



# 2021 MBL Nonprofit Salary Survey Job Descriptions



*Survey Sponsor & Administrator*

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# 2021 Nonprofit Salary Survey

## Job Title Listing



Job #	Job Title - Administration
1	Executive Director
2	Deputy Director
3	Operations Director
4	Quality Manager
5	Corporate Health Care Compliance Officer
6	Compliance Coordinator
7	Risk Manager/Director
8	Office Management
9	Executive Assistant to CEO / Executive Director <i>(NEW)</i>
10	Administrative Assistant III - Senior level <i>(NEW)</i>
11	Administrative Assistant II - Intermediate level <i>(NEW)</i>
12	Administrative Assistant I - Junior level <i>(NEW)</i>
13	Receptionist
14	General Counsel / Lawyer <i>(NEW)</i>
15	Deputy General Counsel / Lawyer <i>(NEW)</i>
16	Attorney
17	Paralegal <i>(NEW)</i>

Job #	Job Title - Arts & Culture
18	Curator
19	Conservator <i>(NEW)</i>
20	Exhibits Manager <i>(NEW)</i>
21	Registrar <i>(NEW)</i>

Job #	Job Title - Education
22	Education / Outreach Director
23	Education / Outreach Coordinator
24	Educator / Teacher / Instructor
25	Instructor
26	Child Development Teacher / Day Care Teacher
27	Child Development Teacher's Assistant
28	Child Development Activities Coordinator

Job #	Job Title - Facilities
29	Facilities Director / Manager <i>(NEW)</i>
30	Maintenance Management
31	Property Maintenance Staff
32	Groundskeeper
33	Housekeeper
34	Janitor
35	Warehouse Specialist
36	Delivery Driver
37	Class "C" Driver
38	Head of Security <i>(NEW)</i>
39	Security Guard (Armed)
40	Security Guard (Unarmed)

Job #	Job Title - Finance / Accounting
41	Finance Director
42	Controller
43	Accounting / Finance Manager
44	Accountant
45	Accounting Assistant
46	Financial Analyst - Senior (NEW)
47	Financial Analyst - Intermediate (NEW)
48	Financial Analyst - Entry (NEW)
49	Payroll Specialist
50	Medical Biller

Job #	Job Title - Food / Nutrition
51	Food Service Manager
52	Dietician
53	Cook
54	Food Service Aide ( <u>with</u> dishwashing)
55	Food Service Aide ( <u>without</u> dishwashing) (NEW)
56	Dishwasher (NEW)

Job #	Job Title - Foundation / Grant Making (NEW)
57	Foundation Director I (Fundraising <b>less than</b> \$1M)
58	Foundation Director I (Fundraising <b>over</b> \$1M)
59	Foundation Program Officer
60	Foundation Program Associate
61	Foundation Program Assistant

Job #	Job Title - Fundraising / Development
62	Development Director
63	Development Manager
64	Major Gifts Director
65	Capital Campaign Manager (NEW)
66	Annual Fund Manager
67	Special Events Manager (NEW)
68	Special Events Coordinator
69	Membership Coordinator
70	Grant Writer
71	Grants Assistant
72	Gift Processing / Donor Information Manager (NEW)
73	Gift Processing / Development Associate
74	Research & Prospect Management
75	Membership Director / Manager
76	Planned Giving Manager / Director / Officer
77	Corporate and/or Foundation Relations Manager

Job #	Job Title - Housing / Affordable Housing (NEW)
78	Director of Housing (NEW)
79	Asset Management Director (NEW)
80	Asset Management Coordinator (NEW)
81	Project Manager - Housing Development (NEW)
82	Construction Management
83	Director of Property Management
84	Property Management (day-to-day)
85	Resident Services Director (NEW)
86	Resident Services / Tenant Liaison

Job #	Job Title - Human Resources
87	Human Resources Director
88	Human Resources Manager
89	Human Resources Generalist
90	Safety Administrator
91	Employee Benefits Administrator <i>(NEW)</i>
92	Recruiter / Talent Acquisition Specialist <i>(NEW)</i>
93	Human Resources Assistant

Job #	Job Title - Information Technology
94	IT Director
95	IT Manager
96	Database Administrator
97	Database Specialist
98	Developer
99	Network Administrator
100	Web Support Specialist
101	Technical Support/Computer Operations Specialist

Job #	Job Title - Marketing / Communications
102	Communications Director <i>(NEW)</i>
103	Communications Manager <i>(NEW)</i>
104	Marketing Director
105	Marketing Manager
106	Marketing Specialist
107	Public Relations Manager
108	Public Affairs / Public Policy Manager
109	Social Media Specialist / Web Content Coordinator

Job #	Job Title - Medical
110	Medical / Clinic Director
111	Registered Nurse (RN)
112	Nurse Practitioner
113	Psychiatric Nurse Practitioner - PMHNP
114	Licensed Practical Nurse (LPN)
115	Licensed Psychiatrist (MD)
116	Certified Medical Assistant (CMA)
117	Certified Nursing Assistant (CNA)
118	Medical Records Clerk

Job #	Job Title - Philanthropy <i>(NEW)</i>
119	Philanthropy Vice President / Director
120	Philanthropy Account Manager
121	Philanthropic Advisor

Job #	Job Title - Program Management
122	Program Director
123	Program Manager
124	Program Analyst
125	Program Coordinator
126	Program Assistant
127	Clinical Supervisor

Job #	Job Title - Project Management <i>(NEW)</i>
128	Project Manager (Non-Technical)
129	Project Coordinator III - Senior (Non-Technical)
130	Project Coordinator II - Intermediate (Non-Technical)
131	Project Coordinator I - Entry (Non-Technical)

<b>Job #</b>	<b>Job Title - Retail Sales</b>
132	Retail Manager
133	Retail Supervisor
134	Cashier

<b>Job #</b>	<b>Job Title - Social Services</b>
135	Case Manager / Social Worker
136	Counselor I
137	Counselor II – Licensure optional
138	Counselor III – Licensure required
139	Chemical Dependency Counselor I – CADC I
140	Chemical Dependency Counselor II – CADC II
141	Mentor / Peer Advocate
142	Skills Trainer
143	Direct Care Service Worker
144	Direct Services Advocate
145	Intake Specialist
146	Housing / Shelter Supervisor
147	Housing Specialist
148	Residential Assistant
149	Employment Specialist - Job Developer (pre-placement)
150	Employment Specialist - Job Coach (post placement)
151	Community Organizer
152	Transportation Assistant

<b>Job #</b>	<b>Job Title – Veterinary / Animal Care</b>
153	Veterinarian
154	Veterinary Technician (Certified)
155	Veterinary Technician (Non-Certified)
156	Animal Care Worker
157	Veterinary Clinic Manager

<b>Job #</b>	<b>Job Title – Volunteer Services</b>
158	Volunteer Manager
159	Volunteer Coordinator

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2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
1	1	Administration	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 8-10 years of managerial experience in not-for-profit organization. Master's degree preferred.
2	2	Administration	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 5-10 years of supervisory or managerial experience in not-for-profit organization. Master's degree preferred.
3	3	Administration	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 5 years of related experience in program management, supervision and budgets. Master's degree preferred.
4	4	Administration	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 5 years of related experience in quality management and supervision.
5	5	Administration	Corporate Health Care Compliance Officer	<u>Alternative Job Titles:</u> Top Compliance Officer; Chief of Compliance; Corporate Compliance Officer; Health & Human Services Compliance Officer. <u>Core Functions:</u> Responsible for ensuring the employees, Board and management are in compliance with the policies and procedures of the corporation as well as external regulatory and contractual requirements. Monitor and review departmental policies and procedures to ensure that regulatory changes in federal and state programs incorporate Medicare/Medicaid and HIPAA requirements. Responsible for designing, implementing, and managing ongoing audit activities and educational programs to ensure proper reimbursement and compliance with all regulatory statutes. Will serve as an independent resource for members of the organization to report potential compliance/ethics infractions, investigate and resolve matters in adherence with internal corporate compliance policies and procedures. In addition, the position requires a proficient understanding of contract law and risk management. <u>Requirements:</u> Typically requires 8 years experience, training and a bachelor's degree or equivalent in health or business or RN. Ability to attain Certified Healthcare Compliance (CHC) certification in first year of employment required. Additional educational attainment as either a JD or clinical Master's would be a plus. Certified Procedural Coder (CPC), Accredited Record Technician (ART), and Registered Record Administrator (RRA) would also be a plus.
6	6	Administration	Compliance Coordinator	<u>Alternative Job Titles:</u> Compliance Specialist. <u>Core Functions:</u> Responsible for the documentation, coordination and completion of all government, regulatory, and compliance documents. Generates and submits compliance documentation to government offices. Conducts investigations and resolves routine compliance issues. Creates or modifies policies in compliance with regulatory requirements. Possesses knowledge of compliance practices and procedures and monitors changes in policies. <u>Requirements:</u> Typically requires a bachelor's degree in a related area and 2-3 years of experience in the field or in a related area.



2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
7	7	Administration	Risk Manager/Director	<u>Alternative Job Titles:</u> Director of Risk; Risk Manager; Chief Risk Officer. <u>Core Functions:</u> Develops, recommends, and administers risk management, cost containment, and loss prevention programs. Coordinates the review and analysis of management programs for the effectiveness of coverage and to reduce costs and losses. Coordinates between line management, outside vendors, consultants, and attorneys. Negotiates and reviews insurance policies. May direct the activities of risk analyst professionals. <u>Requirements:</u> Bachelor's degree in a related area and at least 5 years of experience in the field.
8	8	Administration	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 4-6 years of experience; excellent interpersonal, written communication, organizational, and computer skills.
9	New	Administration	Executive Assistant to CEO / Executive Director	<u>Alternative Job Titles:</u> Executive Assistant; CEO Secretary. <u>Core Functions:</u> This position typically provides support to the Chief Executive Officer/President/Executive Director only. Provides high-level administrative support by preparing board meeting minutes and materials for Board and Committee meetings, creating statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and managing the executive's calendar, scheduling meetings and travel. May also train and supervise lower-level clerical staff. Develops and prepares presentations and reports. Advises others of the executive's views on policies or issues, using judgment and discretion. <u>Requirements:</u> Bachelor's degree preferred with 5+ years of related experience.
10	New	Administration	Administrative Assistant III - Senior level	<u>Alternative Job Titles:</u> Senior Administrative Assistant; Executive Assistant. <u>Core Functions:</u> Highest level administrative assistant job, <b>not</b> directly supporting the CEO or President. Typically provides administrative support to one or more senior level Executives within the organization. Provides general secretarial and administrative support to a department or group of professionals under general supervision. Performs work that is varied and generally administrative or project oriented. Requires a broad understanding of organization operations, organizational procedures, and personnel. Handles confidential and sensitive material. Makes some independent decisions regarding planning, organizing, and scheduling work. <u>Requirements:</u> Typically requires High School education and/or Associate's degree plus 4-6 years of related experience.
11	New	Administration	Administrative Assistant II - Intermediate level	<u>Alternative Job Titles:</u> Administrative Support Specialist; Administrative Assistant. <u>Core Functions:</u> Experienced / intermediate level Administrative Assistant role. Performs routine clerical and administrative functions such as drafting correspondence, scheduling appointments and travel, organizing and maintaining paper and electronic files, updating databases, or providing information to callers. Prepares and formats reports, presentations, program materials, and other documents as necessary using the full suite of office productivity software. <u>Requirements:</u> Typically requires High School education and/or Associate's degree plus 2-4 years of related experience.
12	New	Administration	Administrative Assistant I - Junior level	<u>Alternative Job Titles:</u> Administrative Support Specialist; Administrative Assistant; General Clerk, General Clerical. <u>Core Functions:</u> First level Administrative Assistant role. Working under direct supervision, 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. Performs routine clerical and administrative functions such as drafting correspondence, scheduling appointments and travel, organizing and maintaining paper and electronic files, updating databases, or providing information to callers. Prepares and formats reports, presentations, program materials, and other documents as necessary using the full suite of office productivity software. <u>Requirements:</u> Typically requires High School education and/or Associate's degree plus 0-2 years of related experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
13	11	Administration	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.
14	New	Administration	General Counsel / Lawyer	<u>Alternative Job Titles:</u> Corporate Counsel. <u>Core Functions:</u> Senior most legal position in the organization. Provides advice and counsel on any legal matter involving the organization; advising and rendering opinions to senior management with respect to the legal implications of establishing or changing organizational policy; working with representatives from various departments on developing and modifying practices and procedures to conform with legal requirements. Drafts, reviews, and revises a variety of instruments involving the organization's interests or the interests of stakeholders. <u>Requirements:</u> Typically requires law degree, admission to the Bar and 8+ years of professional experience.
15	New	Administration	Deputy General Counsel / Lawyer	<u>Alternative Job Titles:</u> Associate General Counsel; Attorney. <u>Core Functions:</u> Has overall management responsibility for a specialized, expert legal team, working to ensure the implementation of consistent, organization-wide practices that minimize legal risks having organizational impact. Provides legal counsel, strategic leadership, and corporate risk-management to ensure that the actions of the organization are fully compliant with all legal requirements. Works collaboratively with other members of the legal strategy team and managers to identify, develop and implement standards and best-practices. <u>Requirements:</u> Typically requires law degree, admission to the Bar and 5+ years of professional experience.
16	12	Administration	Attorney	<u>Alternative Job Titles:</u> In-House Legal Counsel; Attorney-Staff; Lawyer. <u>Core Functions:</u> Provides legal counsel or guidance to the organization. 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.
17	New	Administration	Paralegal	<u>Alternative Job Titles:</u> Legal Assistant; Legal Secretary. <u>Core Functions:</u> Prepares drafts of contracts involving leases, licenses, purchases, sales, insurance, employment, and related matters. Conducts necessary research and assists with the preparation of documents necessary to comply with federal, state/province and local regulations in the conduct of business activities. Resolves routine legal questions under the direction of an attorney. Follows established procedures. May also assist attorneys/lawyers in research, filings, document preparation, and other activities in support of advocacy or legal services for individuals or organization served by the nonprofit's mission. <u>Requirements:</u> Good organizational and research skills. Associate's degree and accredited paralegal certification preferred, and 2 years experience.
18	19	Arts & Culture	Curator	<u>Alternative Job Titles:</u> Museographer; Collector; Museum Officer; Museologist; Antiquarian; Curator of Special Collections. <u>Core Functions:</u> Administer collections, such as artwork, collectibles, historic items, or scientific specimens of museums or other institutions. May conduct instructional, research, or public service activities of institution. Responsible for important sub-collections; general administrative duties relating to the area of responsibility. May supervise curatorial staff. May conduct instructional, research, or public service activities of the institution. <u>Requirements:</u> Degree in Art History or Museum Studies, and 2-4 years within Curator role with the Museum or equivalent combination of education and experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
19	New	Arts & Culture	Conservator	<u>Alternative Job Titles:</u> Restorer; Cultural Heritage Restorer. <u>Core Functions:</u> Responsible for conservation and restoration of a major collection; examination of collection and exhibits; preparation of conservation reports; supervision of professional assistant(s). A conservator-restorer is a professional responsible for the preservation of artistic and cultural artifacts, also known as cultural heritage. Conservators possess the expertise to preserve cultural heritage in a way that retains the integrity of the object, building or site, including its historical significance, context and aesthetic or visual aspects. This kind of preservation is done by analyzing and assessing the condition of cultural property, understanding processes and evidence of deterioration, planning collections care or site management strategies that prevent damage, carrying out conservation treatments, and conducting research. A conservator's job is to ensure that the objects in a museum's collection are kept in the best possible condition, as well as to serve the museum's mission to bring art before the public. <u>Requirements:</u> Bachelor's degree, formal conservation training or equivalent including apprenticeship, several years of related experience.
20	New	Arts & Culture	Exhibits Manager	<u>Alternative Job Titles:</u> Chief of Exhibitions. <u>Core Functions:</u> Provides administrative and operations oversight for exhibitions program, including budget development and management, contract management, and supervision of exhibitions program staff. Establish financial and operational goals. Plan, direct or manage the scheduling and display of the museum's exhibits and artifacts. Conceptualizes designs and performs exhibits layout; supervises production and installation; and fulfills administrative responsibilities for all above. Translates curatorial and educational staff ideas into functionally designed permanent, temporary, or circulating exhibitions. May report to CFO or Chief Curator. May supervise other staff members. <u>Requirements:</u> Typically requires a Bachelor's or Graduate degree in history, art history, fine arts, or a field related to organizations interests and 3-5 years of relevant experience.
21	New	Arts & Culture	Registrar	<u>Alternative Job Titles:</u> Collections Management. <u>Core Functions:</u> The primary role of the exhibitions registrar is to oversee exhibition logistics to ensure artworks are transported in a safe and timely manner while adhering to the museum's budget. Responsible for all aspects of collections and exhibitions management, including creating and maintaining collection records, incoming and outgoing loans, packing and shipping, storage, insurance, condition reporting, budgeting, accessioning, photo and publication requests, and traveling exhibitions. This includes loan agreement creation, coordinating local / domestic / international transit, contract review, checklist management, database updates, loan oversight, providing facilities reports and climate readings as required, and liaising with lenders. The exhibition registrar is responsible for performing incoming and outgoing condition reports of every artwork loaned to an exhibition. If an artwork displays a condition issue or is damaged in any way while on loan, the registrar is the first to address this with the lender. May also be the point of contact for all short term loans and oversees logistics for these confidential lenders. May involve supervision of subordinate registration staff. <u>Requirements:</u> Typically requires a Bachelor's or Graduate degree in history, art history, fine arts, or a field related to organizations interests and 2-4 years of experience.
22	21	Education	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 2 years of related experience. Master's degree preferred.
23	22	Education	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 2 years of related experience.

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24	23	Education	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 3 years of related experience.
25	24	Education	Instructor	<u>Alternative Job Titles:</u> Trainer; Skills Trainer; Teacher; After School Instructor; Extension Instructor. <u>Core Functions:</u> Provide group or individualized instruction in an activities based environment. Instruction may be informational workshops or hands-on activities. Activities may include educational curriculum or may teach a skill like knitting, cooking, dance, chess, ESL, sign language etc. Typical organizations include ETHOS, SUN, Extension Service, etc. <u>Requirements:</u> No educational experience required, but should possess a desire to teach, train and cultivate new skills in students. A valid First Aid and CPR certificate preferred.
26	25	Education	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.
27	26	Education	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.
28	27	Education	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.
29	New	Facilities	Facilities Director / Manager	<u>Alternative Job Titles:</u> Building Director; Chief Engineer. <u>Core Functions:</u> Oversees the maintenance of facilities, including buildings, grounds, and equipment. Directs procurement, generation, and operation of all utilities and utility systems. Responsibilities may include building security, cleaning, grounds maintenance, managing space assignments, ordering and supervising repairs, overseeing renovations, purchasing and maintaining furniture, artwork and plants, scheduled maintenance of systems, compliance with federal, state and local accessibility and safety laws, budgeting, staffing, employee training, and policies and procedures. Supervises facilities staff. <u>Requirements:</u> Bachelor's degree required and 5-8 years experience.
30	37	Facilities	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.
31	38	Facilities	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.
32	39	Facilities	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 1 year of experience.

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33	40	Facilities	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 6 months of experience.
34	41	Facilities	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 6 months of experience.
35	42	Facilities	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.
36	43	Facilities	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.
37	44	Facilities	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.
38	New	Facilities	Head of Security	<u>Alternative Job Titles:</u> Security Manager; Security Chief. <u>Core Functions:</u> Designs, implements, and manages corporate wide security, emergency preparedness, and business abuse programs in order to reduce profit / loss by preventing and deterring theft. Assists, advises, and guides all departments regarding security regulations and procedures. Works closely with federal, state, and local law enforcement agencies to identify, apprehend and prosecute perpetrators and to recover corporate assets. Analyzes security problems, proposes solutions, and implements preventative measures. May provide definitive measures to be taken for such contingencies as labor strikes, natural disasters, executive protection, bomb threats, and similar assaults on corporate assets. May supervise in-house and/or contracted security staff. <u>Requirements:</u> Typically requires a Bachelor's degree and 5 years professional law enforcement experience.
39	45	Facilities	Security Guard (Armed)	<u>Alternative Job Titles:</u> Armed Security Officer. <u>Core Functions:</u> Provides armed security. Patrols internal and external property. Investigates unusual or suspicious situations. Maintains records and logs as assigned. Enforces the organization's procedures and regulations during and after normal work hours. Assists with and trains for emergency situations. May operate firefighting equipment, short-wave radio, and administer CPR and first aid as needed. Refers dangerous situations or complex problems to supervisor and/or the local police force. <u>Requirements:</u> High school education or equivalent required.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
40	46	Facilities	Security Guard (Unarmed)	<u>Alternative Job Titles:</u> Security Officer. <u>Core Functions:</u> Patrols internal and external property. Investigates unusual or suspicious situations. Maintains records and logs as assigned. Enforces the organization's procedures and regulations during and after normal work hours. Assists with and trains for emergency situations. May operate firefighting equipment, short-wave radio, and administer CPR and first aid as needed. Refers dangerous situations or complex problems to supervisor and/or the local police. <u>Requirements:</u> High school education or equivalent required.
41	47	Finance / Accounting	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 5-8 years of experience. CPA preferred. Knowledge of Generally Accepted Accounting Principles (GAAP), Financial Accounting Standards Board (FASB) and Securities and Exchange Commission (SEC) regulations.
42	48	Finance / Accounting	Controller	<u>Alternative Job Titles:</u> Comptroller; Financial Controller. <u>Core Functions:</u> Acts as financial advisor to the Finance Director or CFO by providing financial analysis, planning, and budget control (this position is not the top financial executive). Advises on profitability of organization and assets. Responsible for the management and maintenance of general accounting systems to provide records of the assets, liabilities, and financial transactions of the organization. Provides financial reports. Maintains or oversees the maintenance of general and subsidiary ledgers of the company, financial statements, reconciliations and general tax reports. Develops and directs the operation of additional accounting systems and procedures to reduce costs and obtain improved information. Includes cash and/or treasury management responsibilities. Works with the Finance Director or CFO to develop strategic and long-term financial goals and regulatory compliance of reporting. <u>Requirements:</u> Bachelor's degree required, CPA preferred, and 6+ years experience.
43	49	Finance / Accounting	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 3-5 years of experience. Knowledge of Generally Accepted Accounting Principles (GAAP).
44	50	Finance / Accounting	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 2-4 years of experience. Knowledge of Generally Accepted Accounting Principles (GAAP).
45	51	Finance / Accounting	Accounting Assistant	<u>Alternative Job Titles:</u> Accounting Specialist; Accounting Clerk; General Ledger Assistant; Fiscal Assistant; Finance Assistant; Bookkeeper. <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 2 years of related experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
46	New	Finance / Accounting	Financial Analyst - Senior	<u>Alternative Job Titles:</u> Budget Analyst; Accountant/Analyst. <u>Core Functions:</u> Collects data and works on complex phases of financial studies such as rate of return, depreciation, working capital, investment, financial and expense performance comparisons, etc. Evaluation of findings is required. Prepares forecasts and analyzes trends in sales, finance, general business conditions, etc. Conducts special studies and cooperates with other departments in the preparation of financial or economic statistical studies. May assist in the development of company economic/financial policies and assist in the awareness and adaptation of new developments in the field of financial planning and control. This is the senior level position typically requiring course work or experience equivalent to a degree in economics, accounting, or related area. <u>Requirements:</u> This is a senior level position typically requires 5-7 years experience demonstrating the most advanced analytical and technical skills. Often provides functional guidance to less experienced financial analysts.
47	New	Finance / Accounting	Financial Analyst - Intermediate	<u>Alternative Job Titles:</u> Budget Analyst; Accountant/Analyst. <u>Core Functions:</u> Conducts and documents complex financial and budget analysis projects. Performs research and analysis to provide management with financial data and recommendations for use in setting and realizing profit objectives. Evaluates financial alternatives and recommends appropriate action. Evaluates effectiveness of new programs by comparing results with original proposals. Generate periodic internal and external reports for field and/or management use. Assist in developing and implementing appropriate systems, policies and procedures related to financial reporting and analysis. Serve as resource to staff on financial matters, policies, procedures, guidelines, and educate staff as required. May oversee the processing, approval and reporting of financial transactions. <u>Requirements:</u> This is an intermediate level position typically requiring a degree and 2-4 years experience.
48	New	Finance / Accounting	Financial Analyst - Entry	<u>Alternative Job Titles:</u> Budget Analyst; Accountant/Analyst. <u>Core Functions:</u> Collects data and works on routine phases of financial studies such as rate of return, depreciation, working capital, investment, etc. Little or no evaluation of findings is required. Compiles or prepares reports, graphs and charts of data developed. This is the entry level position typically requiring course work or experience equivalent to a degree in economics, accounting or related discipline. <u>Requirements:</u> Typically requires 6 months to 1 year experience working with financial and/or mathematical data applying to budget preparation, financial analysis and cost control or evaluation.
49	52	Finance / Accounting	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 2-3 years of experience.
50	53	Finance / Accounting	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 2 years of billing experience.
51	54	Food / Nutrition	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 3-5 years of experience.
52	55	Food / Nutrition	Dietician	<u>Alternative Job Titles:</u> Nutritionist; Registered Dietician; Therapeutic Dietician; Staff 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+ years of dietetic experience.



2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
53	56	Food / Nutrition	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 2-3 years of experience.
54	57	Food / Nutrition	Food Service Aide (with dishwashing)	<u>Alternative Job Titles:</u> Kitchen Support; Cafeteria Support; Food Service Worker. <u>Core Functions:</u> Assists cooks in preparation and serving of foods, including washing and chopping vegetables. Receives and stores supplies and food. Performs a wide variety of cleaning duties including mopping floors, bussing and cleaning tables and kitchen equipment, load/unloads dishwashers, washes large items by hand. May assist in serving food to clients, employees and others. <u>Requirements:</u> High school diploma or equivalent and Food Handlers Certificate. Typically 6 months of experience.
55	New	Food / Nutrition	Food Service Aide (without dishwashing)	<u>Alternative Job Titles:</u> Kitchen Support; Cafeteria Support; Food Service Worker. <u>Core Functions:</u> Assists cooks in preparation and serving of foods, including washing and chopping vegetables. Receives and stores supplies and food. Performs a wide variety of cleaning duties including mopping floors, bussing and cleaning tables and kitchen equipment. May assist in serving food to clients, employees and others. <u>Requirements:</u> High school diploma or equivalent and Food Handlers Certificate. Typically 6 months of experience.
56	New	Food / Nutrition	Dishwasher	<u>Alternative Job Titles:</u> Steward. <u>Core Functions:</u> Maintains kitchen work areas and keeps restaurant equipment and utensils in clean and orderly condition. Scrapes food from dirty dishes and washes them by hand, or places them in racks or on conveyor to dishwashing machine. Washes pots, pans, and trays. May sweep and mop kitchen floors. Washes and sanitizes worktables, walls, refrigerators, and meat blocks. <u>Requirements:</u> High School Diploma or equivalent and Food Handlers Certificate. Typically 1-3 months experience preferred.
57	New	Foundation / Grant Making	Foundation Director I (Fundraising less than \$1M)	<u>Core Functions:</u> Plans, implements, and administers fund raising programs which generate revenue from individuals, corporations, foundations, organizations, special events, and marketing partnerships. Collaborates with the Foundation Board and organization management to establish plans, and evaluate effectiveness of plans. May oversee planned giving, annual giving, and major gifts programs, special events, donor relations and related research, and funds development. May report to Administrator/CEO or Associate Administrator. <u>Requirements:</u> Typically requires a bachelor's degree in a business, marketing, or community relations field, and a minimum of 5 years experience as a development professional with proven success in managing a diversified fund raising program. <b>NOTE: Intended for organizations with annual fundraising programs LESS THAN \$1 million.</b>
58	New	Foundation / Grant Making	Foundation Director II (Fundraising over \$1M)	<u>Core Functions:</u> Plans, implements, and administers fund raising programs which generate revenue from individuals, corporations, foundations, organizations, special events, and marketing partnerships. Collaborates with the Foundation Board and organization management to establish plans, and evaluate effectiveness of plans. May oversee planned giving, annual giving, and major gifts programs, special events, donor relations and related research, and funds development. May report to Administrator/CEO or Associate Administrator. <u>Requirements:</u> Typically requires a bachelor's degree in a business, marketing, or community relations field, and a minimum of 5 years experience as a development professional with proven success in managing a diversified fund raising program. <b>NOTE: Intended for organizations with annual fundraising programs OVER \$1 million.</b>
59	New	Foundation / Grant Making	Foundation Program Officer	<u>Core Functions:</u> Plans the short-term and long-term development of respective program area, encourages grant proposals that advance Foundation grant making goals. Maintains current, working knowledge in particular field(s), performs assessments of grant/loan proposals, develops funding recommendations, develops program and policy recommendations, monitors grants once awarded, and maintains community outreach. <u>Requirements:</u> Bachelor's degree or equivalent and 4-6 years of related experience.



2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
60	New	Foundation / Grant Making	Foundation Program Associate	<u>Core Functions:</u> Coordinates operational activities for one or more program areas at a foundation or grant making organization. May be responsible for assisting prospective grantees with completing applications, reviewing grant applications, distributing grants and awards, requesting and reviewing reports from grantees, researching, gathering and maintaining information about foundation program areas and grantees, and developing internal and external reports. <u>Requirements:</u> Bachelor's degree and 2-3 year of related experience.
61	New	Foundation / Grant Making	Foundation Program Assistant	<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 1-2 year of related experience.
62	58	Fundraising / Development	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.
63	59	Fundraising / Development	Development Manager	<u>Alternative Job Titles:</u> Fundraising Manager; Resource Development; Programs Manager. <u>Core Functions:</u> Plans, develops, and coordinates 2 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 5 years of experience.
64	60	Fundraising / Development	Major Gifts Director	<u>Alternative Job Titles:</u> Major Gifts Officer; Individual Gifts Director; Major and Planned Gifts Manager; 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 3-5 years of experience managing major gifts/ planned giving.
65	New	Fundraising / Development	Capital Campaign Manager	<u>Alternative Job Titles:</u> Development Manager. <u>Core Functions:</u> Plans and manages the organization's capital or endowment 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. <u>Requirements:</u> Typically requires a Bachelor's degree and 6+ years of experience or equivalent.
66	61	Fundraising / Development	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 2-3 years of fundraising experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
67	New	Fundraising / Development	Special Events Manager	<u>Alternative Job Titles:</u> Event Manager; Events & Promotions Manager; Functions Manager. <u>Core Functions:</u> Manages the strategy and planning of activities, and oversees staff responsible for coordinating and organizing meetings and special events and of various sizes. Plans logistics and negotiates contract(s) for conferences, and/or events, with respect to budgets, speakers, entertainment, transportation, facilities, technology, equipment, logistical requirements, printing, food and beverage, and other related issues. Negotiates terms and fees, and executes and administers multiple contracts with facilities, vendors, speakers, entertainers, etc., for service, in accordance with budget constraints and company policies and procedures. Serves as liaison between contractors, organizers, and management with regards to all facets of the programs and events. Designs and prepares various marketing materials, to include brochures and flyers, for meetings, conferences, and other events; and promotes events using means such as flyers, cold calling, and social media. Performs duties of Event Coordinator in absence of Coordinator. Analyzes all aspects of event performances. Plans and monitors budgets, adjusts when necessary, and ensures they are adhered to. Hires, trains, and educates staff on proper event procedures. <u>Requirements:</u> Bachelor's degree or equivalent and 5+ years of experience.
68	62	Fundraising / Development	Special Events Coordinator	<u>Alternative Job Titles:</u> Special Events Planner; Event 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 nonexempt level position. <u>Requirements:</u> High school diploma or equivalent and 2-3 years experience in event planning preferred.
69	63	Fundraising / Development	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 1-3 years of experience.
70	64	Fundraising / Development	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 2-4 years of grant writing experience.
71	65	Fundraising / Development	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> 2-4 years administrative experience, preferably related to grant administration.
72	New	Fundraising / Development	Gift Processing / Donor Information Manager	<u>Alternative Job Titles:</u> Gift Processing Manager; Donor Database Manager. <u>Core Functions:</u> This position is responsible for directing all gift processing to ensure process accuracy, donor stewardship, and compliance with IRS regulations. Develops systems for procedure documentation and auditing. Performs data maintenance functions utilizing established procedures and business rules to ensure accuracy and standardization within the database system. This position ensures integrity of all constituent data entered into donor database and serves as liaison for all database and donor services questions. This position supervises data entry / gift processing staff. <u>Requirements:</u> Bachelor's degree or equivalent and 3+ years experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
73	66	Fundraising / Development	Gift Processing / Development Associate	<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. Oversees proper functioning of donor database. Ensures accurate processing and timely acknowledgement of all gifts. May input other data including donor contact reports and research. <u>Requirements:</u> Bachelor's degree and 1-3 years of experience. <b><i>NOTE: This job is a broad role specifically focused on development activities; it is not a technical database administrator/IT administrator. For functions focused on server installation/maintenance and technical management of databases, please see position #97 "Database Specialist" in the Information Technology job family.</i></b>
74	67	Fundraising / Development	Research & Prospect Management	<u>Alternative Job Titles:</u> Reporting Analyst; Data and Reporting Analyst; Data Reporting Assistant; Prospect Researcher. <u>Core Functions:</u> Oversees all aspects of the database system both input and output. Retrieve data accurately and in a timely manner. Perform complex database processes, imports/exports, queries to produce detailed reports for use in research, mailings, and other targeted campaign activity. Manages fund and/or donor management Development Databases (i.e. Raisers Edge, Exceed, etc.). Troubleshoot reporting problems for efficient operations. This position serves as the organization's expert in the methods used to retrieve data, generate reports and ensure data integrity. Interacts with all departments in providing appropriate information about the organization's constituents and fundraising results. Is an essential role in the growth and continuous improvement of the reporting environment. <u>Requirements:</u> 3-5 years of experience in database management, reporting development, or data analysis preferably in a fund-raising environment. Minimum of 2 years experience working to create customized reports, including multi-dimension reports with drill-down capabilities. Microsoft SQL Reporting Services experience a plus.
75	68	Fundraising / Development	Membership Director / Manager	<u>Core Functions:</u> Plans, directs and/or manages the membership program for an organization. Responsible for developing membership programs, benefits and offerings, soliciting and attracting new members, retaining members and expanding participation, identifying new benefit offerings and unmet member needs, achieving revenue goals, database management, and member communication and engagement strategies. May supervise other membership staff. <u>Requirements:</u> Bachelor's degree in marketing, communications, business administration or related field, or equivalent experience. Minimum 3 years experience in development and fundraising.
76	69	Fundraising / Development	Planned Giving Manager / Director / Officer	<u>Alternative Job Titles:</u> Special Gifts Officer; Gifts Manager. <u>Core Functions:</u> Responsible for increasing stewardship of constituents who have expressed an interest in making deferred gifts; documenting these intentions; identifying prospective planned gift donors; and promoting the deferred gifts program including, but not limited to, bequests, wills, trusts, pooled income funds, real estate, restricted gifts, and gift annuities. Develops important working relationships with legal and financial advisors to support planned giving efforts. <u>Requirements:</u> Bachelor's degree in marketing, communications, business administration or related field, or equivalent experience. Minimum 3 years experience in planned gift fundraising including thorough knowledge of estate and charitable gift planning.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
77	70	Fundraising / Development	Corporate and/or Foundation Relations Manager	<u>Alternative Job Titles:</u> Corporate Relations Manager; Foundation Relations Manager; Corporate Giving Manager. <u>Core Functions:</u> Responsible for meeting defined goals for funds raised primarily from corporations and/or foundations. This externally focused position provides leadership and support to the development department by serving as a key fundraiser with responsibility for creating and successfully executing an annual corporate fundraising and relations plan, cultivating major corporate donors, soliciting and stewarding of all existing and new corporate, and non-profit organization partnerships, soliciting sponsorship for all special events in the assigned geographic area. The manager will identify, cultivate, solicit and steward corporations, corporate foundations, and private foundations, engaging board members, staff and volunteers in the process as appropriate. <u>Requirements:</u> Bachelor's degree in marketing, communications, business administration or related field, or equivalent experience. Minimum 3 years of proven fundraising in nonprofit environment or equivalent experience in corporate sales; corporate relations experienced preferred.
78	New	Housing	Director of Housing	<u>Alternative Job Titles:</u> Real Estate Development Director; Housing Development Director. <u>Core Functions:</u> A senior housing position responsible for management and oversight of housing development activities including the responsibility for oversight and management of department activities including the development and financing of sustainable, affordable rental housing, asset management for the housing portfolio, and direct services to residents in rental housing. Other activities include all facets of housing development such as site selection, project feasibility evaluation, securing financing, construction supervision, and transitioning the asset upon completion. This role is typically a member of the senior management team. This leadership role contributes strategically, creatively, and thoughtfully to the management of the organization. <u>Requirements:</u> An advanced degree desirable and 5+ years of experience working in housing development, asset management, real estate finance or related fields; demonstrated ability to manage a complex housing program(s).
79	New	Housing	Asset Management Director	<u>Alternative Job Titles:</u> Asset Manager. <u>Core Functions:</u> This position is responsible for the oversight of the physical, financial, fiscal and regulatory operations of a housing portfolio. Includes long term planning and preservation of the housing assets. Areas may include oversight of third-party property managers and service providers, on-site inspections, as well as compliance with contractual, regulatory and statutory requirements. Often serves as the primary contact for investors, lenders, and regulatory agencies. Other typical core functions: Manage 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> Typically requires a Bachelor's degree in accounting, housing or related field plus 3-5 years of experience in property management or other related field. Experience with diverse funding streams including LIHTCs, NMTCs, HOME, HUD guaranteed financing, Section 8 and other low-income housing financing.
80	New	Housing	Asset Management Coordinator	<u>Alternative Job Titles:</u> Asset Associate; Asset Specialist. <u>Core Functions:</u> Assists in all aspects of housing asset management projects, from planning, execution, and through the end of the project. Develops work plans, tracks progress, and delivers status reports. Associate's degree required and one to 2 year's experience as well as a proficiency with Windows applications. Provides support to department projects by tracking and entering project related data, and supporting department personnel on project related issues. Produces reports and tracks project performance. Assists with gathering, analyzing and interpreting data and information. May also provide administrative support to department management. <u>Requirements:</u> Typically requires 2+ years experience in multifamily real estate development, management with background in affordable housing, or related field. Knowledge of real estate and affordable housing programs such as LIHTC, OAHTC, HOME, HUD Section 8 preferred.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
81	New	Housing	Project Manager - Housing Development	<u>Alternative Job Titles:</u> Housing Manager; Project Manager. <u>Core Functions:</u> This project management position helps manage the development process for new and rehabilitated affordable housing. Oversees various projects of a highly complex nature. Meets quality standards and the production of expected deliverables during all phases of the project life cycle: initiating, planning, executing, controlling, and closing. Responsible for assembling project team, assigning individual responsibilities, identifying appropriate resources needed, and developing schedule to ensure timely completion of project. Leads the project team and team members to effectively coordinate the activities of the project. Communicates with senior management and/or functional area manager regarding status of specific projects. Assignments may vary in length and complexity, but are generally not permanent. The incumbent typically does not supervise staff, but may provide work direction to individuals supporting a project. <u>Requirements:</u> Typically requires a Bachelor's degree and 3-5 (or more) years of progressively responsible employment in a in real estate OR property management OR finance OR other relevant project or program management role. Basic familiarity with low income housing development and housing operations. Demonstrated experience managing programs or projects and managing budgets. Direct experience in multifamily housing development or asset management.
82	73	Housing	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 3-5 years of experience in construction trade and/or construction management at the general contractor level.
83	74	Housing	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 5-8 years experience in real estate and property management or equivalent.
84	75	Housing	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 3-5 years experience in real estate and property management or equivalent.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
85	New	Housing	Resident Services Director	<u>Alternative Job Titles:</u> Resident Services Manager; Housing Services Director; Program Director. <u>Core Functions:</u> This is a managerial job with oversight responsibility for directing and monitoring the resident services program. The resident services program provides on-site services to residents living in a housing project. Incumbents may also oversee other programs sponsored by the organization and/or administration. These programs may be, for example, after-school programs. Programs may include administration of social programs, education programs, recreation activities, public service research or other activities. Incumbents administer programs that are of significant magnitude of scope in relationship to the overall organization. May be responsible to developing new programs and services, overseeing program implementation, staffing, training staff and volunteers, establishing and managing partnerships with public and private organizations, measuring and monitoring program success, building organizational capacity to deliver programs, reporting on program outcomes, fundraising and budgeting. <u>Requirements:</u> The job typically requires a bachelor's degree and 5-7 years of experience, or equivalent (many may have a master's degree requirement at this level). Staff supervision is required.
86	76	Housing	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.
87	77	Human Resources	Human Resources Director	<u>Alternative Job Titles:</u> HR Business Partner. <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 5-10 years of experience.
88	78	Human Resources	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 5-7 years of experience.
89	79	Human Resources	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 one or more 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 2-4 years of experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
90	80	Human Resources	Safety Administrator	<p><u>Alternative Job Titles:</u> Safety Specialist; Safety Coordinator; Safety Consultant. <u>Core Functions:</u> Coordinates and implements organization's safety programs, ensuring that organization's safety standards are in compliance with external regulations. Works with personnel throughout the organization to maintain a safe and healthy work environment. Monitors facility and processes for adherence to Occupational Safety and Health Administration (OSHA) guidelines and the elimination of industrial accidents. Writes policy and procedures according to OSHA and State regulations. Conducts safety audits and consultations. Develops and conducts safety training programs. Reviews and analyzes accident data and recommends solutions. May have responsibility for company's workers' compensation program. Serves as point of contact for external agencies including emergency response personnel.</p> <p><u>Requirements:</u> This is typically a professional exempt-level job, reporting to a Manager level. Bachelor's degree or equivalent required and 3-5 years experience.</p>
91	New	Human Resources	Employee Benefits Administrator	<p><u>Alternative Job Titles:</u> Benefits Clerk; Benefits Specialist. <u>Core Functions:</u> Coordinates the administration of employee benefit programs such as basic and major medical coverage, dental insurance, group life insurance, pension plans, and other benefits. Consults with and advises employees on eligibility, provisions, and other matters related to benefits. Maintains benefits records and documents. Assists in the preparation of employee benefits booklets and other employee benefit communications. Oversees claims processing. Interprets and evaluates existing policies and programs and makes recommendations for change to management. <u>Requirements:</u> This is the intermediate level position typically requiring course work or experience in business administration, accounting, human resource management, etc. Typically requires 3-4 years of experience in analyzing, evaluating and administering employee benefit programs.</p>
92	New	Human Resources	Recruiter / Talent Acquisition Specialist	<p><u>Alternative Job Titles:</u> Administrative Recruiter; Employment Recruiter. <u>Core Functions:</u> Meets with hiring managers and records requirements for open positions. Examines resumes and employment applications for work history, education, training, skills, and other qualifications and compiles a list of applicants that match job requirements, utilizing manual or computerized file search. Conducts interviews of job applicants to evaluate their technical qualifications for job. Administers skills testing, reference checks, employee verifications, and background investigations as required. Records additional knowledge, skills, abilities, interests, test results, and other data pertinent to selection and referral of applicants. Informs applicants of job duties and responsibilities, compensation and benefits, work schedules and working conditions, company and union policies, promotional opportunities, and other related information. Evaluates candidates and presents top applicants to hiring managers, according to policy of organization. Keeps records of applicants not selected for employment. Creates and places recruitment advertising in channels including the Internet, newspapers, employee communications, and professional publications. Prepares employment agreements, extends job offers, arranges for any pre-employment activities such as drug screening, and completes and routes new-hire paperwork. May evaluate selection and placement techniques by conducting research or follow-up activities and conferring with management and supervisory personnel. May plan and execute recruiting events. May manage relationship with third party employment agencies.</p> <p><u>Requirements:</u> Typically requires demonstrated interviewing skills, knowledge of employment practices and related laws, and 2-4 years experience in recruiting.</p>
93	81	Human Resources	Human Resources Assistant	<p><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 1-2 years of experience.</p>



2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
94	82	Information Technology	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 5-8 years of experience.
95	83	Information Technology	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 3-5 years of experience.
96	84	Information Technology	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 2-4 years of experience.
97	85	Information Technology	Database Specialist	<u>Alternative Job Titles:</u> Database Analyst; Data Analyst; Program Data Specialist. <u>Core Functions:</u> This job is a technical database administrator/IT administrator focused on server installation/maintenance and technical management of databases. 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 2-3 years of experience. <b>NOTE: This position's focus is organization-wide vs. on databases specifically for donor/funder databases. For Development Database focused positions, please see position #73 "Development Associate" in the Development Job Family.</b>
98	86	Information Technology	Developer	<u>Alternative Job Titles:</u> Software Developer; Applications Developer; Applications Programmer/Developer; Computer Software Developer. <u>Core Functions:</u> May conduct and coordinate the analysis, design and implementation of computer based information systems. Activities may include analysis activities such as preparing design proposals to reflect costs, time to develop and alternative actions to satisfy existing and future needs. This person participates in software development and any maintenance as required. Conducts detailed analysis of defined systems specifications and develops all levels of block diagrams and flow charts. Participates in the development of conversion and system implementation plans. Conducts a full range of programming tasks including program design, program coding, debugging and documentation for a variety of general applications. Programs logical interfaces and develops operator and control instructions. Work includes program maintenance and error detection/correction of existing codes/languages. <u>Requirements:</u> Bachelor's degree in computer science, technology, engineering, or mathematics required and 3 years experience.
99	87	Information Technology	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 2-4 years of experience.



2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
100	88	Information Technology	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 2-3 years of experience.
101	89	Information Technology	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 1-2 years of experience.
102	New	Marketing / Communications	Communications Director	<u>Alternative Job Titles:</u> Public Relations Director; Marketing Director; Public Affairs Director; Director of Community Outreach; Public Information Officer. <u>Core Functions:</u> Plan, direct or coordinate activities designed to create or maintain a favorable public image or raise issue awareness for an organization's mission, programs, fundraising activities, services and brand. May be responsible for brand management and promotion. Responsible for managing media events and activities, press and media contacts, public image campaigns, spokesperson training, and the creation of social media and communication materials and public position statements. Often serves as a spokesperson for the organization with the media. May supervise other communicate/public relations staff. <u>Requirements:</u> Bachelor's degree required and 7 years experience.
103	New	Marketing / Communications	Communications Manager	<u>Alternative Job Titles:</u> Public Relations Manager; Marketing Manager; Public Affairs Manager; Community Outreach Manager; Public Information Manager. <u>Core Functions:</u> Plan, direct or coordinate the communications/public relations activities for a specific program, division or region within the organization, or a small organization. Markets and promotes the organization's goals and objectives to develop community support. Develops and oversees execution of public and media relations programs, including writing and distributing press releases and social media posts, creating and maintaining media contact lists, cultivating ongoing and special events coverage, supporting and working collaboratively with communications practitioners on PR/media opportunities, tracking results of PR efforts, and providing media training for organizational representatives. May serve as a spokesperson for official responses to media inquiries. <u>Requirements:</u> Bachelor's degree required and 5 years experience.
104	90	Marketing / Communications	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 5-8 years of marketing experience.
105	91	Marketing / Communications	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 2-4 years of marketing experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
106	92	Marketing / Communications	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 2-4 years of marketing experience.
107	93	Marketing / Communications	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 2-4 years of public relations experience.
108	94	Marketing / Communications	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 2-4 years of experience working in a legislative capacity.
109	95	Marketing / Communications	Social Media Specialist / Web Content Coordinator	<u>Alternative Job Titles:</u> Social Media Coordinator; Digital / Web Content Coordinator/Specialist; Content Manager, Web Content Administrator, Webmaster. <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. 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 2-3 years of experience in multi-media communications.
110	96	Medical	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.
111	97	Medical	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 1-3 years of nursing experience.
112	98	Medical	Nurse Practitioner	<u>Alternative Job Titles:</u> Registered 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).

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
113	99	Medical	Psychiatric Nurse Practitioner - PMHNP	<u>Alternative Job Titles:</u> Psychiatric Mental Health Nurse Practitioner. <u>Core Functions:</u> Provides psychiatric care. Responsibilities include evaluation and medication management to clients in an outpatient or residential setting; for a population of with a broad range of physical, mental, chemical dependency, emotional, behavioral, social conditions, and/or other psychiatric diagnoses. 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), Psychiatric Mental Health (PMHNP) and/or ANCC licensure.
114	100	Medical	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 2 years of health care experience.
115	101	Medical	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 1-3 years clinical experience.
116	102	Medical	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 1 year relevant experience. Medical Assistant Certification preferred.
117	103	Medical	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.
118	104	Medical	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 6 months of general clerical experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
119	New	Philanthropy	Philanthropy Vice President / Director	<p><u>Alternative Job Titles:</u> Chief Philanthropic Officer; Head of Philanthropy. <u>Core Functions:</u> Develops and implements fundraising policies, procedures, and programs to support the organization foundation's mission to encourage charitable giving for the enhancement of nonprofit healthcare. Researches and prioritizes the organization's philanthropic need, and provides leadership to the fundraising campaign, special events, donor cultivation, and endowment development. Studies, identifies, and gathers individual, corporate, and foundation resources for philanthropic support including direct contributions, planned gifts, events, grants and enterprise revenue. Develops and implements fundraising strategies best suited for specific projects, goals, or initiatives and advises management in the areas of community and fundraising relations. Maintains and assures implementation of policies and procedures to assure compliance with local, State and Federal laws, regulatory requirements and donor instructions. Supports grant writing opportunities that will help the organization and its programs. Collaborates closely with executive leadership, other staff, board members, and volunteers to develop communication and campaign strategies to successfully market the fundraising campaign. Develops strong relationships with current donors, cultivates and pursues new relationships, and maintains donor trust and community and stakeholder relationships that support the achievement of short- and long-term fundraising goals. Participates in planning and implementation of special events, projects, and committees when needed. Supports plans for identifying and recruiting volunteer leadership for the program, and develops an effective, comprehensive program. Oversees the data management of annual gifts, and conducts regular analysis and reporting of fundraising campaign progress. Establishes systems for timely and appropriate acknowledgements of campaign gifts. Presents information and responds to questions from donors, volunteers, senior management, and the general public. <u>Requirements:</u> Bachelor's degree or equivalent experience and 6+ years of experience.</p>
120	New	Philanthropy	Philanthropy Account Manager	<p><u>Alternative Job Titles:</u> Philanthropic Manager. <u>Core Functions:</u> Provides personalized service and day-to-day administration of philanthropy accounts for a nonprofit organization. Manages individual or company philanthropy accounts set up for donors. Assures distributions are made following the requests of the donors for specified amounts on specified dates and to specified charitable organizations or per the requirements of the philanthropy management organization. Aids in setting up donor deposits to by payroll deduction, credit cards, checks, securities, or monthly billing. Oversees processing of quarterly and/or year-end statements showing deposits or gifts made to accounts and distributions made from accounts. Participates in the planning and implementing of organization standards, guidelines, policies, and procedures. Assures that each requested charitable organization is a qualified 501(c)3 according to IRS Tax Code laws to which contributions are tax deductible and that qualify as public charities within IRC section 170(B)(1)(A). Develops and executes strategies for prospect research, corporate giving, charitable sponsorships, corporate responsibility, and community outreach, while promoting the positive visibility of the company. Manages department functions, including prospect management, maintaining the database of donors and recipients, and handling all donations, disbursements, and referral and gift processing. Participates in fundraising efforts. <u>Requirements:</u> Bachelor's degree or equivalent experience and 5+ years of experience managing major gifts/ planned giving.</p>
121	New	Philanthropy	Philanthropic Advisor	<p><u>Alternative Job Titles:</u> Philanthropic Specialist; Philanthropy Associate. <u>Core Functions:</u> Responsible for introducing and familiarizing the community with the work carried out by the organization and working with donors and nonprofits to create new charitable funds. Perform community outreach, develop and maintain relationships with donors, professional advisors, volunteers, community leaders and prospective donors their assigned communities through a combination of donor/advisor outreach and community philanthropic education events. Implements strategies, coordinates outreach, and provides local philanthropic leadership. <u>Requirements:</u> Bachelor's degree or equivalent and 3+ years of experience as a planned giving officer.</p>

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
122	105	Program Management	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 5-8 years of related experience in program management. Master's degree preferred.
123	106	Program Management	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 3-5 years experience; Master's degree preferred.
124	107	Program Management	Program Analyst	<u>Alternative Job Functions:</u> 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.
125	108	Program Management	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.
126	109	Program Management	Program Assistant	<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 1 year of related experience.
127	110	Program Management	Clinical Supervisor	<u>Core Functions:</u> Working supervisor with a case load, who also provides clinical supervision to clinicians who are providing direct service. Provides administrative supervision as well as responsible for hiring/retention of staff. Oversees the clinical and supervisory aspects of program(s). Provides clinical services as needed. Provides regular supervision to each clinician in the program(s). Coordinates recruiting and staffing process including training and on boarding. Monitors employee productivity, documentation, insurance authorization. Clinical Supervisors are typically responsible for only one program or reporting unit (unless there are a number of small programs which would be combined). Clinical Supervisors are typically not responsible for the fiscal aspects of their program. <u>Requirements:</u> Minimum of 3 up to 5 years experience. Master's degree (or equivalent) and certification (if required) in area of specialization directly related to work performed. May require LPC or LCSW certification.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
128	New	Project Management	Project Manager (Non-Technical)	<u>Core Functions:</u> Manager in charge of designated non-technical projects for the organization. Manages project teams involved in research of existing operations, procedures, workflow, product or service requirements in various areas such as facilities, operations, marketing or administration. Manages/directs analysis of assembled data to define problems and development areas which may include cost/benefit analysis and studies on the necessity and scope of the project. Develops and reviews project funding and expense budget. Assignments may vary in length and complexity, but are generally not permanent. Serves as liaison between team members and functional area management requesting project. <u>Requirements:</u> Typically requires 6-8 years experience in the project area and advanced knowledge of the project area. Extensive to in-depth knowledge of organization and operations and advanced knowledge of the project area. Extensive to in-depth working knowledge of management techniques as applied to projects/directing teams of professional employees. <b>NOTE: Do not report "Technical" Project Managers such as IT, Engineering, Construction.</b>
129	New	Project Management	Project Coordinator III - Senior (Non-Technical)	<u>Core Functions:</u> Works in conjunction with Project Managers to coordinate and track progress throughout the project lifecycle and to ensure project goals and objectives are accomplished within the prescribed timeframe and budgetary parameters. Tracks and documents project deliverables, and prepares status reports for management, clients or project personnel. Communicates with the various individuals or departments to ensure deliverables are met and that the project is on schedule. Senior level role. Works under broad supervision. Works on complex projects and assignments. Broad latitude for independent judgment and decision making. <u>Requirements:</u> Senior level knowledge and skills. The typical <u>exempt</u> incumbent will have 6+ years experience. The typical <u>nonexempt</u> incumbent will have 4+ years experience. <b>NOTE: Do not report "Technical" Project Coordinators such as IT, Engineering, Construction.</b>
130	New	Project Management	Project Coordinator II - Intermediate (Non-Technical)	<u>Core Functions:</u> Works in conjunction with Project Managers to coordinate and track progress throughout the project lifecycle and to ensure project goals and objectives are accomplished within the prescribed timeframe and budgetary parameters. Tracks and documents project deliverables, and prepares status reports for management, clients or project personnel. Communicates with the various individuals or departments to ensure deliverables are met and that the project is on schedule. Intermediate level role. Works under moderate supervision. Works on moderately-complex projects and assignments. Moderate latitude for independent judgment and decision making. <u>Requirements:</u> Intermediate level knowledge and skills. The typical <u>exempt</u> incumbent will have 3-5 years experience. The typical <u>nonexempt</u> incumbent will have 2-3 years experience. <b>NOTE: Do not report "Technical" Project Coordinators such as IT, Engineering, Construction.</b>
131	New	Project Management	Project Coordinator I - Entry (Non-Technical)	<u>Core Functions:</u> Works in conjunction with Project Managers to coordinate and track progress throughout the project lifecycle and to ensure project goals and objectives are accomplished within the prescribed timeframe and budgetary parameters. Tracks and documents project deliverables, and prepares status reports for management, clients or project personnel. Communicates with the various individuals or departments to ensure deliverables are met and that the project is on schedule. Entry level role. Works under close supervision. Works on simple projects and assignments. Little latitude for independent judgment and decision making. <u>Requirements:</u> Basic to intermediate level knowledge and skills. The typical <u>exempt</u> incumbent will have 0-3 years experience. The typical <u>nonexempt</u> incumbent will have 0-2 years experience. <b>NOTE: Do not report "Technical" Project Coordinators such as IT, Engineering, Construction.</b>
132	111	Retail Sales	Retail Manager	<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 2-4 years of experience.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
133	112	Retail Sales	Retail Supervisor	<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> 3 years experience.
134	113	Retail Sales	Cashier	<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 1 year of prior experience.
135	114	Social Services	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 2 or more years of related experience.
136	115	Social Services	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 1 year of related experience.
137	116	Social Services	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 1 year of related experience.
138	117	Social Services	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 1 year of related experience. State license (i.e., LCSW, LMFT, LPC, etc.) <u>required</u> .
139	118	Social Services	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 6 months of employment and CADC II within 2 years of hire.
140	119	Social Services	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.



2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
141	120	Social Services	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.
142	121	Social Services	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. 1-3 years experience working with children, experience with mental health or developmental disabilities issues preferred.
143	122	Social Services	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.
144	123	Social Services	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.
145	124	Social Services	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 2-3 years experience and has detailed knowledge of programs and/or services of the organization. Bachelor's degree preferred.
146	125	Social Services	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> 3-5 years of experience in resident housing and related program experience.
147	126	Social Services	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 2 years of experience with program services.



2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
148	127	Social Services	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.
149	128	Social Services	Employment Specialist - Job Developer (pre-placement)	<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 1 year of experience.
150	129	Social Services	Employment Specialist - Job Coach (post placement)	<u>Alternative Job Titles:</u> Job Coach. <u>Core Functions:</u> Coach, train, and equip current and potential employees to perform job tasks to the employer's specification and to develop the interpersonal skills necessary to be successful in the job. Responsible for job skills training, employee orientation, social and personal skills training, assessing and coaching to improve performance, mediating concerns with co-workers and employer, advocating for employee with employer, and other services needed to maintain employment. <u>Requirements:</u> Bachelor's degree and one year of experience.
151	130	Social Services	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 agency's 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 1 year of experience.
152	131	Social Services	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.
153	13	Veterinary / Animal Care	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.
154	14	Veterinary / Animal Care	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.

2021 Job #	2019 Job #	Category	Survey Job Title	Job Descriptions
155	15	Veterinary / Animal Care	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.
156	16	Veterinary / Animal Care	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.
157	17	Veterinary / Animal Care	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.
158	132	Volunteer Services	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 1-3 years of related experience, preferably in volunteer services, recruitment or training.
159	133	Volunteer Services	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 1 year of administrative experience, preferably in volunteer services, recruitment or training.