervision and 5+ years of job related training and experience, or equivalent. Under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for productivity and quality management to the extent that it falls within department control. Recommends equipment upgrades, staffing adjustments, process modifications and may recommend product or service modifications. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
6020E	Assembly Supervisor - Complex	Responsible for directing employees performing production assembly of units or products that are highly complex. The work involves a wide variety of operations, with work cycle that is either very repetitive or non-repetitive. Subordinate assemblers must work from complex source documents of verbal instructions with a minimum of supervision and are able to apply considerable independent judgment in planning work procedures, determining the workability of the completed item and performing rework. Includes supervisors of non-exempt employees only.
6025E	Assembly Supervisor - Non Complex	Responsible for directing employees performing production assembly of units or products that are relatively simple and repetitive. Assemblers should have manual dexterity but need little or no previous experience. Subordinates are provided with detailed and precise instructions as to procedures to be followed with all work subject to regular inspection. Supervises non-exempt employees only.
6030N	Assembler - Electronics III	Perform a variety of complex wiring and assembly operations on standardized electronic units, subassemblies, or chassis, working from established wiring charts, schematics or samples. Seek guidance from supervision in unique cases.
6035N	Assembler - Electronics II	Perform basic wiring, assembly and soldering operations on a variety of electronic parts, subassemblies and electronic chassis following standardized procedures, samples and instructions. Normally follows a color coding in making connections.
6040N	Assembler - Electronics I	Perform repetitive wiring, assembling and soldering operations on a limited variety of electronic subassemblies, parts or section of unit or chassis. Follow prescribed procedures and instructions. Work may be exacting but not complicated.

6045N	Assembler - Mechanical III	Perform diversified assembly operations to assemble intricate or large apparatus, machines or equipment to close tolerances and inspection requirements. Assembly procedures usually prescribed and operations are recognized as standard practices. Perform skilled fitting of parts, sub-assemblies and related units. Align, adjust and require secondary machining. May assign, instruct and check work and procedures for Assemblers of lower classification and Helpers. Work from complicated assembly drawings and specifications. Use a variety of precision measuring instruments and gauging devices. Assignments are given progress supervision and check, final assemblies are inspected and tested. Work requires skill and assembling techniques, plus experience and knowledge of design and basic mechanical principles.
6050N	Assembler - Mechanical II	Perform a variety of assembly operations to assemble small and medium sized precision units or sub-assemblies involving a considerable number of parts, and/or larger units involving less precise requirements and parts. Products usually standardized as to design and function, and methods applied are generally prescribed or standardized. Perform fitting and aligning to ensure free action of movable parts and operating requirements. Work from drawings and specifications using required precision measuring instruments and gauging devices. Work requires some degree of skill and precision assembling technique. Assignments are given progress supervision and check with final assemblies inspected and tested.
6055N	Assembler - Mechanical I	Perform repetitive assembly operations to assemble small units or sub-assemblies having a limited number of parts and details, simple fitting and adjustment requirements. Products standardized and methods prescribed. Work with assembly fixtures and power type bench tools. Recognize defective parts. May involve soldering, unit testing or similar operations. Usually bench, conveyor or assembly line work. Assignments are given process supervision and check with final assemblies inspected and tested.
6056N	Heavy Assembler III	Performs mechanical or electro-mechanical assembly or sub-assembly of units. Work involves frequent handling of moderate to heavy components and may include walking or standing most of the time. Requires print reading and basic math skills as well as the ability to use common hand tools and operate assembly machines. Works from drawings or specifications. May inspect and test complete unit. Works at a bench station or standing; may work in a clean room environment. Performs highly complex assemblies composed of a large number of component parts, or of large and complicated units. Under limited supervision, performs highly diversified work involving considerable adjusting, fitting and aligning to very close tolerances and strict inspection standards. Works from complex drawings and specifications. Plans assembly procedures and may direct the work of others. Tests or inspects assembled units. Capable of rotating stations in a work cell and is expected to have mastery of all steps in an assembly process. Typically requires a high school graduation and 4+ 6 years of work experience.
6057N	Heavy Assembler II	Performs mechanical or electro-mechanical assembly or sub-assembly of units. Work involves frequent handling of moderate to heavy components and may include walking or standing most of the time. Requires print reading and basic math skills as well as the ability to use common hand tools and operate assembly machines. Works from drawings or specifications. May inspect and test complete unit. Works at a bench station or standing; may work in a clean room environment. Performs moderately complex assembly or sub-assembly of units requiring adjusting, fitting and aligning to ordinary tolerances. Requires print reading and basic math skills as well as the ability to use common hand tools and operate assembly machines. Works from drawings or specifications. May inspect and test complete unit. Typically requires high school graduation and 2-3 years of work experience.
6058N	Heavy Assembler I	Performs mechanical or electro-mechanical assembly or sub-assembly of units. Work involves frequent handling of moderate to heavy components and may include walking or standing most of the time. Requires print reading and basic math skills as well as the ability to use common hand tools and operate assembly machines. Works from drawings or specifications. May inspect and test complete unit. Works at a bench station or standing; may work in a clean room environment. Performs highly repetitive, simple short-cycle assembly tasks following prescribed routine. Follows demonstrated steps. Requires simple adjusting with liberal tolerances and no fitting. Typically requires high school graduation and 0-1 years of work experience.
6060N	Light Assembler III	Third of three levels of light assembler; complete assembly of intricate units composed of a large number of component parts, or of large and complicated units, requiring print reading and basic math skills as well as the ability to use common hand tools and operate assembly machines. The job typically requires a high school education and 2+ years' experience, or equivalent. Under limited supervision performs highly diversified work involving considerable adjusting, fitting and aligning to very close tolerances and strict inspection standards. Works from drawings or specifications. May plan assembly procedures and direct the work of others. May test or inspect assembled units. May rotate stations in a work cell and/or is expected to have mastery of all steps in a process. Work is typically performed at a bench and may include walking or standing some of the time. Work may be in a clean room environment. Most electronic assembly will fall within the three light assembler classifications or the subminiature classifications (job# 6070 or 6080).
6063N	Light Assembler II	Second of three levels of light assembler; diversified mechanical or electro-mechanical assembly or sub-assembly of units that are moderately complex, requiring adjusting, fitting and aligning to ordinary tolerances. The job typically requires a high school diploma and related training or experience of less than 1 year, or equivalent. Requires print reading and basic math skills as well as the ability to use common hand tools and operate assembly machines. Works from drawings or specifications. May inspect and test complete unit. May rotate stations in a work cell. Work is typically performed at a bench and may include walking or standing some of the time. Work may be in a clean room environment. Most electronic assembly will fall within the three light assembler classifications or the subminiature classifications (job# 6070 or 6080).

6065N	Light Assembler I	First of three levels of light assembler; highly repetitive, simple short-cycle mechanical or electro-mechanical assembly following prescribed routine or where method of assembly is obvious. No diploma or experience required. All training is on-the-job. Requires the ability to follow demonstrated steps. Requires simple adjusting with liberal tolerances and no fitting. Work is typically performed at a bench and may include walking or standing some of the time. Work may be in a clean room environment. Most electronic assembly will fall within the three light assembler classifications or the subminiature classifications (job# 6070 or 6080).
6070N	Assembler - Precision	Perform precision assembly of a variety of products, such as machinery, aircraft, electrical or electronic equipment, and chronometers. This assembly work requires a high degree of precision, an ability to interpret detailed specifications and instructions, and use of independent judgment and knowledge gained through experience and training. Substantial training in either classroom or on the job is required to reach the journey level.
6080N	Assembler - General	Assemble and attach components and hardware in a prescribed manner using power or hand tools, testing devices, gauges and other equipment to form complete units or sub-assemblies at a bench, conveyor line, or on the floor. Check for proper fit or adjustment and make necessary adjustments.
6085N	Line Operator	Operate various processing or packaging production line equipment requiring specialized training beyond the General Laborer. May provide instruction and training to a small crew (non-supervisory). See also #6150 General Laborer for positions requiring less machine operation skills.
6090N	Process Operator	Perform complex multi-processes in fabrication, assembly, or test/repair operations in the manufacturing of component parts, subassemblies, or final product. Set up and operate complex equipment or production processes. Provide the first level of troubleshooting or corrective action to bring processes back within control parameters. May be required to pass certifications. Must be able to communicate process data to engineers, technicians, and supervisors verbally and in writing and operate multiple processes/equipment sets. Must be able to use arithmetic, including decimals, fractions, percentages, and mathematical formulas. May provide instruction and training to a crew (non-supervisory).
6095N	Technician IV	Perform non-routine and complex assignments. May assign and review work of lower-level technicians. Design, develop, construct, and evaluate major units of equipment. Operate highly sophisticated equipment or instrumentation. Compute and analyze test data. Prepare reports on findings and make recommendations. This is a lead level position typically requiring Associates degree in technical area and 7-10 years' experience.
6100N	Technician III	Perform non-routine assignments of some complexity and variety. Work under general supervision of a scientist or engineer. Perform tests which may require non-standard procedures and complex equipment. Modify standard equipment to meet special technical requirements. Record, compute, and analyze test data; prepare test reports. May be assisted by lower-level technicians. This is an advanced/specialist level typically requiring an Associate's degree in technical area and five to seven years' experience.
6105N	Technician II	Perform standardized assignments. Follow prescribed work methods or explicit instructions. Operate standard experimental testing, or processing equipment of moderate complexity. Troubleshoot malfunctioning equipment and make simple repairs. Extract and process test data. Perform routine analysis to check accuracy, applicability, and reasonableness of data. This is a full performance/journey level typically requiring two years technical training or equivalent and two to five years' experience.
6110N	Technician I	Perform simple and routine tasks under close supervision. Record test data and prepare simple charts or graphs. Clean and perform routine maintenance on test equipment. Set up or install apparatus. This is an entry level typically requiring two years technical training or equivalent and 0-2 years' experience.
6120N	Furnace Operator/Heat Treat	Controls heat-treating furnaces, baths and quenching equipment to alter physical and chemical properties of metal objects using specifications and methods of controlled heating and cooling such as hardening, tempering, annealing, case-hardening, and normalizing. Determines temperature and time of heating cycle and type and temperature of baths and quenching medium to attain specified hardness, toughness, and ductility. Loads parts into furnace. Removes parts after prescribed time and quenches parts in water, oil, brine, or other bath or allows parts to cool in the air.
6125N	Patternmaker	Lays out, builds, repairs or alters a variety of wood or metal patterns, core boxes and match plates. Working from drawings, sketches, and blueprints, lays out work and plans method of operation. Lays out pattern components calculating draft shrinkage allowance; determines parting and core locations. Sets up and operates machines to machine (pre-cast) pattern components and finishes and assembles patterns. Utilizes all machinist's hand tools, machine power tools, precision measuring instruments and shop mathematics. May suggest modifications in specifications. May make recommendations regarding pattern construction and molding methods.
6135N	Painter - Production III	Perform finish-coat painting in accordance with special specifications on work where high-grade finish is essential. Includes use of lacquers and enamels. May perform painting operations which call for unusual finished specifications involving the mixing of paints to achieve special effects in shades. Excludes Maintenance Painters. This is a journey level position.
6140N	Painter - Production II	Mix supplied coating materials with thinners to obtain proper consistency. Apply bond coats and standard finishes to a variety of parts or products, using spray gun or brush.
6145N	Inspector - CMM Operator	Uses Coordinate Measuring Machine to assure product quality by inspection of first article, regular production, and re-run machining parts. Verifies finished goods with blueprint schematics. May assist engineering with program editing to resolve differences between program and actual part/product dimensions.

6150N	General Heavy Production Labor	General production labor job. The job typically requires the ability to follow demonstrated directions, no diploma is required and all training is typically given on-the-job, or equivalent. Incumbents perform a variety of production duties, such as tending machines, handling product, visual sorting or inspection, packing, or performing other operations that can be learned on-the-job in a short time. Incumbents may use pallet jacks to move material in the work area. Work requires frequent moving, frequent exertion of moderate to heavy physical effort or frequent standing.
6153N	General Light Production Labor	General production labor job, requiring the ability to follow demonstrated directions, or equivalent. The job typically requires the ability to follow demonstrated directions, no diploma is required and all training is typically given on-the-job, or equivalent. Incumbents perform a variety of production duties, such as tending machines, handling product, visual sorting or inspection, packing, or performing other operations that can be learned on-the-job in a short time. Work may require frequent moving or frequent exertion of light physical effort. Most of the time work can be performed while seated at a workbench, production line or next to a machine.
6155N	Cannery Worker	Perform any of a variety of routine tasks in canning, freezing, preserving, or packing food products. Duties may include sorting, grading, washing, peeling, trimming or slicing agricultural produce.
6160N	Food Batchmaker	Set up and operate equipment that mixes, blends, or cooks ingredients used in the manufacturing of food products according to formulas or recipes. May modify or reformulate recipes to produce products of specific flavor, texture, and color. This occupation requires at least 1 year (and often more) of training or experience. Include such occupations as Candy Makers, Almond Paste Mixers, Cheesemakers, Flavorings Compounders, Honey Graders and Blenders.
6170N	Roasting/Drying Machine Operator	Operate or tend roasting, baking, or drying equipment, such as hearth ovens, kiln dryers, roasters, char kilns, steam ovens, and vacuum drying equipment, to reduce moisture content of food products, such as cocoa and coffee beans, macaroni, and grain; to roast grain, nuts, or coffee beans; or to process food preparatory to canning.
M - Machine Operation, Tooling		
6490E	Machine Shop Supervisor - Job Shop & Tool Room	First line supervisor of job shop or tool room machining operations. The job typically requires specialized training in supervision and 5+ years of job related training and experience, including training and experience in machining, or equivalent. Specific activities supervised may include custom machining, tool & die, mold making, precision grinding, model making or experimental machining, but not production machining of proprietary products. Under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for managing department productivity and work quality. Recommends equipment upgrades, staffing adjustments, maintenance schedules and selection of equipment, service or material vendors. Maintains project documentation, including schematics, blueprints, CAD files, work plans, contracts, manuals and inspection records. Incumbents may participate in the process of estimating time requirements and bidding projects. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
6500E	Machine Shop Supervisor - Production	First line supervisor of production machining operations. The job typically requires specialized training in supervision and 5+ years of job related training and experience, including training and experience in machining, or equivalent. Specific activities supervised may include a wide variety of production machining operations, typically involving making parts for proprietary products. Under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for managing department productivity and work quality. Recommends equipment upgrades, staffing adjustments, maintenance schedules and selection of equipment, service or material vendors. Maintains project documentation, including schematics, blueprints, CAD files, work plans, contracts, manuals and inspection records. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
6505E	Tool and Die Supervisor	Supervise employees engaged in producing and/or repairing jigs, fixtures, templates, and tools in tooling, tool grinding, and heat-treating. Employees supervised require a high degree of mechanical and technical skill and a comprehensive knowledge of processes involved in the work performed. Includes supervisors of non-exempt employees only.
6510N	Machinist - Tool Room	Set up and operate all machine tool equipment in tool room or model shop including engine and turret lathes, milling machines, etc. Perform such operations on a wide variety of work, such as threading, forming, drilling, reaming, counter boring, undercutting, tipping, and brazing of tools. Works under general supervision from drawings, sketches and written specifications.
6515N	Tool and Die Maker III	Third of three levels of tool and die maker. The job typically requires trade school and 6+ years of tool room experience, or equivalent. Under general supervision and without technical guidance, other than engineering input, performs the most difficult development work. Plans, designs, constructs or repairs a wide variety of highly intricate and complicated tools, dies, jigs, gauges, fixtures, to extremely close tolerances. Constructs tools where no design is available. Selects allowances and devises mechanism detail. Does highly skilled fitting, adjusting, and timing. Performs any tool room machine operation. Works from complicated drawings and sketches. Uses advanced shop mathematics and all types of precision measuring instruments. Typical work products include multi-station progressive dies, intricate compound dies of irregular shape, and sub-press dies for parts of delicate outline and complex index milling fixtures.

6520N	Tool and Die Maker II	Second of three levels of tool and die maker. The job typically requires trade school and 3+ years of tool room experience, or equivalent. Under limited supervision and with minimal technical guidance, performs difficult development work. Plans, designs, constructs or repairs a wide variety of intricate and complicated tools, dies, jigs, gauges, fixtures, to close tolerances. Constructs complex units where design is available. Selects allowances and devises mechanism detail. Does skilled fitting, timing and adjusting. Works from complicated drawings and sketches. Uses advanced shop mathematics and all types of precision measuring instruments. Typical work products include combination dies for parts of irregular contour, ordinary index milling fixtures, box type drill jigs with difficult locating or nesting features and complicated foot press and arbor press tools.
6523N	Tool and Die Maker I	First of three levels of tool and die maker, sometimes called apprentice. The job typically requires trade school and experience of less than 1 year. With readily available supervision and technical assistance, performs simple development work. Plans, constructs or repairs a variety of ordinary tools, dies, jigs, gauges, fixtures, to close tolerances. Performs difficult tool room machine operations. Works from complicated drawings and sketches. Uses shop mathematics and a variety of precision measuring instruments. Does skilled fitting, adjusting, etc. Typical work products include ordinary single and combination perforating and blanking dies, single position milling fixtures and box or stand type drill jigs.
6525N	Tool and Cutter Grinder	Set up and operate tool and cutter grinding machines to grind tools, cutters and bits to shape. Set machine feeds and speeds; select and mount proper size and type of wheel; set clearances and angles and adjust stops; mount work by use of standard tooling or holding fixtures; work to very close tolerances. Grinding work typically involves sharpening milling cutters, thread and serrating mills, end mills, counterbores, countersinks, taps, drills, reamers, bits, and thread chasers.
6530N	Tool Crib Attendant	Receive, store and issue tools, fixtures, gauges and supplies for performing a variety of operations on machine tools, specialized machinery, hand or bench work. Usually maintains inventory of tools by type and may record date to be used for submitting periodic reports on tool life. May clean tools and perform minor repairs but is not responsible for skilled repair work.
6535N	Drill Press Operator - Single or Multi Spindle	Sets up and operates drill press to perform machining operations such as drilling, reaming, countersinking and tapping of holes in metal work pieces according to specifications, tooling instructions, standard charts, and knowledge of machining procedures. Reads blueprint or job order for product specifications, using such measuring instruments as calipers, micrometers, and fixed gauges.
6540N	Drill Press Operator - Radial	Sets up and operates radial drill press to perform drilling and other machining operations, such as boring, reaming, and tapping holes into metal work pieces, such as castings, forgings, and weld melts, according to specifications, machining instructions, and knowledge of machining. Studies specifications and machining instructions, such as job order, blueprint, process sheet, or layout on work piece to determine hole locations and size and set up requirements, including tooling, feed rates and cutting speeds. Plans sequence of operation, lifts work piece and secures it with clamps and bolts. Operates controls to swing radial arm over work piece, positions cutting tool over hole center location, engage power feed, and advance tools into work piece. Turns valve handle to start flow of cutting oil and coolant against cutting tool and work piece. Observes machining operations, using measuring instruments, such as telescoping gauges, dial indicators, and micrometers.
6550N	Fabricating Machine Operator (Sheet Metal)	Change over, adjust and operate a variety of sheet metal working machines, following prescribed operation sequence and using furnished tools. Check work, using scales, square, template or samples, for conformance to liberal tolerances.
6555N	Fabricating Machine Operator (CNC)	Lay out and fabricate metal components; program and operate automated fabrication equipment such as CNC torch, CNC anglematic, CNC fabripunch or other CNC fabrication equipment.
6560N	Lathe Operator - Bench	Perform a range of ordinary operations such as turning, facing, drilling, reaming, boring, thread cutting, etc., on a variety of parts within close tolerances. Perform simple set-ups requiring chucking of work or adjustment of collets. Select speeds and tooling within limited range; sharpen and replace dull tools.
6565N	Machine Operator - General	Operate one or more production machines such as lathe, horizontal and vertical mills, boring machines, and screw machines. Perform very little, if any, set-up.
6570N	Machinist Helper	Makes adjustments or operates machines following instructions or prescribed practices following set up by others. Assists in loading machines, positioning work and setting up jobs. Assists production workers on various types of work. Performs minor hand operations, such as filing, deburring, cleaning, disk grinding, etc. Works under close supervision and requires 6 months to 1 year experience.
6575N	Machinist, Pre-Production	Working with a wide range of materials, produce experimental, development or prototype hardware, components and/or complete assemblies in support of new product development or other engineering efforts. Use prints, sketches, etc., to determine proper methods and processes. Perform limited tool designing and layout work. Coordinate work with other technical and tooling employees. May determine and carry out inspection procedures. May use piece parts and components to assemble the end product. Requires high proficiency in the set-up and operation of special machine tools such as mills, drills, jig bores, lathes, grinders, etc.

6580N	Machinist III	Third of three levels of skilled machinist work. The job typically requires a technical degree and 5+ years of experience, or equivalent. Without technical supervision performs the most complex machining and fitting of all kinds of parts, tools, and machines in support of production operations or job shop machining. Lays out work from blueprints, sketches, and written specifications. Sets up and operates all available machine tools and performs progressive machining operations on work involving very close tolerances or unusual requirements. Determines operation sequences. Uses skillfully all machinists' hand tools and measuring instruments. Familiar with working properties of all materials. Programs CNC machine tools in the course of making parts. Fits and assembles where necessary. At this level machinists serve as technical resources for less experienced machinists. This is not a production machine tool operator.
6584N	Machinist II	Second of three levels of skilled machinist work. The job typically requires a technical degree and 2+ years of experience, or equivalent. Under limited supervision, performs complex machining operations in support of production operations or job shop machining. Operates various types of machine tools and performs progressive machining operations for metal parts, tools and machines with close tolerances or high finish requirements. Fits and assembles where necessary, using machinists' hand tools and measuring instruments. Has familiarity with working properties of various materials. May program CNC machines in the course of making parts. This is not a production machine tool operator.
6587N	Machinist I	First of three levels of skilled machinist work. The job typically requires a technical degree in machining and little or no work experience, or equivalent. Operates alternately more than one type of machine tool such as grinders, millers, drill presses, lathes, etc., on machining operations of moderate complexity. Projects have some diversity and may be in support of production operations or job shop machining. This is not a production machine tool operator.
6588N	Machinist Specialist	Sets up and operates without assistance, one or a limited number of machine tools, such as lathes, drills, milling machines. Determines setup need and applies any jigs or special attachments to perform the production machining. Reads blueprints and drawings. Checks machining operation against specified tolerances using micrometers, vernier calipers or other precision measuring tools. Works under limited supervision and usually has a minimum of 2 years' experience. May progress to Journey Machinist level.
6590N	Machine Operator - Set up	Sets up and operates machines involved in milling, drilling or gear cutting operations. Machines include horizontal and vertical mills, boring mills, broaches, and gear cutters, jig borders and drills. Performs all associated operations to close tolerances. Works from blueprints, drawings, written and verbal instructions.
6595N	Milling Machine Operator	Set up and operate milling machines on a wide variety of complicated machine parts, which require slab, straddle, end or keyway milling. Work from drawings or sketches to close tolerances under general supervision. Select speeds and feeds. This is a journey level position.
6605N	NC/CNC Programmer	Prepares simple operating programs or continuous path and point numeric or computer numeric controlled machinery. Develops and proof tests CNC programs for each planned machining operation. Plans processing sequences. Prepares and checks programs. Trains and instructs shop personnel in program operation/function. May develop time/cost estimates for proposed work as required. Typically requires related training and at least 2 years' experience.
6610N	NC/CNC Milling/Drilling Machine Operator	Set up and operate single or multiple spindle numeric control or computer numeric control drilling/milling machines to perform a variety of machine operations such as drilling, reaming, boring, tapping, grooving, slotting, etc. Position and secure tooling/holding drives. Load program tape and/or cards and make specified control settings. Layout and position work. Check machine operation and observe operation progress. Changes set-ups and tools as specified in program instructions. Replaces dull or broken cutters as required. Works from blueprints, sketches, numerical control data, operation sheets, etc. Uses precision measuring instruments to check dimensional accuracy of work.
6617N	CNC Machining Center Operator III	Third of three levels of CNC machining center operator. The job typically requires 5+ years of combined formal training and experience, or equivalent. Requires a broad knowledge of machining techniques and familiarity with computer numerically controlled machine tool operating procedures. Setups involve familiarity with and understanding of program formats involving combinations of operations such as profile and contour milling, boring, recessing, turning, drilling, threading, etc., to the capacity of the machine and control factor. Performs advanced setup operations, adjusts and checks out programming and operates numerically controlled machine tools to perform a complex series of progressive machining operations on a diversified line of work to close and exacting tolerances and finish specifications requiring a high degree of skill. May set up machines for and instruct other operators. Checks parts for conformance to specifications. Operators may run more than one unit simultaneously.
6620N	CNC Machining Center Operator II	Second of three levels of CNC machining center operator. The job typically requires knowledge of machining techniques and methods and familiarity with computer numerically controlled machine tool operating procedures, plus the ability to follow written instructions and read blueprint specifications and 2+ years of experience, or equivalent. Sets up, adjusts and checks out programming, and operates numerically controlled machine tools to perform a series of progressive machining operations on repetitive work to close and exacting tolerances and finish specifications requiring considerable skill. Works from programming instructions, operational data and machine setup instructions defining and coding tool arrangements, material clamping methods, machine calibrations and console settings, for operations such as bore, mill, drill, face, thread and occasional profiling and contouring. Checks parts for conformance to specifications. Operators may run more than one unit simultaneously.

6622N	CNC Machining Center Operator I	First of three levels of CNC machining center operator. The job typically requires the ability to follow written instructions and read blueprint specifications, or equivalent. Operates and adjusts semi-automatic or automatic numerically controlled machine tools to perform standard and repetitive sequences of operations where programs are provided and setups are often made and maintained by others. Requires knowledge of operations include drilling, boring and milling, turning, etc., employing recognized tooling and procedures and where tolerances are close, but not difficult to maintain. Checks parts for conformance to specifications.
6625N	Laser Beam Machine Operator (Cutter/Welder)	Operates laser beam machine, which produces heat from concentrated light beam, to weld or cut metal components. Positions metal components in fixture and places components on fixture-holding table inside cavity. Aligns rear mirror of laser cavity, using micrometer crews, according to chart specifications. Types instructions, using teletype machine, to computer. Cleans optics, using brush, and replaces flash tubes.
6630N	Machine Tool Operator III	Third of three levels of machine tool operator. The job typically requires the ability to follow written instructions and read blueprint specifications and 2+ years of experience, or equivalent. Under limited supervision, sets up and operates alternately more than one type of production machine tool such as grinders, millers, drill presses, lathes, etc., on complicated production work involving difficult operations, close tolerances, and difficult set-ups of parts of irregular shapes. Either determines feeds, speeds, tooling and operation sequence for considerable range of difficult operations or sets up pursuant to feeds, etc., prescribed in drawings or lay-outs. Machines may have numeric controls. Does not include employees engaged primarily to operate one classification of machine tool surveyed separately.
6635N	Machine Tool Operator II	Second of three levels of machine tool operator. The job typically requires the ability to follow written instructions and read blueprint specifications and less than 2 years of experience, or equivalent. With readily available supervision, sets up and operates alternately more than one type of production machine tool such as grinders, millers, drill presses, lathes, etc., on a limited range of production work, involving close tolerances and set-ups which are exacting but not usually highly involved or difficult. Sets up machines where speeds, feeds, tooling and operation sequence are ordinarily prescribed. Machines may have numeric controls. Does not include employees engaged primarily to operate one classification of machine tool surveyed separately.
6640N	Machine Tool Operator I	First of three levels of machine tool operator. The job typically requires the ability to follow written instructions and read blueprint specifications, or equivalent. Under close supervision, operates alternately more than one type of production machine tool such as grinders, milling machines, drill presses, lathes, etc., on routine and repetitive operations. Set-ups are usually made by others. Speeds, feeds and tooling are prescribed. Machines may have numeric controls. Does not include employees engaged primarily to operate one classification of machine tool surveyed separately.
N - Fabrication, Welding		
6800E	Metal Fabrication Supervisor	Supervise employees engaged in fabrication and assembly of structural or sheet metal products. Those supervised apply knowledge of layout, product design, machine function, capabilities and output, properties and strengths of metal materials, etc. Responsible for determining material required, sequences of fabrication operations, and for scheduling and assigning work. Includes supervisors of non-exempt employees only.
6805E	Welding Supervisor	Supervise employees who perform hand and machine air or oxyacetylene welding on a variety of metals and alloys in order to fabricate or repair parts, materials and equipment. Includes supervisors of non-exempt employees only.
6810N	Production Operator	Working from standard procedures, fabricate, assemble, and/or test discrete parts, microelectronics/mechanical/electrical assemblies, or final products. Perform routine production line tasks to quality and quantity standards defined by the work area using hand tools and/or operating equipment. Must have the ability to read and understand instructions, ability to use hand tools, manual dexterity, and basic numerical ability (add, subtract, multiply, and divide). May provide instruction and training to a crew (non-supervisory).
6815N	Metal Pourer/Caster	Pour and regulate the flow of molten metal into molds to produce castings or ingots of specific quality and size by operating hand controlled mechanisms adjunctive to specialized machinery and equipment. Include such occupations as Steel Pourers, Casters, Ladle and Metal Pourers.
6820N	Sandblast Operator	Operate sand and recovery equipment to remove adhering sand and scale from or to impart specified finish to casting surfaces. Position and turn castings to completely blast all surfaces. Adjust mixture of air and abrasive to suit requirements. Service sand tanks, replace worn nozzles.
6825N	Precision Sheet Metal Worker	Fabricates, assembles, installs, and repairs sheet metal products and equipment. Set-up and operate sheet cutting, forming, fabricating or finishing machines such as cutters, shears, brakes, fabricators and punches including CNC machines to cut, bend, and straighten sheet metal. inspecting, assembling, and smoothing seams and joints of burred surfaces. Duties include positioning material, cycling the machine and removing finished parts and waste. Visually inspects parts and/or uses measuring tools or fixtures to determine if finished parts pass or fail quality standards and specifications. Operates one or more machine on repetitive work, performing simple operations and following detailed instructions with close supervision. Set-ups are typically made by others. Include sheet metal helpers for this level. Typically requires a high school education and 0-1 year of work experience.
6830N	Plater	Process metal parts through cleaning, pickling, rinsing, electroplating and drying to provide a protective and/or decorative coating of a specified thickness. May perform other related or unrelated tasks as directed.

6835N	Welder III	Advanced level of production welding. The job typically requires technical training in welding and 3+ years of related experience, or equivalent. May require special certification. Under limited supervision and minimal technical guidance, positions material to be welded and applies hand-eye coordination to achieve the desired weld. Materials welded may include steel, stainless, aluminum, or other alloys, and the methods may include gas welding, shielded metal arc, gas-tungsten arc, gas-metal arc or submerged arc. All-position welding may be required. The variety of applications requires an ability to plan, layout and perform diversified work, which may be characterized as short run production or job shop (custom work). Includes high pressure and code welding or other work involving critical safety and load requirements or welding where appearance is critical. Regulates heat and feed and may select electrodes, tips and rods. Works from more complex specifications, drawings, prints and welding symbols. May provide technical direction to others.
6840N	Welder II	First level of production welding. The job typically requires technical training in welding and experience of less than 1 year, or equivalent. With readily available supervision and technical guidance, positions material to be welded, using standard fixtures in most cases, and applies hand-eye coordination to achieve the desired weld. Materials welded may include steel, stainless, aluminum or various alloys and the methods may include gas welding, shielded metal arc, gas-tungsten arc, gas-metal arc or submerged arc, but the variety of applications tends to be limited to standard products and materials where plans are specified, welding positions are routine and work may be characterized as longer production runs. Regulates heat and feed and may select electrodes, tips and rods. Works from specifications, drawings, prints and welding symbols.
6845N	Welder I	Uses arc or gas welding equipment together with atmospheric control equipment on relatively simple parts and products following prescribed methods. Generally works under direction of supervision or higher classified employees.
6850N	Welder - Fitter	Lays out, fits and welds fabricated, cast, and forged components to assemble structural forms, such as machinery frames, tanks, bridge and building parts according to blueprints and knowledge of welding metallurgy. Selects equipment and plans layout, assembly, and welding, applying knowledge of geometry, physical properties of metal machining weld shrinkage and welding techniques. May operate fabrication equipment such as CNC torch, CNC anglematic, CNC fabripunch and other component production equipment.
6855N	Welding Machine Operator	Set up and operate welding machines that join or bond together parts of fabricated metal products and metal components, such as panels, frames, yokes, tubes, and containers according to specifications and blueprints. Includes those who set up and/or operate laser cutters or laser-beam machines.
6860N	Burning (Cutting) Machine Operator	Sets up and operates flame, plasma or laser burning (cutting) machine to cut metal of various sizes and thickness into required patterns - sometimes to very close tolerances. May use NC/CNC technology to establish cut pattern or may use preformed templates. Must be able to read and understand bills of material, cutting assignments, sketches, etc. with limited direction. Inspects parts to insure that specified tolerances and dimensions are met.
6865N	Finisher	Perform a variety of operations to remove burrs or sharp edges and clean machined flat surfaces. Use belt sanders, abrasive charged wheels, fixtures, foot or hand presses, files and scrapers.
6870N	Grinding Machine Operator	Grinds and smoothes surfaces of items, such as castings, billets, machine parts, or sheet metal subassemblies using powered portable wheel, disk, or belt grinder. Examines and feels surface of work piece for defects. Selects grade of abrasive belt, wheel, or disk according to specifications, knowledge of abrasives, and condition of metal, and attaches to grinder. Replaces worn abrasive disks, wheels, and belts, using a wrench.
6890N	Molding/Casting Machine Operator	Set up and/or operate plastic molding machines, such as compression or injection molding machines, to mold or cast products to specified shape from thermoplastic materials.
6895N	Press Brake Operator	Perform a variety of press brake operations, usually on heavy steel plate, stainless steel or aluminum. Select multiple purpose and general purpose brake dies. Set dies and stops and adjust ram for varying plate thickness. Improve, build or recommend special purpose tooling to meet requirements, lay out location of holes, cutouts and bends, making allowances for welding and convenience in assembly if required. Plan sequence of multiple pass operations for series of bends and other fabricating operations on complicated sections.
6900N	Punch Press Operator	Set up, adjust and operate a punch press to perform such operations as punching, blanking, shearing, forming, drawing, etc. Position, align and secure dies or die members, adjust ram stroke and material stop gauges and set stripper or ejecting mechanism. Produce samples for inspection, adjust to secure required dimensions and quality, and produce production run. Work from drawings, patterns, templates, or samples.
6905N	Rolling Machine Operator	Set up and/or operate machines to roll steel or plastic material, such as strips, bars, and flats, to form bends, beads, knurls, rolls, or plate or to flatten, temper, and reduce gauge of material. Follow rolling orders or blueprints and use measuring instruments.
6910N	Sawing Machine Operator	Measures stock to length or dimension for angle cuts, scribes between dimensions, cuts from layout using fixtures provided on ganged or single piece angle work. Operates hack, band, and abrasive saws, adjusts speeds and feeds for a wide variety of materials, using charts furnished. Stores stock materials, identifies and fills orders.
6915N	Shear Operator	Sets up, adjusts and operates a power shear to cut metal plates, sheets, billets, or bars to specified dimensions and angles. Adjusts angle and pressure of blade and positions stops and guides to set length and angle of cut. Lays out cutting lines on metal. May use template when cutting single pieces. May operate crane or power hoist to position material in machine.

6920N	Helper - Fabrication	Assists skilled workers by moving and/or readying work pieces, tools and supplies. Lifts, moves and holds, or clamps work pieces to table, into jigs, or into position as directed. Cleans work pieces using wire brush, portable grinder, hand scraper, or chemical solutions. May perform other related duties. Works under direct supervision.
O - Banking, Financial Services		
7100E	Branch Manager II	Responsible for the activities for branches with deposits between \$10MM-\$30MM and usually has 5-10 employees. Normally has no direct commercial lending responsibilities. May supervise other officers.
7110E	Branch Manager I	Responsible for the activities for branches with deposits under \$10MM and usually has 5 or less employees. Normally has no direct commercial lending responsibilities. Typically classified as exempt.
7120E	Branch Manager - (Commercial Lending)	Responsible for the activities for branches with deposits between \$10MM-\$30MM and usually has 5-10 employees. Normally has direct commercial lending responsibilities. May supervise other officers.
7130E	Branch Supervisor II	Responsible for more complex branch operations. Typically has 10 or more employees. Assists the Branch Manager by participating in the scheduling of hours, hiring, and the performance rating of employees. Requires a thorough understanding of banking operations and is typically an exempt level position.
7135E	Branch Supervisor I	Typically supervises 10 or less employees in a bank/branch. Assists customers by resolving personal banking issues. Assists the Branch Manager by participating in the scheduling of hours, hiring, and the performance rating of employees. While this is intended to be a first level supervisory position that would qualify as exempt, some organizations would choose to classify it as non-exempt.
7200N	Teller III	Under little or no supervision, perform all the duties of Teller II as well as: proficiently direct customers relative to savings, investments and other services available within the institution; assist others in balancing of cash drawers; may guide and review the work of other tellers. This is a senior level teller typically requiring 3-5 years' experience.
7201N	Teller II	Under general supervision, perform all the duties of Teller I as well as: maintain current records of customer accounts; may open new accounts; may input data through computer terminal and perform computer file maintenance. This is an intermediate level teller typically requiring 1 or more years of experience.
7202N	Teller I	Under close supervision, process all types of dollar transactions. Receive and pay out money, maintain records of money and other negotiable items involved in daily banking transactions. Determine acceptability of negotiable items and of customer identification. Respond to inquiries from customers and other branches and departments. Balance cash drawer and reconcile transactions daily. May process daily mail. This is an entry level position.
7205N	Account Representative/ Customer Service	Opens new accounts and promotes basic banking services to prospects and existing customers. Transfers accounts for customers and interviews new account customers. Sets up records, verifies references, and holds uncollected funds. Starts the initial loan documentation process, as well as obtaining credit ratings. Answers customer inquiries. Typically requires 1 or more years of experience with knowledge of bank services.
7220N	Loan Officer (Commercial) II	Develops and maintains credit and noncredit accounts. Develops customer and prospect lists within assigned territory. Presents and prepares a credit analysis on all borrowing requests for approval. Negotiates terms and conditions within established parameters. Monitors all credits through review, analysis, and proper documentation. May resolve deficiencies when necessary. This is a senior level loan officer, typically having 5-7 years previous commercial lending experience. Must possess credit and analytical skills as well as a thorough knowledge of bank services.
7222N	Loan Officer (Commercial) I	Typically provides services for commercial loans but may handle some installment loans. Interviews customers seeking loans by obtaining information regarding the customer's loan needs, earnings, and the individual's financial standing. Approves or denies loans and terms within the limits of the loan officer, following the established policies of the bank. Forwards large loan requests to an officer with higher authority. Typically beyond an entry level position requiring thorough credit experience.
7225N	Loan Processing Specialist (Commercial) III	Documents commercial loan package using an automated software program. Verifies accuracy of input, and reviews documents produced. Prepares documents manually when necessary. Communicates company's policies and legal regulations to commercial lenders. Ensures appropriate combination of documents will be prepared to ensure the legal interests of the company. Coordinates loan signing with customers and loan officers. This is a senior level non-exempt loan processor. Typically requires more than 5 years of related experience.
7230N	Loan Processing Specialist (Commercial) II	Processes documents and files, and sets up files in computer for commercial loans. Meets commercial lending specifications by proper documentation. Provides customer service and administrative support to commercial lending department. This is an intermediate level position typically requiring 3-5 years related experience.
7235N	Loan Processor (Consumer)	Orders consumer deposit and employment verification. Orders credit report and coordinates appraisal completion. Prepares loan package for approval. May perform other clerical duties as assigned.
7240N	Loan Officer (Consumer)	Administers installment loans (e.g., Auto, Home Equity, Lines of Credit, etc.) Assists branch/bank with training for consumer lending products. Assists with advertising and promotion of loan products. Interviews loan customers and accepts or approves applications. Position may exist in a branch or centralized location.

7245N	Loan Manager (Consumer)	Provides management and leadership to loan department. Responsible for minimizing losses by ensuring that the loan department follows all operating guidelines, and policies/procedures. May direct loan servicing personnel including supervisors and specialists. Typically responsible for loan servicing of \$300m and over. Requires thorough knowledge of lending unit and department interdependencies, as well as an understanding of the workflow process.
7250N	Loan Processor (Mortgage) III	Obtains appropriate documents and information to process mortgage loan applications. Reviews information for compliance with regulatory and policy requirements, and loan terms. Forwards file to underwriter for review and receives approval/denial for loan application. Typically has knowledge of secondary market requirements and reviews loan for compliance. Position may exist in a centralized processing unit with a high volume of production. Typically requires 3-4 years loan processing experience, with the ability to process a higher loan volume and work independently. May have LPO designation.
7255N	Loan Processor (Mortgage) II	Obtains appropriate documents and information to process mortgage loan applications. Reviews information for compliance with regulatory and policy requirements, and loan terms. Forwards file to underwriter for review and receives approval/denial for loan application. Typically has knowledge of secondary market requirements and reviews loan for compliance. Position may exist in a centralized processing unit with a high volume of production. Typically requires 1-2 years loan processing experience with knowledge of various lending programs.
7260N	Loan Officer (Mortgage)	Interviews loan applicants; analyzes and screens loan requests on various types of mortgage loans. May recommend loan terms and gives prospective borrowers information regarding loan commitment. Orders appraisals. May be a member of a Loan Committee.
7265N	Loan Center Manager (Residential)	Responsible for residential loan production. Includes administering/developing loan programs and supervising the review of loans for approval. Develops policies/procedures to adhere to investor and regulatory requirements. Supervises loan production staff and coordinates the training of lending personnel. Typically has loan processing/funding functions. Typically reports to senior management.
7270N	Loan Servicing Representative II	Performs loan servicing functions. May include mortgage loan payment processing, servicing of collection accounts, payment of taxes, delinquent loan collection, customer reserve account analysis, annual statement/insurance function preparation. Typically intermediate level. Performs various loan servicing functions.
7275N	Loan Servicing Representative I	Performs loan servicing functions. May include mortgage loan payment processing, servicing of collection accounts, payment of taxes, delinquent loan collection, customer reserve account analysis, annual statement/insurance function preparation. Typically entry level. May perform one or more loan servicing functions.
7280E	Asset Manager	Provides oversight and management for all assets in organization portfolio, including compliance with federal, state, and local regulations. Provides analysis and recommendations for organization strategic planning. Develops and recommends property management operating and capital budgets. Typically requires bachelor's degree in a related field and 2+ years of management experience, or equivalent.
7281E	Asset Management Analyst	Assists in all aspects of the operation and oversight of properties. May include on-site physical inspections, fiscal monitoring, property management monitoring, compliance reporting, and capital needs planning. Maintains knowledge of regulatory compliance requirements and agency policies and procedures related to property management. Assists Finance Department in preparing reports related to the financial performance of properties. Monitors property expenses in relationship to budget. Typically requires bachelor's degree or equivalent work experience and general accounting knowledge.
7282N	Financial Worker	Performs a variety of tasks related to the determination of eligibility of clients for income maintenance programs and services, including the determination of grants. Determines client's eligibility for income maintenance programs, including initial and ongoing determination of eligibility. Interviews clients to obtain necessary factual information, and verifies information received from clients. Determines continued eligibility for clients receiving financial assistance. Explains application procedures to individuals or groups and assists individuals in completing the application forms for income maintenance programs. Maintains complete and accurate records on clients' eligibility for all assigned programs. Typically requires associates' or bachelor's degree and 2+ years of experience, or equivalent.
7285N	Collector	Involved in collection activities. Adjusts delinquent accounts by communicating with customer by telephone and/or written correspondence. Maintains record of past due accounts and collection efforts. Keeps record of follow-up actions. May work with installment loan accounts, mortgage accounts or credit card accounts. Typically an intermediate level position requiring 1 year related experience.
7290N	Operations Support Specialist	Provides tech support to bank/branch and administrative staff for lending, savings, and checking applications. Retains technical manual documentation and keeps them up-to-date. Maintains daily contact with data center to ensure accurate system function. Operates as a source of reference for handling customer inquiries. May assist Operations Support Manager.
7295E	Operations Officer	Coordinates and participates in the implementation, development, and monitoring of branch and central operation procedures. Assists in analyzing and enhancing existing systems and coordinates the implementation of new systems. Provides operational procedure/practice training to personnel and responds to inquiries. Typically requires a degree or related coursework and 2-4 years related experience.
7305N	Bankcard Specialist	Assists customers with inquiries regarding billing statements, payments and charges. Processes bankcard applications. Assists customer to ensure accounts are properly coded as lost, stolen or fraudulent. Researches inquiries and takes necessary action. Typically the intermediate level with 2 years' experience, and a thorough understanding of bankcard products, procedures and services.

7310E	Business Development Officer	Meets sales volume and profit goals. Generates revenue by acquiring new customers and closing large transactions with existing customers. May be assigned to a specific geographic/business market. Develops internal/external referral sources by participating in various activities such as community activities and bank events. May participate in seminars of professional organizations (Attorneys, CPA's). Knowledge of company products/services, makes referrals to other departments when necessary. Typically requires more than 3 years related experience with possible accreditation for specialties (e.g., Personal Trust, Investment Sales).
7315N	Branch Auditor	Conducts internal audits to effectively maintain controls and comply with bank policies/procedures. Reviews branch planning, accounting, custodial, or control activity performance to comply with management instructions, policies and procedures. Survey functions/activities to determine the adequacy of the system of control in achieving established objectives. Recommends corrective action and suggests any improvements. Typically requires accounting/auditing experience, preferably in branch operations.
7320E	Compliance Officer	Collects and organizes regulatory agency directives, interpretive rulings, memoranda, laws and regulations affecting the institution. Assists to ensure compliance. Typically not an attorney position.
P - Timber, Wood Working, Wood Products		
7480N	Cabinetmaker and Bench Carpenter	Cut, shape, and assemble articles, such as store fixtures, office equipment, cabinets, and high grade furniture. Set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock. Excludes workers who are primarily concerned with one or a limited number of specialty machine phases.
7500N	Precision Woodworker	Include in this category, precision woodworkers such as pattern and model makers, cabinetmakers, wood machinists, furniture finishers, and hand wood carvers. Precision level wood work normally requires substantial training, and ability to interpret specifications and to use independent judgment.
7510N	Resaw Operator - Cut Stock	Operate saw to properly rip and/or resaw cutstock to specified dimensions. Adjust fences, stops, rollers, etc. Check work and make adjustments as necessary.
7520N	Sander - Woodworking	Sand and prepare a full range of products for finishing. Set up and operate stationary or portable belt sander, drum sander and oscillators to clean edges, flat or formed surfaces. Sand joints flush, remove scratches, fill open joints, miters or dents. Fit, align and sand double faced items such as cabinets. Select belt grit, block to sand molds, form belts and replace belt and paper on drum sander as required. Load and unload table or conveyor. Use a variety of hand tools and materials such as glue, filler and sandpaper.
7530N	Sawing Machine Operator/Tender	Operate or tend wood sawing machines, such as circular saws, band saws, multiple blade sawing machines, scroll saws, rip saws, equalizer saws, power saws, and crozer machines, to saw logs to specifications, cut lumber to specified dimensions, saw curved or irregular designs, trim edges and remove defects from lumber, or to cut grooves, bevel, and miter according to specifications or work orders.
7560N	Woodworking Machine Operator III	Set up and/or operate woodworking machines, such as lathes, drill presses, sanders, shapers, and planing machines, to perform woodworking operations. Excludes Sawing Machine Setters and Set-Up Operators.
Q - Construction, Real Estate Services		
7835N	Construction Superintendent/Manager	Responsible for all phases of construction projects including staffing requirements, procurement of tools and materials, direction of supervisory personnel, resolution of complaints and grievances within workforce, and adherence to specifications and construction schedules. Assembles members of organization at start of projects and prepares or reviews reports on progress, materials used and costs. May also direct workers concerned with major maintenance or reconditioning projects for existing installations. Typically requires 3-5 years of professional experience.
7840N	Construction Project Manager	Project Manager for construction projects including buildings, highways and other construction projects. Responsible for all project planning and scheduling, resource allocation, accounting and control. Serves as liaison among the construction team, architects, designers, and owners and stakeholders to coordinate project design development. Obtains local government approvals, and administers vendor contracts. Obtains bids, manages the timing of vendor work, controls project budgets, approves change orders, monitors quality of materials and workmanship, and authorizes payment. Typically requires Bachelor's degree and 2-4 years of experience, or equivalent.
7845N	Construction Site Foreman	Directs the day-to-day activities of workers involved in construction of buildings, highways, pipelines or other construction projects. Responsible for scheduling workers, materials, and equipment to conform to requirements of each phase of construction. May oversee subcontracting of specialized craftwork such as electrical, structural steel, concrete, and plumbing. Inspects work in progress to ensure that workmanship conforms to specifications. Typically requires formal training in the building trades and 3-5 years of professional experience.
7847N	Construction Estimator	Analyzes blueprints, specifications, proposals, and other construction documents to prepare time, cost, materials, and labor estimates for bidding residential, commercial and municipal construction projects. Prepares preliminary estimates for planning purposes and detailed itemized estimates based on final plans and specifications. Intermediate to senior level. Applies expertise to perform a broad range of tasks. Receives semi to minimal guidance and determines daily activities. May be a team lead. Vocational or apprenticeship training and 2-6 years experience.

7850N	Dispatcher - Construction	Process requests for the assignment of service vehicles, transportation of personnel, or the movement of materials. Prepare and issue trip tickets to drivers and assign vehicles to be used. Maintain records of arrival, departure and other pertinent information regarding receiving and dispatching activities. Operate radio and other communications equipment. May coordinate activities during emergency situations. Excludes police, fire, ambulance and construction dispatchers.
7855N	Electrician III	Third of three levels of electrician. The job typically requires completion of two years of formal technical school training and 5+ years of job experience, or equivalent, and successful completion of the board exam for licensing as a master electrician. Approves wiring plans for new installations. Plans and performs jobs of installing and maintaining a variety of electrical equipment such as control panels, switchboards, junction boxes, switches, etc. Connects and disconnects electric powered machines; repairs motors and generators; replaces fuses and sets circuit breakers on high and low tension circuits. Diagnoses electrical trouble. Uses hand and power tools. Works from wiring diagrams. Planning may involve determination of method and sequence of operation and selection of materials to be used, establishment of work procedures. Works independently and may provide direction to assistants or to less experienced electricians.
7860N	Electrician II	Second of three levels of electrician. The job typically requires completion of two years of formal technical school training and 3+ years of job experience, or equivalent, and successful completion of the board exam for licensing as a journey-level maintenance electrician. Plans and performs jobs of installing and maintaining a variety of electrical equipment such as control panels, switchboards, junction boxes, switches, etc. Connects and disconnects electric powered machines; repairs motors and generators; replaces fuses and sets circuit breakers on high and low tension circuits. Diagnoses electrical trouble. Uses hand and power tools. Works from wiring diagrams. Planning may involve determination of method and sequence of operation and selection of materials to be used. Works independently and may provide direction to an assistant or to less experienced electricians.
7865N	Electrician I	First of three levels of electrician work. The job typically requires less than one year of formal technical training, or equivalent. Under close supervision assists others in installing and maintaining electrical equipment such as large control panels, switchboards, junction boxes, switches, motors, etc. Tests circuits with testing equipment and reports readings for diagnosis by others. Under direction, performs wiring of ordinary light circuits; setting circuit breakers; repairing switches, small motors and simple starting and control devices; replacing lights and fuses; and minor trouble shooting. Uses hand and power tools. May work from simple wiring diagrams.
7875O	Housing Development Director	Plans, implements and oversees all aspects of the development process necessary to obtain capital funding, including needs assessment, land assembly, financial packaging, marketing, management and sponsor training. Directs outreach efforts to new and potential sponsors and with public officials. Establishes and implements development programs, policies and procedures designed to advance agency objectives. Manages and provides guidance to planning/development staff. Typically requires a master's or bachelor's degree and 6+ years of real estate development, finance, and planning experience.
7876E	Housing Developer Senior	Plans, coordinates, and manages multiple housing development projects. Knowledgeable in urban planning, community development, financial analysis, real estate and commercial finance, and strategic planning. Typically requires a bachelor's degree and 4+ years of real estate development, finance, and planning experience.
7877N	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.
7878E	Housing Program Manager	Administers housing programs, including eligibility determination, leasing, re-examination of income and assets, evictions and vacating. Oversees rental assistance payment, low interest rehabilitation loan and grant and other housing support programs. Supervises housing program staff. Typically requires associate's degree and 5+ years of related experience, or equivalent. Other Titles: House Manager
7879N	Housing Program Specialist	Provides information to participants and applicants of housing programs and provides technical staff assistance. Typically requires a high school diploma or GED and 0-2 years of related experience.
7880E	Housing Property Manager Senior	Oversees four or more buildings or 300+ units. Supervises and trains staff; manages day-to-day tenant affairs. Oversees finances, including building revenues and expenses, and upkeep of physical properties. Typically requires experience with the population served by the organization, as well as supervisory, administrative, and housing experience.
7881E	Housing Property Manager	Oversees one to three buildings or less than 300 units. Supervises and trains staff; manages day-to-day tenant affairs. Oversees finances, including building revenues and expenses, and upkeep of physical properties. Typically requires supervisory, administrative, and housing experience, and experience with the population served by the organization.
7883E	Resident/Housing Manager	Lives on-site to provide day-to-day tenant management, building security and building maintenance in a housing facility or group of facilities serving clients with special needs, assisted living for seniors or group living for residents with mental or physical limitation. Typically requires experience with the population served by the organization.
7884N	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.

7885E	Housing & Loan Counselor	Performs a variety of tasks related to the determination of eligibility of clients for income maintenance programs and services, including the determination of grants. Determines client's eligibility for income maintenance programs, including initial and ongoing determination of eligibility. Interviews clients to obtain necessary factual information, and verifies information received from clients. Determines continued eligibility for clients receiving financial assistance. Explains application procedures to individuals or groups and assists individuals in completing the application forms for income maintenance programs. Maintains complete and accurate records on clients' eligibility for all assigned programs. Typically requires associates' or bachelor's degree and 2+ years of experience, or equivalent.
7890N	Operating Engineer HVAC	Heating, ventilation and air conditioning technician. The job typically requires formal technical training, two or more years of experience and a class 2-B or higher boiler operator's license, or equivalent. Operates and maintains equipment such as steam boilers, heat pumps, air conditioning, refrigeration, turbines, generators, motors, and ventilating equipment. Performs maintenance and minor repairs on boilers and equipment and keeps records of fuel consumption and other required data. Adjusts and calibrates pneumatic and electronic controls.
7892N	HVAC Technician, Journey	Perform a wide variety of skilled duties to install, maintain, troubleshoot and repair HVAC and mechanical equipment (such as chillers, boilers, exhaust fans, vacuum pumps, compressors, energy management systems, etc.) using a variety of hand and power tools. May work extensively with Direct Digital Controlled HVAC equipment (e.g. Landis and Gyr, General Electric, Yokogawa). May assist engineering with design and purchase of HVAC equipment. May maintain up-to-date documentation of all systems and equipment. Ensure work conforms to accepted practices and codes. This is the journey-level position. Completion of a formal or informal apprenticeship program or recognized certificate from a vocational trade school or equivalent (e.g. certified Industries Air Conditioning Mechanic, State Electrical license). Typically requires 4 years' experience in HVAC field and working knowledge of all phases of air conditioning equipment.
7900N	Heavy Equipment Operator	Operate several types of power construction equipment, such as compressors, pumps, hoists, derricks, cranes, shovels, tractors, scrapers, or motor graders to excavate, move and grade earth, erect structures, or pour concrete or other hard surface paving. May repair and maintain equipment in addition to other duties.
7910N	Laborer - General	Perform routine tasks involving the erecting or repairing of buildings, highway/road construction, utilities, and related construction work.
7940N	Pipelayer	Lay glazed or unglazed clay, concrete, plastic, or cast-iron pipe for storm or sanitation sewers, drains, water mains, and oil or gas lines, performing any combination of the following tasks: grade trenches or culverts, position pipe, seal joints. This is a journey level position.
R - Printing, Graphics, Publishing		
8100N	Graphic Artist	Experienced commercial artist. The job typically requires a two or four year liberal arts degree and 3+ years of experience, or equivalent. Incumbents will draw, sketch or modify images of merchandise or models for use in catalogs, advertising, technical manuals, displays or web sites. Incumbents may scan, edit, crop or otherwise modify images. Incumbents may use brushes, air brushes, computer graphics applications or other media to accomplish the desired end result.
8105N	Production Artist/Graphics Specialist	Utilizing computer techniques and graphics software, conceives, designs, prepares, and coordinates a variety of illustrations and art work (including trapped color and line art illustrations). Utilizes electronically produced art to convey themes and/or subjects for catalogs, brochures, posters, handbooks, advertising, and/or management presentations. This is an experienced level position, typically requiring a minimum of 2 years of directly related experience working with computer graphics techniques and software (e.g., digital pre-press equipment and software).
8110N	Desktop Publishing Specialist	Format and design posters, brochures, flyers, newsletters, manuals, and other printed materials using standard desktop publishing software and spreadsheet and graphics packages. Prepare presentation materials such as overheads, charts, and graphics. This is an experienced position requiring use of creativity in applying desk-top software.
8210N	Bindery Machine Operator	Set up and operate machines that perform some or all of the following functions - gathering, folding, stitching, rounding and backing, supering, casing-in, lining, pressing, and trimming - in order to produce books, magazines, pamphlets, catalogs, and other printed materials.
8230N	Offset Lithographic Press Operator	Set up and operate offset printing press, sheet or web fed, to print single and multicolor copy from lithographic plates. Examine job order to determine press operating time, quantity to be printed, and stock specifications.
8250N	Printer	Set up and operate a variety of printing and reproduction equipment to produce single or multipage items requiring close attention to proofreading and register. Check proofs, make operating adjustments and visually check work during run for color, register and impression to meet quality specifications per standard practice. Make up press forms, where layouts have been made by others, mount in press, adjust ink and feed, stack and segregate finished work and estimate spoilage. Lubricate equipment, notifying supervisor of malfunctions or difficulties with material and supplies. Move material. Substitute to maintain work flow.
8255N	Copywriter/Copyeditor	Serves as a content specialist by maintaining the consistency of written copy products and editorial style. Writes, edits, and enhances copy to meet established tone and style requirements. Serves as communicator to design community with current and complete information. Converses with other departments to decide main selling features of products or services and discuss style and length of written advertisements. Checks trends, consumer surveys, and other data regarding the specific and related goods and services to formulate presentation approach.

S - Restaurant, Food Preparation, Hotel, and Related Services

8608N	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 foodstuffs, 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.
8610N	Cook - Cafeteria	Prepare and cook family-style meals for institutions, such as schools, hospitals, nursing homes or cafeterias. Usually prepare meals in large quantities rather than to individual order. May cook for employees in office building or other large facility.
8620N	Cook - Restaurant	Prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. May order supplies, keep records and accounts, price items on menu, plan menu or estimate food requirements. Excludes chefs, specialty cooks, apprentices, fast food cooks, and short order cooks.
8645E	Food Service Manager	Provides oversight and manages food service and inventory at one or more locations. Ensures food in appropriate quantities is properly prepared and served. Oversees food safety, proper training and performance of staff. Responsible for meeting requirements set forth in location, state and federal regulations. May work with dieticians or other technical experts to plan menus. Experienced. Typically requires vocational training or job related experience.
8647E	Food Service 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.
8650N	Food Preparation Worker	Perform a variety of food preparation duties, such as preparing cold foods preparing shellfish, slicing meat, brewing coffee, tea, or chocolate, preparing sandwiches, and clean kitchen work areas, equipment and utensils. Typically may maintain work in such places as restaurants, school cafeterias, hospitals, nursing homes, and residential care facilities.
8660N	Host/Hostess	Take reservations, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.
8670N	Waiter/Waitress	Take orders from patrons, serve food and/or beverages and make out check. May set table with linen and silverware and take payment from patron. May serve customers at counter as well as table.
8680N	Dish Washer	Maintains kitchen work areas and 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 general education degree (GED); and/or one to three months related experience and/or training helpful; or equivalent combination of education and experience.
8690E	Restaurant Supervisor	Oversees the daily operation of a restaurant to ensure quality service, profitable operations, and high standards for food quality, housekeeping and sanitation. May perform the work of employees supervised. Typically requires a high school diploma or equivalent with a minimum of 1 year related experience; or equivalent combination of experience and education.
8700N	Maid/Housekeeping Cleaner	Perform any combination of tasks to maintain commercial or institutional establishments, such as hotels, restaurants and hospitals, in a clean and orderly manner. Duties typically include make beds, replenish linens, vacuum rooms and halls, arrange furniture, empty trash and dust.
8720N	Laundry Worker	Load articles into washer and add specified amounts of cleaning agents. Remove clean articles from washers and place them in wringers and dryers. Sort, fold and store clean articles. May open bundles and weigh laundry. May soak contaminated articles in special solutions. May mix bleaches and dyes. Excludes laundry workers who also press clothing, or who perform specialized duties such as patching, classification, spotting or dry cleaning.
8730E	Housekeeping Supervisor	Oversees the work standards and performance of all housekeepers; room cleanliness, key control, inventory control and lost and found. Ensures that all guest rooms, halls, linen closets, carts, equipment, and elevators are kept clean, neat and in working order. Supervises the training of new housekeeping.
8740E	Laundry Supervisor	Responsible for operation of the laundry room and maintaining the standards set by the hotel in the areas of linen cleanliness and equipment maintenance. Supervises department staff. May provide laundry and alteration services for guests and employees. Typically requires high school diploma or equivalent with 1-3 years' experience; or equivalent combination of education and experience.
T - Medical, Nursing, Child Care, and Related Services		
8950O	Childcare Center Director	Responsible for managing staff and daycare facility operations for children who are not yet old enough for formal schooling. Responsible for overseeing the curriculum used in the center. Prepares budgets and manages program grants. Requires a child development associate certificate (CDA) or equivalent. Typically requires bachelor's degree in early childhood education or a related field, or equivalent combination of work experience and education.
8952E	Childcare 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.

8955E	Childcare Worker Supervisor	Supervises and supports staff development and implementation of monthly, weekly and daily planning activities, including ensuring these activities meet the developmental and cultural needs of all children. Responsible for the day to day oversight of the reporting and compliance with State licensing requirements. Responds to parent inquiries. Must maintain current knowledge of Washington State Licensed Childcare Regulations. Must be certified in first aid and CPR. Typically requires associate's degree in early childhood education or a related field and supervisory experience.
8957N	Childcare Worker, Teacher's Aide Lead	Provides daily service to care for children in a licensed daycare or other program setting, and support to clients and teachers. Organizes activities that help stimulate a child's emotional, physical, intellectual and social growth. Anticipates and prevents problems, deals with disruptive children, provides fair but firm discipline. Communicates effectively with children and their guardians, teachers and other child care workers. Must be certified in first aid and CPR. Typically requires early childhood education certification and experience working with children.
8960O	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. Other Titles: Training Director
8962E	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.
8965E	Teacher, Adult & Continuing Education	Conducts academic, professional development, or personal development educational sessions with adult clients to improve skills and functioning. Develops and implements curriculum. May provide supervision to teaching assistants. Typically requires a bachelor's degree and 2+ years of experience, or equivalent.
8967E	Teacher, K-12	Develops and implements grade appropriate curriculum for one or more subjects from kindergarten through high school. Evaluates and documents students' progress and performance. Meets with parents, other teachers, counselors and administrators to discuss the students' progress and resolve any behavioral and/or academic problems. May Supervise teaching assistant(s). Requires a bachelor's degree, 2-4 years of experience in the field or in a related area, and may require certification.
8970N	Teacher, Preschool & Early Childhood Education	Works with three to six year old children with the goal of developing kindergarten-readiness skills. Capitalizes on children's play to further language and vocabulary development (using storytelling, rhyming games, and acting games), improve social skills, and introduce scientific and mathematical concepts. Encourages learning through creative activities such as art, dance, and music. May Supervise a teacher's assistant. Must be certified in first aid and CPR. Requires a bachelor's degree in early childhood education or a related field and state certification.
9000N	Child Care Worker	Attend to children at school, business, and institutional establishments. Perform a variety of tasks, such as dressing, feeding, bathing, providing basic instruction and overseeing play. Excludes Preschool Teachers and Teachers Aides.
9003N	Access/Intake Specialist	Provides initial phone triage for callers seeking services to determine eligibility and referral to appropriate department. Requires a bachelor's or associate's degree and 2+ years of experience.
9004N	Access/Clinical Assessor	Provides initial therapeutic intake and preliminary diagnosis. May involve phone and face-to-face work. Requires a master's or bachelor's degree and 2+ years of experience. May be required to be Mental Health Professional.
9005O	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.
9007E	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.

9009E	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.
9010E	Clinical Nurse Supervisor	Manages nursing services in a healthcare setting. Works directly with health care providers regarding their practice related to nursing functions. Typically requires a bachelor's degree in nursing and 3-5 years of supervisory and nursing experience.
9011E	Clinical Case Manager	Provides a broad range of specialized clinical case management services within guidelines established by organization and specific program. May develop and lead psycho-educational training groups. Requires a Bachelor's degree and related experience or Master's degree in social work, counseling, clinical psychology or related field.
9013O	Medical 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.
9015E	Medical Records Manager	Manages the health information and medical records department in a healthcare organization. Directs employees in medical or surgical coding, transcription, release of information and medical filing areas. Responsible for the accuracy, completeness, confidentiality, and security of healthcare information. Ensures healthcare information management processes are compliant with applicable regulations and policies of JCAHO and state standards. Requires a bachelor's degree, RHIA/RHIT certification, and 5+ years of professional experience.
9017E	Nursing Services Director	Directs administrative and clinical functions in acute nursing units, clinics and treatment or diagnostic centers. Develops and implements standards of care relevant to patient services and personnel. Coordinates all patient services. Supervises all personnel who deliver direct patient services. Typically requires a current RN licensure with master's degree preferred, and 6+ years nursing experience, including management.
9019E	Health Unit Coordinator	Performs clerical duties in nursing unit including answering telephones, relaying messages, keeping records, directing visitors, distributing mail and transcribing health care providers' orders. May also assist in caring for patients and ordering supplies. Requires knowledge of medical terminology. Typically requires at least a high school diploma or GED and 0-1 years work experience. Vocational training and certification as a CHUC (Certified Health Unit Coordinator) is preferred.
9020N	Nuclear Medicine Technologist	Administers nuclear medicine tests for medical diagnosis including brain, salivary gland, thyroid, parathyroid, lung, bone, liver, spleen, biliary track and cistern gram scans. Calculates doses for intravenous and oral administration of radiopharmaceutical. Documents administration of radioactive material to patients and performs quality control testing of equipment. Typically requires a Bachelor's degree in Nuclear Medicine and registration with the Nuclear Medicine Technology Certification Board, the American Registry of Radiologic Technologists, or the American Society of Clinical Pathology.
9022N	Laboratory Assistant	Obtains, processes, and analyzes laboratory specimens. Logs all specimen intake and testing results. Orders, distributes, and performs upkeep on stock and inventory. Creates and transmits individual, summary, and inventory reports. Maintains inventory and equipment for the laboratory, including maintenance. Typically requires an associate's degree, vocational training, and/or related on-the-job experience.
9025N	Medical Laboratory Technician	Performs diagnostic testing following standardized procedures on patient samples, aiding health care providers in the diagnosis and/or monitoring of various disease states. Involves routine analysis. Monitors quality control and may work in hematology, chemistry or microbiology. Typically requires an associate's degree and completion of an internship from an accredited training program, completion of ASCP exam, and 1-2 years work experience.
9030N	Ultrasonographer	Produces and records data from scans for medical diagnostic purposes using appropriate ultrasound equipment. Generally specializes in abdomen, small parts, and Ob/Gyn; echocardiograms and cardiac Doppler examinations; or duplex Doppler exams of the carotids and peripheral vasculature. Typically requires completion of a 2-4 year accredited ultrasound program, registration, and a minimum of 1 year experience for each discipline practiced.
9033N	Medical Phlebotomist	Matches laboratory requisition forms to specimen tubes. Draws blood or collects fluid or tissue samples from patients, using appropriate collection procedures. Disposes of contaminated sharps, blood or other biohazard fluids or tissue in accordance with applicable laws, standards. Transports specimens or fluid samples from collection sites to laboratories. Typically requires an associate's degree or training in a vocational school and related on-the-job experience, and Washington Department of Health certification as a health care assistant.
9040N	Registered Respiratory Care Practitioner	Works in critical care, floor care, emergency room or outpatient, providing respiratory assessments, support, treatment and diagnostic tests. Typically requires completion of 2 year program and National Board for Respiratory Care registration.

9042N	Dentist	Provide care and maintenance for the general health of patients' mouth and teeth. Diagnose and treat health problems affecting the mouth and teeth, provide counseling on oral hygiene, and keep detailed accurate patient files. Examine teeth, gums and related tissues, using dental instruments, x-rays, and other diagnostic equipment to evaluate dental health, diagnose diseases or abnormalities. Formulate plan of treatment for patients' teeth and mouth tissue. Advise and instruct patients regarding preventive dental care, the causes and treatment of dental problems, and oral health care services. Administer anesthetics to limit the amount of pain experienced by patients during procedures. Typically requires DDS or DMD, and state license and credentials.
9045N	Dental Hygienist	Under supervision of qualified dentist, assess patient needs, and plans and delivers direct dental care and associated services to patients. Duties include assessing hard and soft tissues, providing patient education related to oral hygiene, taking x-rays, charting patient needs, problems, medical history, and participating in varied dental treatments of patients such as sealants, fluorides, examinations, and root planning. Typically requires an Associate's or Bachelor's degree in Dental Hygiene and a state license.
9047N	Dental Assistant	Performs duties to assist dentist prior to or during procedures, and prepares treatment room, patient, instruments, and materials. Responsibilities are varied and include sterilizing instruments, passing instruments and materials, setting up instrument trays to prepare for patient, and performing procedures in compliance with dental practice act. May also take x-rays, mix filling compounds, take impressions of teeth, provide postoperative care instructions, and rinse/apply suction during patient visit. Responsibilities may include office duties as well. Typically requires high school diploma or equivalent, and completion of state board dental assistant training program or equivalent.
9049N	Dental Lab Technician	Constructs and repairs various appliances. Works directly with dentists by following detailed written instructions and using impressions/molds of patient's teeth or oral soft tissues to create products such as full dentures, fixed bridges, crowns, veneers, orthodontic appliances, etc. Must read prescriptions and specifications for product to be created or repaired. Must test final product. Involves use of small hand tools and measuring devices. Typically requires either college education or ADA accredited program certification.
9050N	Registered Occupational Therapist	Rehabilitates patients by planning, organizing and participating in treatment programs. May work with physically and/or psychosocially disabled patients, as well as family members. Typically requires a Bachelor of Science degree, Occupational Therapy Registration and State licensure.
9053N	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, Washington State licensure and related work experience.
9060N	Certified Medical Assistant	Aids 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 and medical assistant certificate and 0-2 years of experience in a related field.
9080N	Certified Nursing Assistant	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 in accordance with level of training and departmental procedures. May perform other tasks involving direct and indirect patient care, treatment and maintenance of nursing unit. Typically requires State CNA certification and 6 months experience and/or training.
9090E	Nurse Practitioner	Examines and treats patients independently and in autonomous collaboration with other health care professionals. This includes performing examinations, ensuring proper diagnostic tests, establishing diagnosis and prescribing medication. Also instructs patient or family members about continuing care. Typically requires State Registered Nurse licensure and licensure as an Advanced Registered Nurse Practitioner.
9110N	Medical Technologist (ASCP)	Performs diagnostic testing following standardized procedures on patient samples, which aids physicians in the diagnosis and/or monitoring of various disease states. Involves routine and complex analysis. Also monitors quality control and may work in hematology, chemistry or microbiology. Typically requires a Bachelor's degree in medical technology or related field and completion of a 12 month internship from an accredited training program, completion of ASCP exam and 1-2 years medical technology experience.
9112N	Computed Tomography Technologist	Performs CT scans and radiographic procedures on patients in a healthcare setting. Requires independent judgment. Typically requires completion of formal radiologic technology training at an American Medical Association approved school and registration with the American Registry of Radiologic Technologists (ARRT).
9120N	Registered Dietitian	Assesses nutritional status and needs, administers medical nutrition therapy and educates patient on nutrition. Interprets result of treatment and coordinates further nutritional care. May also supervise and provide advice to food service operations. Typically requires Bachelor's degree and an American Dietetic Association registration and 1 or more years of dietetic experience.
9140N	Medical Records Clerk	Responsible for organizing and evaluating patient medical records. Files all correspondence, lab and x-ray reports as well as dictated notes into patient medical records. May photocopy records and research location of patient records.

9195N	Home Health Supervisor	Supervises activities of staff engaged in caring for elderly, convalescent, or disabled people in a home environment. Reviews the quality and quantity of services provided. Analyzes and resolves work problems, and assists employees in solving work problems. Typically requires associate's or bachelor's degree with related experience.
9197N	Home Health Aide	Provides non-medically oriented tasks that enable elderly and disable people to remain in their homes. Typically requires training and experience.
9200N	Nursing Aide/Orderly/Attendant	Work under the direction of nursing or medical staff to provide auxiliary services in care of patients. Perform duties such as answering patient's call bell, serving and collecting food trays, and feeding patients. Position is concerned primarily with setting up equipment and relieving nurses from heavier work. Excludes Psychiatric Aides and Home Health Aides.
9220N	Physical/Corrective Therapy Assistant	Prepare patient and/or administer physical therapy treatment, such as massages, heat, light and sound treatment, and traction. Instruct, motivate, and assist patients with learning and improving functional activities. Work is performed under the direction of a Physical or Corrective Therapist.
9230N	Licensed Practical Nurse (LPN)	Licensed Practical Nurse (LPN) working in healthcare, public health or occupational health. The job typically requires up to two years of training, or equivalent, and passing a licensing examination. Incumbents assist physicians, 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. Incumbents may conduct first response training or CPR. Incumbents may assist with records management, government report preparation or similar administrative tasks.
9232N	Licensed Practical Nurse (LPN) - Acute Care	Performs daily routine nursing care and services to patients in acute care settings. Duties include passing of medicine, vital sign assessment, assisting higher level nursing staff, etc. Works under the direction of a Registered Nurse to provide quality care that is focused on the comfort and well-being of the patient and family. Makes independent decisions in the execution of daily routine duties. Requires the graduation of an accredited LPN course and current state licensure. Previous acute care nursing experience preferred.
9235N	Licensed Practical Nurse (LPN) - Clinic	Provides technical assistance to physicians in the outpatient management and care of patients. Takes brief history of patient and makes physical assessment of patient's conditions. Duties also include triaging patient telephone requests, counseling patients, and calling in pharmacy refills. Requires graduation from an accredited LPN course and current state licensure. Previous nursing experience in a medical office setting preferred.
9237N	Licensed Practical Nurse (LPN) - Home Care/Hospice	Assists in the implementation of the nursing care plan, including preventative and rehabilitative nursing procedures, observation and reporting of signs and symptoms, patient/family teaching, discharge planning, and record keeping under the direct supervision of a Registered Nurse (RN). Requires graduation from an accredited LPN course and current State licensure. Previous home care nursing experience preferred.
9240N	Member Service Representative	Respond to inquiries from customers regarding managed care programs including benefits and coverage information, authorizations, billings, eligibility, claims status, etc., while exercising good judgment and professionalism. Typically requires high school education or GED, knowledge of medical terminology and 2 years of experience in customer service related roles.
9245N	Medical Claims Processor	Processes and approves for payment medical and/or dental claims (including surgical and hospital) by comparing contract coverage to claims submitted. May compose standard correspondence to subscriber or providers. May use automated claims adjudication system to process claims. Typically requires 1-2 years claims processing experience, knowledge of medical and/or dental terminology, and knowledge of coding systems (ICDA, ICD-9, ADA, etc.)
9246N	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.
9255N	Clinical Ward Clerk/MOA	Not certified. Is a support to the physician, nurse, MOA services to patients and other individuals. Answers telephone, schedules outside procedures or out-of-office appoints, calls in prescriptions. Must have knowledge of insurance requirements for pre-authorizations and preferred facilities. Requires minimum six months prior medical office experience.
9260N	Certified Surgical First Assistant	Provides health care services to patients under direction of a Physician. Assists with pre-operative planning; assists with all forms of surgeries. Applies braces, casts, and dressings following surgery. Observes and reports to surgeons regarding patient conditions. Interacts with detail representatives regarding special equipment. Applies and removes casts, braces, splints and applies, removes and adjusts traction apparatus. Changes dressings and removes sutures and skeletal pins. Requires National First Assistant Certification.
9265N	Physician's Assistant	Assists physicians in clinic by taking patient histories, performs physical before physician's exam, orders tests and examinations within guidelines. Assists with pre-operative planning; assists with all forms of surgeries under the direction of a supervising physician. Must be state licensed following completion of training in a Physicians' Assistant program.
9275N	Radiological Technologists (RRT)	Provides technical skills involving radiology and fluoroscopy. Takes and may develop radiographs of body parts to assist physician in the detection of foreign bodies and diagnosis of disease or injury. Must be state registered.
9280N	Radiology Support Clerk/Dark Room Technician	Provides clerical support for the X-Ray and Casting Departments. Answers telephone, processes film, labels and processes requests for film and casts. Must have six months prior medical office experience.
9285N	ICD-9/CPT Coding Specialist	Responsible for all ICD-9/CPT Coding for office visits, procedures and surgeries. Must have a thorough understanding and stay up-to-date with all coding guidelines.

9290N	Patient Financial Representative (Collections)	Communicates and works with patients to keep their accounts paid. Works to bring past-due accounts up to date. May also work out payment plans. Must be familiar with state laws regarding collections. Requires one year certificate from college or technical school or equivalent related experience or combination of training and experience.
9310N	Scheduler/Patient Registration	Schedules appointments, tests, surgeries, answers telephones, and greets patients. Assesses patient's appointment needs, requests authorizations for referrals, surgeries and verifies that all information is in place before patient's appointment. Requires one year certificate from college or technical school or equivalent related experience. Medical terminology and insurance knowledge preferred.
9315N	Referral Coordinator	Processes all referrals to and from physician offices. Obtains prior authorizations from insurance carriers. Is knowledgeable in coding procedures and insurance regulations. Requires one year certificate from college or technical school or equivalent related experience or combination of training and experience.
9325N	Medical Office Assistant	Works closely with the physician and other team members to provide patient care. Responsible for efficient patient flow and organization of work area. Assists with all medical office procedures. Acts as a liaison between patients and physician, and provides patient education. Also may perform administrative duties such as scheduling and phone triage. Requires Medical Office Assistant certification.
9410N	Pharmacy Assistant	Under direct pharmacist supervision, enters prescription details in patient profile, selects correct medication, places in container, and labels for pharmacist review. Checks and restocks supplies, packages and labels products.
9415N	Pharmacy Technician	Under direct supervision of a pharmacist, locates correct medication and strength. Measures appropriate quantity, places in container and labels appropriately. Medications are reviewed by pharmacist prior to being dispensed. Enters data into patient's profile. Typically requires high school diploma, and annual certification with a minimum of 4 years' experience.
9510E	Program Manager (Medical)	Responsible for the daily operation of the program. Acts as overall team leader for the facility. Responsible for staff supervision, clinical supervision, and administrative duties. Builds and maintains a team environment amongst a diverse professional group.
9520E	Assistant Program Manager	Provide staff supervision for programs, as directed by the Program Manager. Responsible for the quality of services provided to clients and fosters a committed and competent service delivery for the weekend team. Assists with staff supervision, program administration, and participates as a member of the agency management team.
9530E	Physical Therapist	Following a physician's orders, treats patients with disabilities, disorders and injuries to relieve pain, develop or restore function to maintain maximum performance. Requires a college degree, certificate in physical therapy and a state license.
9540E	Registered Nurse (RN)	Registered Nurse (RN) working in healthcare, or with a specialization in public health or occupational health. The job typically requires up to four years of training, although some programs are two years, or equivalent, and passing a licensing examination. Incumbents work under the direction of physicians, nursing supervisors or company medical officers and perform duties such as triage, direct patient care, dispensing medication, public health screening and assessment, immunizations, employment physicals, management of workers' compensation cases, including light duty or other return-to-work programs for injured or sick employees. Incumbents may lead a first response team in responding to workplace injuries or employee illness. Incumbents may perform administrative duties associated with workers compensation and OSHA reporting requirements. Incumbents may train employees in first response and CPR.
9541E	Registered Nurse (RN) - Acute Care	Assesses, plans, coordinates, and renders skilled nursing care to patients in an acute care setting. Oversees, delegates and evaluates the delivery of patient care provided by lower level practitioners. Requires substantial specialized knowledge, judgement and skill based upon the principles of biological, physiological, behavioral and sociological sciences. Uses critical thinking skills in making decisions regarding patient care. Requires graduation from an accredited school of nursing and current state licensure. Previous acute care nursing experience preferred.
9543E	Registered Nurse (RN) - Clinic	Provides technical assistance to physicians in the outpatient management and care of patients. Takes brief history of patient, and makes physical assessment of patient's condition. Triage patient telephone requests. Counsels patients. Calls in pharmacy refills. Requires graduation from an accredited school of nursing and current state licensure. Previous acute nursing experience preferred.
9545E	Registered Nurse (RN) - Home Care/Hospice	Assesses, plans, and renders skilled nursing care to patients in an isolated home setting. Uses considerable judgement and skill in making patient care decisions. Coordinates continued patient care with a multidisciplinary team of physical therapists, occupational therapists, speech language pathologist, and social workers. Requires previous home care nursing experience, graduation from an accredited school of nursing, and current state licensure.
9547E	Research Registered Nurse (RN)	Implements research protocols with human subjects including providing treatments, procedures, etc. gathering data, and participating in the analysis of the data. Typically requires RN licensure, several years of experience and exposure to research practices which is usually obtained in a bachelor's / master's level nursing curriculum.
9560E	Pharmacy Manager	Oversees pharmacy operations including purchasing, preparation and distribution of drugs. Consults on drug utilization with medical and nursing staff. Supervises and schedules staff including pharmacists, technicians and assistants. Typically requires a Bachelor of Science or Pharmacy Degree and 5 years pharmacist experience with a minimum of one year supervisory experience.

9570E	Pharmacist	Compounds and 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 a current license with State Board of Pharmacy, or eligibility for reciprocity. Requires a Bachelor of Science or Pharmacy Degree. Requires four (4) years of experience as a Pharmacist.
9572N	Animal Care Worker	Handles, cares for and feeds all animal patients. Identifies problems to be brought to the attention of the veterinary staff. Records daily patient information. Walks animals or provides exercise regimen. Bathes and clips animals. Keeps animal care facilities clean and sanitary. Typically requires high school diploma or GED and 0-3 years of experience.
9575E	Chaplain	Provides spiritual guidance for organization clients. May perform counseling duties within the realm of religious or spiritual guidelines and in prisons or office settings. Other Titles: Pastor; Clergy
9578N	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 current Washington State license.
9580E	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 DVM licensure.
9583N	Veterinary Assistant	Assists veterinary staff in examining, handling and treating animals. Administers anesthesia and prepares animals for surgery. Maintains veterinarian patient records and supply inventories. Administers first aid treatments and medications to domestic animals as directed by veterinary staff. Typically requires a degree and professional registration from an accredited program of veterinary medicine. Other Titles: Registered Veterinary Technician
U - Utility Related Occupations		
9605N	Line Installer/Repairer	String and repair telephone and telegraph cable and other equipment for transmitting messages or TV programming. Duties include locating and repairing defects in existing systems; placing, rearranging, and removing underground or aerial cables; installing supports, insulation, or guywire systems; and other auxiliary tasks necessary to maintain lines and cables.
9615N	Water Plant Operator	Operate water plant and pumping station equipment; perform laboratory tests and administer chemicals to meet water purification standards, May operate filler plant. Excludes journey level positions unless the jurisdiction has only one level of operator.
V - Retail Occupations		
9700E	District/Regional Manager	Oversees a group of retail stores. May authorize budgets and staffing; responsible for the training of management personnel. Insure compliance with corporate policies and procedures. Administers disciplinary action at the management level. Typically requires a Bachelor's degree with previous retail management experience.
9705E	Store Manager	Responsible for the overall operation of the store. Implements and enforces company policies, goals and objectives. May develop and recommend operating budgets, sales goals, and marketing plans. Prepares work schedules, supervises staff, and administers corrective action as necessary. Responsible for hiring and training. Typically requires a Bachelor's degree in business administration or closely related field with 2-4 Years prior retail management experience.
9710E	Assistant Store Manager	Assists with the overall operation of the store. 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.
9715E	Department Manager	Assigned to oversee a specific department/area; supervises other clerks while performing similar tasks related to stocking, merchandising, and customer service. May recommend disciplinary action to management. Typically requires a high school diploma with 1-3 years retail experience.
9720N	Salesperson - General	Receive merchandise, total bill, accept payment and make change for customers in retail store. Total price and tax on merchandise purchased and wrap or bag merchandise for customer. May stock shelves, counters, or tables with merchandise. May set up advertising displays, arrange merchandise on counters or tables to promote sales and stamp, mark or tag price on merchandise. May remove and record amount of cash in register at end of shift, keep records of sales, prepare inventory of stock, or order merchandise.
9725N	Stock Clerk, Sales Floor	Receive, store, and issue merchandise on sales floor. Stock shelves, racks, cases, bins, and tables with merchandise and arrange display of items to attract customers. May periodically take physical count of stock or check and mark merchandise.
9730N	Cashier-Checker	Operate cash register with electronic scanner. Make change, cash checks, may complete credit-card charge transactions and issue receipts or tickets to customers.
W - Arts, Music, Theater, and Related Services		
9800O	Artistic Director	Responsible for an artistic organization's selection and planning of productions including performances and exhibitions such as artistic, historical and specialty museums, galleries and emerging venues. Responsible for the long term artistic vision and strategic planning. Directs staff and the production's administrative operations. Reports to the Executive Director.
9802O	Exhibitions Director/Manager	Provides administrative and operations oversight for exhibitions program, including budget development and management, contract management, and supervision of exhibitions program staff. May report to CFO or Chief Curator. Directs and manages a function with reporting staff in a nonprofit organization. Establish financial and operational goals. Decisions have serious and long term impacts. Reports to the Executive Director.
9803E	Costume Shop Manager	Manages costume operation including budgeting, scheduling, employment and artistic control. May report to Production Manager/Director.

9805N	Curator	Reports to Chief Curator in larger organizations; may be the top position in smaller museums. In collaboration with others, plans, organizes and prepares exhibitions and helps administer curatorial programs.
9807E	Librarian	Directs and oversees the operation and administration of libraries in support of all collections, publications, and educational/programmatic functions. Catalogs and classifies materials according to accepted library standards.
9809N	Production Assistant	Provides coordination and communication in all aspects of a performing arts production. Performs administrative and logistic support for both office and stage activities. Provides general office administrative support and coordination. Serves as the point of contact for the crew, artists, management and director during rehearsals and performance. Arranges transport, set-up and breakdown of equipment. Maintain internal and external contacts including venue contact, artist, technical and creative service providers. 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.
9810E	Soundboard Technician	Controls audio equipment for performances. Creates soundscapes for theatrical productions ranging from musicals to straight plays. Ensures audio needs for performances are met. Responsible for setting up and monitoring audio equipment. Typically requires an associate's degree or vocational training and equivalent work experience. Other titles: Sound Technician; Sound Engineering Technician
9812N	Stage Technicians	Installs, operates and maintains stage equipment in a large multipurpose building accommodating conventions, and a variety of performing arts presentations such as dance, concerts, and sports events.
9815E	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.
9817E	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.
9825E	Videographer	Operates digital video equipment and associated computer hardware and software to support media production including film, television, web-based video, and/or streaming. Uses filmmaking techniques to shoot, capture and convey the creative vision of content producers and brand identity. May be involved in editing and production of filmed footage for further post-production or release.
X - Mental Health, Counseling, and Related Services		
9955E	Psychiatrist	Physician specializing in treating mental illness. May use a vary wide variety of treatment and may write prescriptions. May designing treatment programs, conducting psychotherapy sessions, supervising electrotherapy treatments. May lead team of mental health care providers. Must hold current licensure as physician or osteopath and be Board eligible in Psychiatry.
9957E	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.
9960E	Clinical Therapist	Advises individuals or groups regarding psychological or emotional problems, such as stress, substance abuse, or family situations, using evaluative techniques, and develops and implements therapeutic treatment plans in medical setting. Consults with medical doctor or other specialists concerning treatment plans and amends plans as directed. Typically requires a master's degree in Psychology, Social Work or relative field and 2-3years of experience working in community mental health.
9965E	Licensed Mental Health Therapist/Clinician	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. Washington State licenses include: LASW, LICSW, LMHC, LMFT.
9967E	Licensed Psychologist	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 WA State licensure as a Psychologist.
9970N	Mental Health Licensed Practical Nurse	Works with mentally ill, disabled and distressed individuals in a health care setting such as mental hospitals, outpatient clinics, group and nursing homes. Assesses, monitors, and treats mental health patients. Administers medications, collects specimens, takes vital signs and provides therapeutic care. Usually works under the supervision of a registered nurse (RN) or a physician. Typically requires a current state license as an LPN.
9972N	Mental Health Professional	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.

9974N	Mental Health Registered Nurse	Works with patients suffering personality and mood disorders, mental distress or mental illness. Counsels patients and their families, works to ensure the best possible treatment. Works in a psychiatric unit of a hospital, mental health clinic or long-term psychiatric care setting. Typically requires a bachelor's degree and current state RN license.
9975N	Mental Health Specialist	Provides mental health and counseling services. Mental Health Professional with additional specialist qualifications. Requires documentation as Geriatric MHS, Minority MHS, Developmental Disability MHS or Child MHS, specialized education, experience and supervision, and Mental Health Professional (MHP) certification.
9976N	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. Requires certification from WA State Division of Behavioral Health and Recovery.
9978N	Residential Counselor	Provides services to assist consumers in achieving and maintaining an optimum level of function. Assesses needs, assists clients in accessing services, advocates for clients, provides support, and assists with independent living functions. Requires an associate's degree or high school diploma or GED and 2 years of experience.
9984N	Employment, Vocational Counselor	Evaluates client vocational skills and abilities considering education, employment history, personality traits, and physical capabilities. Provides vocational information to clients and assists clients in creating and developing individual vocational plans. Gathers information from various employers, both public and private, to determine present and future needs. Refers clients for potential placement. May provide support to clients experiencing loss of job, job stress, or any other career transition issues. Requires a bachelor's degree with emphasis on counseling or equivalent.
9989N	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.
9992N	Chemical Dependency Professional/Behavioral Disorder Counselor	Implements substance abuse and behavioral disorder assessments and /or treatment services for individuals who are addicted to drugs, alcohol or gambling, or who suffer from eating disorders and other psychological disorders. Provides direct service (such as counseling or case management) to individuals or groups affected by chemical abuse/dependency and behavioral disorders, including support groups. May also conduct programs aimed at addiction prevention. Requires a Washington State Chemical Dependency Professional (CDP) certification.
Y - Social Services and Related Services		
10010O	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.
10012E	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.
10014E	Social Services Supervisor	Supervises and coordinates the activities of social services workers. Establishes relationships with other agencies, schools, monitors, and service providers. Typically requires a bachelor's degree and related experience.
10020E	Licensed Social Worker	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. WA licensure must be LASW or LICSW.
10045N	Housing Social Service Specialist	Acts as liaison with community agency case managers; provides information and referral assistance to tenants, and coordinates tenant activities. Typically requires a bachelor's degree in social work or a related field, and 2+ years of experience with the population served by the organization.
10047E	Shelter Manager	Manages daily preparation of organization's shelter, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach. Typically requires an associate's degree and 5+ years of related experience, or equivalent. Other Titles: House Manager; Youth Residential Manager
10050E	Shelter Supervisor	Oversees all aspects of the daily operations of shelter. Ensures safe living conditions for residents and staff. Supervises staff of shelter. Typically requires an associate's degree and 3+ years of related experience, or equivalent. Other Titles: Residential Staff Supervisor

10025E	Case Manager III	Senior 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 master's degree and 3+ years of experience.
10026E	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 and 2-3 years of experience.
10027E	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.
10030N	Domestic Violence Advocate	Provides support and advocacy to victims of domestic violence. Performs crisis intervention and safety planning. Provides quality information and referrals. Conducts intake, screening and needs assessment of clients seeking domestic violence assistance. May accompany clients to shelters, safe houses and other community refuge locations. Requires a bachelor's degree or 1-2 years related experience and/or training.
10033N	Crisis Intervention Specialist	Provides emergency psychological care aimed at assisting individuals in a crisis situation to restore equilibrium to their biopsychosocial functioning and to minimize the potential for psychological trauma. Requires a bachelor's degree and related experience.
10035N	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/translation services. May facilitate community-building efforts. Typically requires a bachelor's or associate's degree and 2 years of experience. Other Titles: Community Health Educator
10037E	Case Management 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.
10039N	Case Aide, Community Support	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.
10040N	Case Aide	Under the direction of professional social service staff or supervisors, interviews clients to gather appropriate financial, medical and psychological information. Provides paraprofessional casework services to clients, including planning, implementation, and evaluation of services needed. Assists clients in identifying appropriate community resources available. Maintains proper and accurate case records through documentation. Provides periodic follow-up to case plan. Adheres to all federal, state, and local laws and regulations. Typically requires 2-4 years of combined training and experience.