

2011 JOB DESCRIPTION INDEX

SORTED BY JOB FAMILY

Administration

1. Executive Director
2. Operations Director
3. Quality Manager
4. Office Management
5. Office Administrative Support
6. Executive Assistant
7. Receptionist
8. Attorney

Education

9. Education / Outreach Director
10. Education / Outreach Coordinator

Energy Efficiency/ Conservation

11. Energy Advisor
12. Energy / Conservation Coordinator – Entry *
13. Energy / Conservation Project / Program Manager *

Facilities

14. Maintenance Management
15. Property Maintenance Staff
16. Groundskeeper
17. Housekeeper
18. Janitor
19. Warehouse Specialist
20. Delivery Driver
21. Class "C" Driver

Finance / Accounting

22. Finance Director
23. Accounting / Finance Manager
24. Accountant
25. Bookkeeper
26. Payroll Specialist
27. Medical Biller
28. Asset (Property) Management

Food / Nutrition

29. Food Service Manager
30. Cook
31. Food Service Aide

Fundraising

32. Development Director
33. Capital Campaign Manager
34. Major Gifts Director
35. Annual Fund Manager
36. Special Events Coordinator
37. Membership Coordinator
38. Grant Writer
39. Development Associate

Housing

40. Housing Development
41. Construction Management
42. Director of Property Management
43. Property Management (day-to-day)
44. Resident Services / Tenant Liaison

Human Resources / Personnel

45. Human Resources / Personnel Director
46. Human Resources / Personnel Manager
47. Human Resources / Personnel Generalist
48. Human Resources / Personnel Assistant

Information Technology

49. IT Director
50. IT Manager
51. Database Administrator
52. Network Administrator
53. Web Support Specialist §
54. Technical Support/ Computer Operations Specialist

Marketing / Public Relations / Public Affairs

55. Marketing Director
56. Marketing Manager
57. Marketing Specialist
58. Public Relations Manager
59. Public Affairs / Public Policy Manager §

Medical

60. Registered Nurse (RN)
61. Nurse Practitioner
62. Licensed Practical Nurse (LPN)
63. Licensed Psychiatrist (MD)
64. Certified Medical Assistant (CMA)
65. Medical Records Clerk

Program Management

- 66. Program Director
- 67. Program Manager
- 68. Program Coordinator
- 69. Admissions & Eligibility Specialist *

Social Services

- 70. Child Development Teacher / Day Care Teacher
- 71. Child Development Teacher's Assistant
- 72. Child Development Activities Coordinator
- 73. Case Manager / Social Worker
- 74. Counselor I
- 75. Counselor II – LCSW optional §
- 76. Counselor III – LCSW required *
- 77. Chemical Dependency Counselor I – CADC I *
- 78. Chemical Dependency Counselor II – CADC II *
- 79. Skills Trainer (*Same position; Moved from Medical*)
- 80. Direct Care Service Worker §
- 81. Direct Services Advocate
- 82. Residential Assistant *
- 83. Animal Care Worker *
- 84. Transportation Assistant

Volunteer Services

- 85. Volunteer Director
- 86. Volunteer Coordinator



JOB DESCRIPTION SUMMARIES

Administration

#1 Executive Director

- **Alternative Job Titles:** CEO; President
- **Core Functions:** Responsible for overall organization management, including leadership, strategic planning, fundraising, and development planning; develops and maintains working relationships with the Board of Directors and the community; acts as chief spokesperson to government agencies, community organizations, and the general public. The top position within the organization.
- **Requirements:** Typically requires five to ten years of supervisory or managerial experience in not-for-profit organization. Master's degree preferred.

#2 Operations Director

- **Alternative Job Titles:** Chief Operating Officer; Assistant Executive Director; Administrator
- **Core Functions:** Responsible for all internal functions, including human resources, risk management, finance, communications, information technology, facilities and/or programs. Implements policies and procedures that support the organization. Ensures compliance with state and federal regulations. Typically reports to Executive Director or CEO.
- **Requirements:** Bachelor's degree plus five years of related experience in program management, supervision and budgets. Master's degree preferred.

#3 Quality Manager

- **Alternative Job Titles:** Quality and Information Director; Performance Improvement Manager; Director of Quality Management
- **Core Functions:** Develops systematic approaches for ensuring high quality clinical services; coordinates quality assurance/quality control activities and compliance programs, including corporate, governmental, and regulatory activities; participates in communicating the quality program to employees, training employees, monitoring results, and administering reward systems.
- **Requirements:** Bachelor's degree plus five years of related experience in quality management and supervision.

#4 Office Management

- **Alternative Job Titles:** Manager of Office Services; Office Manager
- **Core Functions:** Responsible for office procedures and systems, including word processing, mail and courier services, filing, copying, and maintaining office supplies; prepares reports for management; organizes Board meeting logistics; works on special projects as needed. Typically supervises one or more clerical or office administration staff.
- **Requirements:** Associate's degree plus four to six years of experience; excellent interpersonal, written communication, organizational, and computer skills.



#5 Office Administrative Support

- **Alternative Job Titles: Administrative Support Specialist; Administrative Assistant: General Clerk: General Clerical**
 - **Core Functions:** Performs administrative support and clerical duties (compiling/arranging data, processing and coding documents, record keeping, correspondence, filing, etc.) for the entire organization and/or specific departments and may assist with special projects or other department activities.
 - **Requirements:** Associate's degree plus one to three years of related experience.
-

#6 Executive Assistant

- **Alternative Job Titles: Executive Assistant to Executive Director, CEO Secretary, Department Coordinator; Project Secretary**
 - **Core Functions:** Assists executive in staff capacity by handling a wide variety of situations involving administrative functions of the office. Manages executive's calendar, meetings, travel, correspondence and budget. Develops and prepares presentations and reports. Prepares meeting minutes and materials for Board and Committee meetings. Advises others of the executive's views on policies or issues, using judgment and discretion.
 - **Requirements:** Bachelor's degree preferred with three to five years of related experience.
-

#7 Receptionist

- **Alternative Job Titles: Switchboard Operator: Front Desk Clerk, Receptionist/Switchboard Operator**
 - **Core Functions:** Performs all reception duties, including greeting visitors and clients, operating multi-line telephone, answering calls and directing inquiries to appropriate staff in a courteous manner, recording messages, and dispensing information to the public. May perform other duties such as typing, filing, copying, and overseeing mail/fax delivery.
 - **Requirements:** Entry level position requiring at least 6+ months of related experience.
-

#8 Attorney

Alternative Job Titles: In-House Legal Counsel, Attorney-Staff, General Counsel

- **Core Functions:** Prepares and reviews contracts involving leases, licenses, purchases, sales, real estate, employment insurance, and other matters. Researches legal problems and cases within an assigned business area and develops opinions on legal issues or new legislation and regulations. Prepares written analyses and provides professional interpretations and recommendations to management. May participate in a variety of settlements and cases.
- **Requirements:** Law degree, license to practice, and 2-4 years of business law experience.



Education

#9 Education / Outreach Director

- **Alternative Job Titles:** VP Education
- **Core Functions:** Creates, promotes and manages the education and outreach services. Develops partnerships with public and private organizations for purpose of education and promotion. Develops educational materials, study guides and promotional materials in support of program objectives. Serves as the primary liaison between the organization and the target group(s). May supervise others involved with education and outreach efforts.
- **Requirements:** Bachelor's degree plus two years of related experience. Master's degree preferred.

#10 Education / Outreach Coordinator

- **Alternative Job Titles:** Education and Training Coordinator; Adult Development Specialist
- **Core Functions:** Plans and coordinates program development for targeted populations that are consistent with the organization's strategic plan; identifies program needs; plans, prepares for, delivers, and evaluates educational programs.
- **Requirements:** Bachelor's degree plus two years of related experience.

Energy Efficiency / Conservation

#11 Energy Advisor

- **Alternative Job Titles:** Customer Care Specialist: Energy, Energy Advising Agent
- **Core Functions:** Respond to residential and/or commercial customer calls related to gas and electric appliance operating costs, prioritization of energy savings measures, troubleshooting customer energy related bill inquiries, and specialty product questions. Answer customer inquiries in regards to residential and/or corporate energy efficiency programs and rebates. Enter and maintain information in the energy efficiency database. Read and respond to customer correspondence.
- **Requirements:** Typically an entry level position; previous customer service experience a plus.

#12 Energy / Conservation Coordinator – Entry *

- **Alternative Job Titles:** Natural Resource Specialist, Project Coordinator, Associate
- **Core Functions:** Organizes, tracks, and manages data related to energy and/or conservation programs. May manage information within databases, producing regular reports, including ensuring compliance with regulatory requirements and regional, state and federal program requirements. Conducts research under the direction of senior staff. May include collecting, assembling, and analyzing various types of data, in the field or through surveys. May have direct contact with contractors, vendors, clients and/or the public regarding the program.
- **Requirements:** Typically requires a Bachelor's degree in a related field with 1-2 years work experience. Proficiency in database, spreadsheet and word processing applications required.



#13 Energy / Conservation Project / Program Manager *

- **Alternative Job Titles:** Project Leader, Team Leader, Energy Advocate
- **Core Functions:** Responsible for developing, managing, and advancing the organization's programs, plans, and methods by region. Provides technical leadership and support, plans and directs preserve management programs and stewardship. Establishes relationships with local, state and federal funding agencies and organizations, as well as government officials and community-based organizations to advocate, promote, expand and extend energy and conservation programs. May provide project and technical direction and oversight to staff, vendors, contractors or other teams.
- **Requirements:** A minimum of 1-2 years of experience in project / program management required. Knowledge and/or experience of energy assistance, energy efficiency, and/or conservation programs required.

Facilities

#14 Maintenance Management

- **Alternative Job Titles:** Maintenance/Janitorial Supervisor; Facilities Manager; Property Manager; Maintenance/Group Home Property Manager
- **Core Functions:** Oversees all repairs, cleaning, maintenance, and security of the organization's facilities, equipment, and grounds. Coordinates janitorial and maintenance staff activities.
- **Requirements:** Degree, certification, or equivalent experience.

#15 Property Maintenance Staff

- **Alternative Job Titles:** Maintenance Worker; Maintenance Technician
- **Core Functions:** Repairs, cleans, and performs other upkeep functions to maintain the organization's physical facilities; may tend to environmental systems including heating and air conditioning; may perform carpentry repairs, non-license plumbing or electrical maintenance, or window repair; may help with moving furniture.
- **Requirements:** High school diploma or equivalent with no previous experience.

#16 Groundskeeper

- **Alternative Job Titles:** Gardener; Landscaper
- **Core Functions:** Mows and trims lawns. Removes debris as necessary. Plants and prunes shrubs and flowers.
- **Requirements:** High school diploma or equivalent. Typically one year of experience.

#17 Housekeeper

- **Alternative Job Titles:** Cleaning Attendant
 - **Core Functions:** Cleans client's room, bath and other areas as needed. Makes beds, delivers and changes linens. Disinfects and sterilizes equipment and supplies. Cleans rugs, carpet and furniture. Empties wastebaskets.
 - **Requirements:** High school diploma or equivalent. Typically six months of experience.
-



#18 Janitor

- **Alternative Job Titles: Custodian**
 - **Core Functions:** Ensures buildings and facilities are clean and in an orderly condition. Responsible for emptying trash/recycling, dusting, mopping, vacuuming, sweeping and cleaning floors/halls/restrooms.
 - **Requirements:** High school diploma or equivalent. Typically six months of experience.
-

#19 Warehouse Specialist

- **Alternative Job Titles: Warehouse Worker**
 - **Core Functions:** Under general supervision, performs a variety of warehouse duties that may include packing, pulling/checking customer orders, inventory replenishment, shipping and material handling. Load and unload materials onto or from pallets, trays, racks, and shelves by hand or forklift. May use automated warehouse management system. May operate hand and power equipment for material handling to accommodate storage of products throughout warehouse.
 - **Requirements:** High School Diploma or GED with previous warehouse experience.
-

#20 Delivery Driver

- **Alternative Job Titles: Van Driver, Delivery Person, Courier**
 - **Core Functions:** Operates company vehicle to provide courier service to local area and/or company offices. Picks up and delivers mail, supplies or other materials as needed. May clean, service, maintain and provide minor repairs to vehicle(s) as needed.
 - **Requirements:** Typically requires 6 months delivery or messenger experience, current driver's license and ability to be bonded. May require moderate physical lifting.
-

#21 Class "C" Driver

- **Alternative Job Titles: Passenger Van Driver, School Bus Driver, Shuttle Driver, Driver**
- **Core Functions:** Transports passengers to and from defined destinations in a vehicle designed for 16 or more passengers. Maintain order during trip and adhere to safety rules when loading and unloading passengers. Performs messenger or light pickup or delivery tasks. Records assigned routes and mileage. Tracks items against receipts and invoices. Maintains travel and vehicle logs. May assist passengers unable to enter or exit the vehicle independently.
- **Requirements:** Previous driving experience and Class C commercial driver's license (CDL) required. Background check preferred.



Finance / Accounting

#22 Finance Director

- **Alternative Job Titles:** Chief Financial Officer; Fiscal Manager; VP Finance
- **Core Functions:** Responsible for developing and managing the organization's financial and accounting activities, including financial statements, budgets, long-range forecasts and trends, financial models, and key performance measures; prepares management reports for investments and program contribution; analyzes and interprets fiscal trends. Typically the top financial position within an organization.
- **Requirements:** Bachelor's degree in Accounting or Finance and five to ten years of experience. CPA preferred. Knowledge of Generally Accepted Accounting Principles (GAAP), Financial Accounting Standards Board (FASB) and Securities and Exchange Commission (SEC) regulations.

#23 Accounting / Finance Manager

- **Alternative Job Titles:** AP Supervisor; AR Supervisor; Payroll Supervisor
- **Core Functions:** Manages an accounting function for the organization. May be responsible for one or more of the following disciplines: accounts payable, accounts receivable, or payroll. Responsible for maintaining general ledger and preparing financial statements at month-end and fiscal year-end. May supervise professional or clerical accounting-related positions.
- **Requirements:** Bachelor's degree in Accounting or Finance. Typically three to five years of experience. Knowledge of Generally Accepted Accounting Principles (GAAP).

#24 Accountant

- **Alternative Job Titles:** Staff Accountant; General Ledger Accountant
- **Core Functions:** Performs a wide variety of regular and recurring moderately complex accounting functions. Establishes and maintains accounting records. May be responsible for accounting, budget or cost systems. May balance books and prepare tax reports.
- **Requirements:** Bachelor's degree in Accounting or Finance. Typically two to four years of experience. Knowledge of Generally Accepted Accounting Principles (GAAP).

#25 Bookkeeper

- **Alternative Job Titles:** Accounting Specialist; Accounting Clerk; General Ledger Assistant; Fiscal Assistant; Finance Assistant
- **Core Functions:** Performs clerical accounting work in accounts payable, accounts receivable, and general ledgers; checks and verifies records; prepares invoices, vouchers, and reports. Assists senior fiscal manager with project work, report generation, and payroll/benefits programs.
- **Requirements:** Associate's degree in accounting or bookkeeping and two years of related experience.



#26 Payroll Specialist

- **Alternative Job Titles:** Payroll Clerk; Payroll Coordinator
 - **Core Functions:** Responsible for ensuring all employees are paid accurately and on designated pay dates. Compiles payroll data and enters data into payroll system. Computes wages and deductions. Maintains appropriate payroll records and files.
 - **Requirements:** Typically requires two to three years of experience.
-

#27 Medical Biller

- **Alternative Job Titles:** Patient Accounting Specialist; Insurance Biller; Billing Specialist
 - **Core Functions:** Performs medical billing functions to third party payors. Reviews itemized bills to verify accuracy and completeness of charges. Researches denied or incomplete bills. May code and/or verify ICD-9 coding.
 - **Requirements:** High school diploma or equivalent. Typically requires two years of billing experience.
-

#28 Asset (Property) Management (primarily found in CDC's)

- **Alternative Job Titles:** Asset Manager
 - **Core Functions:** Manages properties designated for organizational use; maintains physical requirements; inspects property interior and exterior on a regular basis; coordinates space planning and directs assigned construction/remodel projects; reviews monthly financial statements and management reports, including compliance with state and federal regulations.
 - **Requirements:** Bachelor's degree in accounting, housing or related field plus three to five years of experience in property management or other related field.
-

Food / Nutrition

#29 Food Service Manager

- **Alternative Job Titles:** Dietary Services Manager; Head of Cafeteria
 - **Core Functions:** Directs and coordinates food service activities within a facility. Plans and coordinates food storage, preparation, service, equipment, sanitation and safety. May order food supplies.
 - **Requirements:** Degree in Nutrition or related field, Food Handler's Certificate, plus three to five years of experience.
-

#30 Cook

- **Core Functions:** Responsible for preparing and cooking food for residents or patients. Plans menus. May inventory and/or order supplies. May serve the food. Follows necessary guidelines for food handling and safety.
 - **Requirements:** High school diploma or equivalent and Food Handler's Certificate. Typically requires two to three years of experience.
-



#31 Food Service Aide

- **Alternative Job Titles:** Kitchen Support; Cafeteria Support
- **Core Functions:** Prepares and delivers food trays to residents or patients. May wash dishes, clean work area, chairs, and dining tables. May assist in food preparation. Follows necessary guidelines for food handling and safety.
- **Requirements:** High school diploma or equivalent and Food Handlers Certificate. Typically six months of experience.

Fundraising

#32 Development Director

- **Alternative Job Titles:** Fundraising Director; VP Resource Development; Director of Development and Community Education; Director of Fund Development; Communications Coordinator; Resource Development and Programs Manager
- **Core Functions:** Plans, develops, and coordinates two or more fundraising programs, including annual giving, planned giving, corporate and foundation grants, larger individual and corporate gifts, special fundraising events and grant writing; develops ties with community organizations and corporations. Supervises development staff.
- **Requirements:** Bachelor's degree and three to five years of experience.

#33 Capital Campaign Manager

- **Core Functions:** Plans and manages the organization's capital campaign including supervision of campaign staff and office operations; volunteer recruitment and management; prospect identification, cultivation, solicitation and tracking; stewardship and donor recognition; and comprehensive coordination of all campaign related activities.
- **Requirements:** Bachelor's degree and three to five years of experience.

#34 Major Gifts Director

- **Alternative Job Titles:** Major Gifts Officer; Individual Gifts Director; Major and Planned Gifts Manager; Corporate Relations; Deferred Giving Manager
 - **Core Functions:** Creates, directs and manages a proactive prospect program aimed at significantly increasing support for the organization or assigned program. Develops and charts the progress of all major gift activities. Identifies and cultivates new individual, corporate and institution/foundation prospects. Manages and may participate in all aspects of the organization's planned (deferred) giving programs, such as wills, trusts, bequests, pooled income funds, deferred gifts, annuities, etc. Manages special events to involve and cultivate prospects. Collaborates with staff and volunteers to identify stewardship opportunities for major donors. May supervise employees or manage a department.
 - **Requirements:** Bachelor's degree and three to five years of experience managing major gifts/planned giving.
-



#35 Annual Fund Manager

- **Alternative Job Titles: Annual Fund and Special Events Manager; Account Executive; Fund Development Specialist**
 - **Core Functions:** Manages and participates in all aspects of the agency's annual fund program and fundraising special events. Directs and manages telemarketing, direct mail programs, and gift societies. This is typically an Exempt, Managerial level position.
 - **Requirements:** Bachelor's degree and two to three years of fundraising experience.
-

#36 Special Events Coordinator

- **Alternative Job Titles: Special Events Planner**
 - **Core Functions:** Coordinates all special events, including fundraising, donor cultivation or recognition events. Plans all event logistics, production or printed materials and mailing. May develop expense budget and revenue projection. Works closely with staff and volunteer committees. This is typically a Non-exempt level position.
 - **Requirements:** High school diploma or equivalent. Two to three years experience in event planning preferred.
-

#37 Membership Coordinator

- **Core Functions:** Responsible for promoting and growing the organization's membership, including acquisition of new memberships, renewals and upgrades. Manage retention and recognition of members. May involve direct mail outreach and/or telemarketing. May involve marketing or strategic planning. May organize and maintain accurate membership records. May prepare informational packets for new members.
 - **Requirements:** Bachelor's degree and one to three years of experience.
-

#38 Grant Writer

- **Alternative Job Titles: Grant Coordinator; Grant Proposal Writer; Grant Writer Specialist; Researcher**
 - **Core Functions:** Researches, organizes, writes, and submits grant proposals according to specifications and state and federal regulations; partners with development and agency managers to identify needs; identifies prospective funders and cultivates relationships; monitors grant expenditures and performance.
 - **Requirements:** Bachelor's degree and two to four years of grant writing experience.
-

#39 Development Associate

- **Alternative Job Titles: Development Coordinator; Gift Processing Coordinator; Resource Development Coordinator; Development Specialist**
- **Core Functions:** Tracks, acknowledges and reports contributions received; manages fund and/or donor management Development Databases (i.e. Raisers Edge, Exceed, etc.); prepares correspondence such as donation requests and acknowledgement letters; generates, maintains, and reports on donation records.
- **Requirements:** Bachelor's degree and one to three years of experience.



Housing

#40 Housing Development

- **Alternative Job Titles:** Housing Developer
- **Core Functions:** Directs all aspects of the organization's real estate development activities based on strategic plans; manages all real estate development, construction, and property management activities, including site selection, acquisition, design, financing, city and neighborhood review, construction, expenditures, lease-up or sale, and owner relations; develops and monitors project costs and budgets. Manages real estate development staff.
- **Requirements:** Bachelor's degree in real estate development or equivalent experience and certification plus three to five years of experience in community development.

#41 Construction Management

- **Alternative Job Titles:** Real Estate Development Manager; Project Manager
- **Core Functions:** Manages all daily aspects of the organization's real estate development activities; prepares scope of work, construction budget, and project timeline to ensure project completion. Participates in the contractor selection and bid negotiation; monitors work in progress through on-site property visits; coordinates the marketing and sale of properties; provides technical assistance and training on rehabilitation and construction topics; applies to Housing or Commercial real estate.
- **Requirements:** High school diploma or equivalent plus three to five years of experience in construction trade and/or construction management at the general contractor level.

#42 Director of Property Management

- **Core Functions:** Overall responsibility for the property management staff, including assessing and monitoring property operations and financial performance; resident, agency and owner relations; compliance and legal issues; business development support and new property transition. Responsible for the organization's portfolio of properties; Supervision and training of property management staff; inter-departmental communication and coordination; office site administration and compliance issues; planning, organizing, staffing, directing and managing the property management department.
- **Requirements:** Typically requires a Bachelor's degree and five to eight years experience in real estate and property management or equivalent.

#43 Property Management (day-to-day)

- **Alternative Job Titles:** Warehouse/Property Maintenance Coordinator; Building Manager
- **Core Functions:** Responsible for the day-to-day management of properties; ensures compliance with governmental agency rules and regulations as well as management's policies and procedures; collects and deposits rent in a timely manner; sets a high standard of building maintenance – preventative, routine, or deferred; establishes and maintains good relations with the residents and the community.
- **Requirements:** Typically requires a Bachelor's degree or three to five years experience in real estate and property management or equivalent.



#44 Resident Services / Tenant Liaison

- **Alternative Job Titles: Tenant Services Program Manager**
- **Core Functions:** Develops and organizes resident services and special events planned to enhance the social development of the individual group members and accomplishment of group goals; oversees implementation and evaluation of resident services and community-wide special events; provides day-to-day interface with property management staff; ensures residents/potential residents are informed and educated on housing and community opportunities.
- **Requirements:** Bachelor's degree or equivalent program management experience and prior supervisory experience.

Human Resources / Personnel

#45 Human Resources / Personnel Director

- **Alternative Job Titles: VP HR; Head of HR**
- **Core Functions:** Responsible for entire HR department. Partners with executive management to develop short and long term strategies, policies, and procedures. Usually supervises Managers or Supervisors of various functional areas. Typically the top HR position within an organization.
- **Requirements:** Bachelor's degree, preferably in human resource management, business administration or industrial relations plus five to ten years of experience.

#46 Human Resources / Personnel Manager

- **Alternative Job Titles: Associate Director HR; Recruitment Manager; Benefits Manager; Compensation Manager; Training Manager**
- **Core Functions:** Manages an HR function for the organization. May be responsible for one or more of the following disciplines: recruitment/selection/employment, compensation, benefits, employee relations, equal opportunity, affirmative action, and training and development programs. Advises staff on policies and procedures. May supervise both professional and clerical staff.
- **Requirements:** Bachelor's degree in human resources, industrial relations, or related field plus five to seven years of experience.

#47 Human Resources / Personnel Generalist

- **Alternative Job Titles: HR Analyst; HR Administrator; HR Business Partner; HR Representative; Personnel Specialist**
 - **Core Functions:** Responsible for day-to-day administration of more than one HR discipline, including recruitment/selection/employment, compensation, benefits, employee relations, equal opportunity, affirmative action, and training and development programs. Typically an intermediate level position with no supervisory duties.
 - **Requirements:** Bachelor's degree in human resources, business administration or industrial relations, or related field plus two to four years of experience.
-



#48 Human Resources / Personnel Assistant

- **Alternative Job Titles:** HR Coordinator; HR Support Clerk
- **Core Functions:** Supports the HR Department in a variety of administrative activities. May support employment, benefits or compensation. May maintain personnel records or HR database. May prepare reports or correspondence.
- **Requirements:** High school diploma or equivalent; may require one to two years of experience.

Information Technology

#49 IT Director

- **Alternative Job Titles:** Facility Systems Director; VP MIS; Communications Information Officer; Director of IT
- **Core Functions:** Responsible for all information technology operations including computer operations, technical/end-user support, programming, networking and systems analysis; consults with management to analyze computer system needs; establishes technical operating standards, methods, and priorities. Typically the top information systems position within the organization.
- **Requirements:** Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and five to eight years of experience.

#50 IT Manager

- **Alternative Job Titles:** Applications Manager; IT Project Manager; PC Systems Manager; Network Manager; Data Processing Manager
- **Core Functions:** Manages an IT function for the organization. May be responsible for one or more of the following disciplines: applications, systems, LAN/WAN network, data processing, telecommunications or project management. May supervise both professional and clerical staff.
- **Requirements:** Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and three to five years of experience.

#51 Database Administrator

- **Alternative Job Titles:** Database Engineer; Database Analyst; Database Coordinator
- **Core Functions:** Creates and modifies databases and master files. Ensures database quality, integrity and performance. Plans, establishes and maintains allocation controls over the availability of disk space for existing and future projections.
- **Requirements:** Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and two to four years of experience.

#52 Network Administrator

- **Alternative Job Titles:** Systems Administrator; Network Engineer; LAN Administrator
- **Core Functions:** Administers, operates, and monitors the organization's network, including installation, configuration, and maintenance of hardware and software; provides guidance and technical assistance to systems users; responsible for network security.
- **Requirements:** Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and two to four years of experience.



#53 Web Support Specialist §

- **Alternative Job Titles:** Webmaster, Web Author, Web Developer
 - **Core Functions:** Performs creative, content-coordinating web page development functions. Designs implements, and edits internal and/or external web pages. Converts documents from original format into HTML (HyperText Markup Language) or other programming languages. Consults directly with users, in-house writers, graphic artists and outside consultants during document planning and design stage. Troubleshoots system related problems as needed. May participate on standards and practices oversight committee. Typically an intermediate level position. This position may also reside in the Marketing & Communications, or Development Departments
 - **Requirements:** Strong writing skills preferred; knowledge of HTML. Typically two to three years of experience.
-

#54 Technical Support / Computer Operations Specialist

- **Alternative Job Titles:** Response Center Specialist; Help Desk Coordinator; Client Services Support
- **Core Functions:** Assists internal users with computer-related questions. Identifies problem and offers resolution. May track and report on activity and maintain automated processing schedules. Attends to procedures and corrects problems as they occur. Logs machine failures and program errors and makes corrections. This is an entry-level to intermediate level position.
- **Requirements:** Bachelor's degree, preferably in Information Technology or HSD and one to two years of experience.

Marketing / Public Relations / Public Affairs

#55 Marketing Director

- **Alternative Job Titles:** VP Marketing; Head of Marketing
 - **Core Functions:** Directs overall marketing functions for an organization. Develops short and long range marketing objectives, plans strategies for attainment, and develops performance standards to measure progress. Typically the top marketing position within an organization.
 - **Requirements:** Bachelor's degree in marketing/communications or the equivalent and five to eight years of marketing experience.
-

#56 Marketing Manager

- **Alternative Job Titles:** Communications and Marketing Manager
 - **Core Functions:** Develops and implements marketing activities for the organization's services and products; creates plans based on market research; develops and maintains an organization's website; assists with special marketing/communications projects.
 - **Requirements:** Bachelor's degree in marketing/communications or the equivalent and two to four years of marketing experience.
-



#57 Marketing Specialist

- **Alternative Job Titles:** Communications Specialist; Creative Services Specialist; Publications Specialist; Marketing Representative
- **Core Functions:** Responsible for drafting written and graphic marketing collateral for both internal and external clients. May involve editing and designing physical layout of marketing materials. Typically an intermediate level position with no supervisory duties.
- **Requirements:** Bachelor's degree in marketing/communications or the equivalent and two to four years of marketing experience.

#58 Public Relations Manager

- **Alternative Job Titles:** Community Relations Director
- **Core Functions:** Responsible for planning and implementing all publicity, advertising, marketing, and promotion; represents the organization to the press and public; develops and manages budgets; plans and implements public relations policies; oversees press releases and may act as chief spokesperson to the media.
- **Requirements:** Bachelor's degree in journalism or public relations or the equivalent and two to four years of public relations experience.

#59 Public Affairs / Public Policy Manager §

- **Alternative Job Titles:** VP Public Affairs; Government Relations Director; Public Policy Advocate; Sr. Community Impact Coordinator
- **Core Functions:** Develops, coordinates, directs, and administers all public affairs programs; monitors and evaluates relevant legislative and regulatory issues and analyzes effects on the organization; oversees all strategic grassroots and community outreach activities; develops and maintains solid relationships with appropriate congressional, federal regulatory and coalition staffs.
- **Requirements:** Bachelor's degree in public policy/relations or the equivalent and two to four years of experience working in a legislative capacity.

Medical

#60 Registered Nurse (RN)

- **Alternative Job Titles:** Staff Nurse; Clinic Nurse
- **Core Functions:** Performs a wide range of professional care activities consistent with the organization's policies and procedures; assess client/patient needs and identifies applicable nursing services; maintains medical records; may advise patients on health maintenance or provide case management. May act as team leader or as Charge Nurse when necessary.
- **Requirements:** Nursing degree, current state RN licensure, and one to three years of nursing experience.



#61 Nurse Practitioner

- **Core Functions:** Provides primary health care services to patients. Performs examinations. Performs or orders diagnostic tests and therapeutic services; establishes diagnosis. Prescribes medications. Instructs patients and family members about continuing care.
 - **Requirements:** Typically requires current state RN licensure and licensure as an Advanced Registered Nurse Practitioner (ARNP).
-

#62 Licensed Practical Nurse (LPN)

- **Core Functions:** Performs a wide variety of patient care activities in selected and assigned nursing situations in accordance with the physician's treatment plan.
 - **Requirements:** Must be a Licensed Practical Nurse and have two years of health care experience.
-

#63 Licensed Psychiatrist (MD)

- **Core Functions:** Responsible for providing clinical consultation, psychiatric evaluations, and prescribing and monitoring medications of clients.
 - **Requirements:** Must have medical degree in psychiatric services and be a Licensed Clinical Psychiatrist; typically one to three years clinical experience.
-

#64 Certified Medical Assistant (CMA)

- **Alternative Job Titles:** Medical Assistant
 - **Core Functions:** Assists physician with all back office duties. Takes patient's history. Administers injections. Assists in examinations and procedures. Performs laboratory and radiological examinations. May have a specialty area.
 - **Requirements:** Completion of an accredited Medical Assistant program. Minimum of one year relevant experience. Medical Assistant Certification preferred.
-

#65 Medical Records Clerk

- **Alternative Job Titles:** Medical Records Coordinator; File Clerk; Health Information Clerk
- **Core Functions:** Responsible for maintaining the order of patient charts and filing all correspondence, lab, and x-ray reports as well as dictated notes into patients' charts. Photocopies patient records. Researches location of charts. This is typically an entry level position.
- **Requirements:** Typically requires a high school diploma or equivalent and six months of general clerical experience.



Program Management - *Program Management positions can be found in a variety of industries and disciplines. Examples may include: Housing, Environmental, Energy, Education, Shelter Care, Social Services, etc.*

#66 Program Director

- **Alternative Job Titles: Project Director**
- **Core Functions:** Oversees the coordination and administration of all service programs of the organization, including planning, organizing, staffing, leading, and controlling program activities; develops annual budget and operating plan to support the program; develops new initiatives to support the strategic direction of the organization; supervises other professional staff, clerical employees, and/or volunteers.
- **Requirements:** Bachelor's degree plus five to eight years of related experience in program management. Master's degree preferred.

#67 Program Manager

- **Alternative Job Titles: Project Manager**
- **Core Functions:** Supervises and may participate in one or more service program offerings; coordinates program budget development process, negotiates program service contracts, and assures program quality and contract compliance; identifies and removes barriers to effective service delivery and promotes retention of effective program staff; develops and maintains relationships with funders; provides oversight on all agency programs including planning, development and supervision of specific program personnel.
- **Requirements:** Bachelor's degree and three to five years experience; Master's degree preferred.

#68 Program Coordinator

- **Alternative Job Titles: State Resource Coordinator; Program Team Lead; Program Specialist; Project Coordinator**
- **Core Functions:** Implements, supervises, and may participate in one professional-level program that requires contact with clients and/or the community; responsible for ensuring that program activities correlate with established goals and objectives.
- **Requirements:** Bachelor's degree or equivalent program management experience and prior supervisory experience.

#69 Admissions & Eligibility Specialist *

- **Alternative Job Titles: Eligibility Representative; Assessment Specialist**
- **Core Functions:** Interviews clients / prospective clients to determine their eligibility for a wide range of social services and/or refers to appropriate service provider(s). Gathers and verifies information. Assists clients to complete application forms for government and other social services and submits for approval. Works with various members of staff with the purpose of ensuring that all requirements are fulfilled before admission or enrollment takes place. Ensures that admission or enrollment processes are completed within the designated time and all documentation is professionally presented. May be responsible for regular reports and the development of admission/ enrollment statistics.
- **Requirements:** Typically has two to three years experience and has detailed knowledge of programs and/or services of the organization. Bachelor's degree preferred.



Social Services

#70 Child Development Teacher / Day Care Teacher

- **Alternative Job Titles:** Child Care Teacher
- **Core Functions:** Provides education and instruction to children through activities designed to promote social, intellectual and physical growth in preparation for primary school. Develops and organizes individual and group classroom programs. May deliver services in a preschool, day care or other child development facility. May or may not be affiliated with Head Start program.
- **Requirements:** Typically requires a Bachelor's degree or equivalent experience.

#71 Child Development Teacher's Assistant

- **Alternative Job Titles:** Child Care Teacher's Assistant
- **Core Functions:** Assists with curriculum preparation and classroom set-up. May help facilitate individual and group programs. May deliver services in a preschool, day care or other child development facility. May or may not be affiliated with Head Start program.
- **Requirements:** High school diploma or equivalent. Experience working with school-aged children preferred.

#72 Child Development Activities Coordinator

- **Alternative Job Titles:** Activity Specialist
- **Core Functions:** Develops program content. Organizes and leads activities designed to enhance the social development of individuals and/or groups. May teach physical education, arts, music, drama or lead recreational activities. May or may not be affiliated with Head Start program.
- **Requirements:** High school diploma or equivalent. Experience working with school-aged children preferred.

#73 Case Manager / Social Worker

- **Core Functions:** Responsible for implementing mental health and counseling services for individuals and/or families requiring social service assistance; interviews and evaluates applicants for services, formulates and carries out treatment plan; helps applicants obtain services.
- **Requirements:** Bachelor's degree in sociology or related field and two or more years of related experience.

#74 Counselor I

- **Alternative Job Titles:** Certified Rehabilitation Counselor; Treatment Counselor I; Residential Counselor; Mental Health Associate
- **Core Functions:** Provides individual and/or group counseling services to assist individuals in achieving more effective personal, educational, and/or vocational development and adjustment; adheres to laws regarding confidentiality and reporting requirements; provides crisis intervention and/or conflict resolution.
- **Requirements:** Bachelor's degree and one year of related experience.



#75 Counselor II – Licensure optional §

- **Alternative Job Titles:** **Mental Health Therapist**
- **Core Functions:** Provides individual and/or group counseling services to assist individuals in achieving more effective personal, educational, and/or vocational development and adjustment; adheres to laws regarding confidentiality and reporting requirements; provides crisis intervention and/or conflict resolution.
- **Requirements:** Masters in Social Work and/or current state licensure **optional** (i.e., LCSW, LMFT, LPC, etc.) and one year of related experience.

#76 Counselor III – Licensure required *

- **Alternative Job Titles:** **Mental Health Therapist**
- **Core Functions:** May lead or supervise the work of other counselors. Provides individual and/or group counseling services to assist individuals in achieving more effective personal, educational, and/or vocational development and adjustment; adheres to laws regarding confidentiality and reporting requirements; provides crisis intervention and/or conflict resolution.
- **Requirements:** Masters in Social Work and one year of related experience. State license (i.e., LCSW, LMFT, LPC, etc.) **required**.

#77 Chemical Dependency Counselor I – CADC I *

- **Alternative Job Titles:** **Mental Health Therapist**
- **Core Functions:** Responsible for the assessment, treatment planning, provision of support counseling (individual, family and group); client evaluation; client orientation; and coordination of multiple service providers for assigned client caseload; able to keep accurate and timely records.
- **Requirements:** Knowledge, skills and abilities in treatment of substance-related disorders; hold a current CADC I, or able to acquire CADC I within six (6) months of employment and CADC II within two (2) years of hire.

#78 Chemical Dependency Counselor II – CADC II *

- **Alternative Job Titles:** **Mental Health Therapist**
 - **Core Functions:** Responsible for the assessment, treatment planning, provision of support counseling (individual, family and group); client evaluation; client orientation; and coordination of multiple service providers for assigned client caseload; able to keep accurate and timely records.
 - **Requirements:** Knowledge, skills and abilities in treatment of substance-related disorders; Bachelor's degree or equivalent and CADC II.
-



#79 Skills Trainer

- **Alternative Job Titles: Program Assistant**
- **Core Functions:** Provides support services to child or senior residential and/or day programs. Responsibilities include direct supervision and control of the child's or adult's daily living activities; assistance in providing individual, group, and family counseling and skills training; providing therapeutic interventions to children or adults as directed by individual service plans; and assisting in behavior management. Provides appropriate opportunities for socialization and teaches skills, according to client treatment objectives, in various community settings. May assist with transportation to medical and other appointments, money management, personal hygiene skills, meal preparation, taking medications, and household maintenance.
- **Requirements:** Qualified Mental Health Associate (QMHA) status required. One to three years experience working with children, experience with mental health or developmental disabilities issues preferred.

#80 Direct Care Service Worker §

- **Alternative Job Titles: Life Enrichment Specialist; Residential Aide Worker**
- **Core Functions:** Provides necessary personal care and assistance in daily living activities for clients in a residential setting, including personal hygiene, bathing, grooming and dressing, and/or assistance in cooking, shopping or housekeeping.
- **Requirements:** High school diploma or equivalent. No prior experience required.

#81 Direct Services Advocate

- **Alternative Job Titles: Patient Service Staff; Program Assistant; Social Worker; Case Worker; Tenant Services Coordinator**
- **Core Functions:** Provides advocacy, crisis intervention, and information and referral services to clients over the phone or in person; maintains accurate records and writes routine reports. Typically an entry-level position.
- **Requirements:** High school diploma or equivalent and some relevant knowledge or experience with the target population.

#82 Residential Assistant *

- **Alternative Job Titles: Shelter Worker; Shelter Advocate; Residential Worker; Advocate**
 - **Core Functions:** Provides day-to-day assistance to residents of a shelter or facility, including food service, cleaning, maintenance, assigning rooms/space, day care and related activities. Ensures safe, secure living conditions for residents. This position does not provide counseling services to residents.
 - **Requirements:** High school diploma or equivalent and some relevant knowledge or experience with the target population.
-



#83 Animal Care Worker *

- **Alternative Job Titles: Shelter Worker; Veterinary Helper;**
 - **Core Functions:** Responsible for handling, caring and feeding all animal patients. Identifies problems to be brought to the attention of the veterinary or shelter staff. Records daily patient information. Takes animals for a walk or provides exercise regime. Bathes and clips animals. Keeps animal care facilities clean and sanitary.
 - **Requirements:** High school diploma or equivalent and some relevant knowledge or experience in the veterinary specialty.
-

#84 Transportation Assistant

- **Alternative Job Titles: Driver**
- **Core Functions:** Transports clients to medical appointments, grocery store, etc. Assists passengers with safe entry and exit from vehicle, and with loading and unloading items. Secures wheelchairs and motorized vehicles as necessary. Maintains accurate mileage and passenger records. Performs pre-trip inspection of vehicles.
- **Requirements:** High school diploma or equivalent. Must have valid driver's license for state of residency, a good driving record and proof of personal auto liability insurance.

Volunteer Services

#85 Volunteer Director

- **Alternative Job Titles: Manager of Volunteer Services**
 - **Core Functions:** Responsible for all volunteer programs and services including volunteer recruitment and selection, training and recognition. Develops recruitment materials, training curriculum and orientation program. Develops policies and procedures. May develop and implement evaluation tools to measure volunteer effectiveness and satisfaction.
 - **Requirements:** Bachelor's degree or equivalent experience plus one to three years of related experience, preferably in volunteer services, recruitment or training.
-

#86 Volunteer Coordinator

- **Alternative Job Titles: Volunteer Specialist; Volunteer Liaison**
 - **Core Functions:** Supports Volunteer Programs with a variety of administrative activities. May prepare training materials, reports or draft correspondence. May conduct volunteer orientation and training sessions; responds to volunteer inquiries. This position would typically be found if there was more than one person supporting the efforts of the Volunteer department.
 - **Requirements:** High school diploma or equivalent plus one year of administrative experience, preferably in volunteer services, recruitment or training.
-