



GMA SHRM 2015 Compensation Survey
Job Descriptions



Old Survey Job Code	New Survey Job Code	Job Family	Survey Job Title	Survey Job Description
Accounting & Finance				
AF107	AF1005	Accounting & Finance	Accountant I	Accountant I is the first of three levels of Accountant reviewing various financial reports for accuracy and adherence to accounting guidelines and regulations. Responsibilities may include reconciling inconsistencies and preparing simple financial statements as well as preparing tables, charts, and other reports. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
AF108	AF1010	Accounting & Finance	Accountant II	Accountant II is the second of three levels of Accountant analyzing data and assisting in preparation of statements, reports, and tax returns. Responsibilities may include receiving, reviewing, and analyzing source information for validity and appropriate approvals as well as accumulating and analyzing information necessary to prepare financial statements, reports, and tax returns. May supervise small group of Accounting Clerks. May have customer/client contact under supervision. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
AF109	AF1015	Accounting & Finance	Accountant III	Accountant III is the third of three levels of Accountant performing varied accounting work while supervising Accountants who work in one or more areas such as general accounting, accounts payable, accounts receivable, and cost accounting. Responsibilities may include preparing operating statements and balance sheets. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
AF101	AF1020	Accounting & Finance	Accounting Clerk I	Accounting Clerk I is the first of three levels of Accounting Clerk performing entry-level accounting clerical duties. Responsibilities may include posting and balancing financial data in various ledgers; verifying invoices, invoice numbers, account codes, and financial amounts as well as checking transactions to locate discrepancies. Generally works under close supervision. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
AF102	AF1025	Accounting & Finance	Accounting Clerk II	Accounting Clerk II is the second of three levels of Accounting Clerk performing a variety of accounting clerical duties requiring experience and judgment. Responsibilities may include processing complicated or non-repetitive accounting transactions and tracing transactions through previous accounting actions to determine discrepancies as well as assigning a variety of prescribed accounting codes, verifying consistency and mathematical accuracy of accounting documents; reconciling accounts; and listing and checking details necessary for the preparation of reports. Generally works under general supervision. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
AF103	AF1030	Accounting & Finance	Accounting Clerk III	Accounting Clerk III is the third of three levels of Accounting Clerk performing complex accounting clerical duties. Responsibilities may include assisting with trial balances; analyzing financial documents; investigating questionable data; and preparing reports as well as posting and maintaining a series of accounts. Generally requires a thorough knowledge of bookkeeping principles and the use of independent judgment when procedures may not be well defined. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
AF106	AF1035	Accounting & Finance	Accounting Supervisor	Accounting Supervisor supervises, plans, coordinates, and controls accounting activities including accounts payable/receivable, payroll, and fixed assets. Responsibilities may include preparing monthly variance reports; coordinating budget preparation activities; maintaining accounting records in accordance with generally accepted accounting principles; and preparing monthly and annual financial reports. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.



GMA SHRM 2015 Compensation Survey
Job Descriptions



AF122	AF1040	Accounting & Finance	Assistant Auditor	Assistant Auditor assists with auditing of financial records. Responsibilities may include assisting with file maintenance and preparation of reports for audits. Generally works under close supervision. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
AF124	AF1045	Accounting & Finance	Audit Manager	Audit Manager supervises the work of staff auditors. Responsibilities may include establishing systems and standards for conducting audits and conducting special studies for management. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
AF111	AF1050	Accounting & Finance	Budget Analyst I	Budget Analyst I is the first of two levels of Budget Analyst assisting more senior Budget Analysts with all aspects of the budget process. Responsibilities may include compiling and distributing budget variance reports and tracking progress on remedial actions. Generally works under general supervision. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
AF112	AF1055	Accounting & Finance	Budget Analyst II	Budget Analyst II is the second of two levels of Budget Analyst determining annual schedules for budget preparation process. Responsibilities may include reviewing and determining feasibility (alignment with business goals) of proposed department budgets; coordinating and compiling all department budget submissions into a unified organizational budget; preparing financial forecasts by drawing from departmental data; monitoring and tracking current budget expenditures; researching potential areas of improvement in budget control procedures; and generating budget variance reports and tracking remedial actions. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
AF126	AF1060	Accounting & Finance	Chief Financial Officer	Chief Financial Officer manages the overall financial health of the organization. Responsibilities may include developing the financial strategy for the entire organization; analyzing and interpreting fiscal trends; and researching, analyzing, and interpreting fiscal trends to develop financial forecasts. Typically requires a bachelor's degree, master's degree preferred, and 8 or more years of experience or equivalent.
AF121	AF1065	Accounting & Finance	Compliance Officer	Compliance Officer ensures that the organization meets federal and state regulatory requirements. Responsibilities may include investigating claims of noncompliance; remaining up to date with current federal and state regulations; and recommending changes to current processes to meet new regulatory guidelines. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
AF125	AF1070	Accounting & Finance	Controller	Controller directs all financial activities of the organization. Responsibilities may include preparing or directing the preparation of financial statements, forecast, and budgets; managing accounting department; and advising management of desired operational adjustments based on changes in tax code. May be Chief Financial Officer in smaller organizations. Typically requires a bachelor's degree with a CPA designation and 5 or more years of experience or equivalent.
AF116	AF1075	Accounting & Finance	Cost Accountant	Cost Accountant provides information in support of the organization's cost accounting system, calculating product costs, and providing cost accounting information. Responsibilities may include maintaining cost accounting records system for the organization; reviewing/capturing cost information; auditing time reporting against standard guidelines; preparing monthly variance reports; reviewing standard costs for all products on a quarterly basis; completing monthly inventory valuation reports; reconciling general ledger inventory account balances; and assisting with annual audit. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.



GMA SHRM 2015 Compensation Survey
Job Descriptions



AF117	AF1080	Accounting & Finance	Cost Accounting Manager	Cost Accounting Manager oversees the cost accounting department and/or operations. Responsibilities may include gathering and reporting cost data; providing direction in the preparation of cost reporting; ensuring that regulations are being met; assuring standard accounting procedures are followed; and overseeing the maintenance of cost accounting procedures. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
AF115	AF1085	Accounting & Finance	Cost Clerk	Cost Clerk maintains cost records by processing and updating records. Responsibilities may include following established cost practices when assisting in the generation of appropriate reports. Generally works under general supervision. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
AF120	AF1090	Accounting & Finance	Credit Manager	Credit Manager oversees the development, implementation, and maintenance of the credit/collection department policies and procedures. Responsibilities may include working with upper management in the development and/or restructuring of credit/collections policies and procedures; overseeing the collection of overdue accounts; and analyzing new accounts for credit worthiness. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
AF118	AF1095	Accounting & Finance	Credit/Collections Clerk	Credit/Collections Clerk assists with the daily activities of the credit collections department. Responsibilities may include processing, monitoring, and verifying credit applications; forwarding completed applications to the appropriate parties; assisting with the maintenance of records for delinquent accounts; and sending follow-up correspondence. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
AF119	AF1100	Accounting & Finance	Credit/Collections Supervisor	Credit/Collections Supervisor manages accounts receivable, approves new credit applications, and works with distributors. Responsibilities may also include handling adjustments, corrections, and invoice problems; completing weekly/monthly reports on product sales; handling collection of overdue accounts. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
AF113	AF1105	Accounting & Finance	Financial Analyst I	Financial Analyst I is the first of two levels of Financial Analyst working with others in the financial department in the development of the organization's short-term investment strategies. Responsibilities may include tracking and documenting changes in investment status of portfolios; assisting with the research of financial trends and forecasting short-term interest rate movements; assisting with the monitoring of financial accounts; and purchasing short-term money market funds to fulfill cash management policies. Generally works under general supervision. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
AF114	AF1110	Accounting & Finance	Financial Analyst II	Financial Analyst II is the second of two levels of Financial Analyst overseeing the development of the organization's short-term investment strategies. Responsibilities may include working with others in the financial department towards the development of the organization's long-term investment strategies; researching financial trends and forecasting for short-term interest rate movements; monitoring financial accounts and purchasing short-term money market funds to fulfill cash management policies; and monitoring and reporting on the effectiveness of long-term investments. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.

AF110	AF1115	Accounting & Finance	General Accounting Manager	General Accounting Manager oversees the general accounting department and/or operations, including gathering and reporting financial data. Responsibilities may include forecasting account data to identify potential outcomes of recommended investments; providing direction in the preparation of tax returns and ensuring that regulations are being met; assuring standard accounting procedures are followed and overseeing the maintenance of accounting and voucher files. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
AF127	AF1120	Accounting & Finance	General Accounting Manager (small orgs)	General Accounting Manager (small orgs) oversees the general accounting/finance department and/or operations. Responsibilities may include managing the accounts payable/receivable and accounting and voucher files; gathering and reporting financial data; providing direction to the organization with respect to potential investments; ensuring that regulations are being met; and assuring that standard accounting procedures are maintained. Typically requires a bachelor's degree and 5 or more years of experience or equivalent. <i>Note: This job performs all of the duties within the Accounting/Finance Department (i.e., the person who wears multiple hats) for a small organization. May have an assistant.</i>
AF123	AF1125	Accounting & Finance	Internal Auditor	Internal Auditor conducts audits for management to determine effectiveness of controls, accuracy of financial records, and efficiency of operations. Responsibilities may include reviewing records, analyzing data, and conducting special studies. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
AF104	AF1130	Accounting & Finance	Payroll Clerk	Payroll Clerk maintains payroll records by processing and distributing payroll. Responsibilities may include adjusting records to reflect changes in wage rates, benefits, and/or deductions; processing timesheets; reconciling for errors; and assisting in the preparation of summary payroll reports. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
AF105	AF1135	Accounting & Finance	Payroll Supervisor	Payroll Supervisor oversees payroll functions, including computation of required and voluntary deductions. Responsibilities may include preparing and verifying of payrolls; maintaining payroll records and reports; preparing reports for federal, state, and local government; processing payments to employees; assuring that wages, salaries, and deductions are paid in accordance with established policy; monitoring payroll changes, tax and reporting procedures; and planning work schedules. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
Banking & Insurance				
BI113	BI2005	Banking & Insurance	Assistant Branch Manager	Assistant Branch Manager assists in the management of a full-service branch. Responsibilities may include overseeing a portion of the day-to-day operations of the branch; ensuring that customer service is provided in accordance with bank policies; assisting with providing customer service such as opening accounts and answering customer inquiries; and participating in sales development activities. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
BI114	BI2010	Banking & Insurance	Branch Manager I	Branch Manager I is the first of three levels of Branch Manager managing a small branch, typically with deposits of less than \$10 million, and responsible for achieving branch sales goals. Responsibilities may include exercising executive and administrative control over the functions of the branch; authorizing check cashing, opening new accounts, making loans and credit decisions within authority as well as soliciting new business; handling customer complaints; and directly supervising branch staff. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.

BI115	BI2015	Banking & Insurance	Branch Manager II	Branch Manager II is the second of three levels of Branch Manager managing a medium branch, typically with deposits of \$10 to \$40 million, and responsible for achieving branch sales goals. Responsibilities may include exercising executive and administrative control over the functions of the branch; opening new accounts, making loans and credit decisions within authority, and signing certified and/or cashier's checks as well as soliciting new business; handling customer complaints; and supervising branch staff through Assistant Managers. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
BI116	BI2020	Banking & Insurance	Branch Manager III	Branch Manager III is the third of three levels of Branch Manager managing a medium-to-large branch, typically with deposits of \$40 million or more, and is responsible for achieving branch sales goals. Responsibilities may include exercising executive and administrative control over the functions of the branch; opening new accounts, making loans and credit decisions within authority, and signing certified and/or cashier's checks as well as soliciting new business; handling customer complaints; and supervising branch staff through Assistant Managers. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
BI104	BI2025	Banking & Insurance	Check Processing/Proof Operator	Check Processing/Proof Operator operates proof machine to verify and sort items collected by Tellers. Responsibilities may include processing and separating items into the appropriate categories, including deposits, withdrawals, cashed checks, and loan payments; encoding, endorsing, and balancing teller transactions and customer payments; and performing related clerical duties such as preparing proof machine by replacing tape. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
BI105	BI2030	Banking & Insurance	Check Processing/Proof Operator Supervisor	Check Processing/Proof Operator Supervisor supervises and directs the work of Check Processing/Proof Operators. Responsibilities may include overseeing all proof operations and the processing of Teller items such as deposits, withdrawals, cashed checks, and loan payments; ensuring that Teller items and deposits balance; reviewing, tracing, and resolving balancing discrepancies; and providing training to lower-level staff. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
BI106	BI2035	Banking & Insurance	Claims Examiner I	Claims Examiner I is the first of two levels of Claims Examiner evaluating, processing, investigating, and approving various types of claims in accordance with policy provisions and coverages. Responsibilities may include processing approved claims for payment and writing explanatory letters in the event of a claim denial and researching any problems which arise during processing as well as responding to telephone inquiries regarding coverages, denials, errors, and/or pending claims. Generally operates under general supervision. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
BI107	BI2040	Banking & Insurance	Claims Examiner II	Claims Examiner II is the second of two levels of Claims Examiner evaluating, processing, investigating, and approving various types of more complex claims in accordance with policy provisions and coverages. Responsibilities may include assisting less experienced claims personnel as needed with the processing of routine claims and researching claims that require further investigation and referring as necessary as well as performing claim audits; responding to telephone inquiries regarding claims and handling more sensitive situations; and providing work direction and training to lower-level staff. Generally operates under limited supervision. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.

BI108	BI2045	Banking & Insurance	Claims Supervisor	Claims Supervisor supervises and coordinates the activities of Claims Examiners in evaluating, processing, investigating, and approving various types of claims in accordance with policy provisions and coverages. Responsibilities may include reviewing claims and appeals that Claims Examiners are not able to resolve and recruiting, hiring, and training Claims Examiners as well as tracking and monitoring claims volume and preparing reports as necessary. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
BI124	BI2050	Banking & Insurance	Commercial Loan Officer	Commercial Loan Officer provides service to customers and potential customers seeking commercial loans (business and individual loans) both secured and unsecured. Responsibilities may include assisting customers seeking loans on terms that may involve unsecured funds and/or credit secured by mortgages or other collateral; interviewing applicants to determine if loans are acceptable risk; guiding the credit department or junior officers in the development and analysis of financial data for new or renewed loans; visiting organizations seeking loans; approving loans within authority; and calling on potential and existing customers and introducing customers to other bank departments as appropriate. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
BI122	BI2055	Banking & Insurance	Consumer Loan Officer	Consumer Loan Officer provides service to customers and potential customers seeking consumer loans. Responsibilities may include processing and approving consumer loans within authority; participating in sales development activities; following current loans to ensure compliance with terms; coordinating lending with other departments; and approving credit renewals and increases. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
BI126	BI2060	Banking & Insurance	Corporate Trust Officer	Corporate Trust Officer manages the administration of corporate trust accounts, typically functioning as the primary customer contact for participating corporations, partnerships, associations, and other institutions. Responsibilities may include resolving problems, responding to inquiries, and performing various non-investment services for customers and beneficiaries as well as conducting business development activities and providing educational assistance to potential customers. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
BI103	BI2065	Banking & Insurance	Head Teller	Head Teller ensures efficient operation of the Teller area. Responsibilities may include performing Teller duties and tasks when necessary; performing supervisory duties for lower-level Tellers; and ensuring efficient handling of customer needs and assisting in the resolution of Teller problems. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
BI119	BI2070	Banking & Insurance	Loan Clerk	Loan Clerk performs a variety of clerical duties related to the processing and administration of existing loans in two or more of the following areas: consumer, installment, commercial, credit card, mortgage, student, home equity, and agricultural. Responsibilities may include recording and establishing files for new loans; preparing loan documents and notices; calculating loan items, including interest and payment amounts; processing payments and maintaining a variety of departmental records/files; and answering customer inquires and preparing periodic loan reports. Generally works under close supervision. Typically requires a high school diploma with some specialized training and less than 1 year of experience.
BI121	BI2075	Banking & Insurance	Loan Closer	Loan Closer performs a variety of duties related to the closing of existing loans in two or more of the following areas: consumer, installment, commercial, credit card, mortgage, student, home equity, and agricultural. Responsibilities may include assembling loan documents for transmittal and servicing and preparing loan data for entry into computer system. Generally works under general supervision. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.

BI120	BI2080	Banking & Insurance	Loan Processor	Loan Processor performs a variety of duties related to the processing and administration of existing loans in two or more of the following areas: consumer, installment, commercial, credit card, mortgage, student, home equity, and agricultural. Responsibilities may include distributing proceeds in accordance with loan documentation and preparing loan closing journals; setting up new accounts and ordering credit reports; and preparing checks for distribution of loan proceeds. Generally works under general supervision. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
BI123	BI2085	Banking & Insurance	Mortgage Loan Officer	Mortgage Loan Officer provides service to customers and potential customers seeking mortgage loans. Responsibilities may include originating permanent FHA/VA and conventional residential mortgage loans and participants in related business activities; soliciting residential first mortgages through contacts with realtors, builders, and developers; interviewing applicants to determine if loan would be an acceptable risk; obtaining and analyzing financial and credit information as well as appraising or coordinating appraisals of residential properties; arranging for and conducting title searches; approving loans within authority; following current loans to ensure compliance; negotiating terms and conditions of loans with mortgagors; and maintaining necessary documentation. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
BI112	BI2090	Banking & Insurance	Operations Manager	Operations Manager manages supervisors and directs all operational activities and ensures that the duties and responsibilities assigned to the various department managers are carried out in an efficient and cost-effective manner. Responsibilities may include overseeing bookkeeping, check processing, and funds transfer as well as having responsibility for personnel, purchasing, and/or security. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
BI117	BI2095	Banking & Insurance	Personal Banker I	Personal Banker I is the first of two levels of Personal Banker opening and processing new demand and time deposit accounts including passbook accounts, IRAs, certificates of deposit, and money market accounts. Responsibilities may include answering customer inquires regarding account options and account specifics such as interest rates, minimum deposits/balances, and service charges; preparing paperwork for opening and closing accounts and ordering checks and ATM cards; researching and resolving customer problems; maintaining files on active accounts; and cross-selling other bank services and referring customers to other departments as appropriate. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent. <i>Note: Personal Banker I may be called a New Accounts Representative in some banks.</i>
BI118	BI2100	Banking & Insurance	Personal Banker II	Personal Banker II is the second of two levels of Personal Banker. Responsibilities may include providing a full range of banking services to customers with emphasis on personal financial counseling, lending, and customer service; meeting with customers to discuss personal financial goals, needs, and recommending ways the bank may serve needs; reviewing and approving overdrafts and checks for cashing; analyzing credit and financial information; cross-selling range of personal banking services; and authorizing loans and assisting with financial planning. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
BI125	BI2105	Banking & Insurance	Personal Trust Officer	Personal Trust Officer manages the administration of individual trust accounts. Responsibilities may include functioning as the primary customer contact; resolving problems, responding to inquiries, and performing various non-investment services for customers and beneficiaries as well as conducting business development activities and providing educational assistance to potential customers. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.

BI101	BI2110	Banking & Insurance	Teller I	Teller I is the first of two levels of Teller receiving and processing customer transactions. Responsibilities may include reviewing transactions for accuracy and completeness and referring questionable transactions to an immediate supervisor. Generally works under close supervision. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
BI102	BI2115	Banking & Insurance	Teller II	Teller II is the second of two levels of Teller receiving and processing customer transactions. Responsibilities may include reviewing transactions for accuracy and completeness and referring questionable transactions to an immediate supervisor as well as handling more complex transactions than Teller I and assisting with training other Tellers. Generally works under general supervision. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
BI109	BI2120	Banking & Insurance	Underwriter I	Underwriter I is the first of two level of Underwriter providing accurate and timely service to insureds and applicants. Responsibilities may include exercising effective underwriting judgment to determine applicant's insurability; responding to questions and requests for changes as well as making decisions within scope of authority and underwriting guidelines. Generally works under general supervision. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
BI110	BI2125	Banking & Insurance	Underwriter II	Underwriter II is the second of two level of Underwriter underwriting new business, re-underwriting existing business, and servicing existing clients. Responsibilities may include making decisions within the scope of underwriting guidelines and remaining current with changing insurance trends. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
BI111	BI2130	Banking & Insurance	Underwriting Manager	Underwriting Manager oversees and coordinates the work of Underwriters in underwriting new business, re-underwriting existing business, and servicing existing clients. Responsibilities may include making and approving decisions within the scope of underwriting guidelines; remaining current with changing insurance trends as well as hiring and training underwriting staff and assisting underwriters with underwriting problems. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
Clerical/Office Support				
CO104	CO3005	Clerical/Office Support	Administrative Assistant I/Secretary I	Administrative Assistant I/Secretary I is the first of three levels of Administrative Assistant/Secretary performing general clerical, secretarial, and administrative duties for a particular department or non-executive level manager. Responsibilities may include typing correspondence, reports, and memos; maintaining files; answering and screening telephone calls; and opening and distributing mail. Generally works under close supervision. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
CO105	CO3010	Clerical/Office Support	Administrative Assistant II/Secretary II	Administrative Assistant II/Secretary II is the second of three levels of Administrative Assistant/Secretary performing more advanced duties than an Administrative Assistant I/Secretary I. Responsibilities may include answering routine inquiries, preparing standard correspondence, building spreadsheets, maintaining personal information systems and databases, and performing other administrative support tasks. Generally works under close supervision. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.

CO106	CO3015	Clerical/Office Support	Administrative Assistant III/Secretary III	Administrative Assistant III/Secretary III is the third of three levels of Administrative Assistant/Secretary performing a variety of both complex and routine administrative and secretarial duties. Responsibilities may include providing work direction to lower level secretarial staff in the same department or unit as well as extensive working knowledge of assigned department's practices and procedures. Typically requires a high school diploma with some specialized training and 5 or more years of experience or equivalent.
CO107	CO3020	Clerical/Office Support	Executive Assistant/Executive Secretary	Executive Assistant/Executive Secretary performs secretarial and administrative duties for a single top executive. Responsibilities may include performing duties of a highly confidential nature that require comprehensive knowledge of organizational policies, practices, and procedures; scheduling meetings; and directly supervising lower level secretarial or clerical staff. Typically requires a high school diploma with some specialized training and 5 or more years of experience or equivalent.
CO103	CO3025	Clerical/Office Support	General Clerk	General Clerk performs routine office or clerical duties. Responsibilities may include filing, coding, completing forms, posting or updating records, and/or operating simple office equipment including copiers, printers, and fax machines. This position does not typically require typing. Generally works under close supervision. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
CO108	CO3030	Clerical/Office Support	Office Manager	Office Manager performs a variety of administrative and supervisory duties. Responsibilities may include assigning work schedules to clerical and secretarial employees, interpreting organizational policies and procedures for employees, and maintaining various administrative reports. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
CO101	CO3035	Clerical/Office Support	Receptionist	Receptionist receives and assists with placement of calls. Responsibilities may include greeting visitors, answering general questions, directing individuals to the appropriate person, accepting office packages, and performing miscellaneous clerical duties. This position does not typically include switchboard duties. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
CO102	CO3040	Clerical/Office Support	Switchboard Operator (formerly called Receptionist/Switchboard Operator)	Switchboard Operator (formerly called Receptionist/Switchboard Operator) answers incoming calls and transfers them as needed. Responsibilities may include operating a multi-line telephone system or switchboard to route incoming calls to the appropriate party as well as operating a paging system. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
Communications				
C102	C4005	Communications	Copy Editor	Copy Editor edits manuscript copy, making grammatical and structural changes. Responsibilities may include marking type, correcting reference lists, formatting tables and charts, checking galleys and page proofs, and communicating with authors and editors to resolve stylistic problems. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
C101	C4010	Communications	Copywriter	Copywriter drafts language on specific topics for promotional and marketing efforts. Responsibilities may include assisting in preparation of sales/marketing programs, assisting with artistic layouts, and researching vendors to perform production activities. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.

C107	C4015	Communications	Desktop Publishing Specialist I	Desktop Publishing Specialist I is the first of two levels of Desktop Publishing Specialist entering text and graphics into a computer to produce printed materials such as newsletters, forms, brochures, and advertisements. Responsibilities may include operating a desktop publishing system such as MS Desktop Publishing, PageMaker, and/or Quark to produce page proofs, reproduction masters, and page layouts, and to prepare artwork. Typically requires a bachelor's degree and less than 1 year of experience or equivalent.
C108	C4020	Communications	Desktop Publishing Specialist II	Desktop Publishing Specialist II is the second of two levels of Desktop Publishing Specialist operating desktop publishing system(s) to produce page proofs and reproduction masters. Responsibilities may include working within general style and format guidelines while typically having considerable discretion over individual page design and layout; using drawing, presentation, and charting software to produce art and illustrations; and operating related equipment such as scanners, cameras, state cameras, plotters, and typesetters. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
C103	C4025	Communications	Editor	Editor reads and evaluates copy and manuscripts to determine the extent of editorial problems, as well as substantive shortcomings. Responsibilities may include looking for inconsistencies of thought, development, or organization; conferring with authors to recommend treatment of material; reorganizing, cutting, or rewriting as necessary; and editing copy. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
C106	C4030	Communications	Graphic Designer	Graphic Designer designs art and copy layouts for material to be presented visually. Responsibilities may include planning presentations that typically include illustrations, photographs, and text; selecting styles and sizes of type; preparing samples of proposed designs; developing style-sheets, logotypes, and graphic standards for printed and published materials; preparing notes and instructions for desktop publishing specialists or workers who assemble layouts for printing; and reviewing final layout and suggesting improvements as necessary. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
C111	C4035	Communications	Public Relations Director	Public Relations Director manages and oversees all media relations and publicity activities for the organization. Responsibilities may include supervising manager-level subordinates; serving on the executive/management team; developing long-range objectives pertaining to public relations; communicating those goals to subordinate management; and directing goodwill promotions in line with the organization's goals. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
C110	C4040	Communications	Public Relations Manager	Public Relations Manager directs media relations and publicity activities for the organization. Responsibilities may include supervising the work of one or more subordinates and promoting goodwill through publicity efforts such as speeches, tours, exhibits, publications, etc. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
C109	C4045	Communications	Public Relations Representative	Public Relations Representative assists in gathering and preparing informational material for dissemination through newspapers, magazines, radio, TV, filmstrips, and related media. Responsibilities may include assisting in securing media coverage for organization programs and activities as well as assisting organization staff in preparing public statements, press releases, speeches, and newsletters. Generally works under close supervision of the Public Relations Manager. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.

C104	C4050	Communications	Technical Writer I	Technical Writer I is the first of two levels of Technical Writer working in close cooperation with engineers, scientists, and other professional specialists to write, rewrite, and edit technical material. Responsibilities may include coordinating efforts of technical artists and illustrators in preparing reports, articles, and books for internal and external distribution as well as preparing original text based on technical data provided. Generally works under close supervision. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
C105	C4055	Communications	Technical Writer II	Technical Writer II is the second of two levels of Technical Writer writing, rewriting, and editing technical material, including operations and maintenance manuals and technical publications. Responsibilities may also include preparing original text based on technical data provided as well as writing analytical, documentary, and promotional copy. Generally works under management supervision. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
Customer Service & Call Center				
CS109	CS5005	Customer Service & Call Center	Call Center Manager	Call Center Manager oversees the operations of the call center. Responsibilities may include determining appropriate training programs, work standards, and staffing for the work unit; directing procedures and policies to improve productivity and service; making hiring decisions; conducting performance appraisals; and management of department budget and resolving related problems. Generally reports to a director level position and supervises Call Center Supervisors. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
CS106	CS5010	Customer Service & Call Center	Call Center Sales - Outbound	Call Center Sales - Outbound places outgoing telephone sales calls to existing and potential customers. Responsibilities may include providing information regarding the organization's services or products, special deals as well as inquires into customer needs. Typically requires a high school diploma and less than 1 year of experience or equivalent.
CS107	CS5015	Customer Service & Call Center	Call Center Service - Inbound/Outbound	Call Center Service - Inbound/Outbound provides information to customers who call with routine problems or questions. Responsibilities may include contacting customers via telephone regarding their account status as well as some collections activities. Typically requires a high school diploma and less than 1 year of experience or equivalent.
CS108	CS5020	Customer Service & Call Center	Call Center Supervisor	Call Center Supervisor oversees call center representatives. Responsibilities may include coordinating activities to meet call volumes and service expectations; recommending operational improvements; training call center representatives and monitoring performance; maintaining and enhancing service quality through coaching and counseling; serving as a technical and operational resource for the work unit; assisting in resolving more complex issues and complaints; making hiring decisions; and conducting performance appraisals. Typically requires an associate's degree and 5 or more years of experience or equivalent.
CS105	CS5025	Customer Service & Call Center	Customer Service Manager	Customer Service Manager oversees the customer service function. Responsibilities may include determining appropriate training programs, work standards, and staffing for the work unit; directing procedures and policies to improve productivity and service; making hiring decisions; conducting performance appraisals; and managing the department budget and resolving related problems. Generally reports to a director level position and has supervision for Customer Service Supervisors. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.



GMA SHRM 2015 Compensation Survey
Job Descriptions



CS101	CS5030	Customer Service & Call Center	Customer Service Representative I	<p>Customer Service Representative I is the first of three levels of Customer Service Representative responding to external service requests and complaints in person and over the phone. Responsibilities may include providing product and pricing information; informing customers about services available; preparing service orders; investigating complaints; handling returns and exchanges; and addressing complaints and ensuring maximum goodwill from transactions. Typically requires a high school diploma and 1 to 3 years of experience or equivalent.</p>
CS102	CS5035	Customer Service & Call Center	Customer Service Representative II	<p>Customer Service Representative II is the second of three levels of Customer Service Representative performing non-routine customer service and support functions. Responsibilities may include promoting and maintaining positive customer relations; providing direction to lower-level service representatives in the successful delivery of complex support or service; and working knowledge of the organization's products and services. Typically requires a high school diploma and 3 to 5 years of experience or equivalent.</p>



GMA SHRM 2015 Compensation Survey
Job Descriptions



CS103	CS5040	Customer Service & Call Center	Customer Service Representative III	Customer Service Representative III is the third of three levels of Customer Service Representative performing complex customer service and support functions. Responsibilities may include providing direction/guidance to lower-level customer service representatives with processing orders, correspondence with customers, and resolving other support or service issues. Generally requires a high level knowledge of the organization's products and services. Typically requires a high school diploma and 5 or more years of experience or equivalent.
CS104	CS5045	Customer Service & Call Center	Customer Service Supervisor	Customer Service Supervisor oversees the customer service function. Responsibilities may include supervising customer service representatives who are responsible for processing orders, correspondence with customers, and coordinating with other internal organizational units including purchasing, production, engineering, and/or shipping as well as supervising fulfillment staff, if any. Typically requires an associate's degree and 5 or more years of experience or equivalent.
Engineering				
E109	E6005	Engineering	Chemical Engineer I	Chemical Engineer I is the first of three levels of Chemical Engineer using fundamental concepts and procedures of chemical engineering to assist more experienced chemical engineers in the design of plant equipment and processes for manufacturing chemicals/compounds such as plastics, detergents, paper and pulp, and synthetics. Responsibilities may include assisting in conducting research to develop new and improved products and processes where assignments are standard and routine and instructions are typically detailed and require little independent evaluation. Responsibilities may also include determining efficient processes and procedures for simple chemical production as well as assisting with determining efficient processes and procedures for more complex chemical production. Typically requires a bachelor's degree and less than 1 year of experience or equivalent.
E110	E6010	Engineering	Chemical Engineer II	Chemical Engineer II is the second of three levels of Chemical Engineer using fundamental concepts and principles of chemical engineering to design plant equipment and processes for manufacturing chemicals/compounds such as plastics, detergents, paper and pulp, and synthetics. Responsibilities may include conducting research to develop new and improved products and processes where assignments are varied and little instruction is provided, requiring independent evaluation and creativity. Responsibilities may also include determining efficient processes and procedures for more complex chemical production, and working with equipment such as condensers, absorption and evaporation towers, column, stills, etc. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.

E111	E6015	Engineering	Chemical Engineer III	Chemical Engineer III is the third of three levels of Chemical Engineer using fundamental and broad concepts and principles of chemical engineering to design plant equipment and processes for manufacturing chemicals/compounds such as plastics, detergents, paper and pulp, and synthetics. Responsibilities may include conducting research to develop new and improved products and processes where assignments are broad, varied and complex and little instruction is provided, requiring substantial independent evaluation and creativity. Responsibilities may also include determining efficient processes and procedures for complex chemical production and providing supervision and work direction to lower level chemical engineers. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
E104	E6020	Engineering	Designer/Drafter (CAD) I	Designer/Drafter (CAD) I is the first of two levels of Designer/Drafter (CAD) preparing detailed working plans, drawings, and schematics for simple components and systems used for engineering, construction, manufacturing or repair purposes, and/or for computer applications. Responsibilities may include working from sketches, notes, and verbal instructions; using standard drawing techniques to design layouts, drawings and schematics; using computer aided design (CAD) systems to prepare layouts and drawings; and reviewing drawings and supporting documents for adherence to company or industry standards. Types of drawings prepared include isometric projections (depicting three-dimensional models in accurate scale) and sectional views to clarify positioning of components and to convey needed information. Typically requires an associate's degree with some specialized training and less than 1 year of experience or equivalent.
E105	E6025	Engineering	Designer/Drafter (CAD) II	Designer/Drafter (CAD) II is the second of two levels of Designer/Drafter (CAD) preparing detailed working plans, drawings, and schematics for complex components and systems used for engineering, construction, manufacturing or repair purposes, and/or for computer applications. Responsibilities may include working in close support with the design originator; recommending minor design modifications; using standard drawing techniques to design layouts, drawings and schematics; using computer-aided design (CAD) systems to prepare layouts and drawings; and reviewing drawings and supporting documents for adherence to company or industry standards. Types of drawings prepared include isometric projections (depicting three-dimensional models in accurate scale) and sectional views to clarify positioning of components and to convey needed information. Typically requires an associate's degree with some specialized training and 1 to 3 years of experience or equivalent.
E106	E6030	Engineering	Electrical Engineer I	Electrical Engineer I is the first of three levels of Electrical Engineer assisting more experienced electrical engineers in the planning and development of designs such as logic design, circuit design, I/O design, and instrumentation design. Responsibilities may include assisting with model formulations and manufacturing/development cost estimates as well as assisting in the production, modification, and/or evaluation of components and/or circuitry for use in electronic equipment. Typically requires a bachelor's degree and less than 1 year of experience or equivalent.
E107	E6035	Engineering	Electrical Engineer II	Electrical Engineer II is the second of three levels of Electrical Engineer conducting standard engineering development and design work in areas such as logic design, circuit design, I/O design, and instrumentation design. Responsibilities may include producing model formulations and manufacturing/development cost estimates; production, modification, and/or evaluation of components and/or circuitry for use in electronic equipment; working with client engineers; responding to inquiries and requests from customers; and implementing new systems at client sites. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.

E108	E6040	Engineering	Electrical Engineer III	Electrical Engineer III is the third of three levels of Electrical Engineer performing complex/non-standard engineering development and design work in areas such as logic design, circuit design, I/O design, and instrumentation design that requires considerable engineering skill and creativity and independent judgment. Responsibilities may include producing model formulations and manufacturing/development cost estimates; production, modification, and/or evaluation of electrical systems; working with client engineers; responding to inquiries and requests from customers; implementing complex, new systems at client sites; and supervising and providing work direction for lower level electrical engineers. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
E101	E6045	Engineering	Engineering Technician I	Engineering Technician I is the first of three levels of Engineering Technician providing basic technical support to engineers working in research, design, development, testing, and/or manufacturing. Responsibilities may include assisting engineers in developing and producing prototypes, subassemblies, components and systems; performing routine tasks such as wiring, soldering, calibrating, connecting, and recording test results under general supervision; performing standard calculations; and generating data plots and charts to illustrate test results. Typically requires an associate's degree with some specialized training and less than 1 year of experience or equivalent.
E102	E6050	Engineering	Engineering Technician II	Engineering Technician II is the second of three levels of Engineering Technician providing more varied and complex technical support to engineers working in research, design, development, testing, and/or manufacturing than the Engineering Technician I. Responsibilities may include constructing simple devices and equipment from engineering drawings, layouts, diagrams, and specification sheets; performing non-complex, non-routine tests and experiments; extracting and compiling data from experiments and generating reports regarding operational failures, successes and needed modifications; and preparing drawings and schematics for presentations. Typically requires an associate's degree with some specialized training and 1 to 3 years of experience or equivalent.
E103	E6055	Engineering	Engineering Technician III	Engineering Technician III is the third of three levels of Engineering Technician providing more complex and advanced technical support to engineers working in research, design, development, testing, and/or manufacturing than the Engineering Technician II. Responsibilities may include the application of basic principles and theories of a given field of study (electrical, mechanical, mathematics, physics); constructing complicated devices and equipment from engineering drawings, layouts, diagrams, and specification sheets; performing complex, non-routine tests and experiments to determine the feasibility of preliminary designs; extracting and compiling data from experiments; implementing modifications to testing procedures; generating reports regarding operational failures, successes and needed modifications; preparing drawings and schematics for presentations; and overseeing the work of lower level engineering technicians. Typically requires an associate's degree with some specialized training and 3 to 5 years of experience or equivalent.
E112	E6060	Engineering	Mechanical Engineer I	Mechanical Engineer I is the first of three levels of Mechanical Engineer assisting more experienced mechanical engineers with standard design and layout of mechanical and electro-mechanical devices or systems and with the testing and evaluation of such devices or systems. Responsibilities may include conducting basic product development activities including drawing board layouts and assisting with customer specifications and documents as well as conducting minor engineering studies. Generally assignments are standard and routine and instructions are typically detailed and require little independent evaluation. Typically requires a bachelor's degree and less than 1 year of experience or equivalent.

E113	E6065	Engineering	Mechanical Engineer II	Mechanical Engineer II is the second of three levels of Mechanical Engineer conducting standard design and layout of mechanical and electro-mechanical devices or systems and with the testing and evaluation of such devices or systems. Responsibilities may include performing product development activities including drawing board layouts and/or CAD layouts; interpretation and implementation of customer specifications and documentation requirements; conducting a variety of engineering studies; and providing design and modification support for existing product lines. Generally assignments are varied and little instruction is provided, requiring independent evaluation and creativity. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
E114	E6070	Engineering	Mechanical Engineer III	Mechanical Engineer III is the third of three levels of Mechanical Engineer conducting more complicated design and layout of mechanical and electro-mechanical devices or systems and with the testing and evaluation of such devices or systems. Responsibilities may include performing product development activities including drawing board layouts and/or CAD layouts; interpretation and implementation of customer specifications and documentation requirements; conducting a variety of engineering studies; supervising and providing work direction to lower level mechanical engineers; and providing design and modification support for existing product lines. Generally assignments are complex and require substantial independent evaluation and creativity. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
General/Support				
NEW	GS7001	General/Support	Chief Executive Officer	*NEW for 2015* Chief Executive Officer is the principal organization leader. Responsibilities may include developing and establishing long-range business strategies between divisions and departments; managing the profitability and growth of the organization; and overseeing the implementation of corporate policies and objectives. Typically requires a bachelor's degree, master's degree preferred, and 8 or more years of experience or equivalent.
NEW	GS7002	General/Support	Chief Operating Officer	*NEW for 2015* Chief Operating Officer directs and oversees the activities of the organization. Responsibilities may include developing short and long-range strategies related to operations and growth; improving the operational design of on-going processes; and establishing practices in accordance with the corporate objectives and policies. Generally reports to the Chief Executive Officer. Typically requires a bachelor's degree, master's degree preferred, and 8 or more years of experience or equivalent.
GS107	GS7005	General/Support	Building/Facilities Manager	Building/Facilities Manager oversees the maintenance and renovation of buildings, offices, facilities, and grounds of all company-owned properties. Responsibilities may include managing lower level staff and providing work direction and assistance as well as contracting with vendors to perform outsourced work. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
GS105	GS7010	General/Support	Building/Maintenance Mechanic I	Building/Maintenance Mechanic I is the first of two levels of Building/Maintenance Mechanic performing minor maintenance and upkeep of buildings and equipment. Responsibilities may include keying locks, hanging doors, setting up wall partitions, changing light bulbs and the like as well as assisting others with maintenance and upkeep of electrical and plumbing systems and related machinery and equipment. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.

GS106	GS7015	General/Support	Building/Maintenance Mechanic II	Building/Maintenance Mechanic II is the second of two levels of Building/Maintenance Mechanic performing minor maintenance and upkeep of buildings, equipment, machinery, and electrical and plumbing systems. Responsibilities may include repairing molding, woodwork, and plumbing fixtures; replacing electrical switches, fixtures, small motors and broken glass; and assisting lower level employees with work direction. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
GS104	GS7020	General/Support	Custodian - Heavy	Custodian - Heavy performs a variety of duties necessary to keep a factory/office in a clean, orderly and hygienic condition. Responsibilities may include operating cleaning and polishing machines (e.g. strippers, waxers, etc.); mopping office and restroom floors; polishing office floors and furniture; and washing walls, doors, and windows. Typically requires a high school diploma and less than 1 year of experience or equivalent.
GS103	GS7025	General/Support	Custodian - Light	Custodian - Light performs light, simple manual tasks to keep assigned area(s) in a clean and orderly condition. Responsibilities may include sweeping and dusting floors, dusting furniture, emptying wastebaskets, vacuuming carpets, cleaning bathrooms, etc. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
GS110	GS7030	General/Support	Food Service Supervisor/Manager	Food Service Supervisor/Manager oversees all food service workers. Responsibilities may include ordering and maintaining food inventory and other needed supplies; planning meals and special events; preparing and monitoring the budget; and instructing food service workers in matters of hygienic food preparation, proper food handling, and the proper and safe use of kitchen/food equipment. Typically requires a high school diploma and 3 to 5 years of experience or equivalent.
GS109	GS7035	General/Support	Food Service Worker	Food Service Worker cleans, chops, prepares and serves food. Responsibilities may include working only in the kitchen, or they may also include delivering food to customers or patients, as well as assisting with clean up of work area and equipment. Generally requires courteous and customer-focused behavior and attitude. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
GS108	GS7040	General/Support	Groundskeeper/Landscaper	Groundskeeper/Landscaper performs a range of activities such as pruning trees and bushes, mowing grass, weeding and watering landscape. Responsibilities may include mixing and applying weed and pest control substances in accordance with federal and state regulations as well as operating and maintaining mowers, edgers, thatchers, trimmers, and sprayers. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
GS101	GS7045	General/Support	Mail Clerk	Mail Clerk performs a variety of routine activities in a mailroom. Responsibilities may include receiving and opening incoming mail and sorting for distribution; collecting and delivering mail, reports, etc., throughout plant or office; weighing and preparing all outgoing mail and small parcel post items; keeping records of postage charges as well as use and sale of stamps; and operating postage meter machine as well as other office machines. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
GS102	GS7050	General/Support	Mail Room Supervisor	Mail Room Supervisor oversees the daily activities of mail clerks and the overall operations of the mailroom. Responsibilities may include ensuring the efficient and accurate processing of mail and packages both for delivery and pick-up as well as maintaining mailroom records on volume of mail and postage, registration of mail, and postage costs. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.

GS111	GS7055	General/Support	Security Guard	Security Guard protects company property from theft, vandalism, fire and illegal entry. Responsibilities may include inspecting grounds and buildings to ensure security; checking for proper identification and clearance; assisting visitors with finding their destination; inspecting visitors and vehicles entering or leaving the premises to ensure that company rules are not violated; and investigating and reporting irregularities. Generally this position does not carry a sidearm. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
Health Care				
--	HC8005	Health Care	Case Manager	Case Manager coordinates and monitors patient care for a multidisciplinary team (nurses, therapists, home care aides, specialists). Responsibilities may include conducting a needs assessment; working with other team members to identify and overcome barriers that hinder effective patient care; and referring patients to appropriate social and/or support services to help individuals deal with life adjustments. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
HC110	HC8010	Health Care	Certified Nursing Assistant (CNA)	Certified Nursing Assistant (CNA) provides routine nursing care under direct supervision of professional nursing staff. Responsibilities may include observing and monitoring patient condition; reporting and/or recording information; and assisting with treatments and procedures as requested by nursing staff. Typically requires a high school diploma with some specialized training, a state license or certification, and less than 1 year of experience or equivalent.
NEW	HC8012	Health Care	Community-Based Care Manager	*NEW for 2015* Community-Based Care Manager provides services for the diagnoses and treatment of mental illness or mental disorder, including counseling to patient, family, and groups to meet treatment needs of the individual based on assessed need and treatment plans; provides treatment interventions to restore, maintain, and enhance social and emotional functioning; and multidisciplinary team assessment of patients to determine clinical status and needs. Responsibilities also may include participation in unit treatment programs by providing direct patient care including meeting individually with assigned patients as indicated in their individual treatment plans to provide individual psychotherapy; coordinating community staffing; and meeting with the patient's family to provide family therapy. Typically requires a clinical social worker license and 3 to 5 years of experience or equivalent.
HC107	HC8015	Health Care	Dental Assistant	Dental Assistant helps the doctor with dental procedures and administrative tasks related to examination and treatment of patients. Responsibilities may include providing information to patients and employees by answering questions and requests; maintaining stock of supplies; sterilizing medical instruments; preparing instruments/equipment for doctor's use; assisting with taking X-rays; and scheduling appointments and maintaining medical records. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
HC108	HC8020	Health Care	Dental Hygienist	Dental Hygienist cleans teeth and gums, exposes and develops X-rays, and applies fluoride and sealants. Responsibilities may include taking medical histories of patients; providing education for patients; and supervising and training Dental Assistants. Typically requires an associate's degree with some specialized training and 1 to 3 years of experience or equivalent.
HC109	HC8025	Health Care	Home Healthcare Worker (formerly called Personal Care Assistant/Daily Living Assistant)	Home Healthcare Worker (formerly called Personal Care Assistant/Daily Living Assistant) assists persons in a home setting with personal care such as bathing, grooming, exercising, and household activities such as cooking, cleaning, and laundry. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.

HC111	HC8030	Health Care	Licensed Practical Nurse (LPN)	Licensed Practical Nurse (LPN) performs routine procedures, such as checking blood pressure and temperature, assisting in the performance of medical procedures and providing hygiene and bed care. Responsibilities may include recording patients' condition and reporting patients' needs or observed changes in condition to staff nurse; administering prescribed medications; and carrying out prescribed health care plans and physician's orders. Typically requires a high school diploma with some specialized training with state licensure and 1 to 3 years of experience or equivalent.
HC105	HC8035	Health Care	Medical Assistant	Medical Assistant helps the Physician with clinical and administrative tasks related to examination and treatment of patients. Responsibilities may include answering telephones, scheduling appointments, or compiling paperwork; preparing patients for examination through leading patients to examination room, taking medical histories, and/or recording vital signs; maintaining stock of supplies; sterilizing medical instruments; and preparing instruments/equipment for physician's use. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
HC103	HC8040	Health Care	Medical Coding Specialist (formally called Medical Records Technician)	Medical Coding Specialist (formally called Medical Records Technician) compiles and maintains patient medical records. Responsibilities may include coding patient medical records to classify services performed for reimbursement purposes; reviewing medical records for completeness; and compiling/analyzing census data and reports as requested. Generally works under close supervision. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
HC106	HC8045	Health Care	Medical Laboratory Technician	Medical Laboratory Technician performs and evaluates general lab tests and analysis to aid in patient diagnosis. Responsibilities may include collecting and preparing specimens using proper instruments and procedures; retrieving, evaluating, and communicating patient results to appropriate physician; and maintaining quality assurance in the lab and suggesting improvements if needed. Typically requires an associate's degree with some specialized training and less than 1 year of experience or equivalent.
HC102	HC8050	Health Care	Medical Records Clerk	Medical Records Clerk performs routine office or clerical duties in a medical setting that includes locating, retrieving, logging, filing, and delivering medical records to the appropriate personnel. Responsibilities may include posting and updating computerized records via keyboard as well as operating simple office equipment including copiers, printers, and fax machines. Generally, this position does not require typing ability and works under close supervision. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
HC101	HC8055	Health Care	Medical Secretary	Medical Secretary performs secretarial duties, utilizing knowledge of medical terminology and hospital, laboratory, or clinic procedures. Typically requires an associate's degree with some specialized training and less than 1 year of experience or equivalent.
HC104	HC8060	Health Care	Medical Transcriptionist	Medical Transcriptionist transcribes from both voice recordings and hand-written materials to computer-based files patient medical information and other medical data provided by physician and non-physician professional staff. Responsibilities may include typing and proofing patient histories, physical examination results, consultations, slide annotations, test results, and similar medical information; maintaining records of incoming and completed transcriptions; excellent knowledge of medical terminology, acquired through specialized post-secondary training or equivalent on-the-job training; and typing abilities sufficient for effective performance and proficiency in one or more word processing programs. Typically requires an associate's degree with some specialized training and 1 to 3 years of experience or equivalent.

HC113	HC8065	Health Care	Nurse Practitioner (NP)	Nurse Practitioner (NP) works in collaboration with the physician to provide direct patient treatment in accordance with state certification regulations. Responsibilities may include interviewing and advising patients regarding health and illness prevention; making independent nursing judgments; ordering appropriate laboratory and diagnostic testing; and, in accordance with state guidelines, prescribing medications. Typically requires a master's degree in a nursing specialty with state licensure and 3 to 5 years of experience or equivalent.
--	HC8070	Health Care	Nutritionist/Dietician	Nutritionist/Dietician works with assigned patients, residents, and/or clients to assess dietary needs and design custom meal plans. Responsibilities may include designing and modifying meal plans of a facility to meet nutritional standards as well as assisting in the promotion of good health. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
NEW	HC8072	Health Care	Occupational Therapist	*NEW for 2015* Occupational Therapist provides treatments prescribed by a physician; evaluates patients for problems in sensory integration, cognitive, perceptual, motor and developmental functions; assists patients/residents in developing independent living skills; participates in development and implementation of individual program plans; modifies and adapts equipment for special needs; may supervise subordinates as assigned. Typically requires licensure to practice as an occupational therapist and 3 to 5 years of experience or equivalent.
NEW	HC8073	Health Care	Public Health Nurse	*NEW for 2015* Public Health Nurse provides direct public health nursing advice to clients through specialty clinics, home visits, and related public health programs; provides technical advice, assistance, and training to clients; refers clients to other community services; and maintains client records and reports. Typically requires licensure to practice as a Registered Nurse and 3 to 5 years of experience or equivalent.
HC118	HC8075	Health Care	Pharmacist	Pharmacist procures, compounds, dispenses, packages, and stores pharmaceuticals. Responsibilities may include providing drug information and controlling inventory of all medications and drugs; filling prescriptions; and supervising pharmacy technicians. Typically requires a degree in pharmacy with state licensure and 1 to 3 years of experience or equivalent.
NEW	HC8077	Health Care	Pharmacy Technician	*NEW for 2015* Pharmacy Technician assists pharmacists with dispensing or pre-packing drugs, typing patient profile cards, adding new patients/orders, and maintaining logs and records. Typically requires a high school diploma, pharmacy technician certification, and 1 to 3 years of experience or equivalent.
HC117	HC8080	Health Care	Pharmacy Assistant	Pharmacy Assistant provides assistance to the Pharmacist in filling prescriptions, handling incoming prescription orders by verifying patient name, medical insurance, address, entering prescription information into the system, and operating as a cashier. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
--	HC8085	Health Care	Phlebotomist	Phlebotomist is responsible for drawing blood from patients of all ages in a clinical or hospital setting. Responsibilities may also include assisting in preparing blood, urine, and other body fluid specimens for testing according to established standards. Typically requires a high school diploma with some specialized training as well as a certification in phlebotomy and less than 1 year of experience or equivalent.
HC115	HC8090	Health Care	Physical Therapist	Physical Therapist treats patients with disabilities, disorders, and injuries to relieve pain or restore function using physical means such as exercise, massage, heat, and related methods, as prescribed by a physician. Typically requires a master's degree with state licensure and 1 to 3 years of experience or equivalent.

HC116	HC8095	Health Care	Physician Assistant	Physician Assistant practices medicine under physician supervision, in accordance with state regulations, including providing primary and secondary specialty care in clinical and/or surgical practice settings. Responsibilities may include exercising autonomy in medical decision-making and providing a broad range of diagnostic and therapeutic services; prescribing medications in accordance with state guidelines; and patient care duties may include education and research. Typically requires a master's degree with state licensure and 1 to 3 years of experience or equivalent.
HC112	HC8100	Health Care	Registered Nurse (RN)	Registered Nurse (RN) assesses healthcare data on patients by performing examinations and diagnostic procedures. Responsibilities may include planning, implementing, and evaluating healthcare plans; dispensing medication in accordance with physician's orders; and charting data on patients and notifying physician of significant changes in patient's condition. Typically requires a bachelor's degree with state licensure and 1 to 3 years of experience or equivalent.
HC114	HC8105	Health Care	Social Worker	Social Worker provides a variety of social services to patient and family, such as advising on social problems, and helping patient/patient's family identify and understand the social and emotional factors associated with illness. Responsibilities may include helping patient or patient's caregivers identify and acquire appropriate social services and specialized equipment; arranging patient placements into psychiatric or other treatment programs and maintaining liaison with therapists and case managers. Typically requires a bachelor's degree, master's degree preferred, with state licensure and 1 to 3 years of experience or equivalent.
Human Resources				
HR114	HR9005	Human Resources	Benefits Analyst I	Benefits Analyst I is the first of two levels of Benefits Analyst administering benefits programs such as retirement, medical, life, and dental. Responsibilities may include counseling and advising employees on eligibility for benefit programs; serving as a liaison between employees and insurance carriers; maintaining benefits records; conducting research; and preparing special reports. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
HR115	HR9010	Human Resources	Benefits Analyst II	Benefits Analyst II is the second of two levels of Benefits Analyst administering benefits such as retirement, medical, life, and dental. Responsibilities may include providing resolutions to complex problems and issues using technical expertise and in-depth knowledge of policies and plans; helping design, execute, and communicate new benefits policies and programs; and conducting employee briefings to explain important changes. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
HR116	HR9015	Human Resources	Benefits Manager	Benefits Manager develops and manages the benefits programs and policies and supervises the benefits specialists. Responsibilities may include ensuring that all benefits are designed and implemented according to federal and state regulations and are competitive with the market as well as working with benefits consultants, insurance brokers, and trustees to manage benefits plans. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR111	HR9020	Human Resources	Compensation Analyst I	Compensation Analyst I is the first of two levels of Compensation Analyst administering wage and salary plans for exempt and non-exempt employees. Responsibilities may include providing assistance in establishing pay procedures and approving salary adjustments as well as conducting wage and salary surveys to obtain data for administering changes in pay rate policies and practices. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.

HR112	HR9025	Human Resources	Compensation Analyst II	Compensation Analyst II is the second of two levels of Compensation Analyst designing and leading internal and market analyses of job evaluation, job pricing, base pay rates, incentive pay plans, and performance management systems. Responsibilities may include recommending changes to existing practices or new programs and policies to implement as well as administering compensation programs. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
HR117	HR9030	Human Resources	Compensation and Benefits Manager	Compensation and Benefits Manager manages both the compensation and benefits staff. Responsibilities may include developing and overseeing compensation and benefits programs to preserve competitiveness with the market and to support organizational goals and objectives. Compensation programs generally include wage and salary administration, job evaluation, and performance management. Benefits programs generally include pensions, group, life, health, and profit sharing. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR113	HR9035	Human Resources	Compensation Manager	Compensation Manager manages the compensation analysts. Responsibilities may include overseeing the development and administration of compensation policies and practices including job evaluation, pricing, performance management and variable pay programs as well as maintaining competitiveness of the organization's compensation programs. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR108	HR9040	Human Resources	Employment Director	Employment Director oversees and directs all employment and recruiting activities. Responsibilities may include developing goals and objectives related to recruitment, employment, and equal employment opportunity; supervising manager level subordinates and serving on the executive/management team; and developing and managing relationships with employment agencies and outside recruiters. May report to the Vice President of HR. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR107	HR9045	Human Resources	Employment Manager	Employment Manager oversees all employment and recruiting activities and establishes procedures related to the recruiting and employment processes. Responsibilities may include managing all interviewing, testing, and selection processes; developing and managing relationships with employment agencies and outside recruiters; and developing and maintaining equal employment opportunity and affirmative action plan statistics and reports. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR119	HR9050	Human Resources	HRIS Manager	HRIS Manager oversees all aspects of the organization's Human Resources Information System (HRIS), working closely with information systems staff and Payroll to ensure the integrity of the system. Responsibilities may include training other human resources staff regarding system operation as well as working closely with technical staff to ensure system integrity and performance. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR118	HR9055	Human Resources	HRIS Specialist	HRIS Specialist provides support for the Human Resource Information System (HRIS). Responsibilities may include maintaining electronic employee files and records and developing queries for accessing information as well as developing and running reports and conducting ongoing quality assurance to protect data integrity. Generally requires proficiency in specific HRIS applications. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.



GMA SHRM 2015 Compensation Survey
Job Descriptions



NEW	HR9056	Human Resources	HRIS Programmer-Analyst	*NEW for 2015* HRIS Programmer-Analyst plans, reviews, analyzes, and modifies the design and/or implementation of an Enterprise Resource Planning (ERP) system. Responsibilities may include developing information and data requirements and translating them into systems designs, including tables, panels, and reports; analyzing requirements and design specifications; encoding, testing, and debugging programs to support the ERP applications; ensuring HRIS software is completely integrated into the ERP system; interfacing with multiple systems to resolve conversion and/or production issues; and designing new modules to improve system efficiency. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
NEW	HR9057	Human Resources	HRIS Trainer	*NEW for 2015* HRIS Trainer assesses current and future state HRIS customer training needs. Responsibilities may include defining course design, content, and flow for development; developing quick-reference guides, jobs aids, and support documentation for user training and production support; working with functional and technical subject matter experts to translate knowledge and processes into course content; and ensuring consistent deliverables across audiences and modules. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
HR101	HR9060	Human Resources	Human Resources Assistant	Human Resources Assistant performs a wide variety of confidential clerical, administrative, and customer service tasks that include activities associated with payroll, benefits administration, and employee record keeping. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
HR122	HR9065	Human Resources	Human Resources Director	Human Resources Director designs, implements, and administers policies and programs encompassing all aspects of human resources, including employment, compensation, training, benefits, and employee relations. Responsibilities may include recommending, planning, and establishing policies and procedures within the organization's goals and objectives as well as supervising HR Managers and manager level subordinates. Generally reports to the VP of Human Resources, but may report directly to the Chief Executive Officer or Chief Operating Officer in smaller organizations. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR102	HR9070	Human Resources	Human Resources Generalist I	Human Resources Generalist I is the first of three levels of Human Resources Generalist carrying out policies relating to several or all human resource activities for an organization such as recruiting, employee relations, and performance development. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
HR103	HR9075	Human Resources	Human Resources Generalist II	Human Resources Generalist II is the second of three levels of Human Resources Generalist carrying out policies relating to several or all human resource activities for the organization such as recruiting, employee relations, and performance development. Responsibilities may include handling very complex and sensitive issues and personnel-related problems at most levels. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
HR104	HR9080	Human Resources	Human Resources Generalist III	Human Resources Generalist III is the third of three levels of Human Resources Generalist carrying out policies and procedures relating to several or all human resource activities for the organization such as recruiting, employee relations, and performance development. Responsibilities may include assisting in policy, procedure, or program development and improvement as well as handling very complex and sensitive issues and personnel-related problems at most levels. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.



GMA SHRM 2015 Compensation Survey
Job Descriptions



HR120	HR9085	Human Resources	Human Resources Manager	Human Resources Manager carries out human resource policies and procedures and acts as a management level generalist that may supervise HR specialists at lower levels. Responsibilities may include developing, implementing and coordinating policies and programs covering one or more major personnel functions such as employment, employee relations, salary administration, training, and benefits. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR121	HR9090	Human Resources	Human Resources Manager (Small Orgs)	Human Resources Manager (Small Orgs) carries out human resource policies and procedures and acts as a management level generalist. Responsibilities may include developing, implementing and coordinating policies and programs covering all personnel functions such as employment, employee relations, salary administration, training, and benefits. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent. <i>Note: This person performs all duties for a small organization's Human Resources function (i.e. The person who wears multiple hats). May also have an assistant.</i>
HR106	HR9095	Human Resources	Professional/Technical Recruiter	Professional/Technical Recruiter identifies, recruits, interviews, and recommends applicants for professional, technical, supervisory and management positions. Responsibilities may include employing various sourcing techniques to locate candidates through schools, job fairs, professional and trade associations, and employment agencies. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
HR105	HR9100	Human Resources	Staffing Specialist/Recruiter	Staffing Specialist/Recruiter handles the recruitment and selection process for exempt and non-exempt employees. Responsibilities may include helping create and place employment advertising; screening prospective employees by administering pre-employment tests, checking references, and interviewing; providing job requirements to employment agencies; and assisting with on-campus and professional recruiting. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
HR110	HR9105	Human Resources	Training and Development Manager	Training and Development Manager oversees training and development within an organization. Responsibilities may include ensuring that employees are developed to their potential; designing and implementing programs to better use and develop personnel; setting learning goals within the organization; and supervising training staff. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
HR109	HR9110	Human Resources	Training and Development Specialist	Training and Development Specialist organizes, conducts, and monitors training and programs in conjunction with employee development and on-the-job training. Responsibilities may include Identifying training needs; developing training modules and instructional materials; and conducting training and development seminars and workshops. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
HR123	HR9115	Human Resources	VP of Human Resources	VP of Human Resources supervises and directs the organization's HR function. Responsibilities may include overseeing all HR activities affecting all divisions and locations of the company; directing the design, implementation and interpretation of policies and programs encompassing all aspects of human resources; developing long-range objectives pertaining to human resources and communicating those to subordinate management; supervising manager level subordinates; and serving on the executive/management team. This is a senior human resource position that generally reports to the Chief Executive Officer or Chief Operating Officer. Typically requires a bachelor's degree, master's degree preferred, and 8 or more years of experience or equivalent.
Information Technology				

IT110	IT10005	Information Technology	Analyst/Programmer I	Analyst/Programmer I is the first of three levels of Analyst/Programmer following project specifications and procedures to create or change computer programs. Responsibilities may include working with end users to examine specified methods, procedures, and problems and documents data needed for input and output. Generally projects are of an elementary to moderate level of complexity. Typically requires a bachelor's degree with knowledge of one or more programming languages and less than 1 year of experience or equivalent.
IT111	IT10010	Information Technology	Analyst/Programmer II	Analyst/Programmer II is the second of three levels of Analyst/Programmer planning, developing, testing, and documenting computer applications running on mainframe and client/server systems. Responsibilities may include using source data provided by senior analyst/programmers; adhering to standard programming procedures such as graphical user interface (GUI) guidelines; documenting program procedures and parameters; and providing work direction to entry-level analysts/programmers. Typically requires a bachelor's degree with proficiency in a language such as C, C++, or Java and 1 to 3 years of experience or equivalent.
IT112	IT10015	Information Technology	Analyst/Programmer III	Analyst/Programmer III is the third of three levels of Analyst/Programmer designing, developing, and implementing complex business and management information systems. Responsibilities may include working on complex problems that require non-standard programming techniques and extensive knowledge of development tools as well as evaluating requests for program modifications according to feasibility, cost, and compatibility with existing systems. Typically requires a bachelor's degree with proficiency in two or more programming languages and 3 to 5 years of experience or equivalent.
--	IT10020	Information Technology	Business Intelligence	Business Intelligence is responsible for providing meaningful information to enhance business decision making capabilities. Responsibilities may include working with internal customers and senior management to develop analyses that lead to actionable insight; collecting, analyzing, and presenting data and information; and supporting enterprise wide business intelligence applications. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
--	IT10025	Information Technology	Business Systems Analyst	Business Systems Analyst performs service, process, and data analysis to solve business problems to be solved with automated systems. Responsibilities may include acting as a liaison between business users and IT to deliver quality solutions and provide daily support; providing technical expertise in identifying, evaluating, and developing systems and procedures that meet user requirements; configuring system settings and options; planning and executing unit, integration, and acceptance testing; creating specifications for systems to meet business requirements; designing details of automated systems; providing consultation to users in the area of automated systems; and leading cross-functional linked teams to address business or systems issues. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT134	IT10030	Information Technology	Chief Information Officer	Chief Information Officer identifies current changes and trends in the computer industry and applies those to the internal organization. Responsibilities may include managing information technology systems, networks, and computer operations as well as software and hardware systems design, development, acquisition and maintenance. This is the senior information technology/systems position. Typically requires a bachelor's degree, master's degree preferred, and 8 or more years of experience or equivalent.

IT103	IT10035	Information Technology	Computer Operator I	Computer Operator I is the first of three levels of Computer Operator monitoring and manipulating console controls in routine computer operations. Responsibilities may include operating peripheral equipment as well as maintaining routine records and tape library. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
IT104	IT10040	Information Technology	Computer Operator II	Computer Operator II is the second of three levels of Computer Operator performing more complex computer operation tasks such as determining set-up, scheduling jobs, and executing non-routine jobs. Responsibilities may also include assisting in training lower-level operators. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
IT105	IT10045	Information Technology	Computer Operator III	Computer Operator III is the third of three levels of Computer Operator scheduling and coordinating daily computer operations. Responsibilities may include distributing and verifying work; overseeing lower-level operator's work; training operators in procedures; and resolving operational problems. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
IT101	IT10050	Information Technology	Data Entry Operator I	Data Entry Operator I is the first of two levels of Data Entry Operator operating data entry equipment and/or entering routine, pre-coded information at a workstation. Responsibilities may also include verifying data for accuracy and completeness. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
IT102	IT10055	Information Technology	Data Entry Operator II	Data Entry Operator II is the second of two levels of Data Entry Operator operating data entry equipment and transcribing, deciphering, and coding more complex alphanumeric data. Responsibilities may also include providing instruction for new data entry operators. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
IT126	IT10060	Information Technology	Database Administrator I	Database Administrator I is the first of two levels of Database Administrator planning and coordinating administration of one or more simple databases (i.e. Access). Responsibilities may include developing tables for data storage; creating and revising reports based on users' needs; training users; and responding to requests for assistance. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT127	IT10065	Information Technology	Database Administrator II	Database Administrator II is the second of two levels of Database Administrator managing and planning administration of one or more complex databases (i.e. Oracle, MS Sequel Server). Responsibilities may include reviewing design and integration of host systems and recommending enhancements and improvements as well as ensuring appropriate use of data, database structure, documentation, and operation guidelines by performing regular audits. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT123	IT10070	Information Technology	Database Analyst I	Database Analyst I is the first of three levels of Database Analyst examining and designing proposed systems to structure and access databases. Responsibilities may include analyzing and evaluating database needs of user departments and existing programs and operations; developing solutions which involve data security and data backup and recovery specifications; and implementing and coordinating new system installations. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.

IT124	IT10075	Information Technology	Database Analyst II	Database Analyst II is the second of three levels of Database Analyst examining and designing proposed systems to structure and access databases. Responsibilities may include analyzing and evaluating database needs of user departments and existing programs and operations; developing solutions, which involve data security and data backup and recovery specifications; and implementing and coordinating new system installations. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT125	IT10080	Information Technology	Database Analyst III	Database Analyst III is the third of three levels of Database Analyst examining and designing proposed systems to structure and access databases. Responsibilities may include analyzing and evaluating database needs of user departments and existing programs and operations; developing solutions that involve data security and data backup and recovery specifications; and implementing and coordinates new system installations. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT139	IT10085	Information Technology	Database Specialist	Database Specialist provides database support including maintaining records, generating and writing reports, and related functions (e.g. SQL, MS Access, Crystal Reports). Responsibilities may also include troubleshooting and diagnosing problems and limited programming. Typically requires an associate's degree with some specialized training and less than 1 year of experience or equivalent.
IT108	IT10090	Information Technology	Help Desk Specialist	Help Desk Specialist resolves user questions and issues regarding computer software and hardware. Responsibilities may include talking with users to identify sources of error and providing solutions as well as notifying computer programmers of problems and recommending solutions. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
IT109	IT10095	Information Technology	Help Desk Supervisor/Manager	Help Desk Supervisor/Manager oversees the help desk operators and coordinates referrals to appropriate technical or service personnel for follow up. Responsibilities may include developing procedures for finding as well as resolving problems with IS products and services. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
IT135	IT10100	Information Technology	IS Administrator (Small Orgs)	IS Administrator (Small Orgs) performs a variety of information technology services for the organization, which may include LAN/WAN maintenance, database maintenance, user support, systems security, etc. Responsibilities may include coordinating all activities of information technology operations with other organizational departments or work units; assisting in determining the appropriate computer services that will provide effective service to all internal users; recommending changes to policies and procedures to enhance the efficiency of information technology use; and maintaining contact with all users. Typically requires an associate's degree and 1 to 3 years of experience or equivalent. <i>Note: This person performs all duties for a small organization's Information Systems/Technology function (i.e. The person who wears multiple hats). May also have an assistant.</i>
--	IT10105	Information Technology	IT Asset Management	IT Asset Management is responsible for administrative duties within the IT procurement and inventory management functions. Responsibilities may include maintaining records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software products. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.

IT133	IT10110	Information Technology	Manager Information Systems	Manager Information Systems coordinates activities of information technology operations with the other organizational departments or divisions. Responsibilities may include assisting in determining the appropriate computer services that will provide effective service to all internal users; recommending policies and procedures; maintaining contact with all users, management services, and information technology sections to coordinate activities for the best results; and participating in evaluating the quality of services and procedural enhancements. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT122	IT10115	Information Technology	Network Administrator	Network Administrator acquires, installs, and maintains the company's local area network. Responsibilities may include studying vendor products to determine those which meet company needs in efficiency, effectiveness, and financial standards; managing LAN/WAN performance and maintaining LAN/WAN security; troubleshooting LAN/WAN problems; establishing and implementing LAN/WAN policies, procedures, and standards; and training users on LAN/WAN operations. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT119	IT10120	Information Technology	Network Analyst I	Network Analyst I is the first of three levels of Network Analyst providing technical support for the installation and maintenance of the Local Area Network (LAN). Responsibilities may include assisting in hardware and software evaluation and installation; monitoring data communications to ensure user availability; and troubleshooting and resolving routine problems. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
IT120	IT10125	Information Technology	Network Analyst II	Network Analyst II is the second of three levels of Network Analyst installing, maintaining, and coordinating the use of the LAN and/or WAN (wide area network). Responsibilities may include evaluating hardware and software; troubleshooting and resolving complex problems; implementing and evaluating network policies and procedures to ensure technical efficiency; and maintaining moderately complex networks. Typically requires a bachelor's degree with certification as a network engineer and 3 to 5 years of experience or equivalent.
IT121	IT10130	Information Technology	Network Analyst III	Network Analyst III is the third of three levels of Network Analyst installing and maintaining complex networks that typically link numerous computing platforms, operating systems, and network topologies. Responsibilities may include evaluating software and hardware to determine suitability to the network system; testing and implementing interface programs; developing security procedures; managing system backups; and supervising other network analysts. Typically requires a bachelor's degree with certification as a network engineer and 5 or more years of experience or equivalent.
IT106	IT10135	Information Technology	PC Technician I	PC Technician I is the first of two levels of PC Technician monitoring computer processes on established routines and helping maintain computers and peripheral equipment. This is an entry-level job typically requiring a high school diploma with some specialized training and less than 1 year of experience or equivalent.
IT107	IT10140	Information Technology	PC Technician II	PC Technician II is the second of two levels of PC Technician operating and maintaining personal computers and peripheral equipment. Responsibilities may include training employees in the operation of personal computers and various software programs as well as customizing computer software programs to meet the needs of various departments. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.

IT116	IT10145	Information Technology	Project Manager I	Project Manager I is the first of two levels of Project Manager managing all aspects of a particular IT project. Responsibilities may include identifying and maintaining timelines, responsibilities, and resources needed for project according to clients' specifications; ensuring outcomes meet the needs and expectations of management; and managing client relationship for a team of professionals assigned to a client/customer account/project. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT117	IT10150	Information Technology	Project Manager II (formerly called Project Manager)	Project Manager II (formerly called Project Manager) is the second of two levels of Project Manager managing all aspects of large IT project(s). Responsibilities may include defining project direction and scope for clients/customers; ensuring outcomes meet the needs and expectations of management; managing client relationship for a team of professionals assigned to a client/customer account/project; and managing all technical aspects of a project by instructing, directing, and checking the work of other team members. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT131	IT10155	Information Technology	Quality Assurance Analyst I	Quality Assurance Analyst I is the first of two levels of Quality Assurance Analyst ensuring the quality and integrity of all software products produced for distribution. Responsibilities may include monitoring processes and procedures in product development and design; working with software design engineers/developers during testing; maintaining close-loop variance reporting logs; and collecting data for trends analysis. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
IT132	IT10160	Information Technology	Quality Assurance Analyst II	Quality Assurance Analyst II is the second of two levels of Quality Assurance Analyst managing the quality assurance process and coordinating workflow. Responsibilities may include ensuring the quality and integrity of all software products produced for distribution; resolving any issues or problems encountered during process monitoring; and recommending improvements to processes and workflow arrangements. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT138	IT10165	Information Technology	Quality Assurance Manager (IT)	Quality Assurance Manager (IT) oversees the software quality assurance process. Responsibilities may include developing and implementing programs and procedures to ensure that all internally developed and purchased software and services meet company standards and requirements as well as recommending new processes, software and/or systems to improve internal information systems efficiency. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT113	IT10170	Information Technology	Software Developer/Engineer I	Software Developer/Engineer I is the first of three levels of Software Developer/Engineer assisting in the design and coding of software products by following detailed specifications. Responsibilities may include participating in the analysis and development of test plans and administering testing to program modules and units as well as summarizing test results and recommending changes to senior developers. Generally requires a practical knowledge of one or more platforms and operating systems and one or more programming languages such as C and C++. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
IT114	IT10175	Information Technology	Software Developer/Engineer II	Software Developer/Engineer II is the second of three levels of Software Developer/Engineer assisting in the design and coding of software products by conducting testing and writing enhancements. Responsibilities may include identifying and correcting relatively simple bugs and providing more complex solutions to senior developers; writing enhancements into code; and participating in writing user documentation. Generally requires extensive knowledge of one or more platforms and operating systems and one or more programming languages such as C and C++. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.

IT115	IT10180	Information Technology	Software Developer/Engineer III	Software Developer/Engineer III is the third of three levels of Software Developer/Engineer designing and coding software components, units and modules according to product specifications and development schedules. Responsibilities may include participating in large system and subsystem design and planning, while adhering to product build and release schedules, as well as acting as a technical resource for lower level developers. Generally requires a comprehensive knowledge of one or more platforms and operating systems and one or more programming languages such as C and C++. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
--	IT10185	Information Technology	Storage Administrator	Storage Administrator designs, plans, implements, and/or maintains data storage systems and procedures for Storage Area Network (SAN) and/or Network Attached Storage (NAS). Responsibilities may include maintaining and modifying reliable backup and recovery procedures; monitoring, troubleshooting, and supporting the organization's electronic data storage systems; performing capacity planning and monitoring systems; installing, configuring, and testing storage management software and hardware; and creating and reviewing reports on storage usage. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT136	IT10190	Information Technology	System Security Analyst	System Security Analyst monitors, evaluates, and maintains systems and procedures to protect the data systems and databases from unauthorized users. Responsibilities may include identifying potential threats and responding to reported security violations; determining causes of security violations and recommending corrective actions to ensure data security; researching, recommending, and implementing changes to procedures and systems to enhance data systems security; and assisting in communicating security procedures to users. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT130	IT10195	Information Technology	Systems Administrator	Systems Administrator develops, tests, implements and maintains operating system and related software (does not manipulate source code). Responsibilities may include establishing and implementing standards for IS operations for compatibility between hardware and software; administering system backups and, when necessary, performing data recoveries; and troubleshooting and resolving software, operating system and networking problems. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
IT118	IT10200	Information Technology	Technical Consultant	Technical Consultant provides technical expertise to clients, customers, technical staff, and end users. Responsibilities may include conducting research for new products and proposing new products, systems, and solutions as appropriate; providing support during the implementation phase; and assisting with customer and client training. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT129	IT10205	Information Technology	Website Designer	Website Designer designs and builds web pages using a variety of graphics software applications, techniques, and tools including HTML, Photoshop Illustrator and/or other design applications. Responsibilities may include designing and developing user interface features, site animation, and special-effects elements as well as enhancing the visual feel of the online services. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
IT128	IT10210	Information Technology	Website Developer I	Website Developer I is the first of two levels of Website Developer assisting in implementing web-based features and e-commerce services. Responsibilities may include developing web front-end user interface to databases using a variety of tools such as HTML, SQL, Visual Basic to make applications web accessible as well as utilizing one or more languages such as JAVA, Perl, ActiveX, C++ to enhance user appeal and utility and overall site functionality. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.



IT137	IT10215	Information Technology	Website Developer II	Website Developer II is the second of two levels of Website Developer designing and implementing web-based features and assisting with the implementation of ecommerce services. Responsibilities may include designing and developing web front-end user interface to databases using a variety of tools such as HTML, SQL, Visual Basic to make applications web accessible as well as utilizing one or more languages such as JAVA, Perl, ActiveX, C++ to enhance user appeal and utility and overall site functionality. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
Legal				
L104	L11005	Legal	Attorney I	Attorney I is the first of three levels of Attorney providing assistance in a variety of less difficult assigned legal projects. This is an entry-legal position and works under close supervision. Typically requires a law degree with bar membership as well as 1 to 3 years of experience or equivalent.
L105	L11010	Legal	Attorney II	Attorney II is the second of three levels of Attorney performing a variety of moderately complex legal consultation and advisory work. Responsibilities may include carrying out the legal processes necessary to affect the rights, privileges, and obligations of the organization. Typically requires a law degree with bar membership and 3 to 5 years of experience or equivalent.
L106	L11015	Legal	Attorney III	Attorney III is the third of three levels of Attorney providing legal consultation and advisory work on more complex legal matters and projects. Responsibilities may include providing work guidance to less experienced attorneys as well as management responsibility for a specific legal area. Typically requires a law degree with bar membership and 5 or more years of experience or equivalent.
L107	L11020	Legal	Corporate Attorney/Legal Counsel	Corporate Attorney/Legal Counsel determines the legal interests and options of an organization and recommends its legal posture and practices. Responsibilities may include ensuring that business practices and policies of the organization meet regulatory requirements; protecting the organization from legal action; and managing its legal defense. Generally reports to CEO/President. Typically requires a law degree with bar membership and 5 or more years of experience or equivalent.
L101	L11025	Legal	Legal Secretary	Legal Secretary prepares legal papers such as summonses, complaints, motions, dockets, and subpoenas. Responsibilities may include performing duties of secretary such as answering the telephone, filing, greeting visitors, and the like. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
L102	L11030	Legal	Paralegal I/Assistant I	Paralegal I/Assistant I is the first of two levels of Paralegal/Assistant assisting attorneys in preparing legal documents. Responsibilities may include performing routine legal research and compiling data from a variety of sources such as digests, encyclopedias, and practice manuals as well as performing computer-assisted research on Lexis and Westlaw. Typically requires an associate's degree with some specialized training and 1 to 3 years of experience or equivalent.
L103	L11035	Legal	Paralegal II/Assistant II	Paralegal II/Assistant II is the second of two levels of Paralegal/Assistant assisting attorneys in preparing more complex documents. Responsibilities may include performing moderately complex legal research and compiling data from a variety of references and sources; performing computer-assisted research on systems such as Lexis and Westlaw; assisting in preparing trial exhibits, interviewing witnesses and taking depositions; and summarizing hearings and oral arguments. Requires formal training in legal research and writing methods. Typically requires an associate's degree with certification as a paralegal and 3 to 5 years of experience or equivalent.
Life Sciences				

LS103	LS12005	Life Sciences	Bioinformatics	Bioinformatics use databases to gather, store, manipulate, analyze, and data mine research data. Responsibilities may include designing, implementing and supporting bioinformatics tools and processes. Typically requires a Bachelor's degree and 5 or more years of experience or equivalent.
LS104	LS12010	Life Sciences	Biologist	Biologist performs biological research towards the development of new products and improvements of existing products. Responsibilities may include acting as the principle investigator on principles of plant and animal life, such as origin, relationship, development, anatomy, and functions; assessing findings for potential product applications; and using knowledge related to genetics and molecules to manipulate genetic material. Typically requires a bachelor's degree and 1 to 3 years of experience as a principal investigator or equivalent.
LS106	LS12015	Life Sciences	Chemist	Chemist conducts research, analysis, synthesis, and experimentation on chemical substances, for such purposes as product and process development and application. Responsibilities may include conducting quantitative and qualitative analysis; and improving analytical methodologies. Typically requires a bachelor's degree and 1 to 3 years of experience or equivalent.
LS107	LS12020	Life Sciences	Laboratory Manager	Laboratory Manager supervises and coordinates activities of personnel engaged in performing laboratory tests of a chemical and physical nature. Responsibilities may include recommending measures to improve methods, performance, and quality of product or service as well as suggesting changes in working conditions to increase efficiency. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
LS108	LS12025	Life Sciences	Laboratory Technician	Laboratory Technician performs laboratory tests, experiments and analyses under the direction of a principle investigator or Laboratory Manager according to prescribed standards. Responsibilities may include setting up, adjusting, and operating laboratory equipment and instruments; and ensuring all laboratory equipment and work areas are clean, sterile and in proper working order. Typically requires an associate's degree and 1 to 3 years of experience or equivalent.
LS105	LS12030	Life Sciences	Molecular Biologist	Molecular Biologist performs microbiological research towards the development of new products and improvements of existing products. Responsibilities may include acting as principle investigator on principles of microorganisms such as bacteria, algae, fungi, or other microorganisms; assessing findings for potential product applications; studying the relationships between organisms and disease, the effects of antibiotics on micro-organisms, and the micro-organisms related to environmental, agricultural, virology, or immunology. Typically requires a bachelor's degree and 1 to 3 years of experience as a principal investigator or equivalent.
LS101	LS12035	Life Sciences	Research Scientist	Research Scientist performs scientific research and development of new products and improvements of existing products. Responsibilities may include acting as principle investigator on research projects and assessing findings for potential product applications. Typically requires a Ph.D. and/or M.D. degree and 3 to 5 years of experience as a principal investigator or equivalent.
LS102	LS12040	Life Sciences	Research Technician	Research Technician assists scientists in performing routine scientific research and laboratory tasks. Responsibilities may include making observations as well as collecting and analyzing data. Typically requires an associate's degree and 1 to 3 years of experience or equivalent.
Marketing & Sales				
MS123	MS13005	Marketing & Sales	Advertising Manager	Advertising Manager plans and executes advertising activities of the organization. Responsibilities may include creating and directing the development of advertising media as well as monitoring the effectiveness of advertising campaigns in conjunction with upper management. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.

MS120	MS13010	Marketing & Sales	Market Representative	Market Representative supports a broad range of marketing activities. Responsibilities may also include promoting sales and creating goodwill for firm's products or services among customers or prospects. Generally reports to the Marketing Manager. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
MS119	MS13015	Marketing & Sales	Market Research Analyst	Market Research Analyst gathers data on competitors, pricing, economic conditions, and customer preferences. Responsibilities may include using statistical techniques to conduct market research; and presenting results and recommendations to internal and/or external customers. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
MS122	MS13020	Marketing & Sales	Marketing Director	Marketing Director is responsible for the supervision and direction of the organization's marketing activities. Responsibilities may include designing, implementing, and administering policies and programs encompassing all aspects of marketing; directing preparation of marketing reports and campaigns; supervising manager level subordinates; and serving on the executive/management team. This is a senior marketing position that normally reports to the Chief Executive Officer or Chief Operating Officer. Typically requires a bachelor's degree and 7 or more years of experience or equivalent.
MS121	MS13025	Marketing & Sales	Marketing Manager	Marketing Manager manages marketing activities of the organization. Responsibilities may include directing staffing, training, and performance evaluation to control marketing program; supervising one or more subordinates; analyzing market statistics to develop marketing campaigns; and creating sales quotas. Typically reports to Executive level management. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
MS110	MS13030	Marketing & Sales	Meeting Planner/Coordinator	Meeting Planner/Coordinator plans and coordinates corporate/organizational meetings and events. Responsibilities may include selecting and evaluating vendors; contacting hotels and other facilities to arrange for meeting rooms and accommodations; supervising staff that assists before, during, and after meetings and events; and coordinating meeting and event logistics. Typically requires a high school diploma and 1 to 3 years of experience or equivalent.
MS116	MS13035	Marketing & Sales	National Sales Manager	National Sales Manager establishes routes and strategies for distribution for products and services. Responsibilities may include researching and analyzing new market potentials, market trends, and existing market position; maintaining overall accountability for sales team; and performing forecasting activities. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
MS114	MS13040	Marketing & Sales	Outside Sales Representative	Outside Sales Representative establishes and manages a customer base through selling and demonstrating certain products within a territory. Responsibilities may include building and continuing relationships with potential and existing customers through cold calling, educating and servicing products; conducting on-site demonstrations; preparing quotes; and increasing market presence. Typically requires a bachelor's degree and 2 to 4 years of experience or equivalent.
MS111	MS13045	Marketing & Sales	Product Manager	Product Manager is responsible for the success and profitability of a product line focusing on current markets and accounts, and developing new markets and accounts. Responsibilities may also include working to develop the overall marketing program and budget to meet revenue projections as well as working with sales and service, product development, inventory management, financial services, and informational services on a routine basis as a member of the overall marketing team. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.

MS124	MS13050	Marketing & Sales	Public Relations/Marketing Manager (Small Orgs)	Public Relations/Marketing Manager (Small Orgs) manages and performs all marketing/sales and public relations activities for the organization. Responsibilities may include researching and determining the most effective marketing campaigns for the organization; preparing and directing publicity activities that represent the organization in the best possible manner; and performing some advertising activities, if needed. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent. <i>Note: This person performs all duties for a small organization's Public Relations/Marketing function (i.e., the person who wears multiple hats). May have an assistant.</i>
MS115	MS13055	Marketing & Sales	Regional Sales Manager	Regional Sales Manager establishes and supervises regional field offices and staff. Responsibilities may include ensuring that regional sales staff processes sales orders in a timely, efficient and courteous manner; conducting pricing and estimating; responding to customer inquiries; and expediting orders. Generally reports to the National Sales Manager. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
MS101	MS13060	Marketing & Sales	Sales Clerk/Cashier	Sales Clerk/Cashier provides customer service per company standards in assisting customers with sales and product questions. Responsibilities may also include assisting with general tidiness of the work area; operating a cash register (POS); and assisting with loss prevention. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
MS118	MS13065	Marketing & Sales	Sales Director	Sales Director is responsible for the supervision and direction of the organization's sales activities. Responsibilities may include developing and implementing strategic sales plans and forecasts within the organization's goals and objectives; setting sales goals and objectives; supervising manager level subordinates and serving on the executive/management team. This is a senior sales position that generally reports to the chief executive officer or chief operating officer. Typically requires a bachelor's degree and 7 or more years of experience or equivalent.
MS112	MS13070	Marketing & Sales	Sales Engineer I	Sales Engineer I is the first of two levels of Sales Engineer selling and promoting products by serving as the technical expert in pre-sales activity and post-sales problem resolution. Responsibilities may include providing customer support and client consulting with technical troubleshooting, design and implementation; working with internal managers to improve processes, products and services; and staying current with market trends affecting the products and company. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
MS113	MS13075	Marketing & Sales	Sales Engineer II	Sales Engineer II is the second of two levels of Sales Engineer handling large and complex accounts through serving as the technical expert in pre-sales activity and post-sales problem resolution. Responsibilities may include training other sales engineers as well as guiding sales processes, proposals and objectives in a particular sales territory. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
MS117	MS13080	Marketing & Sales	Sales Manager	Sales Manager manages sales staff including training and performance evaluation. Responsibilities may include working in conjunction with marketing department to analyze market statistics and develop sales strategies; communicating and implementing approved sales strategies. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
Production & Manufacturing				
PM120	PM14005	Production & Manufacturing	Bindery Worker	Bindery Worker sets up and operates a variety of bindery equipment (paper cutter, drill press, collators, sorters, padding machines, folders, saddle stitchers, jogging, stapling, shrink wrapping) to handle finished printed material. Responsibilities may also include performing preventative maintenance on bindery equipment and stacking finished jobs. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.

PM108	PM14010	Production & Manufacturing	Carpenter	Carpenter constructs, erects, installs, and repairs a variety of structures and fixtures made of wood, plywood, wall board and other types of building materials. Responsibilities may include building and setting forms for concrete; building and erecting framework in buildings including partitions, floor and ceiling joists, studding, and rafters; installing wood sub-flooring and hardwood flooring; securing sheetrock and similar wallboard materials to walls and ceilings; installing insulation material in walls, ceilings, and under floors of buildings; and maintaining required knowledge of building codes, blueprints, materials and mechanical and electrical specifications. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
PM109	PM14015	Production & Manufacturing	Electrician (Journeyman)	Electrician (Journeyman) plans, executes and installs new electrical conduits, switch panels, buss bars, outlet boxes, electrical wires and cables, light fixtures and the like. Responsibilities may also include updating and bringing to code older electrical systems as well as repairing and rebuilding electrical machinery and equipment. Typically requires a high school diploma with completion of a formal apprenticeship program as well as state licensure.
PM107	PM14020	Production & Manufacturing	Estimator	Estimator interprets detailed plans, blueprints, and specifications to calculate costs, time and materials for projects. Responsibilities may also include working with internal and external customers, vendors, sales representatives and suppliers to deliver proposals and quotations as well as reviewing data to determine time and labor requirements. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
PM101	PM14025	Production & Manufacturing	General Laborer	General Laborer performs a variety of unskilled tasks, generally of a simple nature, to assist other workers. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
PM111	PM14030	Production & Manufacturing	HVAC Technician	HVAC Technician maintains heating, cooling, and ventilation systems. Responsibilities may include adjusting and troubleshooting boilers and other heating equipment, compression refrigeration systems, and other similar equipment; performing indoor air quality tests; and performing minor repairs to HVAC systems. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
PM117	PM14035	Production & Manufacturing	Machine Operator I	Machine Operator I is the first of three levels of Machine Operator operating and manipulating semi-automatic or automatically controlled machine tools and/or machining equipment to perform standardized and/or repetitive tasks. Responsibilities may include drilling, boring, milling, and turning as well as adjusting machine and fixture stops to maintain tolerance requirements. Generally work is subject to checks and inspections. Requires general knowledge of tooling applications and/or shop practices plus some basic training on machine tools and machining equipment. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
PM118	PM14040	Production & Manufacturing	Machine Operator II	Machine Operator II is the second of three levels of Machine Operator setting up and checking routine programs. Responsibilities may include operating semi-automatic, automatically controlled machine tools, and/or machining equipment to perform standardized and/or repetitive tasks such as boring, milling, turning, recessing, occasional profiling or contouring; manually cycling machines to check tooling, fixture and/or work assignment, clearances, stops to program specifications; making adjustments to bring tolerances and finishing requirements to specifications; reviewing and reporting variations in program sequence, positioning, and/or cycle time; making setups for and instructing Machine Operators of lower classifications. Requires general knowledge of machine shop practices and techniques, machine operation and tooling plus additional training on machine tools and machining equipment operations. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.

PM119	PM14045	Production & Manufacturing	Machine Operator III	Machine Operator III is the third of three levels of Machine Operator designing and developing programs. Responsibilities may include setting up, checking programs, and operating automatically controlled machine tools and/or machining equipment to perform complex machining operations to meet precise tolerance and finish requirements; working from operational data defining and coding tooling, fixturing, and machine arrangements utilizing program format; setting stops; calibrating fixturing to appropriate reference points; installing program tape, and/or cards in readers; correlating machine positions with controls; recommending tooling classifications; diagnosing operating difficulties and making adjustments; and working from detailed and complex specifications. Typically requires a high school diploma with some specialized training including completion of an accredited apprenticeship and 3 to 5 years of experience or equivalent.
PM116	PM14050	Production & Manufacturing	Plant Manager	Plant Manager oversees all plant operations under the direction of the executive(s) in charge. Responsibilities may include production, personnel, finance, quality control and maintenance; directing and coordinating all activities of the plant through department supervisors; and managing budget preparation, operating costs, and production quantities and quality. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
PM122	PM14055	Production & Manufacturing	Printing Press Operator I	Printing Press Operator I is the first of two levels of Printing Press Operator setting up and operating a variety of printing press equipment to print newspapers, books, and periodicals according to written specifications. Responsibilities may also include performing preventative maintenance on press equipment. Typically requires a high school diploma and 1 to 3 years of experience or equivalent.
PM123	PM14060	Production & Manufacturing	Printing Press Operator II	Printing Press Operator II is the second of two levels of Printing Press Operator setting up and operating a variety of printing press equipment to print newspapers, books, and periodicals according to written specifications. Responsibilities may also include providing work direction to Press Operator I as well as performing preventative maintenance on press equipment. Typically requires a high school diploma and 3 to 5 years of experience or equivalent.
PM105	PM14065	Production & Manufacturing	Production Planner/Scheduler	Production Planner/Scheduler evaluates production requirements versus production capacity upon receipt of the sales forecast. Responsibilities may also include estimating material requirements; placing purchase requisitions; preparing shop orders to fabricate components; manufacturing sub-assemblies and building final assemblies; expediting and coordinating work between production and sales; and reviewing inventories to ensure maximum turnover rate in material. Typically requires an associate's degree with some specialized training and 1 to 3 years of experience or equivalent.
PM106	PM14070	Production & Manufacturing	Production Supervisor/Manager	Production Supervisor/Manager directs and coordinates all activities within a production department, applying knowledge of production method, capacity of equipment, and capability of workers. Responsibilities may include working with upper management to establish production and quality control standards and goals as well as planning and directing the work of subordinates. Typically requires an associate's degree, bachelor's degree preferred, with some specialized training and 3 to 5 years of experience or equivalent.
PM102	PM14075	Production & Manufacturing	Production Worker I	Production Worker I is the first of three levels of Production Worker performing production/assembly work of a highly repetitive nature (e.g. simple plastic, mechanical, electrical or other production assembly) under general supervision. Responsibilities may also include work comprised of unskilled tasks; operating uncomplicated production machinery; reporting production/machine failures (e.g., product defects) to supervisor; and use of special or standard hand tools. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.

PM103	PM14080	Production & Manufacturing	Production Worker II	Production Worker II is the second of three levels of Production Worker performing production/assembly work of a more complicated nature than Production Worker I under minimal supervision. Responsibilities may include work requiring some basic and simple mechanical/technical ability in order to complete tasks that may require accurate fitting, adjusting or straightening; setting up and operating simple production machinery according to established specifications and requirements; and assisting with the efficient operation of the machinery by notifying the appropriate personnel of machinery failure/breakdowns and need for maintenance. Typically requires a high school diploma and 1 to 3 years of experience or equivalent.
PM104	PM14085	Production & Manufacturing	Production Worker III	Production Worker III is the third of three levels of Production Worker functioning as lead for production/assembly function. Responsibilities may include work comprised largely of semi-skilled tasks requiring basic mechanical/technical ability in order to produce/assemble more complicated items than Production Workers I and II; providing work direction to Production Workers I and II setting up, operating, and monitoring of simple production machines within established guidelines, specifications and requirements; assisting with the efficient operation of the machinery by notifying the appropriate personnel of machinery failure/breakdowns and need for maintenance. Typically requires a high school diploma and 3 to 5 years of experience or equivalent.
PM115	PM14090	Production & Manufacturing	Quality Assurance Manager (Manufacturing)	Quality Assurance Manager (Manufacturing) develops, directs, and manages the quality assurance program of an organization. Responsibilities may include providing direction to lower level employees; maintaining an organization's ISO program(s) if one exists; establishing compliance parameters to meet needed product specifications; operating needed diagnostic equipment; working with production teams and/or managers to ensure that the changes in the production process are implemented smoothly; and responding to staff and customer inquiries regarding product quality and specifications. Typically requires a bachelor's degree and 3 to 5 years of experience or equivalent.
PM114	PM14095	Production & Manufacturing	Quality Assurance Technician	Quality Assurance Technician inspects and tests materials. Responsibilities may include testing products for compliance with specifications by examining materials and products for defects such as cracks, pits, and incomplete welds; selecting products for testing at specified stages in production process and testing products for a variety of qualities such as dimensions, performance and mechanical characteristics; operating needed diagnostic equipment; responding to inquiries from staff and customers regarding product quality and specifications; assisting with maintaining compliance with company ISO program(s) if one exists; and using statistical measures. Typically requires a high school diploma with some specialized training and 1 to 3 years of experience or equivalent.
PM113	PM14100	Production & Manufacturing	Service Technician	Service Technician installs, repairs and performs preventative maintenance on equipment and machinery. Responsibilities may also include responding to customer calls and providing on-site troubleshooting; instructing customers on the proper operation and maintenance of equipment; and identifying possible improvements to equipment and products. Typically requires a high school diploma with some specialized training and 3 to 5 years of experience or equivalent.
PM112	PM14105	Production & Manufacturing	Tool & Die Maker	Tool & Die Maker analyzes complex specifications/blueprints, plans and layouts. Responsibilities may also include performing machining operations and bench work to construct, alter and repair tools, dies, fixtures, jigs, molds, etc., to exacting tolerances and finishing requirements as well as working on prototype parts. Typically requires a high school diploma with some specialized training including completion of an apprenticeship program and 1 to 3 years of experience or equivalent.

PM121	PM14110	Production & Manufacturing	Tooling Manager	Tooling Manager supervises activities of workers engaged in machining operations and bench work to construct, alter and repair tools, dies, fixtures, jigs, molds, etc., applying knowledge of machining and tool and die construction. Typically requires an associate's degree, bachelor's degree preferred, with some specialized training and 5 or more years of experience or equivalent.
PM110	PM14115	Production & Manufacturing	Welder	Welder sets up and operates an arc welder, mig welder, and/or oxygen/acetylene torch, etc. in order to weld together materials or fabricated parts as specified by blueprints, layouts, and operating charts in accordance with project specifications. Responsibilities may also include fitting and positioning weldments having a number of parts; using welding fixtures and rigs where applicable; and utilizing prescribed or standardized methods as well as selecting own techniques within limits of recognized procedures. Typically requires a high school diploma with some specialized training and less than 1 year of experience or equivalent.
Purchasing & Distribution				
PD105	PD15005	Purchasing & Distribution	Buyer	Buyer works with vendors to procure materials, products, or services. Responsibilities may include obtaining quotes; generating and processing requisitions and maintaining related records; maintaining existing vendor relationships; and working to build new vendor relationships under the direction of supervisor/manager. Typically requires an associate's degree, bachelor's degree preferred, with some specialized training and 1 to 3 years of experience or equivalent.
PD102	PD15010	Purchasing & Distribution	Inventory/Stock Clerk	Inventory/Stock Clerk maintains the storage and issuance of raw materials. Responsibilities may include handling the shipment of customer orders if organization does not have a Shipping/Receiving Clerk; maintaining inventory storage area; moving or transporting supplies or materials to other departments; keeping inventory records; and stocking shelves. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
PD103	PD15015	Purchasing & Distribution	Materials Handler/Warehouse Clerk	Materials Handler/Warehouse Clerk performs a variety of duties including unloading, moving and storing of materials, parts, or products. Responsibilities may also include checking incoming materials for proper identification; reporting shortages or damaged items; moving materials between departments; making deliveries to stock room or shipping room according to directions on routing, delivery tickets, orders, etc.; operating a power fork truck to move and stack loaded pallets within/to designated storage areas; and operating walking crane or hoist in unloading incoming materials and storing material in racks. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
PD107	PD15020	Purchasing & Distribution	Purchasing Director	Purchasing Director directs the purchasing department to ensure all materials, products, supplies, equipment, and services are ordered, delivered, and maintained appropriately. Responsibilities may include developing pricing methodology, reporting requirements, and tracking procedures; negotiating contracts with vendors; developing training programs for buyers and purchasing staff; setting and implementing purchasing strategy and forecasts consistent with the organization's goals and objectives; supervising manager level subordinates; and serving on the executive/management team. Typically requires a bachelor's degree and 8 or more years of experience or equivalent.

PD106	PD15025	Purchasing & Distribution	Purchasing Manager	Purchasing Manager manages the cost-effective procurement of materials, products, supplies, equipment, and services. Responsibilities may include ensuring required adequate supply of needed goods is on hand to maintain production schedules and/or service delivery; developing sources of supply; building vendor relationships; supervising and training buyers and other staff; researching and analyzing business conditions to determine current and future need for supplies and materials; and developing and recommending ways to improve purchasing processes, procedures and ways to reduce overall costs. Typically requires a bachelor's degree and 5 or more years of experience or equivalent.
PD101	PD15030	Purchasing & Distribution	Shipping/Receiving Clerk	Shipping/Receiving Clerk compares contents of material being received or shipped to shipping documents or bills. Responsibilities may include following established procedures to report discrepancies; gathering products, materials or supplies from inventory to fill requisitions or customer orders; preparing gathered items for shipment by packaging and labeling; selecting from appropriate area, item listed on requisitions, exercising care that the proper item and quantity are pulled; operating lifts or special equipment for items of unusual size or weight, or located on a high shelf; selecting appropriate carton or container to pack supplies and checks packing list for accuracy; securing container for shipment through use of bander, tape, and staples; and affixing appropriate label. This is an entry-level job typically requiring a high school diploma and less than 1 year of experience or equivalent.
PD109	PD15035	Purchasing & Distribution	Truck Driver - Heavy	Truck Driver - Heavy drives trucks with a capacity of three (3) or more tons to transport materials and/or livestock to and/or from designated locations. Materials may be in liquid, raw or packaged form. Responsibilities may also include assisting with loading and/or unloading the truck. Typically requires a high school diploma and less than 1 year of experience or equivalent. Must also meet all federal and state road and licensing requirements. <i>Note: Previous experience driving heavy trucks is not required although experience driving light trucks is preferred.</i>
PD108	PD15040	Purchasing & Distribution	Truck Driver - Light	Truck Driver - Light drives trucks with a capacity of less than three (3) tons to transport materials, livestock, and/or persons to and/or from designated locations. Materials may be in liquid, raw or packaged form. Responsibilities may also include assisting with loading and/or unloading the truck. Typically requires a high school diploma and less than 1 year of experience or equivalent. Must also meet all federal and state road and licensing requirements.
PD104	PD15045	Purchasing & Distribution	Warehouse/Distribution Supervisor/Manager	Warehouse/Distribution Supervisor/Manager supervises the operations of the warehouse including the receipt, storage, and distribution of materials, equipment, products and other items. Responsibilities may include supervising warehouse staff; ensuring that all items in the warehouse are appropriately marked/tagged for identification; maintaining records of all items coming into and going out of the warehouse (items issued and received); and recommending improvements in processes and procedures to enhance productivity and efficiency. Typically requires a high school diploma and 1 to 3 years of experience or equivalent.