

# 2013 Nonprofit Salary & Benefits Survey

## Job Descriptions



Job#	Job Title	Description
<b>Administration</b>		
1	Executive Director	<u>Alternative Job Titles:</u> CEO; President. <u>Core Functions:</u> Responsible for overall organization management, including leadership and management of staff, 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. <u>Requirements:</u> Typically requires eight to ten years of managerial experience in not-for-profit organization. Master's degree preferred.
2	Deputy Director	<u>Alternative Job Titles:</u> Assistant Executive Director; Chief of Staff. <u>Core Functions:</u> Along with the Executive Director, responsible for overall organization management, including leadership, strategic planning, program management, operations and services. Ensures achievement of short and long term goals for financial performance. <u>Requirements:</u> Typically requires five to ten years of supervisory or managerial experience in not-for-profit organization. Master's degree preferred.
3	Operations Director	<u>Alternative Job Titles:</u> Chief Operating Officer; Administrator. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree plus five years of related experience in program management, supervision and budgets. Master's degree preferred.
4	Quality Manager	<u>Alternative Job Titles:</u> Quality and Information Director; Performance Improvement Manager; Director of Quality Management. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree plus five years of related experience in quality management and supervision.

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<b>Administration</b>		
5	Office Management	<u>Alternative Job Titles:</u> Manager of Office Services; Office Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Associate's degree plus four to six years of experience; excellent interpersonal, written communication, organizational, and computer skills.
6	Office Administrative Support	<u>Alternative Job Titles:</u> Administrative Support Specialist; Administrative Assistant: General Clerk, General Clerical. <u>Core Functions:</u> 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. <u>Requirements:</u> Associate's degree plus one to three years of related experience.
7	Executive Assistant	<u>Alternative Job Titles:</u> Executive Assistant to Executive Director, CEO Secretary, Department Coordinator; Project Secretary. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree preferred with three to five years of related experience.
8	Receptionist	<u>Alternative Job Titles:</u> Switchboard Operator: Front Desk Clerk, Receptionist/Switchboard Operator. <u>Core Functions:</u> 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. <u>Requirements:</u> Entry level position requiring at least 6+ months of related experience.
9	Attorney	<u>Alternative Job Titles:</u> In-House Legal Counsel, Attorney-Staff, General Counsel. <u>Core Functions:</u> 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. <u>Requirements:</u> Law degree, license to practice, and 2-4 years of business law experience.

Job#	Job Title	Description
<b>Animal Care</b>		
10	Veterinarian	<u>Alternative Job Titles:</u> Doctor of Veterinary Medicine. <u>Core Functions:</u> Provides diagnostic and therapeutic veterinary medical services and surgery. Responsible for performing the traditional duties of a veterinarian which may include health assessments, diagnosis, sterilization, and treatment (either medical or surgical intervention). Participates in the establishment of veterinary protocols for the organization, and oversees the medical work of veterinary technicians. Duties focus on disease control, sterilization, improvement of health and quality of life, and/alleviation of suffering. <u>Requirements:</u> Typically requires a Bachelor of Science degree and a DVM license.
11	Veterinary Technician (Certified)	<u>Alternative Job Titles:</u> Registered Veterinary Assistant. <u>Core Functions:</u> Responsible for performing the traditional duties of a veterinary technician which may include animal restraint, wound care, administration of treatments, preparing animals for surgery, assisting veterinarians with procedures and surgery, performing euthanasia, preparing medical instruments, entering information into medical records, working under the direction of a veterinarian, and maintaining the facility in a clean and orderly manner. Employees in this position HAVE obtained state-level professional certification as a CVT and may have greater tenure or greater proficiency and job knowledge.
12	Veterinary Technician (Non-Certified)	<u>Alternative Job Titles:</u> Veterinary Assistant. <u>Core Functions:</u> Responsible for performing the traditional duties of a veterinary technician which may include animal restraint, wound care, administration of treatments, preparing animals for surgery, assisting veterinarians with procedures and surgery, performing euthanasia, preparing medical instruments, entering information into medical records, working under the direction of a veterinarian, and maintaining the facility in a clean and orderly manner. Employees in this position HAVE NOT obtained state-level professional certification as a CVT.
13	Animal Care Worker	<u>Alternative Job Titles:</u> Shelter Worker; Veterinary Helper. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent and some relevant knowledge or experience in the veterinary specialty.
14	Veterinary Clinic Manager	<u>Alternative Job Titles:</u> Veterinary Director. <u>Core Functions:</u> Manages daily technical and business activities of the clinic, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach. <u>Requirements:</u> Typically requires a degree and 5-8 years related experience.

Job#	Job Title	Description
<b>Education</b>		
15	Education / Outreach Director	<u>Alternative Job Titles:</u> VP Education. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree plus two years of related experience. Master's degree preferred.
16	Education / Outreach Coordinator	<u>Alternative Job Titles:</u> Education and Training Coordinator; Adult Development Specialist. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree plus two years of related experience.
17	Educator / Teacher / Instructor	<u>Alternative Job Titles:</u> Trainer, Instructor, Outreach Educator. <u>Core Functions:</u> Develops and delivers educational sessions for clients, employees and/or the public and community. Includes creation of multi-media materials, and delivery of materials in classroom and presentation settings. <u>Requirements:</u> Typically holds a Bachelor's degree plus three years of related experience.
18	Child Development Teacher / Day Care Teacher	<u>Alternative Job Titles:</u> Child Care Teacher. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a Bachelor's degree or equivalent experience.
19	Child Development Teacher's Assistant	<u>Alternative Job Titles:</u> Child Care Teacher's Assistant. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent. Experience working with school-aged children preferred.
20	Child Development Activities Coordinator	<u>Alternative Job Titles:</u> Activity Specialist. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent. Experience working with school-aged children preferred.

Job#	Job Title	Description
<b>Energy Efficiency / Conservation</b>		
21	Energy Advisor	<u>Alternative Job Titles:</u> Customer Care Specialist: Energy, Energy Advising Agent. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically an entry level position; previous customer service experience a plus.
22	Energy / Conservation Coordinator - Entry	<u>Alternative Job Titles:</u> Natural Resource Specialist, Project Coordinator, Associate. <u>Core Functions:</u> 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. <u>Requirements:</u> 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.
23	Energy / Conservation Project / Program Manager	<u>Alternative Job Titles:</u> Project Leader, Team Leader, Energy Advocate. <u>Core Functions:</u> 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. <u>Requirements:</u> 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.
24	Weatherization / Energy Efficiency Specialist	<u>Alternative Job Titles:</u> Energy Auditor. <u>Core Functions:</u> Performs skilled and semi-skilled activities in evaluating, auditing and installing weatherization for residential and commercial properties. <u>Requirements:</u> Typically receives or attends specialized training and may hold a certificate for energy auditor / weatherization specialist.

Job#	Job Title	Description
<b>Facilities</b>		
25	Maintenance Management	<u>Alternative Job Titles:</u> Maintenance/Janitorial Supervisor; Facilities Manager; Property Manager; Maintenance/Group Home Property Manager. <u>Core Functions:</u> Oversees all repairs, cleaning, maintenance, and security of the organization's facilities, equipment, and grounds. Coordinates janitorial and maintenance staff activities. <u>Requirements:</u> Degree, certification, or equivalent experience.
26	Property Maintenance Staff	<u>Alternative Job Titles:</u> Maintenance Worker; Maintenance Technician. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent with no previous experience.
27	Groundskeeper	<u>Alternative Job Titles:</u> Gardener; Landscaper. <u>Core Functions:</u> Mows and trims lawns. Removes debris as necessary. Plants and prunes shrubs and flowers. <u>Requirements:</u> High school diploma or equivalent. Typically one year of experience.
28	Housekeeper	<u>Alternative Job Titles:</u> Cleaning Attendant. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent. Typically six months of experience.
29	Janitor	<u>Alternative Job Titles:</u> Custodian. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent. Typically six months of experience.
30	Warehouse Specialist	<u>Alternative Job Titles:</u> Warehouse Worker. <u>Core Functions:</u> 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. <u>Requirements:</u> High School Diploma or GED with previous warehouse experience.

Job#	Job Title	Description
<b>Facilities</b>		
31	Delivery Driver	<u>Alternative Job Titles:</u> Van Driver, Delivery Person, Courier. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires 6 months delivery or messenger experience, current driver's license and ability to be bonded. May require moderate physical lifting.
32	Class "C" Driver	<u>Alternative Job Titles:</u> Passenger Van Driver, School Bus Driver, Shuttle Driver, Driver. <u>Core Functions:</u> 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. <u>Requirements:</u> Previous driving experience and Class C commercial driver's license (CDL) required. Background check preferred.

Job#	Job Title	Description
<b>Finance / Accounting</b>		
33	Finance Director	<u>Alternative Job Titles:</u> Chief Financial Officer; Fiscal Manager; VP Finance. <u>Core Functions:</u> 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. <u>Requirements:</u> 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.
34	Accounting / Finance Manager	<u>Alternative Job Titles:</u> AP Supervisor; AR Supervisor; Payroll Supervisor. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in Accounting or Finance. Typically three to five years of experience. Knowledge of Generally Accepted Accounting Principles (GAAP).
35	Accountant	<u>Alternative Job Titles:</u> Staff Accountant; General Ledger Accountant. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in Accounting or Finance. Typically two to four years of experience. Knowledge of Generally Accepted Accounting Principles (GAAP).
36	Bookkeeper	<u>Alternative Job Titles:</u> Accounting Specialist; Accounting Clerk; General Ledger Assistant; Fiscal Assistant; Finance Assistant. <u>Core Functions:</u> 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. <u>Requirements:</u> Associate's degree in accounting or bookkeeping and two years of related experience.
37	Payroll Specialist	<u>Alternative Job Titles:</u> Payroll Clerk; Payroll Coordinator. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires two to three years of experience.



Job#	Job Title	Description
<b>Finance / Accounting</b>		
38	Medical Biller	<u>Alternative Job Titles:</u> Patient Accounting Specialist; Insurance Biller; Billing Specialist. <u>Core Functions:</u> Performs medical billing functions to third party payers. Reviews itemized bills to verify accuracy and completeness of charges. Researches denied or incomplete bills. May code and/or verify ICD-9 coding. <u>Requirements:</u> High school diploma or equivalent. Typically requires two years of billing experience.

Job#	Job Title	Description
<b>Food / Nutrition</b>		
39	Food Service Manager	<u>Alternative Job Titles:</u> Dietary Services Manager; Head of Cafeteria. <u>Core Functions:</u> Directs and coordinates food service activities within a facility. Plans and coordinates food storage, preparation, service, equipment, sanitation and safety. May order food supplies. <u>Requirements:</u> Degree in Nutrition or related field, Food Handler's Certificate, plus three to five years of experience.
40	Dietician	<u>Alternative Job Titles:</u> Nutritionist, Registered Dietician. <u>Core Functions:</u> Coordinates and supervises food service procurement, production, and distribution. Assesses nutritional status and needs, develops nutritional care plans, and evaluates and reports these results appropriately. Provides patient, professional, and nutrition staff education. <u>Requirements:</u> Bachelor's degree and an American Dietetic Association registration, and 1 or more years of dietetic experience.
41	Cook	<u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent and Food Handler's Certificate. Typically requires two to three years of experience.
42	Food Service Aide	<u>Alternative Job Titles:</u> Kitchen Support; Cafeteria Support. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent and Food Handlers Certificate. Typically six months of experience.

Job#	Job Title	Description
<b>Fundraising / Development</b>		
43	Development Director	<u>Alternative Job Titles:</u> Chief Development Officer, Vice President Development, Fundraising Director; VP Resource Development; Director of Development and Community Education; Director of Fund Development; Communications Coordinator; Resource Development and Programs Manager. <u>Core Functions:</u> Top fundraising position. Leads all charitable fundraising activities and strategies for the organization including annual and capital campaigns, planned giving, endowment, corporate / foundation and grants programs. Establishes and maintains contact with potential financial supporters including private and public organizations via mass communications and personal contact. Identifies potential grant opportunities and oversees the preparation of proposals. Manages development staff. <u>Requirements:</u> Typically requires a Bachelor's degree and 6+ years of experience.
44	Development Manager	<u>Alternative Job Titles:</u> Fundraising Manager; Resource Development and Programs Manager. <u>Core Functions:</u> 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. May be a single incumbent role. <u>Requirements:</u> Bachelor's degree and three to five years of experience.
45	Capital Campaign Manager	<u>Alternative Job Titles:</u> Capital Campaign Director. <u>Core Functions:</u> 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. Typically reports to the Development Director. <u>Requirements:</u> Bachelor's degree and three to five years of experience.
46	Major Gifts Director	<u>Alternative Job Titles:</u> Major Gifts Officer; Individual Gifts Director; Major and Planned Gifts Manager; Corporate Relations; Deferred Giving Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree and three to five years of experience managing major gifts/ planned giving.

Job#	Job Title	Description
<b>Fundraising / Development</b>		
47	Annual Fund Manager	<u>Alternative Job Titles:</u> Annual Fund and Special Events Manager; Account Executive; Fund Development Specialist. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree and two to three years of fundraising experience.
48	Special Events Coordinator	<u>Alternative Job Titles:</u> Special Events Planner. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent. Two to three years experience in event planning preferred.
49	Membership Coordinator	<u>Alternative Job Titles:</u> Membership Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree and one to three years of experience.
50	Grant Writer	<u>Alternative Job Titles:</u> Grant Coordinator; Grant Proposal Writer; Grant Writer Specialist; Researcher. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree and two to four years of grant writing experience.
51	Grants Assistant	<u>Alternative Job Titles:</u> Grant Administrator; Contract Assistant; Contract Administrator. <u>Core Functions:</u> Gathers and compiles information for analysis prior to contract awards. Assists in the preparation of contract documents and content. May participate in pre-contract discussions and negotiations as assigned. Learns to analyze contract documents to determine contractual obligations. Monitors company performance on routine contractual obligations. Reviews incoming contracts and modifications for conformance to original proposals. Gathers information and assists in preparation of reports on contract compliance status, identifying deviations as required. Entry level professional position. <u>Requirements:</u> Two to four years administrative experience, preferably related to grant administration.

Job#	Job Title	Description
<b>Fundraising / Development</b>		
52	Development Associate	<p><u>Alternative Job Titles:</u> Development Coordinator; Gift Processing Coordinator; Resource Development Coordinator; Administrative Assistant, Development Specialist. <u>Core Functions:</u> 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.</p> <p><u>Requirements:</u> Bachelor's degree and one to three years of experience. <u>NOTE:</u> This is a broad role specifically focused on development activities. For functions focused on non-development databases, please see position #66 "Database Specialist" in the Information Technology job family.</p>

Job#	Job Title	Description
<b>Housing</b>		
53	Asset (Property) Management	<u>Alternative Job Titles:</u> Asset Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in accounting, housing or related field plus three to five years of experience in property management or other related field.
54	Housing Development	<u>Alternative Job Titles:</u> Housing Developer. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in real estate development or equivalent experience and certification plus three to five years of experience in community development.
55	Construction Management	<u>Alternative Job Titles:</u> Real Estate Development Manager; Project Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent plus three to five years of experience in construction trade and/or construction management at the general contractor level.
56	Director of Property Management	<u>Alternative Job Titles:</u> Property Management Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a Bachelor's degree and five to eight years experience in real estate and property management or equivalent.

Job#	Job Title	Description
<b>Housing</b>		
57	Property Management (day-to-day)	<u>Alternative Job Titles:</u> Warehouse/Property Maintenance Coordinator; Building Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a Bachelor’s degree or three to five years experience in real estate and property management or equivalent.
58	Resident Services / Tenant Liaison	<u>Alternative Job Titles:</u> Tenant Services Program Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor’s degree or equivalent program management experience and prior supervisory experience.

Job#	Job Title	Description
<b>Human Resources</b>		
59	Human Resources Director	<u>Alternative Job Titles:</u> VP HR; Head of HR. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree, preferably in human resource management, business administration or industrial relations plus five to ten years of experience.
60	Human Resources Manager	<u>Alternative Job Titles:</u> Associate Director HR; Recruitment Manager; Benefits Manager; Compensation Manager; Training Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in human resources, industrial relations, or related field plus five to seven years of experience.
61	Human Resources Generalist	<u>Alternative Job Titles:</u> HR Analyst; HR Administrator; HR Business Partner; HR Representative; Personnel Specialist. <u>Core Functions:</u> Responsible for day-to-day administration of <u>more than one</u> 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. <u>Requirements:</u> Bachelor's degree in human resources, business administration or industrial relations, or related field plus two to four years of experience.
62	Human Resources / Assistant	<u>Alternative Job Titles:</u> HR Coordinator; HR Support Clerk. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent; may require one to two years of experience.



Job#	Job Title	Description
<b>Information Technology</b>		
63	IT Director	<u>Alternative Job Titles:</u> Facility Systems Director; VP MIS; Communications Information Officer; Director of IT. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and five to eight years of experience.
64	IT Manager	<u>Alternative Job Titles:</u> Applications Manager; IT Project Manager; PC Systems Manager; Network Manager; Data Processing Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and three to five years of experience.
65	Database Administrator	<u>Alternative Job Titles:</u> Database Engineer; Database Analyst; Database Coordinator. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and two to four years of experience.
66	Database Specialist	<u>Alternative Job Titles:</u> Database Analyst, Data Analyst, Program Data Specialist. <u>Core Functions:</u> Assists in maintaining multiple organizational databases serving the entire organization. May serve multiple programs/departments in program or client databases. Runs queries and creates customized reports. Performs data quality control activities and ensures data integrity. May oversee processes and procedures for database utilization across the organization. <u>Requirements:</u> Typically requires a Bachelor's degree and two to three years of experience. <u>NOTE:</u> This position's focus is organization-wide vs. on databases specifically for donor/funder databases. For Development Database focused positions, please see position #52 "Development Associate" in the Development Job Family.

Job#	Job Title	Description
<b>Information Technology</b>		
67	Network Administrator	<u>Alternative Job Titles:</u> Systems Administrator; Network Engineer; LAN Administrator. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a Bachelor's degree in business or computer science and/or necessary industry certifications and two to four years of experience.
68	Digital / Web Content Coordinator/Specialist	<u>Alternative Job Titles:</u> Content Manager, Web Content Administrator. <u>Core Functions:</u> Administers and maintains the written, visual and audio content of a website. Works with others in the organization to determine internet or intranet content. Refreshes web site content to ensure accuracy and timeliness of material. <u>Requirements:</u> Typically requires Associates degree and two to four years of experience in multi-media communications.
69	Web Support Specialist	<u>Alternative Job Titles:</u> Webmaster, Web Author, Web Developer. <u>Core Functions:</u> 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. <u>Requirements:</u> Strong writing skills preferred; knowledge of HTML. Typically two to three years of experience.
70	Technical Support/Computer Operations Specialist	<u>Alternative Job Titles:</u> Response Center Specialist; Help Desk Coordinator; Client Services Support. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree, preferably in Information Technology or HSD and one to two years of experience.

Job#	Job Title	Description
<b>Marketing / Communications</b>		
71	Marketing Director	<u>Alternative Job Titles:</u> VP Marketing; Head of Marketing. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in marketing/communications or the equivalent and five to eight years of marketing experience.
72	Marketing Manager	<u>Alternative Job Titles:</u> Communications & Marketing Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in marketing/communications or the equivalent and two to four years of marketing experience.
73	Marketing Specialist	<u>Alternative Job Titles:</u> Communications Specialist; Creative Services Specialist; Publications Specialist; Marketing Representative. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in marketing/communications or the equivalent and two to four years of marketing experience.
74	Public Relations Manager	<u>Alternative Job Titles:</u> Community Relations Director. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in journalism or public relations or the equivalent and two to four years of public relations experience.
75	Public Affairs / Public Policy Manager	<u>Alternative Job Titles:</u> VP Public Affairs; Government Relations Director; Public Policy Advocate; Sr. Community Impact Coordinator. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in public policy/relations or the equivalent and two to four years of experience working in a legislative capacity.

Job#	Job Title	Description
<b>Marketing / Communications</b>		
76	Social Media Specialist	<u>Alternative Job Titles:</u> Social Media Coordinator. <u>Core Functions:</u> Writes, edits, and publishes social media, ensuring consistency of message across multiple relevant sites and networks. Monitors online discussions and responds to customer needs and requests. Tracks discussion topics and prepares reports on usage statistics. Mines the internet for program/industry/services news. <u>Requirements:</u> Typically requires Associates degree preferred and one year experience.

Job#	Job Title	Description
<b>Medical</b>		
77	Medical / Clinic Director	<u>Alternative Job Titles:</u> Physician Medical Director, Medical Consultant. <u>Core Functions:</u> Plan, direct or manage medical and health services in hospitals, clinics, public health agencies, or similar organizations. Responsible for client care, clinical outcomes, medical utilization management, correct medical documentation and coding and for the oversight of the quality assessment program. Supervises clinical staff. <u>Requirements:</u> M.D., certification as a Medical Director preferred.
78	Registered Nurse (RN)	<u>Alternative Job Titles:</u> Staff Nurse; Clinic Nurse. <u>Core Functions:</u> 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. <u>Requirements:</u> Nursing degree, current state RN licensure, and one to three years of nursing experience.
79	Nurse Practitioner	<u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires current state RN licensure and licensure as an Advanced Registered Nurse Practitioner (ARNP).
80	Licensed Practical Nurse (LPN)	<u>Core Functions:</u> Performs a wide variety of patient care activities in selected and assigned nursing situations in accordance with the physician's treatment plan. <u>Requirements:</u> Must be a Licensed Practical Nurse and have two years of health care experience.
81	Licensed Psychiatrist (MD)	<u>Core Functions:</u> Responsible for providing clinical consultation, psychiatric evaluations, and prescribing and monitoring medications of clients. <u>Requirements:</u> Must have medical degree in psychiatric services and be a Licensed Clinical Psychiatrist; typically one to three years clinical experience.

Job#	Job Title	Description
<b>Medical</b>		
82	Certified Medical Assistant (CMA)	<u>Alternative Job Titles:</u> Medical Assistant. <u>Core Functions:</u> 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. <u>Requirements:</u> Completion of an accredited Medical Assistant program. Minimum of one year relevant experience. Medical Assistant Certification preferred.
83	Certified Nursing Assistant (CNA)	<u>Alternative Job Titles:</u> Certified Nurse Assistant. <u>Core Functions:</u> Performs various direct patient care activities under the supervision of professional nursing personnel. Performs tasks involving direct and indirect patient care, treatment and maintenance of nursing unit. <u>Requirements:</u> State CNA certification and 6 months experience and/or training.
84	Medical Records Clerk	<u>Alternative Job Titles:</u> Medical Records Coordinator; File Clerk; Health Information Clerk. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically requires a high school diploma or equivalent and six months of general clerical experience.

Job#	Job Title	Description
<b>Program Management</b>		
85	Program Director	<u>Alternative Job Titles:</u> Project Director. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree plus five to eight years of related experience in program management. Master's degree preferred.
86	Program Manager	<u>Alternative Job Titles:</u> Project Manager. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree and three to five years experience; Master's degree preferred.
87	Program Analyst	<u>Alternative Job Functions:</u> Financial Analyst, Business Analyst, Business Data Analyst. <u>Core Functions:</u> Performs a variety of complex technical and support services involving data review, program, grant, and project coordination, department/unit budget maintenance and other related duties. Focused on organizational metrics; this is an internal facing role vs. client facing. Transforms primary data into secondary data. Assesses program tradeoffs and explores alternative funding methods for budgeted items. Prepares budget summaries for senior management level review and approval. Monitors budget throughout the year to determine if funds have been spent as allocated. May recommend program cuts or reallocation of excess funds. <u>Requirements:</u> Bachelor's degree in accounting or finance and related experience.
88	Program Coordinator	<u>Alternative Job Titles:</u> State Resource Coordinator; Program Team Lead; Program Specialist; Project Coordinator. <u>Core Functions:</u> Implements 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. May supervise volunteers or lead other staff. This is a client facing role. <u>Requirements:</u> Bachelor's degree or equivalent program management experience and prior supervisory experience.

Job#	Job Title	Description
<b>Program Management</b>		
89	Program Assistant	<p><u>Alternative Job Titles:</u> Administrative Assistant, Program Specialist. <u>Core Functions:</u> Performs a variety of skilled administrative and clerical duties directly related to program management activities. These include maintaining databases, preparing routine correspondence, providing customer service to clients, and assisting and participating in program events. <u>Requirements:</u> Associates degree and one year of related experience.</p>



Job#	Job Title	Description
<b>Retail Sales</b>		
90	Retail Manager	<p><u>Alternative Job Title:</u> Store Manager (Retail, Thrift, Gift, Grocery, etc.). <u>Core Functions:</u> Manage day-to-day store activities. Responsible for all aspects of running a retail store including customer service, profitability, operations, staff development, loss prevention, donations processing, merchandise flow, store maintenance, budget and expense management. <u>Requirements:</u> Bachelor's degree or equivalent experience and two to four years of experience.</p>
91	Retail Supervisor	<p><u>Alternative Job Titles:</u> Assistant Store Manager (Retail, Thrift, Gift, Grocery, etc.). <u>Core Functions:</u> Oversees store operations in the absence of the store manager. Assists with scheduling employees, monitoring inventory levels, maintaining store appearance, and completing paperwork. Resolves escalated customer service issues. <u>Requirements:</u> Three years experience.</p>
92	Cashier	<p><u>Alternative Job Titles:</u> Customer Service Representative, Retail Clerk (Retail, Thrift, Gift, Grocery, etc.). <u>Core Functions:</u> Greets customers entering retail stores. Receives payment from customers, verifies amounts of purchase and issues receipts for funds received using a cash register, electronic scanner and other related equipment. Answers customers' questions and provides information. Monitors checkout stations to ensure there is adequate cash available. Bags, boxes or gift-wraps merchandise purchased. <u>Requirements:</u> Entry level positions with up to one year of prior experience.</p>

Job#	Job Title	Description
<b>Social Services</b>		
93	Case Manager / Social Worker	<u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree in sociology or related field and two or more years of related experience.
94	Counselor I	<u>Alternative Job Titles:</u> Certified Rehabilitation Counselor; Treatment Counselor I; Residential Counselor; Mental Health Associate. <u>Core Functions:</u> 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. <u>Requirements:</u> Bachelor's degree and one year of related experience.
95	Counselor II – Licensure optional	<u>Alternative Job Titles:</u> Mental Health Therapist. <u>Core Functions:</u> 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. <u>Requirements:</u> Masters in Social Work and/or current state licensure <u>optional</u> (i.e., LCSW, LMFT, LPC, etc.) and one year of related experience.
96	Counselor III – Licensure required	<u>Alternative Job Titles:</u> Mental Health Therapist. <u>Core Functions:</u> 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. <u>Requirements:</u> Masters in Social Work and one year of related experience. State license (i.e., LCSW, LMFT, LPC, etc.) <u>required</u> .
97	Chemical Dependency Counselor I – CADC I	<u>Alternative Job Titles:</u> Mental Health Therapist. <u>Core Functions:</u> 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. <u>Requirements:</u> 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.

Job#	Job Title	Description
<b>Social Services</b>		
98	Chemical Dependency Counselor II – CADC II	<u>Alternative Job Titles:</u> Mental Health Therapist. <u>Core Functions:</u> 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. <u>Requirements:</u> Knowledge, skills and abilities in treatment of substance-related disorders; Bachelor’s degree or equivalent and CADC II.
99	Mentor / Peer Advocate	<u>Alternative Job Titles:</u> Peer Support Partner, Peer Specialist. <u>Core Functions:</u> Provides education, support and advocacy for individuals served by organizational programs. Performs outreach work in the community, neighborhoods, outreach offices and other designated settings, as appropriate. Ability to embrace and communicate a positive, self-affirming, empowering attitude toward the lives of people served. Coordinates individual support with treatment and/or case management team. <u>Requirements:</u> Extensive first-hand knowledge of program services focus, may hold formal certification.
100	Skills Trainer	<u>Alternative Job Titles:</u> Program Assistant. <u>Core Functions:</u> 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. <u>Requirements:</u> Qualified Mental Health Associate (QMHA) status required. One to three years experience working with children, experience with mental health or developmental disabilities issues preferred.
101	Direct Care Service Worker	<u>Alternative Job Titles:</u> Life Enrichment Specialist; Residential Aide Worker. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent. No prior experience required.

Job#	Job Title	Description
<b>Social Services</b>		
102	Direct Services Advocate	<u>Alternative Job Titles:</u> Patient Service Staff; Program Assistant; Social Worker; Case Worker; Tenant Services Coordinator. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent and some relevant knowledge or experience with the target population.
103	Intake Specialist	<u>Alternative Job Titles:</u> Admissions & Eligibility Specialist, Eligibility Representative; Assessment Specialist. <u>Core Functions:</u> 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. <u>Requirements:</u> Typically has two to three years experience and has detailed knowledge of programs and/or services of the organization. Bachelor's degree preferred.
104	Housing / Shelter Supervisor	<u>Alternative Job Titles:</u> Resident Manager, Shelter Manager. <u>Core Functions:</u> Oversees and coordinates a residential treatment facility, shelter, group home or similar operation. Responsible for ensuring direct care to residents, assigns rooms, oversees maintenance, cleaning, meals and security. Supervises other staff members. <u>Requirements:</u> Three to five years of experience in resident housing and related program experience.
105	Housing Specialist	<u>Alternative Job Titles:</u> Housing Program Coordinator. <u>Core Functions:</u> Administers organization's housing, community action and veterans' services programs. Administers low-income housing programs, including eligibility determination, leasing, re-examination of income and assets, evictions and vacating. Oversees rental assistance payment, low-interest rehabilitation loan and grant and other housing support programs. <u>Requirements:</u> Typically holds a Bachelor's degree and has two years of experience with program services.

Job#	Job Title	Description
<b>Social Services</b>		
106	Residential Assistant	<u>Alternative Job Titles:</u> Shelter Worker; Shelter Advocate; Residential Worker; Advocate. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent and some relevant knowledge or experience with the target population.
107	Employment Specialist	<u>Alternative Job Titles:</u> Employment Counselor, Vocational Specialist. <u>Core Functions:</u> Responsible for assessing clients interests, employment history, aptitude, and abilities in order to develop appropriate employment plans. Provides vocational and educational counseling and referrals to job readiness, training, and placement programs, which lead to either full-time or part-time unsubsidized employment. Works with business community to identify appropriate employment opportunities. <u>Requirements:</u> Bachelor's degree and one year of experience.
108	Community Organizer	<u>Alternative Job Titles:</u> Community Outreach Coordinator. <u>Core Functions:</u> Organizes, mobilizes and informs a broad base of individuals, groups, and organizations in support of the agencies programs, services or initiatives. May be responsible creating informational materials, action plans, building relationships with community leaders, public officials, media, business leaders and consumer groups, coordinating advocacy events, organizing campaigns and coalitions, and training volunteers. <u>Requirements:</u> Bachelor's degree and one year of experience.
109	Transportation Assistant	<u>Alternative Job Titles:</u> Driver. <u>Core Functions:</u> 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. <u>Requirements:</u> 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.

Job#	Job Title	Description
<b>Volunteer Services</b>		
110	Volunteer Manager	<u>Alternative Job Titles:</u> Director of Volunteer Services. <u>Core Functions:</u> Top individual 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. <u>Requirements:</u> Bachelor's degree or equivalent experience plus one to three years of related experience, preferably in volunteer services, recruitment or training.
111	Volunteer Coordinator	<u>Alternative Job Titles:</u> Volunteer Specialist; Volunteer Liaison. <u>Core Functions:</u> 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. <u>Requirements:</u> High school diploma or equivalent plus one year of administrative experience, preferably in volunteer services, recruitment or training.