

**SURVEY JOBS INDEX**

***NEW AND REVISED POSITIONS INDICATED IN BOLD RED ITALICS***

**EXECUTIVE**

10	Chief Executive Officer (CEO)	15	General Counsel
11	Chief Operating Officer (COO)	16	Chief Engineering Officer
12	Chief Financial Officer (CFO)	17	Chief Human Resources Officer
13	Chief Technology Officer (CTO)	18	Chief Administrative Officer
14	Chief Information Officer (CIO)		

**ADMINISTRATIVE/ CLERICAL SUPPORT**

1001	Clerical Support 1	1122	Messenger/Mail Clerk 2
1002	Clerical Support 2	1127	Mailroom Supervisor
1003	Clerical Support 3	1197	Office Supervisor
1004	Clerical Support 4	1198	Office Manager
1032	Executive Assist to CEO/President 1	1201	Librarian
1033	Executive Assist to CEO/President 2	1402	Police Officer
1041	Administrative Assistant 1	1407	Police Sergeant
1042	Administrative Assistant 2	1408	Police Lieutenant
1043	Administrative Assistant 3	14501	Retail Sales Clerk
1051	Receptionist 1	15060	Food Service Operator
1052	Receptionist 2	15061	Hot Cook
1101	Copy Center Operator	15071	Cold Cook
1114	Printer	15077	Dining Room Supervisor
1115	Printer Lead		

**LEGAL**

1801	Paralegal 1	1821	Attorney 1
1802	Paralegal 2	1822	Attorney 2
1811	Legal Secretary 1	1823	Attorney 3
1812	Legal Secretary 2		

**HUMAN RESOURCES**

2001	Human Resources Assistant 1	2182	Training & Development Specialist 2
2002	Human Resources Assistant 2	2183	Training & Development Specialist 3
2003	Human Resources Assistant 3	2188	Training & Development Manager 1
2005	Human Resources Coordinator	2193	Associate Wellness Coordinator
2011	Human Resources Rep/Generalist 1	2198	Wellness Manager
2012	Human Resources Rep/Generalist 2	2301	Industrial Hygienist 1
2013	Human Resources Rep/Generalist 3	2302	Industrial Hygienist 2
2014	Human Resources Rep/Generalist 4	2303	Industrial Hygienist 3
2111	Compensation Analyst 1	2331	Occupational Health Specialist/Nurse
2112	Compensation Analyst 2	2381	Environmental Health & Safety Engineer 1
2113	Compensation Analyst 3	2382	Environmental Health & Safety Engineer 2
2118	Compensation Manager 1	2383	Environmental Health & Safety Engineer 3
2161	Recruiter 1	2398	Environmental Health & Safety Manager
2162	Recruiter 2	2407	Human Resources Supervisor
2163	Recruiter 3	2418	Human Resources Manager 1
2168	Employment Manager	2429	Human Resources Director
2181	Training & Development Specialist 1		

**CUSTOMER SERVICE/MARKETING SUPPORT**

3061	Trade Show/Exhibits/Events Specialist 1	3322	Videographer 2
3062	Trade Show/Exhibits/Events Specialist 2	3323	Videographer 3
3063	Trade Show/Exhibits/Events Specialist 3	3328	Video Producer
3101	Customer Service Representative 1	3331	Copywriter 1
3102	Customer Service Representative 2	3332	Copywriter 2
3103	Customer Service Representative 3	3351	Graphic Design Specialist 1
3147	Customer Service Supervisor	3352	Graphic Design Specialist 2
3148	Customer Services/Call Center Manager	3353	Graphic Design Specialist 3
3152	Photographer 2	3503	Call Center Representative 1 (inbound)
3153	Photographer 3	3504	Call Center Representative 2 (inbound)
3201	Public Relations Specialist 1	3507	Call Center Representative Supervisor
3202	Public Relations Specialist 2	3508	Call Center Sales Manager 1
3227	Product Manager	3509	Call Center Sales Manager 2
3251	Marketing Analyst 1	3711	Business Channel Development 1
3252	Marketing Analyst 2	3712	Business Channel Development 2
3253	Marketing Analyst 3	3713	Business Channel Development 3
3262	Social Media Specialist 2	<b>3725</b>	<b>Community Development Specialist</b>
3263	Social Media Specialist 3	3838	Art Director
3272	Web Content Specialist		

**ACCOUNTING/FINANCE**

4001	Accounting Assistant 1	4172	Business Analyst 2
4002	Accounting Assistant 2	4173	Business Analyst 3
4003	Accounting Assistant 3	4251	Internal Auditor 1
4021	Accountant 1	4252	Internal Auditor 2
4022	Accountant 2	4253	Internal Auditor 3
4023	Accountant 3	4254	Internal Auditor 4
4024	Accountant 4	4298	Internal Auditor Manager
4052	Payroll Assistant 2	4299	Internal Auditor Director
4053	Payroll Assistant 3	4351	Collection Specialist 1
4098	Payroll Manager	4352	Collection Specialist 2
4099	Payroll Director	4353	Collection Specialist 3
4151	Financial Analyst 1	4357	Collections Supervisor
4152	Financial Analyst 2	4487	General Accounting Supervisor
4153	Financial Analyst 3	4488	General Accounting Manager
4154	Financial Analyst 4	4489	Tax Administration Director
4171	Business Analyst 1	4498	Controller

**PURCHASING/MATERIAL CONTROL**

5001	Purchasing Assistant 1	5213	Shipping/Receiving Clerk 3
5002	Purchasing Assistant 2	5281	Fork Life Operator
5003	Purchasing Assistant 3	5283	Light Truck Operator
5011	Buyer 1	5285	Heavy Truck Operator
5012	Buyer 2	5286	Tractor Trailer Operator
5013	Buyer 3	5296	Stores/Shipping/Receiving Supervisor 1
5047	Purchasing Supervisor	5297	Stores/Shipping/Receiving Supervisor 2
5048	Purchasing Manager	5298	Stores/Shipping/Receiving Manager
5051	Contract Administrator 1	5321	Production Planner/Scheduler 1
5052	Contract Administrator 2	5322	Production Planner/Scheduler 2
5053	Contract Administrator 3	5323	Production Planner/Scheduler 3
5058	Contracts Administration Manager	5324	Master Scheduler
5101	Material Handler 1	5331	Inventory/Supply Analyst 1
5102	Material Handler 2	5332	Inventory/Supply Analyst 2
5103	Material Handler 3	5333	Inventory/Supply Analyst 3
5104	Material Handler 4	5338	Inventory Supply Manager
5107	Material Handling Supervisor	5397	Production Planning Supervisor
5211	Shipping/Receiving Clerk 1	5498	Materials Manager
5212	Shipping/Receiving Clerk 2		

**INFORMATION TECHNOLOGY**

6001	Computer Operator 1	6313	Programmer Analyst 3
6002	Computer Operator 2	6314	Programmer Analyst 4
6003	Computer Operator 3	6341	Software/Systems Programmer 1
6004	Computer Operator 4	6342	Software/Systems Programmer 2
6011	Data Entry Operator 1	6343	Software/Systems Programmer 3
6012	Data Entry Operator 2	6344	Software/Systems Programmer 4
6013	Data Entry Operator 3	6348	Systems Programming Manager
6017	Data Entry Supervisor	6351	Systems Analyst 1
6032	Database Administrator 2	6352	Systems Analyst 2
6033	Database Administrator 3	6353	Systems Analyst 3
6097	Computer Operations Supervisor	6354	Systems Analyst 4
6098	Computer Operations Manager	6401	Software/Systems Design Engineer 1
6122	Network Systems Engineer/ Analyst 1	6402	Software/Systems Design Engineer 2
6123	Network Systems Engineer/ Analyst 2	6403	Software/Systems Design Engineer 3
6124	Network Systems Engineer/ Analyst 3	6404	Software/Systems Design Engineer 4
6125	Network Systems Engineer/ Analyst 4	6405	Software/Systems Design Engineer 5
6141	Telecommunications/Network Technician 1	<b>6411</b>	<b>Cyber Security Systems Engineer 1</b>
6142	Telecommunications/Network Technician 2	<b>6412</b>	<b>Cyber Security Systems Engineer 2</b>
6143	Telecommunications/Network Technician 3	<b>6413</b>	<b>Cyber Security Systems Engineer 3</b>
6221	Web Technical Developer 1	<b>6414</b>	<b>Cyber Security Systems Engineer 4</b>
6222	Web Technical Developer 2	6441	Computer/Networks Security Specialist 1
6223	Web Technical Developer 3	6442	Computer/Networks Security Specialist 2
6261	PC Support Technician 1 (In-House)	6443	Computer/Networks Security Specialist 3
6262	PC Support Technician 2 (In-House)	6444	Computer/Networks Security Specialist 4
6263	PC Support Technician 3 (In-House)	6457	IT Project Manager 1
6271	MIS/Help Desk Coordinator 1	6458	IT Project Manager 2
6272	MIS/Help Desk Coordinator 2	6498	Information Technology Manager 1
6273	MIS/Help Desk Coordinator 3	6499	Information Technology Manager 2
6311	Programmer Analyst 1		
6312	Programmer Analyst 2		



## FACILITIES/MAINTENANCE/TRANSPORTATION

6511	Facilities Maintenance Technician 1	6603	Maintenance Carpenter Journey Level
6512	Facilities Maintenance Technician 2	6605	Auto Mechanic Journey Level
6513	Facilities Maintenance Technician 3	6610	Fire Safety Specialist
6531	Electro-Mechanical Maintenance Technician 1	6612	Groundskeeper
6532	Electro-Mechanical Maintenance Technician 2	<b>6617</b>	<b>Arborist</b>
6533	Electro-Mechanical Maintenance Technician 3	6641	Janitor/Custodian 1
6541	Machine Maintenance Mechanic 1	6642	Janitor/Custodian 2
6542	Machine Maintenance Mechanic 2	<b>6644</b>	<b>Janitorial Supervisor</b>
6543	Machine Maintenance Mechanic 3	6645	Laundry Worker/Seamstress
6545	Maintenance Mechanic Journey Level	6671	Security Guard 1 Unarmed
6557	Line Maintenance Supervisor	6672	Security Guard 2 Armed
6558	Line Maintenance Manager	6687	Security Supervisor
6563	Maintenance Electrician Journey Level	6688	Security Manager
6573	Maintenance Plumber Journey Level	6697	Facilities Supervisor
6575	Boiler Operator Journey Level	6698	Facilities Manager
6581	Painter 1	6711	Dispatcher
6582	Painter 2	6718	Fleet Manager
6593	HVAC Mechanic		

## OPERATIONS/MANUFACTURING/PRODUCTION

7061	Production Worker 1	7817	Quality Assurance Supervisor
7062	Production Worker 2	7818	Quality Assurance Manager
7063	Production Worker 3	7841	In-process Inspector 1
7064	Production Worker 4	7842	In-process Inspector 2
7421	Welder 1	7843	In-process Inspector 3
7422	Welder 2	7847	In-process Inspector Supervisor 1
7441	Machinist 1	7848	In-process Inspector Supervisor 2
7442	Machinist 2	7857	Project Manager 1
7443	Machinist 3	7858	Project Manager 2
7456	Journey Machinist	7906	Production Supv 1 – Manufacturing/Assembly
7485	Tool & Die Maker	7907	Production Supv 2 – Manufacturing/Assembly
7501	Continuous Improvement Specialist 1	7908	Plant Manager
7502	Continuous Improvement Specialist 2	7998	Production Mgr 1 – Manufacturing/Assembly
7503	Continuous Improvement Specialist 3	7999	Production Mgr 2 – Manufacturing/Assembly
7508	Continuous Improvement Manager		

## TECHNICAL SUPPORT

8001	Document Control Clerk 1	8223	Mechanical Technician 3
8002	Document Control Clerk 2	8224	Mechanical Technician 4
8003	Document Control Clerk 3	8281	Chemistry Technician 1
8051	Technical Writer 1	8282	Chemistry Technician 2
8052	Technical Writer 2	8283	Chemistry Technician 3
8053	Technical Writer 3	8284	Chemistry Technician 4
8121	Designer 1	8301	Test Technician 1
8122	Designer 2	8302	Test Technician 2
8123	Designer 3	8303	Test Technician 3
8201	Engineering Technician 1	8304	Test Technician 4
8202	Engineering Technician 2	8331	Instrumentation/Calibration Technician 1
8203	Engineering Technician 3	8332	Instrumentation/Calibration Technician 2
8204	Engineering Technician 4	8333	Instrumentation/Calibration Technician 3
8211	Electronics Development Technician 1	8334	Instrumentation/Calibration Technician 4
8212	Electronics Development Technician 2	8361	Production Technician 1
8213	Electronics Development Technician 3	8362	Production Technician 2
8214	Electronics Development Technician 4	8363	Production Technician 3
8221	Mechanical Technician 1	8364	Production Technician 4
8222	Mechanical Technician 2		



**ENGINEERING**

10001	Engineer/Scientist 1	10341	Manufacturing Engineer 1
10002	Engineer/Scientist 2	10342	Manufacturing Engineer 2
10003	Engineer/Scientist 3	10343	Manufacturing Engineer 3
10004	Engineer/Scientist 4	10344	Manufacturing Engineer 4
10005	Engineer/Scientist 5	10345	Manufacturing Engineer 5
10007	Engineer/Scientist Project Leader/Supv.	10361	Process Improvement Engineer 1
10008	Engineer/Scientist Supervisor/Manager 1	10362	Process Improvement Engineer 2
10009	Engineer/Scientist Manager 2/Director	10363	Process Improvement Engineer 3
10041	Environmental Engineer 1	10364	Process Improvement Engineer 4
10042	Environmental Engineer 2	10365	Process Improvement Engineer 5
10043	Environmental Engineer 3	10641	Chemist 1
10044	Environmental Engineer 4	10642	Chemist 2
10045	Environmental Engineer 5	10643	Chemist 3
10101	Electronic/Hardware Engineer 1	10701	Land Surveyor 1
10102	Electronic/Hardware Engineer 2	10703	Land Surveyor 3
10103	Electronic/Hardware Engineer 3	10801	Civil/Construction Engineer 1
10104	Electronic/Hardware Engineer 4	10802	Civil/Construction Engineer 2
10105	Electronic/Hardware Engineer 5	10803	Civil/Construction Engineer 3
10301	Mechanical Engineer 1	10804	Civil/Construction Engineer 4
10302	Mechanical Engineer 2	10901	Quality Engineer 1
10303	Mechanical Engineer 3	10902	Quality Engineer 2
10304	Mechanical Engineer 4	10903	Quality Engineer 3
10305	Mechanical Engineer 5	10904	Quality Engineer 4
10311	Test Engineer 1	10905	Quality Engineer 5
10312	Test Engineer 2	10911	Geologist 1
10313	Test Engineer 3	10912	Geologist 2
10314	Test Engineer 4	10913	Geologist 3

**FINANCIAL SERVICES/BANKING**

12041	Branch Teller 1	12193	Commercial Loan Officer 3
12042	Branch Teller 2	12451	Branch Manager-Lending 1
12043	Branch Teller 3	12452	Branch Manager-Lending 2
12051	Personal Banker	12453	Branch Manager-Lending 3
12054	Private Banking Relationship Operator	12454	Branch Manager-Lending 4
12055	Private Banker	12461	Branch Manager – Non-Lending 1
12057	Private Banking Relationship Manager	12462	Branch Manager – Non-Lending 2
12111	Loan Processing Clerk 1	12463	Branch Manager – Non-Lending 3
12112	Loan Processing Clerk 2	12464	Branch Manager – Non-Lending 4
12113	Loan Processing Clerk 3	12613	Trust Asset Administrator 1
12145	Consumer Loan Officer	12614	Trust Asset Administrator 2
12161	Consumer Loan Collector 1	12615	Trust Asset Administrator 3
12162	Consumer Loan Collector 2	12618	Trust Asset Administration Manager
12168	Consumer Loan Manager	12761	Mortgage Loan Specialist 1
12191	Commercial Loan Officer 1	12762	Mortgage Loan Specialist 2
12192	Commercial Loan Officer 2	12763	Mortgage Loan Specialist 3

**INSURANCE**

13001	Claims Processor 1	13301	Adjuster 1
13002	Claims Processor 2	13302	Adjuster 2
13003	Claims Processor 3		

**HEALTH CARE/SERVICES**

16001	Unit Secretary/Unit Coordinator	16467	Cytotechnologist
16010	Enrollment Processor 1	16470	Phlebotomist
16011	Enrollment Processor 2	16471	Medical Technologist 1
16012	Enrollment Processor 3	16472	Medical Technologist 2
16021	Admitting Clerk/Registration Clerk	16474	Psychiatric Technician
16401	Medical Records Transcriptionist	16481	Cath Lab Technician
16402	Medical Records Clerk	16482	Cath Lab Nurse
16403	Medical Records Encoder	16506	Coder/Biller
16411	Pharmacy Technician	16507	Medical Assistant 1
16415	Pharmacist	16508	Medical Assistant 2
16425	Medical Laboratory Technologist	16509	Health Claims Analyst 1
16431	Physical Therapy Aide	16510	Health Claims Analyst 2
16435	Physical Therapist	16511	Health Claims Analyst 3
16445	Respiratory Therapist (Registered)	16521	Occupational Therapist
16446	Cardiac Catheter Technician	16601	Nurse Practitioner/Clinician/Physicians Assistant 1
16451	Radiological Technologist	16602	Nurse Practitioner/Clinician/Physicians Assistant 2
16452	Histologist	16603	Nurse Practitioner/Clinician/Physicians Assistant 3
16453	Anesthesia Technician	16711	Licensed Vocational Nurse 1
16454	Telemetry Monitor Technician	16712	Licensed Vocational Nurse 2
16455	Operating Room Technician (Certified)	16721	Registered Nurse 1
16456	Mammography Technician	16722	Registered Nurse 2
16457	Specimen Processing Technician	16723	Registered Nurse 3
16458	MRI Technologist	16725	Clinical Nurse Specialist
16459	Cardiologist Technician	16748	Nursing Shift Supervisor
16460	Central Service/Processing Technician	16757	Utilization Nurse/Case Manager 1
16461	Nuclear Medicine Technologist	16758	Utilization Nurse/Case Manager 2
16462	CT Technologist	16781	Social Worker
16463	Ultrasound Technologist	16784	Health Program Specialist
16464	Ophthalmic Imager	16806	Psychologists
16465	Angiography Technologist	16807	Dentist
16466	Biomedical Technician	16808	Medical Doctor

**SURVEY JOB DESCRIPTIONS**

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Review the following job descriptions and identify those which may exist in your institution. Job matching should be based primarily on the job content; the QUALIFICATIONS requirements are only general guidelines. DO NOT rely on title comparisons alone. Only report data for jobs in your institution, which have a corresponding match to a survey job. The job duties should be a minimum of an 80% match. New jobs are in BOLD print.

**MATCHING SUPERVISORS, MANAGERS AND DIRECTORS**

<b>Supervisor</b>	A supervisor is the lowest, or most-junior, management position. It is a step above lead (Accounting Supervisor is senior to Lead Accounting Specialist), but below Manager. A supervisor is responsible for the day-to-day performance of a small group. It may be a team, or a shift. The supervisor has experience in what the group does, but is not necessarily better at it than everyone he/she supervises. The supervisor's job is to guide the group toward its goals, see that all members of the team are productive, and resolve problems as they arise. There are no budgetary responsibilities with a supervisory position. Supervisors are not responsible for hiring/firing or performance appraisals.
<b>Manager</b>	A Manager is the person responsible for planning and directing the work of a group of individuals, monitoring their work, and taking corrective action when necessary. Managers may direct workers directly or they may direct several supervisors who direct the workers. Oversees projects and delegated assignments to ensure they are completed on schedule and within budget, and that results meet defined expectations. Defines tasks, selects assignees, negotiates performance parameters and priorities, delegates authorities and accountabilities, supports rigorous problem-solving disciplines, and manages progress. May have the power to hire or fire employees or to promote them.
<b>Director</b>	A Director is a manager of managers. They may be responsible for multiple departments or a single large department. Develops strategic organizational policies and authorizes implementation of same. Responsible for the strategic direction of the department(s) in accordance with corporate vision. Work prioritization and decisions are important to the overall success of all aspects and phases of the organization. At times, is involved in the complexities of day-to-day operational problems. Ensures that overall budget schedules and performance standards are realistically set and attained. Work involves a broad latitude for decision-making and review of actions through goal attainment.

## **EXECUTIVE JOBS**

### **Chief Executive Officer (CEO) - 10**

The single top executive in the entire company. Responsible and accountable for planning, directing, organizing and controlling the operational activities and staff of the organization in accordance with policies as established by the Board of Directors. Implements and coordinates strategies and operating practices and procedures to insure effective operations which meet established objectives. Provides guidance and recommendations to assist the Board in determining short and long-term objectives for the organization. Establishes and provides for the maintenance of controls and systems to analyze and report on operating efficiency and financial status. Responsible for the coordination of various operating committees and functions. Responsible for the employment, counseling, performance evaluation, training, motivation and discipline of executive staff.

### **Chief Operating Officer (COO) - 11**

Under the direction of the CEO, holds responsibility and accountability for planning, directing, organizing and controlling the day-to-day operational activities and staff of the organization. Implements and coordinates strategies and operating practices and procedures to insure effective operations which meet established objectives. Establishes and provides for the maintenance of controls and systems to analyze and report on operating efficiency and financial status. Responsible for the coordination of various operating committees and functions. Responsible for the employment, counseling, performance evaluation, training, motivation and discipline of executive staff.

### **Chief Financial Officer (CFO) - 12**

The single top financial executive in the entire company. Responsible and accountable for all operations of the finance function, including accounting, financial and tax planning, audit, budget development, debt and equity financing, and operation of the investment portfolio. Responsible for the initiation and development of financial policies and planning; directs preparation and submittal, in compliance with appropriate laws, regulations and corporate requirements, of accurate and timely financial tax and regulatory corporate reports. Ensures integrity of financial records from the point of origination, including the responsibility for information content. Initiates and conducts research and analytical studies on various aspects of areas of responsibility.

### **Chief Technology Officer (CTO) - 13**

The single top technology executive in the entire company. Responsible and accountable for establishing the company's technical vision and leading all aspects of the company's technology development. Leads the execution of technology strategy for technology platforms, partnerships, and external relationships. Builds and manages the technology team and oversees research and development, as well as project management. Provides visible leadership for the company within the technology community. Anticipates and reacts to major technology changes to ensure the maintenance of company leadership in the competitive landscape. Establishes technical standards and ensures adherence for product development and company operations.

### **Chief Information Officer (CIO) -14**

The single top information executive in the entire company. Responsible and accountable for directing the information and data integrity of the enterprise and its groups and for all Information Technology functions of the enterprise. This includes all data centers, technical service centers, production scheduling functions, help desks, communication networks (voice and data), computer program development, and computer systems operations. Responsible for maintaining the integrity of all electronic and optical books and records of the enterprise. Oversees all computerized and manual systems, information processing equipment and software for acquisition, storage and retrieval. Defines the strategic direction of all information processing and communication systems and operations.

### **General Counsel - 15**

The single top legal executive in the entire company. Responsible and accountable for providing legal support and guidance to the executive team. Ensures the company's adherence to federal, state, and local law with regard to all contracts, customer agreements, non-disclosure agreements, license agreements, joint ventures, and mergers and acquisitions,. Ensures full legal protection of all intellectual property, trademarks and patents. Provides counsel and guidance to management on all legal, business and strategic issues as necessary and appropriate.

### **Chief Engineering Officer - 16**

The single top engineering executive in the entire company. Responsible and accountable for directing, planning, developing, and coordinating the implementation of practices, policies, programs, procedures, and personnel activities of the company's engineering efforts. Oversees the design, modification, and improvement of company products and/or services, design testing and maintenance of production processes, machinery, and/or equipment, design and maintenance of facilities, equipment, and physical layout, reliability improvements, cost engineering, construction and engineering project management, and other related activities. Directs engineering management in formulating plans, designs, cost estimates, and specifications. Reviews engineering designs in light of the organization's strategic goals and return on investment. Conducts special investigations and studies to evaluate efficiency of engineering programs. Confers with manufacturing and research departments to ensure product design, development, and modification are in conformance with organization's goals and objectives.





**Chief Human Resources Officer - 17**

The single top human resources executive in the entire company. Responsible and accountable for developing and executing the human resources strategy in support of the overall business plan and strategic direction of the company, specifically in the areas of succession planning, talent management, change management, organizational and performance management, training and development, and compensation and benefits. Functions as a strategic business advisor to senior management regarding key organizational and management issues. Provides overall leadership and guidance to the HR function.

**Chief Administrative Officer - 18**

The single top administrative executive in the entire company. Responsible and accountable for directing, planning, developing, and establishing policies and objectives of assigned functions in accordance with objectives of the organization. Heads functions such as, but not limited to, business administration, data communications, facilities management, human resources services, insurance, office services, purchasing, and security. Provides support and assistance to other functions and operating units of the organization. Interprets company policy to employees and enforces company policy and practices.

**ADMINISTRATIVE/CLERICAL SUPPORT JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):* **Clerical Support – 1001, 1002, 1003, 1004**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs a variety of clerical duties. Assignments can be in functional areas such as purchasing, material control, engineering support, human resources, marketing, manufacturing, or other areas. Collects information for specified report formats. Maintains files, posting records, compiling minor statistical data, making and checking routine calculations, keeping records, preparing schedules, preparing and sorting mail, proof-reading, completing forms and checking for accuracy, answering telephones and simple typing. May operate general business machines such as typewriter, copier, calculator, personal computer, fax or other similar machines. Requires good communications skills. May require a working knowledge of commonly used PC applications such as word processing, spreadsheets and databases.

At the highest level, may provide working leadership to other clerical staff, through assignment of work, training, coordination and checking of assignments. Excludes those with bona fide supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
1001	Entry	Under close supervision, performs a variety of minor clerical duties in accordance with specific instructions and established work procedures. Follows written and verbal instructions to accomplish assignments of a routine and repetitive nature. Normally works under the direction of higher level clerks, guidance is usually readily available. Entry level position into job family.	0 - 1	Basic reading, writing and math skills.
1002	Intermediate	Under limited supervision, performs a variety of semi-routine clerical duties of moderate complexity requiring the exercise of some discretion and use of limited judgment and initiative. Follows written and verbal instructions with work usually subject to spot check. Performs duties such as maintaining complex files, compiling and checking reports, searching and investigating information contained in files, processing departmental documents requiring specific knowledge of functional operations, and typing correspondence and reports from rough drafts.	1 - 3	Basic reading, writing and math skills.
1003	Senior	Under general supervision, performs advanced and complicated clerical duties requiring considerable judgment, independent analysis and detailed knowledge of departmental procedures. Performs complicated reconciliation and control functions, and compiles special studies where analysis of complicated data is required. Requires thorough knowledge of policies and practices in assigned functional area.	3 - 5	High school graduate or equivalent experience.
1004	Specialist	At the highest level, assignments generally include preparing complex reports; checking and verifying non-routine bills, schedules, receipts, invoices, purchase orders, and other documents; maintaining complicated records requiring classification and compilation of varied information. May independently answer correspondence, handle inquiries, complaints or adjustments. Work is generally of a critical or confidential nature and requiring a broad working knowledge of departmental and company practices, policies, programs, and product line. Coordinates complex activities between departments and outside parties. Contacts company personnel at all organizational levels to gather information and prepares reports. May provide working leadership to other clerical staff, through assignment of work, training, coordination and checking of assignments. Excludes those with bona fide supervisory responsibilities. Under general direction and acting on own initiative provides complex analytical and advanced administrative support to a specialized process or function. Independently investigates and analyzes problems, determines approach, compiles and analyzes data, and prepares reports/recommendations for action. Creates, manages, and manipulates complex databases/applications software. May provide work leadership. Specialist level. High school graduate or equivalent experience. 5+ years of experience.	5+ years	High school graduate or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Executive Assistant To CEO/President – 1032, 1033**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs diverse and advanced secretarial duties and administrative support for the Chief Executive Officer/President of the organization. Assignments involve work of a confidential or complex nature, necessitating exposure to sensitive information and contacts requiring considerable discretion, judgment, tact and diplomacy as well as a practical knowledge of the practices and procedures of the function, general company policies and programs. Gathers, assembles, and analyzes information and data from a wide variety of sources. Prepares reports, manuals, agendas, correspondence and memoranda. Maintains sensitive files and records. Reviews and answers mail and inquiries on own initiative and determines within established guidelines if executive action is required. Operates a variety of general office equipment such as copier, typewriter, calculator, personal computer and other office machines. Interfaces with clerical and secretarial staff from within or outside the function. Takes dictation and transcribes notes for letters, memos and reports. Types materials in final form from very rough or involved drafts which may utilize frequent use of technical terminology and statistical data. May combine material from several sources. Plans the layout of complex reports, proposals and statistical tables. Answers telephone calls and tactfully handles inquiries and/or refers to appropriate party. Coordinates and makes notifications and arrangements for travel reservations and appointments. May prepare and process expense reports for superior. Refers routine matters to appropriate parties for action and follows up to ensure proper disposition. Communicates with executive, administrative and line management to gather and convey information pertaining to superior's office and responsibilities. May have contact with firms, organizations or individuals from outside the company for coordination purposes. May provide work leadership for other support staff members.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
1032	Intermediate	Under limited supervision, performs task acting on own initiative. Excludes those not reporting directly to a Chief Executive Officer at Corporate or Major Division level, such as President/CEO or Division Manager/General Manager. Requires advanced secretarial or administrative training.	5 - 10	High school graduate or equivalent.
1033	Senior	Under general supervision, performs task acting on own initiative. May require a working knowledge of commonly used PC applications such as word processing, spreadsheets and databases. Incumbents typically possess 10 years related experience. Requires advanced secretarial or administrative training.	10+	High school graduate or equivalent.

**JOB FUNCTION AND JOB CODE(S): Administrative Assistant – 1041, 1042, 1043**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Provides analytical and specialized administrative support of a non-routine, non-repetitive nature to relieve and assist executive, administrative, line and staff managers of complex details and advanced administrative duties. Typically supports one or more managers and/or staff in a department or administrative unit, or may support multiple departments. Executes special or continuous research and data analysis. Analyzes problems, determines approach, compiles and analyzes data, and prepares reports/recommendations for action by superior. Contacts company personnel at all organizational levels to gather information and prepares reports. Makes appointments, travel arrangements, meeting arrangements and coordinates activities between departments and outside parties. Answers telephones, screens calls and forwards messages. Answers routine correspondence and routes mail to the appropriate persons. Composes, prepares, edits and proofreads letters, reports and other correspondence. Assignments may be found in various functional areas of the company such as finance, marketing, engineering, manufacturing, human resources, etc. Typically uses software packages for word processing, spreadsheets, databases, graphics and desktop publishing applications. Operates general office equipment such as personal computer, typewriter, Dictaphone, copier, calculator, fax or other office machines. Work is generally of a critical or confidential nature and requires a broad working knowledge of departmental and company practices, policies, programs and product lines.

At the highest level, may act as coordinator of departmental projects, following up on pending details, coordinating project team activities and ensuring deadlines are met. May monitor department or project budget, keeping management apprised of budgetary status. Typically requires advanced word-processing and other personal computer skills. May provide guidance or work leadership to lower level clerical or administrative staff.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
1041	Entry	Under close supervision and acting on own initiative and direction, provides analytical and specialized administrative support. Independently investigates assigned problems, determining method of research, data and information requirements as well as analysis techniques.	1 - 3	High school graduate or equivalent experience.
1042	Intermediate	Under limited supervision and acting on own initiative and direction, provides moderately complex administrative support for one or more departments or administrative units. Researches and obtains information for routine and moderately complex reports and special assignments. Requires advanced business school or secretarial training.	3 - 5	High school graduate or equivalent experience.
1043	Senior	Under general supervision and acting on own initiative and direction, provides complex administrative support. Independently researches and obtains information for complex reports and special assignments. Requires advanced business school or secretarial training.	5+	High school graduate or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Receptionist – 1051, 1052**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Receives and directs visitors, employment applicants, sales persons, and customers to appropriate locations and parties. Handles incoming, outgoing, long distance and special conference calls. Enforces appropriate security procedures and directives. May perform related clerical work such as typing, filing, sorting and distributing mail. May conduct preliminary screening of employment applicants. Requires good verbal communications skills.

At the highest level, operates company PBX switchboard system to receive and connect incoming telephone calls to proper party. May maintain special records and logs of telephone calls, times, charges, and company phone directory. May operate paging systems and coordinate the installation, movement and service of telephone equipment within the facility.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
1051	Entry	Performs duties under close supervision. Excludes employees who operate company PBX system in conjunction with normal reception duties. Entry level position into job family.	0	Basic reading, writing and math skills.
1052	Intermediate	Under limited supervision operates single or multiple position telephone switch board. Handles incoming, outgoing, long distance and WATS calls. May assist in the placement of conference calls and operate page system.	1 - 2	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Copy Center Operator - 1101**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under limited supervision, operates a copy center to service company needs for duplication and copying of reports, letters, business documents and the like. Sets up and operates a variety of photocopy and laser printer equipment. Reviews copy requirements with requester regarding reduction, collation, paper stock, priority and the like. May assemble and bind final copy involving spiral bind or related equipment. May inventory supply records and re-order standard items within specified limits. May provide routine and preventative maintenance on equipment. Coordinates with service technicians for major repairs.

**QUALIFICATIONS:** Basic reading, writing and arithmetical skills. Knowledge of copier operating procedures.

**JOB FUNCTION AND JOB CODE(S): Printer – 1114, 1115**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Operates or tends various types of printing machines, such as offset lithographic presses, letter or letterpress presses, flexographic or gravure presses, to produce print on paper or other materials such as plastic, cloth, or rubber.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
1114	Career	Under general supervision sets up and operates printing presses, plate making equipment, bindery and duplicating machines to print and produce forms, booklets, manuals, publications, etc. Produces copies of designs or lettering by transferring ink via plates to paper or similar materials by means of printing press. Responsible for simple maintenance and repair of print shop equipment.	1 - 2	Basic reading, writing and math skills.
1115	Lead	Under minimal supervision sets up and operates printing presses, plate making equipment, bindery and duplicating machines to print and produce forms, booklets, manuals, publications and the like. Determines the materials, tools, equipment, techniques and procedures to be utilized on a project. Provides work direction and technical guidance to less experienced personnel.	4+	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Messenger/Mail Clerk 2 - 1122**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, provides mail and messenger services for various company locations as directed. Follows well established procedures with limited latitude to alter sequences or methods. Guidance is generally available from superiors. Performs pick-up and delivery of mail and packages at post office and various locations. Provides messenger/courier service for messages, documents, packages, goods, etc. between various local destinations. Sorts and distributes incoming mail and courier deliveries to appropriate in-house locations on established schedule. Prepares outgoing mail for delivery to post office. Weighs letters and packages and calculates appropriate postage. Sets and operates postage meter. Records postage charges for assignment to department accounts. May operate company vehicle to transport employees and visitors and perform general messenger duties. Picks up and delivers company vehicles for washing and servicing.

**QUALIFICATIONS:** Basic reading, writing, and arithmetic ability. One year of general office or related messenger experience is required. Familiarity with postal regulations. May require a valid drivers license with good driving record required for operation of company vehicle.

**JOB FUNCTION AND JOB CODE(S): Mailroom Supervisor - 1127**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Oversees the day-to-day functions of the mail room. These include sorting incoming mail, preparing outgoing mail and distributing letters and packages as needed. Responsible for recording the amount of mail that is received and distributed daily. Records expenditures for postage and mail room supplies. May interview, hire and train mail room staff. Responsible for tracking and confirming the hours worked for mail room personnel. Calculates the postage needed for outgoing mail. Must be familiar with postage machines and other automated packaging equipment. communicates with outside vendors about scheduling shipments and deliveries and ordering supplies.

**QUALIFICATIONS:** Associate degree preferred, One to two years Mailroom experience.

**JOB FUNCTION AND JOB CODE(S): Office Supervisor - 1197**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Directs the work activities and staff engaged in general office activities such as payroll, accounting, human resources and order processing in an organization of limited size. May set up and maintain general office systems, procedures, and methods. Coordinates office activities with a variety of other functions to provide required support. Maintains contact with outside vendors, customers, and others. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** High school graduate or equivalent experience. Thorough knowledge and experience in office activities as would normally be attained through three to five years experience.

**JOB FUNCTION AND JOB CODE(S): Office Manager - 1198**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for managing a variety of general office functions such as payroll, accounting, human resources and order processing. Assigns work, determines scheduling, and reviews results. Performs normal supervisory duties involved in training, performance evaluation, discipline, and employee selection. Supervises records retention program. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Broad general office experience which would provide knowledge of equipment capabilities, operating procedures and office practices, as would normally be obtained through over five years of experience.

**JOB FUNCTION AND JOB CODE(S): Librarian – 1201**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Following general instructions and with broad discretion as to details, acquires, catalogs, houses and distributes books, magazines, newspapers, periodicals, technical journals and similar published materials and references. Performs other administrative duties as required.

**QUALIFICATIONS:** Library Science Degree with 2 years of library experience.

**JOB FUNCTION AND JOB CODE(S): Police Officer - 1402**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs a variety of law enforcement duties. Responds to life and property threatening calls such as robbery, burglary, family disturbance, theft vandalism, arson, riot, etc. Conducts investigation and follow-up investigation on scene and suspects; makes arrests of offenders. Writes crime case reports, arrest reports, complaint reports, etc. Appears and testifies in court. Performs traffic enforcement and routine patrol. Operates the breathalyzer and radar equipment. Conducts security checks of business and residential establishments. Issues ticket to traffic violators.

**QUALIFICATIONS:** High school graduate or equivalent experience, plus completion of peace officer certification. Generally, candidates for the position must be 21 years of age.

**JOB FUNCTION AND JOB CODE(S): Police Sergeant - 1407**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Supervises detectives and patrol officers; assists in hiring, evaluating performance, and disciplining police staff. Delegates case assignments. Schedules officers and dispatchers for work shifts. Reviews case reports written by patrol officers for accuracy and completeness. Serves as shift commander and coordinates and directs assigned department operations. Provides input into the preparation of division budget, policies, and procedures. Assists officers in investigation and law enforcement duties including making arrests, testifying in court, writing reports, issuing citations. Provides information to the public regarding law enforcement.

**QUALIFICATIONS:** May include six to seven years of experience in law enforcement as a working level police officer or an equivalent combination of education and experience. Must maintain peace officer certification by completing a specified number of hours of training, annually. May be required to obtain a supervisory certification in order to be advanced to this Police Sergeant level.

**JOB FUNCTION AND JOB CODE(S): Police Lieutenant - 1408**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Exercises general supervision over specialized activities within the department such as traffic, patrol and detective divisions. Receives and investigates citizen complaints against police officers. Participates in personnel actions such as recruitment, selection, promotion, transfer and discipline. Determines the need for new equipment and supplies. Assists the police chief in preparing the department budget. Reviews offense reports and screen information for news releases. Represents the police departments at public meetings on special topics of interest or on law enforcement in general. Provides assistance to the patrol division by being available for calls or backup when other officers need assistance.

**QUALIFICATIONS:** May include graduation from a college or university with at least one (1) year spent in courses related to police science, law enforcement, criminology or a closely related field and six to eight years of experience in law enforcement, one (1) year of which must have been as a sergeant or any equivalent combination of education and experience. Must be P.O.S.T. certified.

**JOB FUNCTION AND JOB CODE(S): Retail Sales Clerk - 14501**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Under close supervision, operates a cash register in a retail establishment. Assists customers with product location, selection, availability, pricing, returns and sales items. Assists in setting up displays, stocking shelves, mark downs, opening/closing register and establishment.

*QUALIFICATIONS:* Basic reading, writing and arithmetic skills. Six months prior retail experience desirable.

**JOB FUNCTION AND JOB CODE(S): Food Service Operator - 15060**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Sells and cooks food in a -food restaurant. Takes food orders from customers, relays orders to cooks, receives payment and delivers orders. Operates cash register, collects money and determines correct change. Cooks and prepares a variety of fast food such as hamburgers, sandwiches and the like. Cleans and maintains equipment and cleans dining room, condiment area and work areas.

*QUALIFICATIONS:* Basic reading, writing and math skills. Prior customer service, cash handling and food preparation experience desirable.

**JOB FUNCTION AND JOB CODE(S): Hot Cook - 15061**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Prepare and cooks a variety of foods in high volume (600 to 800 meals/day). Cleans and maintains equipment and work area to ensure a high level of safety and sanitation.

*QUALIFICATIONS:* Requires one to two years experience in commercial cooking and high volume food preparation.

**JOB FUNCTION AND JOB CODE(S): Cold Cook - 15071**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Prepares cold foods in high volume (600 to 800 meals/day). Cleans, prepares, and completes salads including dressing. Sets up and garnishes fruit and vegetable trays and salad bowls. May be responsible for set up, stocking, and break down of buffet lines.

*QUALIFICATIONS:* Requires a minimum of one year of experience in commercial cooking and volume food preparation.

**JOB FUNCTION AND JOB CODE(S): Dining Room Supervisor - 15077**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Supervises employees engaged in serving food and in maintaining cleanliness of food service areas and equipment: Trains workers in performance of duties. Assigns and coordinates work of employees to promote efficiency of operations. Supervises serving of meals. Inspects kitchen and dining areas and kitchen utensils and equipment to ensure sanitary standards are met. Requisitions and inspects foodstuffs, supplies, and equipment to maintain stock levels and ensure standards of quality are met. Prepares work schedules and evaluates work performance of employees. May interview, select, or hire new employees.

*QUALIFICATIONS:* High School graduate or equivalent experience. Two years dining room experience.

**LEGAL JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):*                    **Paralegal – 1801, 1802**

*PRIMARY DUTIES AND RESPONSIBILITIES:* On behalf of practice group or unit, gathers, organizes and summarizes information relative to legal issues and networks for information. Researches statutes, regulations and court decisions, makes recommendations and helps resolve issues, drafts contracts, patent applications, resolutions and other basic legal documents and prepares various legal documents for review. Develops client relationship. Analyzes and applies statutes, regulation and polices for compliance. Conducts advanced legal research. Participates in closings, settlements and negotiations. Strong verbal and written communication skills. Knows bank's organization, policies and procedures. Familiarity with statutes, proceedings and processes. Proficient computer application skills.

At the highest level, is liaison between internal clients and practice group or unit. Performs complex legal research and analysis. Interprets and updates practice group or unit on compliance with applicable statutes, regulations, rules and policies. Integrally involved in negotiations, settlements and closings. Identifies and raises legal issues, advises practice group or unit on resolution, solves problems. Can train others to use PC programs and applications. Develops, implements and evaluates the legal assistant and paralegal training program. Trains and manages legal assistants and other paralegals. Develops, monitors and evaluates work efficiencies.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>1801</b>	Intermediate	Receives frequent directions from more experienced paralegals and attorney supervision, and is learning about the organization. Paralegal certification with one to five years experience as a paralegal and a minimum one to three years in a document driven office.	1 - 5	Bachelor's degree or equivalent experience.
<b>1802</b>	Career	Works autonomously and handles assignments with minimal supervision. Summarizes for and reports to practice group or unit. Experienced at problem solving. Adept at applying the law to facts at hand. Five to seven years law firm related experience; a minimum three years as a paralegal.	5 - 7	Bachelor's degree or equivalent experience.

*JOB FUNCTION AND JOB CODE(S):*                    **Legal Secretary – 1811, 1812**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Receives visitors (internal and external) and answers telephone calls. Provides information to visitors and callers; effectively handles difficult calls. Initiates phone calls to address routine administrative requirements on behalf of the team or situation. Types routine correspondence and memoranda may compose correspondence and memoranda for review. Gathers travel information, plans and organizes travel arrangements. Maintains records of legal fees; does data entry, copies and files legal statements. Maintains legal divisions databases, inputting information needed by staff attorneys and paralegals, including political action committee records, litigation management records and corporate records. Assists attorneys with preparation of applications to regulators for approval of acquisitions. Maintains appointment calendar as requested by supervisor. Knowledge of legal terminology and document formats such as contracts, summonses, briefs, complaints and motions. Advanced PC skills in word processing and database software applications.

At the highest level, resolves complex inquiries and tactfully handles difficult callers. Edits work product with high degree of accuracy; independently reviews final form of work product for consistency. Plans, organizes and coordinates travel arrangements for multiple participants. Independently gathers information, determines resource requirements, coordinates delivery of resources to complete project requirements. Assists with the development of interstate law manuals. Independently composes highly confidential correspondence.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>1811</b>	Intermediate	Provides back up to the Legal Assistant litigation function, including reviewing and processing state and federal levies, subpoenas, court orders, etc. which are served on the corporation or its subsidiaries. Requires one to four years secretarial experience.	1 - 4	High school diploma or equivalent experience.
<b>1812</b>	Senior	Produces high quality specialized reports. Independently initiates consultations to prioritize workload. Independently schedules appointments and group meetings and makes necessary changes as warranted. Requires five to seven years secretarial experience in financial institutions and paralegal environment.	5 - 7	High school diploma or equivalent experience.



**JOB FUNCTION AND JOB CODE(S): Attorney – 1821, 1822, 1823**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Provides research, factual information, counsel and guidance on legal questions or issues of a routine nature, usually in support of more senior attorneys. Identifies and analyzes legal issues and provides advice to clients on routine legal matters that are usually characterized by clear legal/ business precedent. Drafts, reviews, memoranda and initial drafts of legal documents and revises legal documents and concise written materials that may require review and revision by a more senior attorney. Communicates effectively and persuasively in day-to-day situations with colleagues, outside counsel, customers and others, for the purpose of conveying information and advice, or seeking information or facts.

At the highest level, provides full, sound, ethical and prompt legal service and opinions to clients in relation to laws and regulations in the client's line of business. Produces clear and concise written materials that can be submitted to the customer with no revision or review by a more senior attorney. Expertly identifies and analyzes more complex or novel matters which have no clear legal/ business precedent or have different possible interpretations; develops conclusions, makes recommendations, and provides reliable advice. Has major client responsibilities, works directly with business clients and develops an understanding of business unit needs and products. Contributes advice and counsel on policy and procedures. Assists in efforts to contain legal expense for the corporation. Counsels management whenever legally unsound decisions or plans are being made or when changes in the law occur. Works closely with management to evaluate legal impact of major decisions where applicable law, regulations, or facts of the case are unclear, controversial or conflicting. Is regularly sought out directly by the client for advice and input on legal matters, policy and procedures. May oversee the work of one or more legal assistants, paralegals, or associate attorneys.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>1821</b>	Entry	Prepares and/or reviews routine, non-complex legal instruments and reviews non-legal material for legal implications. Works on matters assigned by more senior attorneys and usually will receive guidance initially but may work with moderate independence. Analysis and written work may be reviewed by a more senior attorney; alternative courses of action and unusual situations are presented to a more senior attorney for review. Requires admitted to practice law in one state or a territory of the USA, as well as an active member in good standing of the bar in at least one state or territory.	0 - 4	J.D. degree from an accredited law school.
<b>1822</b>	Intermediate	Assigns the appropriate degree of importance to issues and can formulate and carry out research and investigative strategies. Supervises preparation of the defense in litigation; assesses and advises clients on litigation risks in one or more assigned departments or units of the organization; works with outside counsel to develop the defense, briefs and guides them and supervises their work. Work assignments consist of major legal tasks involving problems of recognized complexity and facts that are occasionally in question, for which considerable legal judgment, experience and independent reasoning is required. Requires admitted to practice law in one state or a territory of the USA, as well as an active member in good standing of the bar in at least one state or territory.	4 - 8	J.D. degree from an accredited law school.
<b>1823</b>	Career	Provides general legal counsel to operating areas, as well as specific advice on products, services and certain legal actions pertaining to a specialty area of the practice of law. Expertly prepares and/or reviews routine and non-routine complex legal instruments and expertly reviews non-legal material for legal implications; material is of significance to the organization. Examines legal data to determine advisability of defending or prosecuting lawsuits; makes final legal determinations. Prepares defense positions, engaging outside counsel as required; litigation usually involve complex or difficult issues that require a high degree of original and constructive legal effort as they are resolved. Reads, writes, analyzes and interprets the most complex documents. Works independently on matters of significance to the organization. Requires admitted to practice law in one state or a territory of the USA, as well as an active member in good standing of the bar in at least one state or territory.	8+	J.D. degree from an accredited law school.

**HUMAN RESOURCES/HEALTH & SAFETY JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):*                    **Human Resources Assistant – 2001, 2002, 2003**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs clerical tasks in support of human resources activities. Maintains files, posts records and logs, employee files, changes of status, compiles statistical data and checks human resources reports. May operate general business machines such as personal computer copier, calculator, fax, or other office machines.

At the highest level, provides information to employees regarding established human resources policies, benefits, forms, records and practices. May provide work leadership to lower level staff through assignment of work, training, coordination and checking assignments. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>2001</b>	Entry	Under close supervision performs routine clerical tasks. Assignments are generally simple and repetitive in character such as sorting and filing correspondence, employment applications, status changes and resumes. Guidance is readily available from higher level staff members. Six months general office experience desirable, excludes trainees with no business experience.	6 months	Basic reading, writing and math skills.
<b>2002</b>	Intermediate	Under limited supervision, performs a variety of semi-routine tasks. Assignments are of moderate complexity requiring the exercise of some discretion and use of limited judgment and initiative. Excludes those with lead responsibilities.	1 - 3	Basic reading, writing and math skills.
<b>2003</b>	Senior	Under general supervision, performs advanced and complicated clerical tasks. Assignments require application of detailed knowledge of human resources functional policies and practices. Independently handles inquiries and answers correspondence.	3+	Basic reading, writing and math skills.

*JOB FUNCTION AND JOB CODE(S):*                    **Human Resources Coordinator/Specialist – 2005**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Under general supervision, performs a wide variety of human resources support and administration activities in Employment, Compensation, Security, Unemployment Insurance, Benefits, Employee Relations, Training and related areas. Prepares and maintains employee personnel files, records, and information. Processes departmental forms, records and documents. Extracts and compiles a variety of personnel data for consolidation into management reports such as: weekly manpower report, insurance/benefit reports, salary surveys, OSHA, Affirmative Action reports and the like. May interview employment applications for nonexempt positions. Screens, evaluates and conducts reference checks on candidates. Maintains requisition and advertising logs. Coordinates job postings and resume routing activities. Maintains liaison with outside employment sources. Administers benefit programs. Coordinates the processing of Group Insurance claims. Prepares insurance reports summarizing claims and coverage's. Conducts employee orientations to inform new hires of company benefits programs. Coordinates credit union activities. May provide work leadership to lower level human resources staff members. Normally transitions position from clerical and administrative tasks to the professional human resources family. Excludes those with full supervisory responsibilities.

*QUALIFICATIONS:* Requires 2 years of college level human resources courses or equivalent experience, and 2 additional years of general human resources experience. Requires a general understanding of human resources administration and industrial operations. Duties are usually considered nonexempt in nature. Incumbents typically possess experience in excess of 6 to 8 years. May require a working knowledge of commonly used PC applications such as word processing, spreadsheets and databases.

**JOB FUNCTION AND JOB CODE(S): Human Resources Rep/Generalist – 2011, 2012, 2013, 2014**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs professional level human resources activities in functions such as employment, compensation, benefits, training, employee relations, security, unemployment insurance and related areas. Generally specializes within two or more assigned areas. Typical tasks include interviewing, screening, evaluating and extending employment offers to qualified applicants. Reviewing requests for new/revised job classifications and grade changes, preparing job descriptions, preparing data for compensation and benefit surveys and reviewing salary increase requests. Provides assistance to management in interpreting and applying company human resources policies, counseling employees concerning work related problems and conducting termination interviews. Preparing information for employee handbook, benefit brochures and conducting employee orientation; preparing and presenting unemployment claims.

At the highest level, tasks include formulation of extensive recruiting campaigns, development of compensation plans, coordination of training programs, analysis and recommendations for benefit changes, preparation and administration of EEO and affirmative action programs and tasks of similar complexity. Analyzes trends of a competitive nature and within the company. Assists in the formulation of company human resources and manpower objectives. Develops recommended courses of action to meet objectives. Conducts studies to determine feasibility, costs benefits, and potential human resources program applications. May provide project leadership to other staff members.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>2011</b>	Entry	Researches and consolidates information required for analysis of human resources operations. Prepares special projects as assigned. Requires analytical skills to conduct basic research, analyze data and prepare recommendations. Ability to communicate with employees at all levels. Entry level position into job family.	0 - 2	Bachelor's degree in Human Resources, a related field or equivalent experience.
<b>2012</b>	Intermediate	Performs a wide variety of human resources activities, including assisting in the development and conduction of recruiting programs, analyzing salary survey data, developing compensation structures; reviewing competitive benefits, developing recommendations for benefit additions and changes. Provides assistance to line management regarding employee relations practices. May provide technical guidance to lower level staff.	2 - 5	Bachelor's degree in Human Resources, a related field or equivalent experience.
<b>2013</b>	Career	Plans, conducts, and coordinates the development and administration of human resources programs. Provides staff consulting support in the investigation of new human resources programs. Conducts research into human resources practices, policies and procedures.	5 - 7	Bachelor's degree in Human Resources, a related field or equivalent experience.
<b>2014</b>	Specialist	Plans, conducts, and coordinates the development and administration of human resources programs. Generally specializes in two or more areas. Provides staff consulting support in the investigation of new human resources programs. Conducts research into human resources practices, policies and procedures. Analyzes trends of a competitive nature and within the company. Assists in the formulation of company human resources and manpower objectives. Develops recommended courses of action to meet objectives. Conducts studies to determine feasibility, costs benefits, and potential human resources program applications. May provide project leadership to other staff members. May develop department policies and procedures. May provide work leadership for lower level employees. <u>Excludes</u> those with full supervisory responsibilities.	8+	Bachelor's degree in Human Resources, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Compensation Analyst – 2111, 2112, 2113**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs professional level administrative and analytical duties to maintain and administer company compensation policies. Duties include activities such as reviewing salary adjustment recommendations to ensure compliance with established policy and practice, counsel with managers and supervisors regarding application of compensation programs and conducting audits of existing and proposed job classifications to obtain information regarding job responsibilities, activities, duties, content, FLSA exemption and requirements. Performs special statistical studies relating to employee classification assignments, merit increase programs and salary surveys.

At the highest level, develops and participates in a variety of compensation and benefit surveys to collect and analyze information on the company's competitive position. Formulates basic recommendations in the development of long-range compensation and benefit objectives considering such factors as corporate growth objectives, manpower requirements, financial resources and restraints, legal considerations and competitive market positions. May include application for domestic and/or international programs. Prepares recommendations and special studies on subjects such as retirement/pension plans, incentive compensation, bonus plans, sales compensation, stock options and similar complex programs. Investigates and recommends resolution on classification questions and FLSA exemptions. Acts as internal staff consultant for line and staff management on compensation/benefit matters. May provide project leadership to other compensation staff members.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
2111	Entry	Requires knowledge and analytical skills pertinent to administering compensation programs as would normally be acquired through academic preparation. Entry level position into job family, excludes trainees without commensurate academic training or experience.	0 - 2	Bachelor's degree in Human Resources, a related field or equivalent experience.
2112	Intermediate	Performs staff support activities to develop and administer compensation policies and programs. Formulates basic recommendations regarding development of company salary structure, initiation of new benefits, FLSA exemptions and job revisions. Reviews existing and proposed statutory requirements governing compensation and benefits administration and recommends appropriate courses of action. Requires broad, practical knowledge of compensation/benefit techniques and methods. May require WAW certification	2 - 5	Bachelor's degree in Human Resources, a related field or equivalent experience.
2113	Career	Performs a full scope of activities associated with the development and administration of compensation and benefit programs. Requires extensive working and practical knowledge of a wide variety of compensation/benefit techniques, theory, practices, methods, programs and plans including regulatory requirements, incentive compensation, equity participation programs, insurance plans, retirement/pension funding and similar complex compensation/benefit subjects. May require WAW certification.	5+	Bachelor's degree in Human Resources, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Compensation Manager 1 - 2118**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops, implements and maintains compensation programs and policies to ensure the achievement of equitable and competitive employee compensation. Conducts wage and salary surveys to determine salary ranges and structures. Prepares job descriptions and provides guidance to staff members in the use and application of compensation techniques, job evaluation plans, position classification systems and salary increase programs. Recommends and determines company compensation strategies to top management and designs programs to fulfill defined company objectives. Maintains a working knowledge of current statutory requirements and labor contract agreements which may affect compensation policies. Conducts special studies or projects relating to incentive compensation, stock option or bonus plans and executive compensation. Responsible for employment, promotion, performance evaluation, training, counseling and discipline of assigned employees. Excludes those who also administer benefit programs. Generally reports to Human Resources Manager or Director. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Advanced knowledge of compensation techniques, applications and programs as would normally be obtained through the attainment of a Bachelor's degree in Human Resources, Business Administration or a related field and five years of exposure to a wide variety of compensation practices. WAW certification may be required.

**JOB FUNCTION AND JOB CODE(S): Recruiter – 2161, 2162, 2163**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs professional level duties to attract, screen, recruit, and select new employees. Reviews resumes, advertising responses and employment applications, interviews, and screens applicants for technical competence, applicable background and skills, individual goals and ability to fit in the organization and function effectively. Conducts reference checks to collect and evaluate information concerning previous employment record. Assists managers and supervisors in selecting the most qualified candidates. Coordinates employment offers with applicant and user department. Coordinates arrangements for pre-employment medical examinations, travel, reporting dates, security clearances and employment processing. Provides applicants with pre-employment information regarding job requirements, location, wages, benefits, allowances and employment policies. Participates in planning and conducting college recruiting programs.

At the highest level, participates in and formulates basic recommendations in the development of short and long range manpower and employment objectives considering such factors as corporate growth objectives, manpower availability and employment lead time requirements. Develops advertising campaigns by preparing copy for classified employment advertisements, determining ad placement and coordinating advertising schedules in appropriate media. Establishes and maintains contact with a variety of potential applicant resources including search firms, governmental agencies, college placement centers, trade schools and related organizations. May provide technical leadership to lower level employment staff, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>2161</b>	Entry	Assists in gathering and preparing employment data for reports and analysis as required. Employment assignments are normally involved with the hire of nonexempt/non-supervisory candidates. Requires communications and analytical skills equivalent to those normally obtained through academic preparation or equivalent experience. Entry level position into job family.	0 - 2	Bachelor's degree in Human Resources, a related field or equivalent experience.
<b>2162</b>	Intermediate	Under minimal direction and acting with a high degree of independence, conducts a variety of tasks associated with recruitment. Participates in gathering, preparing, and analyzing a variety of employment data relating to advertising effectiveness, turnover, minority employment and recruiting campaigns. Employment assignments are normally involved with the hire of exempt and/or supervisory level candidates. Requires knowledge of employment practices, policies and procedures, communications and analytical skills.	2 - 5	Bachelor's degree in Human Resources, a related field or equivalent experience.
<b>2163</b>	Career	Performs a full scope of activities associated with the development and conduct of comprehensive recruiting. Employment assignments are normally involved with the hire of all levels of exempt, supervisory and management candidates. Requires comprehensive knowledge of employment practices, policies and procedures, communications and analytical skills. Experienced knowledge of local and national employment market characteristics, successful recruiting programs, minority recruiting, and identification of applicant sources.	5+	Bachelor's degree in Human Resources, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Employment Manager - 2168**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Manages the activity and staff involved in the recruitment and processing of new employees. Directs the development of efficient recruiting resources, screening and interviewing applicants, administration of medical examinations and conduct of reference checks to ensure the availability of the proper caliber of manpower to meet staffing requirements. Establishes and administers procedures for the recruitment, selection, and employment processing of new employees. Supervises the procurement, investigation, interview, and selection activities of subordinate staff members. Develops employment advertising to accurately reflect manpower requirements and provide for the placement of recruitment ads in appropriate national and local media. Coordinates the Equal Employment Opportunity program for the company. Develops Affirmative Action plans and monitors progress in meeting established goals. Reports results to management and recommends actions to improve status. Coordinates recruiting requirements with outside sources such as state and federal agencies, trade schools, training programs, and professional agencies. Provides for coordination of temporary employment needs with employment agencies. Provides for the administration of new employee processing activities including medical examinations, travel arrangements, reference checks and employee file preparation. Coordinates security clearances, visa/passports processing, with appropriate staff. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor degree in Human Resources, a related field or equivalent experience, and 5 years of general human resources experience with an emphasis in recruiting and employment activities.

**JOB FUNCTION AND JOB CODE(S): Training & Development Specialist – 2181, 2182, 2183**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Conducts training and education programs in various topics including basic skills, sales techniques, computer software/hardware, company products and policies, supervisory techniques, etc. Responsible for conducting examinations and evaluations to assess students mastery of the subject matter.

At highest levels Conducts needs evaluation and designs curricular and courses to meet those needs. Acts as liaison to vendors and assures quality of vendor originated courses. May provide technical leadership to lower level employment staff, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>2181</b>	Entry	Conducts training and educational programs in such areas as basic skills, sales techniques, computer software/hardware, company products and policies, supervisory techniques, etc. Conducts examinations and evaluations to assess trainees' mastery of the subject matter. The emphasis of this position is on classroom instruction, but it may include some needs assessment and program development and/or modification.	0 - 2	Bachelor's degree in Human Resources, Education, Communication s a related field or equivalent experience.
<b>2182</b>	Intermediate	Conducts training and educational programs in such areas as basic skills, sales techniques, computer software/hardware, company products and policies, supervisory techniques, etc. Conducts examinations and evaluations to assess trainees' mastery of the subject matter. The emphasis of this position is on classroom instruction, but it may include some needs assessment and program development and/or modification.	2 - 5	Bachelor's degree in Human Resources, Education, Communication s a related field or equivalent experience.
<b>2183</b>	Career	Performs the full scope of activities associated with the management development/training function. Conducts needs evaluation and designs curricular and courses to meet those needs. Acts as liaison to vendors, and reviews their courses for adaptability to internal needs. Ensures quality of vendor originated courses. Conducts training programs in areas such as sales techniques, computer software/hardware, company products and policies, supervisory/management techniques, etc. May provide career and development consultation to employees. May provide leadership to other management development/training staff.	5+	Bachelor's degree in Human Resources, Education, Communication s a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Training and Development Manager - 2188**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, direct and controls the activities and staff involved in the development, implementation, and administration of human resources training and development programs. Conducts research to assess training requirements and needs throughout the company. Develops a variety of training programs including areas such as first line supervisory training, management development, organizational development and skills training. Develops training course content, materials and coverage. Schedules and conducts training classes. Continually reviews the availability and applicability of established training programs or services for possible use within company. Develops criteria for evaluation of training effectiveness and conducts research to measure success of programs and training activities. May manage the employee educational assistance program. Provides technical guidance and counsel to management throughout the company. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Requires a broad knowledge of training techniques, methods, theories, materials, and programs as would be obtained through receipt of a Bachelor's degree in Human Resources, Psychology, Organizational Development or related field and 5 years of experience.

**JOB FUNCTION AND JOB CODE(S): Associate Wellness Coordinator - 2193**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Provide individual support or counseling in general wellness or nutrition. Track attendance, participation, or performance data related to wellness events. Maintain or arrange for maintenance of fitness equipment or facilities. Develop marketing campaigns to promote a healthy lifestyle or participation in fitness and wellness programs. Conduct surveys to determine interest in, or satisfaction with, wellness and fitness programs, events, or services. Coordinate, communicate, promote and implement onsite biometric screenings. Provide biometric testing, health coaching and high risk follow up. Lead wellness committee to enhance employee buy-in and assist with implementation and communication of initiatives. Analyze data collected from health risk assessments, biometric screenings and claims data. Coordinate educational seminars on high risk targeted topics. Implement on-site health action campaigns targeted to high risk topics. Conduct onsite group educational classes. Coordinate healthy food choices with vending machine suppliers.

**QUALIFICATION:** Bachelor's degree in Nursing, Exercise Science, Health Promotion, Health Science, Dietetics, Nutrition, or a related healthcare field.

**JOB FUNCTION AND JOB CODE(S): Wellness Manager - 2198**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Coordinates and develops all new and existing health programs. Advises all health related Task Forces and Employee Advisory groups; include training/support/evaluation/oversight of programs and policy changes. Coordinates and promote Workplace Wellness services to employees; includes training/support/evaluation/oversight of all programs. Develops classroom and staff presentations and community workshops and training on Health related issues. Examine current and future theory, practices, techniques, rules and regulations related to responsibilities within the department. Conducts wellness behavior modification counseling for the population. Oversees and implements all marketing and promotion of health services and programs. May coordinate the development and changes of the organization's Wellness Programs website. Prepare or implement budgets and strategic, operational, purchasing, or maintenance plans. Coordination and facilitation of Health Risk Appraisal Testing and all biometric testing. Analyze data collected from health risk assessments, biometric screenings and claims data. Report on the financial impact of the wellness program.

**QUALIFICATIONS:** Graduation from an accredited institution with a Master in a Health Related, Exercise Science, Physical Education or related field and 2 years work experience OR bachelor's degree AND 4 years' experience related to the essential function and duties.

**JOB FUNCTION AND JOB CODE(S): Industrial Hygienist – 2301, 2302, 2303**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Applies health, safety and hazardous materials standards, procedures and practices consistent with established company and local, state and federal regulations. Consults with and answers employee questions pertaining to these regulations. Reviews, analyzes and makes recommendations regarding workplace environment samples of possible exposure to any of the following: chemicals, radiation, smoke, fumes, gases, vapors, noise and adverse lighting conditions. Monitors these samples and provides direction to appropriate personnel to ensure immediate corrective action is taken. May make oral and written recommendations as needed. May interface with regulatory agencies.

At the highest level, identifies potential health hazards by examining the work environment, operations and processes and obtaining full details of the nature of the work, materials and equipment used. Interprets results of work place sampling in regard to impairment of employee health and efficiency and community nuisance or damage. Presents specific conclusions and makes recommendations to immediately initiate corrective action when needed. Interfaces with regulatory agencies regarding the preparation of rules, regulations, standards and procedures for the healthful conduct of work and the prevention of nuisance or damage to the community. Conducts educational programs for employees and the public. May provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>2301</b>	Entry	Performs assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision Applies existing health, safety and hazardous materials standards, procedures and practices consistent with established company and local, state and federal regulations. Entry level position into job family.	0 - 2	Bachelor's Degree in Industrial Hygiene, Safety, a related field or equivalent experience.
<b>2302</b>	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details. Develops new and applies existing health, safety and hazardous materials standards, procedures and practices consistent with established company and local, state and federal regulations.	2 - 5	Bachelor's Degree in Industrial Hygiene, Safety, a related field or equivalent experience.
<b>2303</b>	Career	Performs complicated and difficult assignments of major complexity requiring a high degree of technical competence. Identifies, evaluates and establishes controls for the full range of occupational health hazards, including developing new and applying existing health, safety and hazardous materials standards, procedures and practices consistent with established company and local, state and federal regulations.	5 - 8	Bachelor's Degree in Industrial Hygiene, Safety, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Occupational Health Specialist/Nurse - 2331**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs first aid and administers nursing services to injured or ill employees. Provides follow up care to employee injuries, applying subsequent dressings and related minor care actions. Maintains records of employees treated and may prepare reports for insurance purposes. Advises and counsels employees on health and sanitation problems. Maintains inventory of required materials for nursing station. May participate in related health and safety programs including, but not limited to wellness programs, drug testing, hearing protection, safety glasses, bloodmobile programs and the like.

**QUALIFICATIONS:** Graduation and certification from accredited school of nursing. Ability to provide first aid treatment in emergency situations.



**JOB FUNCTION AND JOB CODE(S): Environmental Health & Safety Engineer – 2381, 2382, 2383**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for developing, implementing and monitoring industrial safety, environmental engineering, occupational health and industrial hygiene programs to ensure compliance with federal, state and local environmental health and safety regulations. Ensures proper handling, storage and disposal of hazardous material according to governmental regulations. Maintains chemical inventory. Compiles chemical profiles and Material Safety Data Sheets. Conducts safety and environmental tests, audits and investigations of chemicals, air, water and soil. Conducts safety and environmental training.

At the highest level, reviews waste water analytical reports and inspects company facilities to ensure waste water discharges meet local, state and federal regulations prepares and submits written recommendations to management and prepares necessary government documentation. Responsible for recommending corrective action where environmental health and safety hazards exist. Interfaces with regulatory agencies as required. Conducts training in emergency response, hazardous material handling, industrial hygiene and life safety.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>2381</b>	Entry	Under close direction, responsible for developing, implementing and monitoring industrial safety, environmental engineering, occupational health and industrial hygiene programs. Reviews facilities layout designs for compliance with safety and environmental regulations. Handles special environmental projects. Requires knowledge of federal, state and local safety codes, regulations and procedures.	0 - 2	Bachelor's Degree in Industrial Hygiene, a related field or equivalent experience.
<b>2382</b>	Intermediate	Under limited direction, responsible for developing, implementing and monitoring company environmental safety programs and policies to ensure compliance with federal, state and local environmental health and safety regulations. May administrator/coordinate workers compensation compliance. Incumbents typically possess over four to six years of related experience.	2 - 5	Bachelor's Degree in Industrial Hygiene, a related field or equivalent experience.
<b>2383</b>	Career	Under general direction, responsible for developing, implementing, and monitoring company environmental safety programs and policies to ensure compliance with federal, state and local environmental health and safety regulations. Incumbents typically possess over eight to ten years of related experience.	5+	Bachelor's Degree in Industrial Hygiene, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Environmental Health & Safety Manager - 2398**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for developing and maintaining company OSHA programs to identify and eliminate hazardous conditions affecting employee and community safety. Provides for the timely reporting and investigation of accidents, injuries and potential OSHA violations. Establishes and implements employee and management training programs to increase employee and management awareness of potential hazards. Represents the company when coordinating with regulatory agencies, prepares and presents reports and analyses of site conditions and recommends remedial actions. Manages recycling program and actively promotes said programs throughout the organization. Promotes environmental action internally and externally by increasing employee education and general public's awareness of company's commitment to environmental friendly programs. Stays current with a broad range of environmental concerns including landfill issues, recyclable materials, energy conservation, alternative energy uses, and alternative vehicle options. May coordinate CPR training, safety training and annual health testing programs. Responsible for the purchasing of necessary first aid materials. May lead sustainable project initiatives and internal sustainability practices encompassing environmental responsibility, utility and energy reduction, sustainable power sources, materials selection and waste minimization, and pollution prevention. May demonstrate Sustainable Development technical expertise to assist customers in meeting their business and project sustainability objectives, promote best-value solutions, and support project delivery.

**QUALIFICATIONS:** Bachelor degree in Industrial Hygiene, EHS or related fields. Five to seven years of experience in the fields of health and safety is required.

**JOB FUNCTION AND JOB CODE(S): Human Resources Services Supervisor - 2407**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Supervises staff responsible for human resources services activities and benefits administration. Counsels employees in the interpretation and application of human resources policies and programs. Coordinated the day-to-day activities of human resources services employees in one or more of the following HR functions: recruitment, orientation, training, compensation, EEO and benefit activities. Oversees human resources record system, as well as insurance and unemployment claim processing. Monitors current industry trends and makes recommendations to management regarding new programs or modification to existing policies and procedures. Analyzes employee attitudes and concerns and may act as company liaison when dealing with vendors and governmental agencies. Performs a wide variety of special studies or surveys, which may affect the employee relations function. Provides input regarding the employment, performance evaluation, training, counseling and discipline for assigned employees. This is a first-level supervisory position, primarily responsible for the supervision of nonexempt employees, and reports to a higher-level Human Resources Manager.

**QUALIFICATIONS:** Bachelor degree in business, human resources, a related field or equivalent experience and 3 years of related professional level human resources experience. Requires familiarity with one or more areas of human resources administration.

**JOB FUNCTION AND JOB CODE(S): Human Resources Manager 1 - 2418**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Manages and directs the activities and staff involved in developing and maintaining human resources activities, policies and procedures for a small company or a division/unit of a larger company. Coordinates recruitment activities, compensation programs, new hire orientations, employee benefits, health and safety and affirmative action plans through subordinate supervisors and/or lead workers to ensure positive employee relations in keeping with company objectives. Participates in compensation and benefit surveys to remain apprised of current trends, conditions and legislative changes. Makes presentations and recommendations to management regarding new or existing human resources policies. Directs the maintenance of human resources records and data systems and reviews employee changes in status to ensure fair and equitable application of compensation, human resources and employee relations policies and practices. Provides guidance to managers and supervisors in the use and application of salary ranges and increase guidelines, job evaluation plans and interpretation of human resources policies and procedures. Responsible for the employment, training, performance evaluation, counseling and discipline of assigned employees. NOTE: This "generalist" position may either be responsible for a division or unit of a larger company and reports to a higher-level Human Resources Manager, or may be the sole Human Resources Manager for a smaller company and reports directly to the president or CEO. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's degree in Business, Human Resources, a related field or equivalent experience and five years of diverse experience in all areas of human resources.

**JOB FUNCTION AND JOB CODE(S): Human Resources Director – 2429**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for development of human resources activities such as Employee Relations, EEO, Compensation, Recruitment, Training, Benefits Administration or a Business Unit in a company or division of major size. Manages, directs and coordinates the human resources activities through lower level functional managers or supervisors. Analyzes cost effectiveness of all programs and is responsible for budgeting and manpower planning. Develops and recommends policies and practices in accordance with company goals. Advises management of industry trends and legislative changes affecting human resources programs. Acts as the company liaison in dealing with governmental agencies and other outside entities.

**QUALIFICATIONS:** Bachelor degree or equivalent experience and eight to ten years of progressively broad Human Resources management experience. Requires extensive knowledge of all general Human Resources areas. SPHR certification preferred.

**CUSTOMER SERVICE/MARKETING SUPPORT JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):* **Trade Show/Exhibits/Events Specialist – 3061, 3062, 3063**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Coordinates activities involved in the planning and implementation of all tradeshow. Responsible for securing all necessary manpower, equipment, materials and supplies for tradeshow booth set-up. Completes necessary documentation, including contracts, deposits, and correspondence. Coordinates set-up and break-down of booths. Manages tradeshow expense within budget.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3061</b>	Entry	Knowledge of trade show activities and venues. Coordinates with internal users to collect information necessary for planning requirements, materials and services needed for trade shows, exhibits and events. Reviews space requirements and recommends placement. Assists in coordination of installation of specialized equipment and facilities, travel and freight arrangements, catering and the like.	0 - 2	Associate Degree or equivalent experience.
<b>3062</b>	Intermediate	Knowledge of trade show activities and venues. Coordinates with internal users to collect information necessary for planning requirements, materials and services needed for trade shows, exhibits and events. Reviews space requirements and recommends placement. Assists in coordination of installation of specialized equipment and facilities, travel and freight arrangements, catering and the like.	2 - 5	Associate Degree or equivalent experience.
<b>3063</b>	Career	Coordinates arrangements for the booking, set-up and establishment of company presence at industry trade shows, events and exhibits. Requires advanced knowledge of marketing communications. Reviews space requirements and determines placement. Coordinates acquisition and shipment of exhibit materials, company products required. May coordinate installation of specialized equipment and facilities. Schedules events which may require acquisition of facilities, travel arrangements, program talent, catering and the like.	5+	Associate Degree or equivalent experience

**JOB FUNCTION AND JOB CODE(S): Customer Service Representative – 3101, 3102, 3103**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs a wide variety of tasks involving the coordination of customer service inquiries and problems. May provide any or a combination of the following: researches and responds to customer inquiries either in person, by telephone or by correspondence. Analyzes individual accounts, assists in solving customer problems and initiates action for repair, replacement return or field service as guided by customer service policies, completes forms and obtains signatures and documentation when necessary, or refers highly unusual situations to higher authority for review and reconciliation. Performs activities associated with the receipt, booking and processing of sales orders. Receives sales orders from customers, sales staff or distributors via phone, mail or direct contact. Reviews orders for correct price, number and descriptions per standard catalog listings. Ascertains related data such as ship to, bill to and quantity. Prepares entries to associated records, documents and logs such as sales order log, booking records and customer log. May prepare initial recommendations for review, also discusses and recommends types of account information and services. Maintains associated records and logs of activity. Requires excellent verbal and written communication skills and good organizational skills; word processing, 10-key experience and may require familiarity with CRT.

At the highest level, provides support to lower level staff on non-standard cases where policy and practice are not formalized or documented and individual case determination may be required. May provide work leadership and assist in training lower level staff members, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3101</b>	Entry	Under close supervision, handles a variety of customer service inquiries and problems on the telephone. Calls are routine and cover basic situations. Company practices and service/return policies are well-established and documented requiring minimal interpretation or deviation. Reviews and troubleshoots customer problems and initiates standard action for replacement or return as guided by customer service policies. Performs routine tasks related to the receipt and processing of sales orders. Refers complex or difficult customer inquiries to seniors. Assigned products are usually well established requiring minimal judgment or discretion. Entry level position into job family.	0 - 2	Basic reading, writing and math skills.
<b>3102</b>	Senior	Under general supervision, handles a variety of customer service inquiries and problems on the telephone. Calls are generally routine but may require departure from standard scripts or procedures. Provides support to lower level staff on non-standard cases where policy and practice are not formalized or documented and individual case determination may be required. Reviews and troubleshoots customer problems and initiates action for replacement or return; or refers highly unusual situations to higher authority for review and reconciliation. May promote alternative products. Performs standard activities associated with the receipt and processing of sales orders. Refers complex or difficult customer relations problems to seniors. Operates within defined limits of discretion and initiative.	2 - 3	Basic reading, writing and math skills.
<b>3103</b>	Specialist	Under general supervision, handles a variety of customer service inquiries and problems on the telephone. Calls are generally not routine and require departure from standard scripts or procedures. Handles situations that may require alteration of responses or extensive research. May perform activities within product service, consumer relations, and similar areas. Resolves problems escalated through lower staff levels. Coordinates with a wide variety of functions within the company and provides liaison with customers during post delivery times. Resolves problems and discrepancies regarding shortages, over shipments, defective products, and the like. Resolves return credit problems. May assess customer needs and suggest or promote alternative products or services. May provide work leadership to lower level customer service staff. Performs complex administrative coordination activities associated with the receipt, booking and processing of sales orders. Prepares various sales reports and recaps of shipments, bookings, backlogs and related sales activities. Additional experience involving considerable customer contact requiring the exposure to equivalent order processing activities, resolution of customer order irregularities, and related product knowledge is highly desirable.	3+	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Customer Service/Call Center Supervisor - 3147**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the day-to-day direction and coordination of activities of staff required to provide service, support and repair of company products to customers. Directs and coordinates staff involved in a combination of activities such as order processing, consumer relations, sales support, reviewing warranty claims and problems, processing customer returns and exchanges and expediting service and repairs. Responds to customer inquiries regarding status of orders, service and repairs; investigates and resolves critical production, shipping and scheduling problems; provides special pricing for non-standard items; and interfaces with key customers to resolve problems and discrepancies. Provides liaison with key customers. Coordinates information with staff such as changes in product availability, delivery schedules and the like. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** Experience involving customer contact, resolution of customer problems, wide knowledge of directly related customer service needs and product knowledge as would normally be obtained through 4 - 5 years of increasingly responsible customer service activities. Ability to supervise and direct subordinate staff.

**JOB FUNCTION AND JOB CODE(S): Customer Service/Call Center Manager - 3148**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, directs, and controls the activities and staff required to provide product service, support and repair of company products. Establishes, implements, and maintains administrative and technical procedures to provide responsive after-sales service to customers. Develops and coordinates technical training activities for company service personnel and/or customers. Provides for technical advice to customers, service personnel, sales, marketing, engineering, and manufacturing. Develops and recommends manpower plans, operational budgets, capital equipment, inventory requirements and the like in order to manage and control the customer service organization in an independent manner. Ensures that departmental operating costs and profit goals are attained. May manage order-processing activities through subordinate supervisory levels. Develops service policies, rates, schedules, procedures and methods. Provides for the maintenance and review of service records to determine product reliability, service costs, spares requirements and the like. May provide for customer service field support through the establishment and operation of field service centers. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Advanced technical training and experience which would provide a broad exposure to a wide variety of customer service activities and product knowledge as would normally be obtained through 5 - 6 years of customer service experience, with 2 - 3 years in a supervisory or management position.

**JOB FUNCTION AND JOB CODE(S): Photographer – 3152, 3153**

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3152</b>	Career	Produces and preserves photographic images of people, places, events or products using digital and/or film media. Selects and presents subject to achieve desired effect, with attention to lighting, background and style. Prepares subject and equipment, utilizing a variety of photographic equipment including lenses, lighting, filters, etc. Applies techniques necessary to produce photos for use in various media, advertising, catalogs, presentations, etc. Uses photo software to modify and create images meeting defined style requirements. Experience in advertisement and/or catalog photography and photo editing.	2 - 4	Associate Degree or equivalent experience.
<b>3153</b>	Senior/Expert	Produces and preserves photographic images of people, places, events or products using digital and/or film media. Directs photo shoots and determines visuals. Ensures unity of message among all brand photographs. Coordinates with other creative and advertising staff to determine shoot objectives. Provides expert guidance on capabilities and means to optimize photo opportunities. Analyzes subject material, selects equipment, lighting, angle and background. Selects and presents subject to achieve desired effect, with attention to lighting, background composition and style. Chooses and utilizes a wide variety of photographic equipment including lenses, lightings, filters, etc. Applies techniques necessary to produce photos for use in various media, advertising, catalogs, presentations, etc. Uses photo software to modify and create images meeting defined style requirements. Edits and enhances images; may modify existing techniques and processes; applies special effects and color correction as needed. Experience in advertisement and/or catalog photography and photo editing.	4 - 6	Associate Degree or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Public Relations Specialist – 3201, 3202**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops, coordinates, implements and/or administers public relations programs, directed primarily toward the news/communications media and secondarily to industry, stockholders and/or employees. Develops, implements and administers policies responsive to organizational strategies and objectives. Reviews material intended for public release to ensure that it represents the best interests of the company, customer base, stockholders and employees and is consistent with established company public relations objectives and policies. Plans, prepares and disseminates information (e.g. press releases). Individuals act as internal experts, consults and program/project managers and represent the organization to external groups, trade associations, agencies, customers, stockholders and vendors.

At the highest level, may coordinate corporate sponsorship, promotional events (e.g. corporate branded/sponsored events) and contribution programs.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3201</b>	Intermediate	Plans and schedules the daily tasks to be performed by the position. Makes choices on work prioritization with some assistance. Uses standard instructions, written manuals and documents. Requires a working knowledge of business practice and procedures which is generally obtained on the job. Applies standard principles, theories and concepts. The average incumbent will normally possess three years of previous applicable experience.	1 - 3	Associates degree in Marketing or Public Relations, or equivalent work experience.
<b>3202</b>	Career	Participates in planning and scheduling to establish deadlines and ensure the timely completion of several independent tasks and short-term projects. May organize and schedule group tasks. Multiple tasks/projects are assigned and reviewed generally only upon completion. Requires thorough knowledge of business practice and procedures in order to perform non-repetitive, analytical work. Position uses a wide application of principles, theories, concepts and draws on previous experience to determine a course of action. The average incumbent will normally possess over five years of previous applicable experience.	3+	Bachelor's degree or Master's or equivalent work experience.

**JOB FUNCTION AND JOB CODE(S): Product Manager - 3227**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Research, analysis, development cycle and product life cycle for company products that support the company's business goals, customer needs and image. Manages projects related to various products, including the project teams process. Acts as a technical and content expert for the development of product collateral materials and employee training/references. Coordinates the development cycle and manages aspects of the product life cycle from concept to new introduction, enhancements and end of life. Obtains required internal approvals for product review, documentation and internal/external communication. Works with vendors and other third parties related to product implementation and enhancements. Articulates product positioning, key benefits and value proposition. Prepares request for proposal; creates business plans for the product/product line, and determines technical specifications. Participates in the decision making and related preparation of promotional collateral including point-of-sale materials, presentations, brochures, and direct mail pieces; packaging and advertising campaign. Assists in the development of training materials and other information related to the product launch. Provides technical and content expertise of these materials. Assists with or conducts the competitive analysis/assessment/research of new delivery channels and product feasibility. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's degree or equivalent experience. Four to six years experience in product marketing. Advanced knowledge of company's product lines and potential applications. Understanding of product and customer requirements. General experience in management techniques, marketing and product development. Product lines may represent new and emerging products along with established mature products.

**JOB FUNCTION AND JOB CODE(S): Marketing Analyst – 3251, 3252, 3253**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops, evaluates and conducts studies to assess and analyze present and potential marketing conditions for product/service applications. Gathers information and data to measure the effectiveness of products/services, impact of advertising, customer attitude, need and satisfaction and similar activities. Conducts studies to determine the potential profitability of new products/services.

At the highest level, determines project goals and objectives. Identifies and develops potential information sources. Conducts advanced studies to determine the potential profitability of new products/services. Provides recommendations in the development planning for new products/services. May provide guidance and leadership to lower level staff members.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3251</b>	Entry	Under close direction, assists in the development, evaluation and study of marketing conditions for routine product/service applications. Assists in the conduct of studies to determine the potential profitability of new products/services. Provides data compilation support. Entry level position into job family	0 - 2	Bachelor's degree in Marketing, a related field or equivalent experience.
<b>3252</b>	Intermediate	Under limited direction, develops, evaluates and conducts studies to assess and analyze marketing conditions for product/service applications. Identifies and develops potential information sources. May be involved in the development planning for new products/services. Working knowledge in the application and use of statistics and research practices. Understanding and knowledge of company product and service applications as would be obtained from increasingly responsible related marketing experience.	2 - 5	Bachelor's degree in Marketing, a related field or equivalent experience.
<b>3253</b>	Career	Plans, develops and conducts complex market analysis studies for a wide variety of products/services. Advanced knowledge and skill in the application and use of statistics and research practices. Understanding and knowledge of company product and service applications obtained from increasingly complex and responsible related marketing experience.	5+	Bachelor's degree in Marketing, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Social Media Specialist – 3262, 3263**

**PRIMARY DUTIES AND RESPONSIBILITIES:** (Normally involved in a combination of the defined functions/specialties.) Plans, creates and/or produces content on social networking websites, interactive marketing and related media. Engages in creative, marketing, and monetization efforts involving the use of social networking. Develops and enhances the design of social networking media features and campaigns that attract and sustain interest, and present a prominent, positive and compelling brand identity. Experiments with new and alternative approaches to leveraging social networking media and interactive marketing opportunities. Provides guidance and advice to cross-functional teams seeking ways to integrate social networking media with their programs.

May actively participate in a variety of Social Media sites and sources such as YouTube, Facebook, LinkedIn, Digg, Reddit, Flickr, Forums, Twitter, Wikis, message boards, blogs, and other Social Media on behalf of the company. Proactively responds to current/potential customers by answering questions and resolving issues. Participates in conversations that surround company content, products and brand to promote and maintain company reputation. May monitor and mediate discussions to correct misinformation or erroneous perceptions. Conducts research on customer issues. Creates written/video content for feeds and snippets on Social Media sites. Identifies and engages customer advocates to build and maintain lasting relationships with them. Solicits and analyzes feedback and presents recommendations to management.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3262</b>	Intermediate	Requires thorough knowledge of business practice and procedures in order to perform non-repetitive, analytical work. Position uses a wide application of principles, theories, concepts and draws on previous experience to determine a course of action. Participates in planning and scheduling to establish deadlines and ensure the timely completion of several independent tasks and short-term projects. May organize and schedule group tasks. Multiple tasks/projects are assigned and reviewed generally only upon completion.	2 - 4	Bachelor Degree or equivalent experience.
<b>3263</b>	Career	Requires advanced knowledge of the principles and practices within marketing communications field or recognized body of formal knowledge. This includes knowledge required for complex problems, new project and system development, financial analysis, etc. Plans for the effective development and implementation of longer-term projects. Requires work prioritization, forecasting, scheduling and coordinating resources within assigned projects. Major projects are reviewed in terms of achieving goals, generally over an extended period of time.	5 - 7	Bachelor Degree or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Web Content Specialist - 3272**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Creates, organizes and posts various new media on websites, pages, etc. Writes content as necessary. Collects, organizes, revises, edits, and prepares existing product descriptions. Prepares images for posting. Creates and modifies HTML using a content management tool. Assists in the creation and editing of content for social networking sites, etc. Maximizing the effectiveness of the websites, e.g., using SEO and Web analytics.

**QUALIFICATIONS:** Bachelor's degree or 1-3+ years related experience and/or training; or equivalent combination of education and experience.



**JOB FUNCTION AND JOB CODE(S): Videographer – 3322, 3323**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Sets up and operates video cameras and related broadcast equipment in studio or remote locations to acquire quality video and audio content for use in live or recorded presentations for in-house, client or external use/distribution.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
3322	Intermediate	Assists producers on shot composition, camera settings, lighting/sound requirements, location coordination and similar technical issues. Insures that all necessary equipment is available and operable at studio and remote locations. Monitors equipment performance, troubleshoots and recommends solutions. Decisions are normally made in consultation with producers, and follow precedent, procedures and guidelines.	1 - 3	Bachelor Degree or equivalent experience.
3323	Career	Advises producers on shot composition, camera settings, lighting/sound requirements, location coordination and similar technical issues. Insures that all necessary equipment is available and operable at studio and remote locations. Monitors equipment performance, troubleshoots and recommends solutions. Can work on location without support or guidance, resolving issues without producer guidance/input. Must have self-sustaining proficiency for studio and remote camera operation, video lighting, editing and audio production as needed.	3 - 6	Bachelor Degree or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Video Producer - 3328**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for initiating, coordinating supervising and controlling all aspects of a production from initial concept development through completion. Coordinates the efforts of production, technical and creative teams to obtain desired results. Directs talent performance to achieve desired creative effects. Manages technical aspects such as equipment selection, sound, lighting, set design and special effects. Coordinates scheduling and budget. Duties may include pre-production as well as post-production activities such as casting, crew selection, script editing, location selection, shot composition, shot sequence, shot selection, and final editing.

**QUALIFICATION:** Bachelor Degree or equivalent experience. Minimum of 10+ years experience.

**JOB FUNCTION AND JOB CODE(S): Copywriter – 3331, 3332**

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
3331	Entry	Requires a basic knowledge of company products, services, and marketing strategies. Applies standard principles, theories and concepts in copywriting. Assists with the planning, researching and preparing written copy content for a variety of marketing applications and programs. These programs may include internet web pages, media advertising pieces, marketing collateral, promotional literature, articles, internal/external publications and other assigned projects. May contact both internal and external sources to develop copy content. Requires working knowledge of the business practices and procedures that are generally obtained on the job. Works with written as well as verbal direction. Guidance is readily available from other team members or management. Consults with team leaders and or management to develop schedules, milestones, and priorities. Entry-level position into job family. Excludes trainees without required academic preparation.	1 - 2	Bachelor Degree in English, Journalism or equivalent experience.
3332	Intermediate	Requires working knowledge of company products, services, marketing strategies and company editorial standards/practices. Position uses a wide application of principles, theories, concepts and draws on previous experience to determine a course of action. Strong marketing knowledge and writing ability. Participates in planning, researching and preparing written copy content for a variety of standard marketing applications and programs such as internet web pages, media advertising pieces, marketing collateral, promotional literature, articles, internal/external publications, and other assigned projects. Contacts internal and external sources to develop copy content.	3 - 6	Bachelor Degree in English, Journalism or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Graphic Design Specialist – 3351, 3352, 3353**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, lays-out and preparation of commercial art work for inclusion in product brochures, displays, presentations slides, proposals, technical manuals and similar graphic applications. Utilizes a wide variety of graphics production equipment, web tools and supplies including personal computer and desktop publishing/graphics software. Prepares renderings, charts, graphs, schematics, two and three dimensional drawings. Uses engineering drawings, photographs, rough sketches, models or other documentation to prepare desired artwork. Utilizes standard graphic art techniques, equipment and supplies. Utilizes digital media design as well as audio motion and video when applicable.

At the highest level, designs, develops, produces and prepares creative graphics, commercial art and technical illustrative materials from sketches, written and verbal requests. May support web graphics design requirements. Selects techniques best suited to produce desired visual effects in conformance with specified quality standards. Recommends appropriate methods and medium to convey the desired effect. May provide technical guidance to other designers.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
3351	Entry	Under close supervision, performs assignments where standards are well established and generally follow prescribed formats. Works from written as well as verbal direction. Guidelines from superiors are readily available.	2 - 4	Associates degree of equivalent experience.
3352	Intermediate	Under limited direction, performs a variety of support tasks requiring a creative graphics treatment. Works from general guidelines using considerable creative judgment regarding composition and media selection. Familiar with multiple media presentation techniques.	4 - 6	Bachelor's degree in Graphics Design or equivalent experience.
3353	Career	Under general direction, performs complex assignments for a wide variety of graphics applications requiring innovative and creative graphics capabilities. Works from general guidelines utilizing extensive creative skill and judgment regarding composition, media selection, presentation impact and style definitions.	6+	Bachelor's degree in Graphics Design or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Call Center Representative (inbound) – 3503, 3504**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under limited direction, sells products/services to inbound customers via telephone. Takes customer orders via telephone, inputs orders into an order system, responds to customer inquiries. Informs customers of company's current promotions and products. Cross-sells the company's' products/services.

At the highest level, may provide work leadership to lower level Telecommunication Representatives.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
3503	Entry	Typically an intermediate level position, excludes trainees. A typical incumbent will normally possess two to three years of directly related experience.	0 - 2	Thorough knowledge of company products and services is required.
3504	Senior	Career level position requiring a minimum of five years of directly related experience. The typical incumbent will normally possess five to seven years of directly related experience.	2+	Thorough knowledge of company products and services is required.

**JOB FUNCTION AND JOB CODE(S): Call Center Sales Supervisor - 3507**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for supervising the activities of a team of inbound/outbound sales representatives in a telephone sales environment. Duties may include supervising workflow and quality of sales representatives; working with management to identify opportunities; interface with other departments; communicate company policy, procedures and practices.

**QUALIFICATIONS:** High School graduate. Requires 3 to 5 years experience.

**JOB FUNCTION AND JOB CODE(S): Call Center Sales Manager – 3508, 3509**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for managing and overseeing the activities of a sales staff which may be comprised of inbound and outbound representatives. Ensures business goals are met. Duties may include: ensuring sales campaigns are managed properly; coordinating staff, budget, and resources ensuring a quality level of service; ensuring staff properly trained.

At the highest level, defines and plans the achievement of corporate sales goals and objectives across all call centers. Determines and sets strategic planning guidelines and monitors effectiveness of product solicitations within the marketplace to determine ways to maximize returns. Directs and guides Sales Managers toward achievement of territorial sales goals and program effectiveness. Oversees incentive compensation plans to determine sales goals, enhance sales effectiveness, and increase productivity. Establishes reward and recognition programs to enhance performance production. Responsible for the recruitment, development, motivation, and retention of sales force.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3508</b>	Entry	Responsible for managing the activities of a sales staff. Directs supervisory staff as needed, responsible for the fulfillment function. Requires 5 to 7 years experience, including 1 to 3 years in management.	5 - 7	Bachelor's degree or equivalent experience.
<b>3509</b>	Intermediate	Responsible for overseeing the activities of a sales staff, typically managing through a staff of Managers and Supervisors. Directs management and supervisory staff toward the achievement of sales goals and program effectiveness. Requires 7-10 years experience, including 3-5 years in management.	7 - 10	Bachelor's degree or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Business Channel Development – 3711, 3712, 3713**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans and executes activities and projects that directly support the implementation and optimization of an organization's go-to-market resources as part of the business plan. Responsible for deciding best channels or combination of channels to sell a product, (e.g. use telephone, web, vender, salesperson, etc.) base on the needs and buying behavior of the target market. Identify resources and skills necessary to support the channel strategy and achieve product sales in the most productive manner. Researches and selects the appropriate mix of distribution channels designed to improve the effectiveness and efficiency of an organization's coverage in the marketplace and optimize its go-to-market resources.

Develops go-to-market, execution plans, and channel marketing support plans. Aids other professionals in the marketing function as well as other functions (e.g. sales, legal, business practices, communications, etc.) in understanding, collecting and coordinating channel marketing requirements.

Develops recommendations and plans and ensures they are executed. Monitors results via business plan assessment and through implementing changes to plans to drive desired results. Identifies new/emerging channels, resources and intermediaries and develops integrated strategies, plans and programs to leverage these opportunities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>3711</b>	Entry	Requires a working knowledge of business practice and procedures which is generally obtained on the job. Applies standard principles, theories and concepts. Plans and schedules the daily tasks to be performed by the position. Makes choices on work prioritization with some assistance. Uses standard instructions, written manuals and documents. Collects measurement results on a regular basis.	0 - 2	Bachelor's degree or equivalent experience.
<b>3712</b>	Intermediate	Requires thorough knowledge of business practice & procedures in order to perform non-repetitive, analytical work. Position uses a wide application of principles and theories and draws on previous experience to determine a course of action. Participates in projects such as the development of best distribution channels. May organized and schedule group tasks. Tasks maybe more tactical than strategic. Multiple tasks are assigned and reviewed upon completion.	2 - 4	Bachelor's degree or equivalent experience.
<b>3713</b>	Career	Requires advanced knowledge of the principles and practices of marketing or recognized body of formal knowledge. This includes knowledge required for complex projects, new project and system development, strategic analysis, etc. Plans for the effective development and implementation of longer term marketing projects. Requires work prioritization, forecasting, scheduling and coordinating resources within a assigned project. Major projects are reviewed in terms of achieving goals, generally over an extended period of time.	6+	Bachelor's degree or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Community Development Specialist – 3725**

Manages community donations program; handles inquiries related to community affairs and to coordinate organizations involvement in community functions. Coordinates and administers the charitable donations and gift programs, working closely with Marketing executives. Approves contributions independently up to a designated amount. Provides strong technical and operational support throughout the organization on Community Affairs issues. Handles customer, officer and external inquiries related to Community Affairs activities. May initiate and contribute to the development and preparation of all budget related materials for Community Affairs. Maintains accurate, current and complete records. Interfaces with Compliance and provides information for the Community Reinvestment Act as needed. Completes due diligence for new organizations being considered for future donations. Coordinates and actively participates in community functions as needed.

**QUALIFICATIONS:** Thorough knowledge of operational functions, systems, policies and practices of assigned area. Requires a minimum of three to five years of related experience.

**JOB FUNCTION AND JOB CODE(S): Art Director - 3838**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs complex design, layout, planning and preparation of commercial artwork for application on a wide variety of products, product literature, displays, web applications, presentations, proposals, technical manuals, and similar graphics applications requiring innovative and creative graphics capabilities. Works from general guidelines utilizing extensive creative skill and judgment regarding composition media selection, presentation impact, style definitions and the like. Familiar with a wide variety of media and presentation techniques and PC-based design tools. Develops initial design concepts, strategic design direction and company identity systems. Leads design strategy definition efforts to ensure that visual and brand identity are reinforced by all graphic design efforts. May provide guidance to other designers.

Bachelor Degree in graphics design from AIGA accredited school or equivalent experience. Minimum experience 10+ years, typical incumbents has 15 years experience.

**ACCOUNTING/FINANCE JOB FAMILIES**

**JOB FUNCTION AND JOB CODE(S): Accounting Assistant – 4001, 4002, 4003**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs clerical accounting duties in areas of accounts payable, accounts receivable, cost accounting, payroll or credit and collections. Follows established routines to accomplish assignments such as sorting and filing accounting records and data, collecting information, posting records, compiling data, making and checking basic calculations, preparing and sorting mail, answering phones, and typing. Posts detailed entries to accounting records and handles routine transactions such as allotments, disbursements, payroll operations, voucher preparation and remittances, and prepares standard journal and ledger entries. May operate general business machines such as computer, typewriter, copier, calculator, and fax machine or similar office equipment.

At the highest level, performs specialized calculations, posting and accounting functions. Codes accounts payable invoices for proper account distribution, checks prices, quantities and extensions; receives remittances, posts to proper accounts and prepares transmittal documents; prepares and issues credit and debit memos; prepares, extends and issues bills and invoices from appropriate sales and shipping documents; prepares payroll input data, maintains payroll control; maintains expense report controls and accounts; makes up periodic reports summarizing business and financial activities. Codes data for input to financial data processing system; reconciles difficult report discrepancies and problems. May provide work leadership to others through assignment of work, monitoring of progress, review of results, orientation and technical instruction. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>4001</b>	Entry	Under close supervision, performs routine and repetitive accounting clerical duties. Follows well established routines to accomplish assignments. Entry level position into job family.	0 - 1	Basic reading, writing and math skills.
<b>4002</b>	Intermediate	Under limited supervision, performs standard accounting clerical duties. Prepares and verifies various standard accounting entries for financial data processing system; reconciles report discrepancies and problems. Excludes those with lead responsibilities.	1 - 3	Basic reading, writing and math skills.
<b>4003</b>	Senior	Under general supervision, performs non-routine accounting support duties. Normally responsible for a complete and systematic set of transactions in a specific phase of accounting, requiring acquired knowledge of specified accounting policies and practices.	3+	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Accountant - 4021, 4022, 4023, 4024**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Accountant assignments, including providing specialized or general analysis in various accounting functions such as Accounts Receivable, Accounts Payable, Payroll, Cost Accounting, Property Accounting and General Accounting. Reviews and analyzes journal vouchers, accounting classifications and other accounting/financial statements, records and reports. Prepares balance sheets, making adjustments and closing entries, preparing profit and loss statements, inventory, receipts and disbursements, computing and distributing labor, material and overhead costs, journal entries, maintains ledgers, reconciles and analyzes cost account ledgers. May establish and maintain property accounting records.

At the highest level, develops and installs difficult accounting systems, methods, procedures, and controls. Balances complex accounts; prepares complex federal, local or state reports and tax returns. Provides interpretation of accounts, methods and records for managers and officers. May provide work leadership for an accounting functional unit such as Payroll, Accounts Receivable, Cost Accounting, Consolidations, or act as Plant Accountant at a satellite division or small entity of the corporation. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
4021	Entry	Following established procedures, performs detailed accounting assignments requiring a basic knowledge of accounting theory and principles. Work is subject to general review and under the direction of senior accountants. Entry level position into job family, excludes those without equivalent combination of academic preparation and experience.	0 - 2	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.
4022	Intermediate	Following general instructions and with discretion as to work details, performs accounting tasks of a difficult nature requiring knowledge of accounting principles and practices. Interprets accounting data, analyzes reports and recommends action to be taken. Assists in the development and installation of accounting systems, cost accounting methods, procedures and controls. Two years of accounting experience or CPA. CPA certification requires a Master's degree.	2 - 4	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.
4023	Career	Performs accounting duties of a complex nature requiring advanced knowledge and competency in accounting principles and practices. Works with broad discretion as to work details on assignments of a varied, diverse and difficult nature. Four years of accounting experience or CPA plus two years. CPA certification requires a Master's degree.	4 - 8	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.
4024	Specialist	Performs highly complex accounting tasks providing specialized analyses in various accounting functions such as Accounts Receivable, Accounts Payable or Cost Accounting. Develops and recommends complex accounting systems, methods, procedures and controls. Develops and/or modifies major policies and procedures for financial reporting and cost analysis in specialized areas. CPA certification requires a Master's degree.	8+	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Payroll Assistant – 4052, 4053**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Records time card entries, computes overtime, sick leave, vacation, holiday pay, termination pay, taxes, other employee deductions. Prepares pay checks or processes entries to payroll service. Maintains records and files related to federal/state withholding taxes, FICA, credit union payments, insurance deductions, benefits and payroll deductions.

At the highest level, compiles information of straight and overtime pay and computes variance to normal pay. Prepares tax deposits and reports. Handles account reconciliation's to the General Ledger for payroll liabilities. May provide work leadership to lower staff members, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
4052	Intermediate	Under limited supervision performs standard tasks related to payroll accounting. May distribute pay checks. May operate personal computer or similar equipment. Entry level position into job family, excludes trainees.	1 - 3	Basic reading, writing and math skills.
4053	Senior	Under general supervision, performs a wide variety of functions relating to payroll accounting for the various payrolls such as salaried employees, hourly employees, and/or union employees. Utilizes personal computer or input terminal.	3+	Ability to read, write, and perform basic accounting operations.

**JOB FUNCTION AND JOB CODE(S): Payroll Manager– 4098**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the development, implementation, maintenance, management, and direction of the employee payroll function. Develops and directs the preparation of reports summarizing payroll, profit sharing, deductions and withholdings. Directs the audit of payroll summaries, bank balances, labor and wage reports and payroll operations. Provides specialized payroll and deduction information and assistance as required. Ensures compliance with all applicable government and regulatory laws, regulations and requirements. Ensures the reconciliation and analysis of related balance sheet accounts, inventory accounts, ledgers, and journals. Directs the development and implementation of new and revised payroll reporting and analysis systems, and department policies and procedures. Directs the coordination of payroll functions with other departments such as Accounting, Data Processing and Human Resources. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's Degree in Accounting, Business Administration, a related field or equivalent experience. Minimum of five years payroll experience, including supervision/management experience.

**JOB FUNCTION AND JOB CODE(S): Payroll Director - 4099**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Manage the overall corporate payroll functions including, payroll processing, payroll taxes, reviewing and revising policies and procedures, as well as internal controls, system review and upgrade. Maintain necessary vendor relationships and compliance. Ensure payroll tax payments are in compliance with applicable federal, state and local tax laws. Reconcile payroll related general ledger accounts. Manages staff through subordinate managers including: assigning work, monitoring performance and building functional teams.

**QUALIFICATIONS:** Bachelor degree or equivalent experience required. Strong communication and analytical skills, knowledge of SAP preferred and more than eight years of related experience.

**JOB FUNCTION AND JOB CODE(S): Financial Analyst – 4151, 4152, 4153, 4154**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Financial Analyst assignments, including conducting special studies and surveys to summarize and analyze complex financial actions and prepare recommendations for policy, procedure, control or action. Provides interpretation and application of corporate or divisional level financial policies, governmental legislation, accounting theory or customer financial regulations which may require knowledge of financial principles, practices and application. Evaluates profit plans, capital expenditures proposals, investment opportunities, operating records and financial statements. Directs and/or assists in the preparation of special studies, reports, analyses and recommendations in areas such as budgets, forecasts, financial plans, governmental requirements, statistical reports and business forecasts for the financial community or management use. Coordinates with all levels of management, within and outside of the company, to gather, analyze, summarize, and prepare recommendations regarding financial plans, budgetary controls, acquisition activity, trended future requirements, operating forecasts and similar complex financial matters.

At the highest level, acts as a key technical expert on financial analysis issues, concerns and special projects. Interfaces with top management, responding to their requests for financial data and to resolve reporting and compliance issues. Plans, coordinates and executes policy implementation applicable to the installation of improved financial operations. Performs complex economic research and studies on subjects such as rates of return, depreciations, working capital requirements, investment opportunities, investment performance, impact of governmental requirements and the like. Organizes information from a variety of sources to establish data banks for use in analyzing and creating future plans and forecasts. May provide functional and technical direction to other financial staff members, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>4151</b>	Entry	Performs specialized financial, accounting or planning activities following general project or departmental guidelines, procedures and precedents in support of various financial functions such as budgeting, auditing, financial planning, taxes and consolidations. May include entry level M.B.A. candidates.	1 - 3	B.S. degree in Finance, related field, or equivalent experience.
<b>4152</b>	Intermediate	Performs specialized financial, accounting or planning activities, investigations, coordination and analysis requiring competence and specialized knowledge of various financial functions such as budgeting, auditing, financial planning, taxes and consolidations.	3 - 5	B.S. degree in Finance, related field, or equivalent experience.
<b>4153</b>	Career	Develops, interprets and implements highly complex financial/accounting concepts and advanced techniques for financial planning and control. Provides specialized technical analysis to determine present and future financial performance. Directs the development and implementation of new concepts and techniques for financial information analysis.	5 - 8	M.S. degree in Finance, related field, or equivalent experience.
<b>4154</b>	Specialist	Prepares special reports and financial studies for management and alerts them to significant variances to plan. Coordinates, negotiates and resolves financial compliance issues with various governmental agencies to ensure accurate interpretation. Conducts and may lead audits. Eight years financial analysis experience, including a thorough knowledge of DAR/FAR and other applicable government regulations.	8+	M.S. degree in Finance, related field, or equivalent experience.



**JOB FUNCTION AND JOB CODE(S): Business Analyst – 4171, 4172, 4173**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Under the direction of the technology, finance or business manager, responsible for conducting strategic financial, product, market, or operational research, and identifying and developing business opportunities and initiatives. Plans and coordinates the development of primary and secondary market research studies in support of strategic planning and specific marketing. Conducts and coordinates financial and related analyses to support strategic and business planning project within the various departments of the organization. Responsible for ensuring the continuity, maintenance and appropriate development of financial systems through acting as the primary contact between business end users, management and the IT department. Review business processes and provide advice/consultancy on improvements where required.

At higher levels develops expertise in the departmental use of automated applications and serves as the point of contact for end users on proposed process and application changes. Assists the department in applications requirement specification and system selection. Provides project management for departmental projects, tracks and reports project status and represents the department on interdepartmental project teams. Assures compatibility of and understands use between systems, equipment and remote locations.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
4171	Entry	Performs specialized financial and business processing activities following general project or departmental guidelines.	1 - 3	B.S. degree in Finance, related field, or equivalent experience.
4172	Intermediate	Following general instructions and with discretion as to work details, provides experienced level assistance in strategic planning and business planning projects.	3 - 5	B.S. degree in Finance, related field, or equivalent experience.
4173	Career	Performs financial and business processing duties of a complex nature requiring advanced knowledge and experience.	5 - 8	M.S. degree in Finance, related field, or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Internal Auditor – 4251, 4252, 4253, 4254**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Internal Auditor assignments, including performing detailed financial and accounting auditing to determine the reliability and effectiveness of financial and control systems. Conducts audits of operations; reviews organization structure, controls, policies and procedures; determines the nature and extent of auditing required; adjusts or extends audit programs where necessary; analyzes functions and provides appraisals of internal control structure of functions or systems. Investigates irregularities and recommended corrective measures. Prepares and reviews audit documentation compiled by lower level audit support staff to ensure adherence to standards, uniformity of procedures and adequacy of audit.

At the highest level, examines records, documents, methods, policies, costs and other factors. Coordinates the preparation of reports summarizing audit results. Makes recommendations and reviews audit findings with managers. Provides work leadership to lower level auditing staff on complex audits. May review their progress and work for adequacy, method, and procedures. May act as Audit Leader for an audit team assigned to specific functional or operational areas. Plans methods to be followed in the conduct of audits, recommends activities to be examined, the extent of examination and establishes completion schedules. Develops audit programs for specific audits or operating entities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
4251	Entry	Following established procedures, assists higher level auditors in a variety of audit functions. Documents audit findings and identifies deviations and exceptions and provides basic recommendations for improvements and revisions in procedures. Entry level position into job family.	0 - 2	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.
4252	Intermediate	Following general instructions and with discretion as to work details, provides experienced level assistance in the auditing operations. Prepares audit reports and recommendations for review by supervisors. Recommends revisions in audit programs and analyzes effectiveness of audit programs.	2 - 5	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.
4253	Career	Performs financial and accounting auditing duties of a complex nature requiring advanced knowledge and experience in auditing principles and practices. Works with broad discretion as to work details on assignments of a varied and difficult nature.	5 - 8	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.
4254	Specialist	Performs financial and accounting auditing duties of a highly developed nature requiring advanced knowledge and experience in auditing principles and practices. Works with extensive discretion as to work details on assignments of a varied and difficult nature.	8+	B.S. or B.A. degree in Accounting, a related field, or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Internal Audit Manager - 4298**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, directs, and controls the work activities and staff engaged in conducting financial and operational audits, examining the accuracy and completeness of accounting records and procedures for internal control to safeguard company assets and ensure compliance with appropriate regulatory laws. Defines audit objectives and prepares audit programs. Develops and coordinates audit schedules, budgets, and manpower requirements for audit assignments. Directs and reviews activities of the auditing section and assigns audit department resources to ensure that established audit programs are achieving their objectives. Coordinates auditing department activities with outside auditors and government auditors. Coordinates efforts with other financial and accounting department managers in solving mutual problems to ensure accurate and timely financial reporting. Provides consultation and advice to all levels of management through independent review of procedures, practices, controls, and documentation. Identifies weaknesses and proposes improvements. Typically reports to Controller or Finance Executive.

**QUALIFICATIONS:** Bachelor's degree in Accounting, Finance, Business Administration, a related field or equivalent experience. CPA and/or M.B.A. desirable. Broad accounting experience with internal auditing or public accounting desirable. Advanced knowledge of audit techniques and practices as would normally be obtained from over 8 years of internal audit activities.

**JOB FUNCTION AND JOB CODE(S): Internal Audit Director - 4299**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans and conducts operational, financial and compliance audits to evaluate the effectiveness of internal controls. Determine compliance with selected policies, procedures, and regulations. Make written recommendations to senior administrators to increase efficiency and/or effectiveness of the control systems of functions reviewed. Perform special investigations as requested by the executive management. This position works with all levels of management and employees within the organization, internal audit personnel and external auditors. Consults with administrators, faculty and staff at all levels to promote good business practices. Research and keep abreast of legislative issues, new audit regulations/trends and audit methodology.

**QUALIFICATIONS:** Three or more years of increasingly responsible professional experience. Two or more years experience in auditing or accounting with some supervisory experience is strongly desired.

**JOB FUNCTION AND JOB CODE(S): Collections Specialist – 4351, 4352, 4353**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs office work and fieldwork in support of the collection of past due accounts. Researches and analyzes historical data on past due accounts. Ascertains location of customer. Contacts customer by telephone or letter to determine reason for delinquency and to educate customer on proper payment process. May negotiate and establish repayment process. Maintains files and paperwork on past due accounts and collection progress. Compiles and generates reports on past due accounts.

At the highest level, conducts historical account research. Prepares accounts for repossession and charge off. All work and documentation is done in compliance with Federal and State regulations. Work is of an independent nature. May provide work direction to lower level collectors.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
4351	Entry	Under close supervision, performs routine office and fieldwork of collection of past due accounts.	6 Months	High school graduate or equivalent experience.
4352	Intermediate	Under limited supervision, performs moderately difficult office and fieldwork collection of past due accounts.	1 - 4	High school graduate or equivalent experience.
4353	Senior	Responsible for complex office and fieldwork in all various aspects of the collection function.	5+	High school graduate or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Collections Supervisor - 4357**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the supervision and direction of staff involved in the collection function. Ensures that all collection and collateral disposition activities are conducted in accordance with established policies. Maintains communication with attorneys and trustees regarding litigation and bankruptcies. Develops and implements collection procedures for delinquent accounts. Prepares reports on the status of collection activities for management review. Responsible for making personnel action recommendations for subordinate staff.

**QUALIFICATIONS:** Thorough knowledge of collection activities, policies and procedures and Federal and State regulations. A minimum of five years of increasingly responsible collections experience. Ability to supervise subordinate staff.

**JOB FUNCTION AND JOB CODE(S): Risk Management Administrator - 4412**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for handling multiple job streams and tasks related to internal audit, risk management, and administration support for the risk management departments. Reviews, analyzes, and distributes audit and risk management reports. Coordinates preparation of material for the Audit Committee and Enterprise Risk Management Committee. Participates in the review and processing expenses, time keeping, and other financial matters. Coordinates events for internal audit and risk management. Provides advanced, diversified and confidential support for the division. Responsible for ongoing process and procedure analysis and special projects. Performs other duties as assigned. Functions as a liaison with others within and outside the company regarding audit or risk management issues.

**QUALIFICATIONS:** Bachelor's degree preferred and 6+ years of quality assurance, project management, analyst, or other directly related experience. Audit/Risk Management experience a plus.

**JOB FUNCTION AND JOB CODE(S): General Accounting Supervisor - 4487**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Supervises a combination of clerical accounting functions such as accounts payable, accounts receivable, general ledger, payroll, and similar areas. Reviews vouchers, accounting documents, and records submitted by subordinates, resolves difficult problems and discrepancies, prepares complex reports and is responsible for the day-to-day operations of the assigned functional area. First level exempt supervisory position over the clerical accounting function. Excludes working leaders and supervisors of accountants; includes only those employees with full supervisory duties. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** Requires four to five years of increasingly responsible clerical accounting experience within related area/function. Exposure to basic accounting theory and practices and supervisory experience highly desirable.

**SCOPE:** Normally reports to General Accounting Manager or Controller.

**JOB FUNCTION AND JOB CODE(S): General Accounting Manager - 4488**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the management, direction, and operation of a combination of general accounting activities including accounts payable, accounts receivable, general ledger, payroll, subsidiary ledgers and related functions. Provides for the preparation of financial statements, reports in such areas as recording disbursements, expenses, and tax payments. Provides financial reports covering sales, earnings, cash balances and other financial results. Coordinates efforts and information requirements with other accounting managers to ensure accurate financial reporting. Plans and directs the development, implementation, and operation of accounting systems and procedures to reduce costs and obtain improved information. Excludes company or division controllers. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's degree in Accounting, Business Administration or equivalent experience and five years of general accounting experience including supervision of various accounting functions.

**SCOPE:** Normally reports to Vice President of Finance or Controller.

**JOB FUNCTION AND JOB CODE(S): Tax Administration Director - 4489**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Review federal and state corporate income tax returns. Gather information from the Business units. Review/prepare work papers to document and support tax positions and calculations. Review/prepare tax returns Review/prepare quarterly estimated tax payments. Monitor the tax compliance calendar. Review, or as needed prepare quarterly and annual GAAP tax provisions. Gather information from the Business units. Review/prepare work papers to document and support tax positions and calculations. Manage tax examinations. Design, develop and implement processes necessary to accumulate the above information a timely basis and audits for IRS and state agencies. Perform tax research and write position paper. Review/prepare documentation to support conclusions. Monitor current developments that might impact the company. Support or manage tax projects

**QUALIFICATIONS:** Bachelor Degree with 10 years of general corporate tax experience. CPA & Master's Degree in Taxation desired

**JOB FUNCTION AND JOB CODE(S): Controller - 4498**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Reviews and approves the design and implementation of all financial systems and enhancements. Implements policies and procedures relating to budgets, operations, control and analysis for capital and operating activities to ensure structure and direction. Interfaces with independent outside auditors and auditors from state and local agencies. Directs work associated with tax compliance and planning. Identifies areas of concern where costs are inconsistent with resources and implements changes to correct these concerns. Through lower level managers, oversees financial functions such as Cost Accounting, Accounts Payable/Receivable, Payroll, etc. Excludes such positions as General Accounting Supervisor/Manager, Cost Accounting Supervisor/Manager, Payroll Supervisor/Manager, etc. This position excludes those involved in the day-to-day work duties required to achieve overall functioning of the company's financial systems.

**QUALIFICATIONS:** CPA or MBA in Accounting or Finance or related field or equivalent experience is required. A typical incumbent will normally possess a minimum of seven years of increasingly responsible financial management experience. Thorough knowledge of company's financial policy and practices and state and federal laws is required.

**PURCHASING/MATERIAL CONTROL JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):* **Purchasing Assistant – 5001, 5002, 5003**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs a variety of tasks in support of purchasing activities. Maintains files, posts records and logs; compiles statistical data, sorts and files correspondence, inventory records, invoices and material requests. May operate general business machines such as typewriter, copier, calculator, personal computer, fax, or other similar machines.

At the highest level, performs standard purchasing tasks to procure assigned supplies, equipment, materials, parts and services for support of operational requirements. Independently handles inquiries and answers correspondence. Researches and develops sources for assigned standard items. Maintains vendor lists, files and catalog library. Prepares standard requests for quotation. Reviews quotations with superiors before order for price, delivery and quality. Places order with most qualified vendor. Coordinates purchasing details with vendor, including pricing revisions, order cancellations, discontinued items, acceptable substitutes, back orders, delivery date revisions and invoice discrepancies. May provide work leadership to lower level staff through assignment of work, training, coordination and checking assignments. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>5001</b>	Entry	Under close supervision performs routine clerical tasks in support of purchasing activities. Assignments are generally simple and repetitive in character. Guidance is readily available from higher level staff. Six months general office experience desirable. Entry level position into job family.	6 Months	Basic reading, writing and math skills.
<b>5002</b>	Intermediate	Under limited supervision, performs a variety of semi-routine tasks in support of purchasing activities. Assignments are of moderate complexity requiring the exercise of some discretion and use of limited judgment and initiative regarding pricing revisions, order cancellations, discontinued items, acceptable substitutes, delivery date revisions and invoice discrepancies.	2 - 3	Basic reading, writing and math skills.
<b>5003</b>	Senior	Under general supervision, performs advanced and complicated clerical tasks in support of purchasing activities. Assignments require the application of detailed knowledge of purchase order processing and departmental policies and practices.	3 - 4	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Buyer – 5011, 5012, 5013**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs purchasing assignments to procure supplies, raw materials and equipment necessary for the operation of the organization. Conducts research to identify qualified vendors. Contacts vendors, obtains quotations and bids; makes awards and places orders for items. Provides support in follow-up activities to expedite the delivery of goods/services.

At the highest level, develops alternate sources of supply when vendors and suppliers are inadequate. Negotiates contracts where losses occurring through errors in judgment would seriously impact company operations. Solicits bids and quotations; reviews and negotiates purchase contracts for major commitments. Evaluates vendor reliability. Analyze markets to determine vendors sources and product availability; assist purchaser in selection of merchandise as required and provide information on new product developments. May provide work leadership to lower level buyers and clerical support. May provide liaison between engineering and outside vendors.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
5011	Entry	Assists in the procurement of supplies, raw materials and equipment. Follows established procedures, practices and policies which are well defined, standard and routine, and require minimal interpretation or variation. Entry level position into job family. Excludes those without a commensurate combination of academic preparation and experience.	0 - 2	Bachelor's degree in Business Administration, related field, or equivalent experience.
5012	Intermediate	Under general direction, performs varied purchasing assignments to procure supplies, raw materials and equipment. Exercises judgment and working knowledge of materials and sources of supply to make purchases at a price consistent with quality and quantity.	2 - 5	Bachelor's degree in Business Administration, related field, or equivalent experience.
5013	Career	Guided by established policy and with minimum direction, carries out broad assignments usually involving the purchase of important and critical items requiring extensive or specialized knowledge and experience.	5 - 8	Bachelor's degree in Business Administration, related field, or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Purchasing Supervisor - 5047**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the first-line direction of employees involved in the external procurement of raw materials, parts, supplies and services at minimum cost, consistent with delivery requirements and quality specifications. Supervises buyers and purchasing staff to accomplish objectives. Reviews and approves purchase orders within authorized limits. Coordinates purchasing activities with user departments to maintain optimum inventory and buy-levels. Responsible for the employment, training, employee motivation and discipline of assigned employees. Excludes lead workers. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** General working knowledge of purchasing activities as would be obtained from two years of buyer level responsibilities.

**JOB FUNCTION AND JOB CODE(S): Purchasing Manager - 5048**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for external procurement of raw materials, parts, supplies, and services required at minimum cost, consistent with delivery requirements and quality specifications. Directs the activities of exempt buyers and support staff to accomplish objectives. Directs procurement activities of buyers. Establishes procedures to accomplish procurement of a variety of materials in a cost effective manner. Coordinates procurement activities with user representatives to develop procurement programs and plans. Monitors performance and capabilities of vendors to ensure maintenance of delivery, quality and price commitments. Continually assesses market conditions which may affect procurements. Supervises the negotiation of blanket orders and long-term purchase agreements covering procurement or major commodities. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Extensive knowledge of purchasing policies and practices as would normally be obtained from seven years of progressively more responsible and complex purchasing experience.

**JOB FUNCTION AND JOB CODE(S): Contract Administrator –5051, 5052, 5053**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs professional Contract Administrator assignments including, acceptance, monitoring, and performance of contracts and sub-contracts between the company and customers/vendors. Gathers a variety of pre-contract information for analysis prior to contract award. Prepares contract documents and content. Participates in pre-contract discussions and negotiations. Analyzes contract documents to determine contractual obligations, preparing recommendations regarding acceptance or modifications and terms of acceptance. Monitors company performance on contractual obligations. Reviews incoming contracts and modifications for conformance to original proposals. Gathers information and prepares reports on contract compliance status, identifying deviations and recommending action. Provides liaison between customer and company personnel with regard to contract commitments, modifications and revisions. Reviews and interprets governmental regulations and other procurement requirements. Makes or participates in special studies, investigations or analyses and prepares reports as required.

At the highest level, reviews and analyzes contract documents to determine contractual obligations. Monitors company performance for conformance to original proposal and maintains continual reviews to ensure that all terms and conditions are met. Provides necessary guidelines to a variety of line and staff levels regarding contract requirements. Administers the preparation and dissemination of information throughout the company regarding contract progress, status, compliance, modification, deviation, negotiation and termination. May provide technical leadership to lower level contracts administration staff members. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>5051</b>	Entry	Following established procedures, performs detailed assignments. May participate in pre-contract discussions and negotiations as assigned. Learns to analyze contract documents to determine contractual obligations. Requires practical and working knowledge of contract practices and regulations and analytical skills. Entry level position into job family.	0 - 2	Bachelor's degree in Business Administration or an equivalent field.
<b>5052</b>	Intermediate	Following limited instructions, with some discretion as to work details, administers and coordinates assigned activities. Oversees the review of incoming contracts and modifications for conformance to original proposals. Requires practical and working knowledge of contract practices and regulations and analytical skills. Additional theoretical/academic preparation in contract law is highly desirable.	2 - 5	Bachelor's degree in Business Administration or an equivalent field.
<b>5053</b>	Career	Following general guidance and with discretion as to work details, administers and coordinates activities. Performs contract liaison between company and customers/vendors, including participation in complex contract changes. Requires wide and diverse experience in the practices, principles of contracts and knowledge of contract regulations. Additional theoretical/academic preparation in contract law is highly desirable.	5+	Bachelor's degree in Business Administration or an equivalent field.

**JOB FUNCTION AND JOB CODE(S): Contracts Administration Manager - 5058**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, directs, controls, and manages the activities and staff involved with the negotiation, preparation, monitoring, and termination of contracts and sub-contracts between the company and customers/vendors to ensure the fulfillment of all contractual obligations. Responsible for the conduct of all contract liaison before, during, and after contract duration. Develops and administers contract administration policies, systems procedures and methods. Manages and coordinates contract administration activities to ensure that contractual obligations are maintained in a manner which ensures good customer/vendor relations while representing the interest of the company. Advises management of contract obligations, deficiencies, commitments, and performance. Provides interpretation of terms and conditions of contractual obligations. Coordinates pre-award negotiations between company and customer/ vendors. Analyzes impact of modifications and revisions and prepares company recommendations. Supervises the conduct of special studies, investigations or analyses and provides for the preparation of reports and recommendations as required. Maintains an awareness of current statutory requirements influencing contract development and administration. Responsible for the employment, promotion, employee performance evaluation, training, motivation, counseling, and discipline of assigned employees. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Advanced knowledge of contract administration concepts, principles, methods, and techniques as would normally be obtained through the attainment of a Bachelor's degree in Business Administration, a related field and seven years of comprehensive contract administration experience, including exposure to supervision and direction of others. Additional theoretical/academic preparation in contract law is highly desirable.

**JOB FUNCTION AND JOB CODE(S): Material Handler – 5101, 5102, 5103, 5104**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Handles, allocates and transfers material, equipment, kits, and supplies that are required and conducive to maintaining an efficient material flow through assembly areas. Physically transfers material to assembly work stations, maintains bench stock and handles completed assemblies between work areas or cost centers. Verifies and maintains associated stock records, logs, shortage reports and other documentation. Utilizes small hand tools and may operate material handling equipment including fork lifts, pallet handlers, skids and hand trucks.

At the highest level, performs manual and complex duties in one or more of the following areas: shipping, receiving, packing, warehousing, store keeping and reclamation. Frequently handles hazardous materials such as chemicals and explosives. May provide work leadership to lower level staff; assign, direct, schedule and coordinate activities. Excludes those with bona fide supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>5101</b>	Entry	Under close supervision, transfers material, equipment, kits, and supplies required for material flow through production/assembly areas. Entry level position into job family. Familiarity with parts and stock items is desirable.	0 - 1	Basic reading, writing and math skills.
<b>5102</b>	Intermediate	Under limited supervision, handles, allocates and transfers material, equipment, kits, and supplies that are required for material flow through assembly areas.	1 - 3	Basic reading, writing and math skills.
<b>5103</b>	Senior	Under general supervision, performs manual and complex duties. Plans and performs work, may make decisions on own initiative. Prepares related documentation and maintains files/records as required.	3 - 5	Completion of High School or equivalent. HAZMAT training and certification required.
<b>5104</b>	Lead	Provides work leadership to others through assignment of work, review of progress, monitoring of results and instruction. Excludes those with full supervisory responsibilities.	5 +	Completion of High School or equivalent. HAZMAT training and certification required.

**JOB FUNCTION AND JOB CODE(S): Material Handling Supervisor - 5107**

**PRIMARY DUTIES AND RESPONSIBILITIES:** First level exempt supervisor responsible for direction and coordination of stores/shipping/receiving activities and personnel. Typical activities are receiving, storage and shipment of raw materials and/or finished goods and the maintenance of related stores records. Materials handled may include hazardous materials such as chemicals or explosives. Responsibilities may also include movement of materials and supplies within the plant. Responsible for the employment, training, employee motivation and discipline of assigned employees. Excludes working leaders. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** General knowledge of warehousing/stores operations. Three to five years related stores/shipping/receiving experience. HAZMAT training and certification required.



**JOB FUNCTION AND JOB CODE(S): Shipping/Receiving Clerk – 5211, 5212, 5213**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs manual and clerical duties related to the shipment and receipt of materials, supplies, equipment and finished products. Prepares and packs goods for shipment; loads and unloads carriers. Unpacks and counts goods received. Routes materials to inspection, stores or other destinations. May maintain necessary files and documentation. May load shipment onto carrier, maintains inventory of cartons, tapes, crates, clamps, foam and other packing material. Utilizes small hand tools and operates material handling equipment including fork lifts, skids, pallet handlers and hand trucks. May operate company vehicle to pick up and deliver materials at various local destinations. Valid drivers license with good driving record may be required for operation of company vehicle.

At the highest level, may provide work leadership to lower level employee, excludes those with bona fide supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
5211	Entry	Under close supervision, performs routine manual and clerical duties to assist within shipping and receiving areas. Entry level position into job family.	0 - 1	Basic reading, writing and math skills.
5212	Intermediate	Under limited supervision, performs manual and clerical duties related to the shipment and receipt of materials, supplies, equipment and finished products.	1 - 2	Basic reading, writing and math skills.
5213	Senior	Under general supervision, performs manual and clerical duties related to the shipment and receipt of materials, supplies, equipment and finished products.	2 - 4	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Forklift Operator – 5281**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under limited supervision, operates a powered forklift to move materials throughout production, warehouse, storage and shipping/receiving areas. Performs minor servicing and maintenance of powered lifts such as fueling, washing, greasing and the like. Stacks and palletizes materials in accordance with prescribed storage methods. Excludes those whose primary duties involve shipping and receiving, packing; or maintaining inventory, shipping or order records.

**QUALIFICATIONS:** Basic reading, writing and numerical ability. Forklift certification required.

**JOB FUNCTION AND JOB CODE(S): Light Truck Operator - 5283**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under limited supervision, operates company vehicles such as vans, light trucks and autos to perform a variety of pick up and delivery tasks and miscellaneous errands. Loads, unloads and transports materials, goods, equipment and passengers between various local destinations. May utilize manual or mechanical materials handling equipment as required. Prepares, obtains, and completes shipping receipts, material transfer orders, packing slips and similar documentation as required. May perform limited maintenance on vehicles such as fueling, minor service and washing.

**QUALIFICATIONS:** Basic reading, writing, and numerical ability. Possession of valid drivers license and highly reliable driving record.

**JOB FUNCTION AND JOB CODE(S): Heavy Truck/Vehicle Operator – 5285**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under limited supervision operates company vehicles such as trucks, leveling, trenching, grading, and earth removal vehicles. May also operate trucks with over two axles to perform delivery tasks. Loads, unloads and transports materials, goods, equipment and passengers between various locations. May utilize manual or mechanical materials handling equipment as required. Prepares, obtains and completes shipping receipts, material transfer orders, packing slips and similar documentation as required. May perform limited maintenance on vehicles such as fueling, minor service, washing and the like.

**QUALIFICATIONS:** Basic reading, writing and numerical ability. Possession of current Commercial License/Multi-Axle Drivers/Chauffeurs license. Documented safe driving record.

**JOB FUNCTION AND JOB CODE(S): Tractor Trailer Operator – 5286**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Inspects truck before and after trips and submits report indicating truck condition. Reads bill of lading to determine assignment. Fastens chain or binders to secure load on trailer during transit. Loads or unloads, or assists in loading and unloading truck. Works as member of two-person team driving tractor with sleeper bunk behind cab. Services truck with oil, fuel, and radiator fluid to maintain tractor-trailer. Obtains customer's signature or collects payment for services. Inventories and inspects goods to be moved. Wraps goods using pads, packing paper, and containers, and secures load to trailer wall using straps. Gives directions to helper in packing and moving goods to trailer. Drives tractor-trailer combination, applying knowledge of commercial driving regulations, to transport and deliver products, livestock, or materials, usually over long distance. Maneuvers truck into loading or unloading position, following signals from loading crew as needed. Drives truck to weigh station before and after loading, and along route to document weight and conform to state regulations. Maintains driver log according to I.C.C. regulations.

**QUALIFICATIONS:** Basic reading, writing and numerical ability required. Possession of a current Commercial Drivers license and documented safe driving record required.

**PRIMARY DUTIES AND RESPONSIBILITIES:** First level exempt supervisor responsible for direction and coordination of stores/shipping/receiving activities and personnel. Typical activities are receiving, storage and shipment of raw materials and/or finished goods and the maintenance of related stores records. Responsibilities may also include movement of materials and supplies within the facility. Responsible for the employment, training, employee motivation and discipline of assigned employees. Excludes working leaders. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** General knowledge of warehousing/stores operations. Three years related stores/shipping/receiving experience.

**JOB FUNCTION AND JOB CODE(S): Stores/Shipping/Receiving Supervisor 2 - 5297**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the direction of employees involved in the storage, preparation for shipment and receipt of raw materials and/or finished goods and the maintenance of related stores records. Participates in establishing and modifying operational methods and procedures by recommending changes in materials, equipment and procedures. Maintains a variety of reports, records and documentation to reflect department activities. Responsible for the employment, training, employee motivation and discipline of assigned employees. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** Well-rounded knowledge of stores/shipping and receiving activities as would normally be acquired through two or more years of supervisory experience.

**JOB FUNCTION AND JOB CODE(S): Stores/Shipping/Receiving Manager - 5298**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the management of employees engaged in the storage, shipment and receipt of raw materials and/or finished goods. Establishes departmental procedures and standards. Responsible for the security and accountability of goods within jurisdiction. Ensures that goods are packaged and protected for shipment according to specification. Coordinates with production and marketing to develop and meet shipping objectives. Normally directs activities through subordinate supervisors. Responsible for the employment, training, employee motivation and discipline of assigned employees. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Four years experience in a supervisory level position in stores/shipping/receiving activities.

**JOB FUNCTION AND JOB CODE(S): Production Planner/Scheduler – 5321, 5322, 5323**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs a variety of production planning activities required to attain production objectives. Monitors production activity to ensure a smooth and controlled flow of materials timed to meet production requirements. Trouble-shoots and follows up on potential schedule problems. Reviews engineering plans and product specifications to determine raw material requirements to support manufacturing schedules. Works with Purchasing to obtain and schedule materials based on production forecasts. Works with Engineering and related areas to develop tools and procedures to maximize facility and equipment utilization. Provides input to management regarding problems such as shortages, design changes and backlogs. Develops detail schedules, material requirements lists, and production plans for established product lines. May prepare work orders for production or purchase requests based on production schedules.

At the highest level, assignments are generally the most complex within planning activities and include the attainment of planning objectives where products and/or production processes are new or manufacturing processes are variable. May direct and assist lower level planners.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
5321	Entry	Duties performed are usually routine where practices and procedures are well established. Entry level position into job family, usually exempt position with required academic background.	0 - 2	Bachelor's Degree in Business Administration, related field, or equivalent experience.
5322	Intermediate	Assignments are relatively complex and generally involve planning activities for products and/or production processes where the manufacturing process is variable. Requires two to three years of experience which provided working knowledge of manufacturing activities including purchasing, materials, production processes and engineering.	2 - 5	Bachelor's Degree in Business Administration, related field, or equivalent experience.
5323	Career	Under general direction, performs a wide variety of complex planning activities required to attain production objectives. Requires five to six years of directly related experience which provided a thorough knowledge of a variety of manufacturing activities including purchasing, materials, production processes and engineering.	5+	Bachelor's Degree in Business Administration, related field, or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Master Scheduler - 5324**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops the master schedule, material requirements lists and production plans for complex products and/or production processes where the manufacturing processes are new and/or variable. Reviews engineering plans and product specifications to determine raw material requirements to support manufacturing schedules. Works with Purchasing to obtain and schedule materials based on production forecasts. Works with Engineering and related design areas to develop tools and procedures to maximize facility and equipment utilization. May provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.

**QUALIFICATIONS:** Bachelor's Degree in Business Administration, a related field or equivalent experience. Eight years production planning experience, including a thorough knowledge of a variety of manufacturing activities including purchasing, materials, engineering and production processes.

**JOB FUNCTION AND JOB CODE(S): Inventory/Supply Analyst - 5331, 5332, 5333**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs duties to maintain supply and inventory levels for deployed systems and/or products. Monitors spare part availability, repair turnaround and inventory levels. Answers inquiries regarding order status, availability, required dates and order status. Provides customer information and assures that support requirements and schedules are met.

At the highest level, leads the activities at proficiency evaluations of on-site inventories. Participates in major studies and develops procedures and systems. May provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>5331</b>	Entry	Performs detailed duties to maintain supply and inventory levels for deployed systems and/or products. May be assigned to provisioning, inventory management, spares, replenishment and/or return areas. May be a high level non-exempt position.	0 - 2	High School Diploma or equivalent military supply experience.
<b>5332</b>	Intermediate	Determines requirements for assigned area to ensure continued support of deployed systems and/or products. Researches equipment, repair part, allowance, supply and inventory problems.	2 - 5	Bachelor's Degree or equivalent military supply experience.
<b>5333</b>	Career	Coordinates the activities of inventory and supply functions. Determines requirements; develops detailed scenarios and identifies trends.	5+	Bachelor's Degree or equivalent military supply experience.

**JOB FUNCTION AND JOB CODE(S): Inventory/Supply Manager - 5338**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the direct management of the Inventory Supply function. Directly manages exempt level employees and/or subordinate supervisors. May manage nonexempt employees directly or through supervisors/leads. Has primary responsibility for supervision and development as well as the employment, training, motivation and discipline of the directly reporting staff. Excludes Working Leads.

**QUALIFICATIONS:** Bachelor's Degree or equivalent military supply experience. Minimum of five years experience in inventory management or related area, including management experience.

**JOB FUNCTION AND JOB CODE(S): Production Planning Supervisor - 5397**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the first-line direction of employees engaged in production planning and scheduling, development of material requirements, work-in-process tracking, material and labor variance controls and manufacturing performance reporting. Assigns employees to maximize production control objectives. Maintains and monitors shipping goals, inventory and production rates. Responsible for the employment, training, employee motivation and discipline of assigned employees. May direct subordinates through "lead" employees. Excludes lead workers. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** Two years leadership experience in production control and planning.

**JOB FUNCTION AND JOB CODE(S): Materials Manager - 5498**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Manages, controls, and directs the activities and staff involved in the multiple functions of purchasing, material planning, stores, inventory control, production control, traffic, shipping, and receiving. Develops and maintains procurement policies which ensure timely delivery of goods, equipment, materials, and supplies at the most economical cost, consistent with quality standards and specifications of the company. Implements operating procedures concerning the selection and qualification of suppliers, processing of purchase requisition/orders, control of price, quality and delivery requirements. Coordinates vendor search and selection. Negotiates major purchasing contracts, blanket orders and long term purchase agreements. Provides for the development and implementation of inventory control systems to maintain and track the status of purchase order, inventory levels and production requirements. Supervises the analysis of marketing forecasts and preparation of related material forecasts to identify and plan for anticipated material requirements. Reviews production schedules to ensure to timely receipt and availability of materials. Establishes and monitors the operation of the production control system. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's degree in materials management, a related field or equivalent experience. Seven years experience in scheduling/materials/manufacturing/production control activities.

**INFORMATION TECHNOLOGY JOB FAMILIES**

**JOB FUNCTION AND JOB CODE(S): Computer Operator – 6001, 6002, 6003, 6004**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing Computer Operator task, including the set-up, operation and monitoring of a mainframe or minicomputer for the processing of data and preparation of business/scientific reports, studies and analysis. Loads equipment with required input and output materials. Performs the operations of loading and unloading printers, dispatching reports to users, maintaining supply inventories. Excludes personal computer operators.

At the highest level, determines equipment set-up and operation. Operates and monitors peripheral and auxiliary equipment; starts and monitors runs, making adjustments to correct operational problems or meet special conditions. Maintains operations records such as machine performance and production records. Schedules work flow to meet predetermined requirements. May provide work leadership to other operations staff through assignment of work, monitoring of progress, review of results, orientation and technical instruction.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6001</b>	Trainee	Under close supervision, follows well established and documented procedures to perform the most basic tasks. Learns procedures to set-up and run standard program applications. Guidance from supervisors or other personnel is always available. Trainee position into the job family.	0	No prior training or experience.
<b>6002</b>	Entry	Under limited supervision, follows established procedures to perform the more routine and standard task. Starts and monitors standard runs where documentation is readily available; observes control panels for malfunctions, errors or operator messages and responds accordingly. Refers complex problems to more experienced operators or others. Requires basic knowledge of data processing fundamentals and equipment operation.	1 - 2	Completion of basic equipment training course or program.
<b>6003</b>	Intermediate	Under general supervision, follows established procedures, determines equipment set-up and operation. Observes control panels for malfunctions, errors or operator messages. Provides diagnosis in common error situations and may remedy malfunctions. Refers complex problems to Senior or others. Excludes operators with lead responsibilities.	3 - 4	Full technical capabilities for operating a computer installation of moderate size and capability.
<b>6004</b>	Senior	Provides diagnosis in complex error situations to determine point of equipment or program failure. As guided by operator run manual, may rearrange program steps, restart or continue operations to correct system malfunction. Confers with technical personnel in the event error requires a change of instructions or sequence of operations. May assume responsibility for operations on a designated shift. Includes working leaders. Excludes those with full supervisory responsibilities.	4+	Advanced technical capabilities for operating a computer installation of significant size and capability.

**JOB FUNCTION AND JOB CODE(S): Data Entry Operator – 6011, 6012, 6013**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing Data Entry Operator task, including operating a data entry terminal or computer to transcribe standard/routine source data, documents, records and information for entry into a database. At the highest level, keeps performance and operations logs and maintains sequence and control documents for errors and rejects those with inadequate or inaccurate data in accordance with established procedures. May assume responsibility for operations on a designated shift, excludes operators with bona fide supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6011</b>	Entry	Under close supervision, performs minor equipment setup according to well established procedures. Guidance from supervisor or experienced operators is readily available. Excludes trainees who have no training, experience or knowledge of data entry equipment operation.	0 - 1	Completion of training course in the operation of data entry equipment.
<b>6012</b>	Intermediate	Under limited supervision, proofs and reviews source documents for obvious errors and rejects those with inadequate or inaccurate data in accordance with established procedures. Proceeds on routine work without instruction, may review general instructions on new assignments. Excludes operators with lead responsibility.	1 - 2	Skills, speed, and accuracy acquired after one year.
<b>6013</b>	Senior	Under general supervision, selects and interprets information from a variety of source documents to determine appropriate entry mode. May provide work leadership for lower level operators by answering questions relating to procedures, codes, operation of equipment, format and sequence of operations.	3+	Advanced skills, speed and accuracy acquired after three years.

**JOB FUNCTION AND JOB CODE(S): Data Entry Supervisor - 6017**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Supervises the activities and staff involved in operating data entry equipment to capture, transcribe and/or verify a wide variety of source data for computer processing. Plans, schedules, assigns and reviews work. Responsible for total work output and quality. Participates in hiring decisions, performance evaluations and discipline of staff. Reviews and establishes work methods and procedures. Trains, orients, and instructs employees in proper work methods and procedures. Provides technical guidance to company or special data applications. Typically manages the day-to-day workflow of subordinate workers.

**QUALIFICATIONS:** Requires technical knowledge, skill and understanding of data capture techniques and basic data processing concepts and activities. Normally possesses advanced skills, speed, and accuracy equivalent to that obtained through more than four years of experience. Excludes working lead operators.

**SCOPE:** Normally reports to Computer Operations Manager.

**JOB FUNCTION AND JOB CODE(S): Database Administrator – 6032, 6033**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing Database Administrator assignments, including the design, implementation and maintenance of databases. At the highest level, designs, implements and maintains moderately complex databases with respect to job control language, access methods, access time, device allocation, validation checks, reorganization, protection and statistical methods

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6032</b>	Intermediate	Under limited direction, assists in the design, implementation and maintenance of databases. Competent to work on several phases of database administration, but requires some instruction and guidance in other phases.	2 - 3	B.S. degree in Math, Computer Science or Technical training equivalent.
<b>6033</b>	Career	Under general direction, performs maintenance of database dictionaries and integration of systems through database design. Competent to work in most phases of database management.	4 - 5	B.S. degree in Math, Computer Science or Technical training equivalent.

**JOB FUNCTION AND JOB CODE(S): Computer Operations Supervisor - 6097**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Supervises the activities and staff involved in operating a computer operations section or shift. Coordinates and supervises activities such as equipment scheduling, production control, data libraries, teleprocessing, and similar operations. Supervises the set-up, operation and monitoring of a wide variety of computer and data processing equipment and associated peripherals in the production of reports, studies and analyses. Prepares work schedules, controls work flows, provides technical guidance and operational assistance to data processing staff and coordinates the major aspects of computer operations as assigned. Assigns staff to ensure optimum effectiveness and monitors performance. Prepares and analyzes operational data, logs, and reports on operating efficiency and utilization. Recommends methods and practices to minimize costs, ensure optimum output and maintain quality. Monitors data security and integrity procedures. Trains, instructs, and orients staff in proper procedures, operations, and methods. Responsible for the employment, employee motivation, counseling, discipline, and changes in status of employees supervised. Normally a first-level exempt supervisory position, excludes working leaders. Typically manages the day-to-day workflow of subordinate workers.

**QUALIFICATIONS:** Formal training in data processing techniques including operational training on computer systems and associated peripherals is required. Normally requires five years of increasingly responsible experience with exposure to the direction of others.

**SCOPE:** Normally reports to Computer Operations Manager.

**JOB FUNCTION AND JOB CODE(S): Computer Operations Manager - 6098**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, and controls the activities of staff involved in operating the computer center activities of the Data Processing function, including computer operations, data entry, production control, equipment scheduling, data libraries and teleprocessing systems. Organizes and controls all computer operations activities necessary for timely, accurate and efficient processing of computerized information. Establishes detailed schedules for equipment utilization and production of computerized information. Assigns staff to ensure optimum effectiveness. Reviews operational data, logs and reports on operating efficiency and utilization. Recommends and implements programs to minimize costs, ensure optimum output and maintain quality. Reviews and evaluates equipment and supply needs. Analyzes available capabilities and prepares recommendations accordingly. Controls the integrity and security of all data files received, utilized, processed, and produced by computer operations personnel. This is typically the first level of management in this job family. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's degree in computer science, related field or equivalent experience. Five years of computer operations experience including supervisory responsibilities.

**SCOPE:** Normally reports to Information Technology Manager.

**JOB FUNCTION AND JOB CODE(S): Network Systems Engineer/Analyst – 6122, 6123, 6124, 6125**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Network Systems Engineering assignments, including analyzing local and wide area network systems, planning, designing, evaluating, selecting operating systems and protocol suites and configuring communication media with concentrators, bridges and other devices. Resolves interoperability problems to obtain operations across all platforms including e-mail, files transfer, multimedia and teleconferencing. Configures systems to user environments. Supports acquisition of hardware and software as well as subcontractor services as needed.

At the highest level, investigates the solution of complicated and advanced interoperability problems to obtain operation across all platforms including e-mail, files transfer, multimedia and teleconferencing. Acts as a technical project leader or provide work leadership for lower level employees, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6122</b>	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details.	2 - 5	B.S./M.S. degree in Computer Science, a related field or equivalent experience.
<b>6123</b>	Career	Performs complicated and difficult assignments of major complexity under general direction requiring a high degree of technical competence.	5 - 8	B.S./M.S. degree in Computer Science, a related field or equivalent experience.
<b>6124</b>	Specialist	Conducts assignments of considerable complexity pertaining to the evaluation and development of network systems applications.	8 – 10	B.S./M.S. degree in Computer Science, a related field or equivalent experience.
<b>6125</b>	Consultant	This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field.	11+	B.S./M.S. degree in Computer Science, a related field or equivalent experience.



**JOB FUNCTION AND JOB CODE(S): Telecommunications/Networks Technician - 6141, 6142, 6143**

**PRIMARY RESPONSIBILITIES AND DUTIES:** Responsibilities include installation, support, and maintenance of in-house voice, data, and video equipment. This includes configuring, diagnosing, repairing, upgrading, and optimizing all telephone systems and services, voicemail and PBX communication systems, and video conferencing environments. The person will also analyze and resolve telecommunications circuit issues in a timely and accurate fashion, and assist all user needs.

At highest level may provide work leadership for lower level employees. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6141</b>	Entry	Under the close direction configures, implements, and maintains voice, data and network communications systems. Monitors communications performance using visual, diagnostic equipment, status indicator checking methods, etc., to locate problems. Utilizes electronic and telephone equipment. Responds to local area network (LAN) and wide area network (WAN) user requests for system upgrades and changes. May support, from a maintenance standpoint, various systems needs of electronic mail, message centers, or other computer automated communications systems. Interfaces with vendors on new technology and system updates.	0 - 3	Associates degree, or 2 years of formal technical training and 0-1 year of related experience; or an equivalent combination of related training and experience.
<b>6142</b>	Intermediate	Under the routine direction configures, implements, and maintains voice, data and network communications systems. Monitors communications performance using visual, diagnostic equipment, status indicator checking methods, etc., to locate problems. Utilizes electronic and telephone equipment. Responds to local area network (LAN) and wide area network (WAN) user requests for system upgrades and changes. May provide maintenance support for various systems such as electronic mail, message centers, or other computer-automated communications systems. Interfaces with vendors on new technology and system updates.	4 - 6	Associates degree, or 2 years of formal technical training and 2 years of related experience; or an equivalent combination of related training and experience.
<b>6143</b>	Senior	Under the general direction configures, implements, and maintains voice data and network communications systems. Assists supervisors and communications engineers/analysts in planning and designing communications systems. Monitors communications performance using visual, diagnostic equipment, status indicator checking methods, etc., to locate problems. Utilizes electronic and telephone equipment. Responds to local area network (LAN) and wide area network (WAN) user requests for system upgrades and changes. May provide maintenance support for various systems such as electronic mail, message centers, or other computer-automated communications systems. Interfaces with vendors on new technology and system updates.	8 - 10	Associates degree, or 2 years of formal technical training and 5 years of related experience; or an equivalent combination of related training and experience.

**JOB FUNCTION AND JOB CODE(S): Web Technical Developer – 6221, 6222, 6223**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Web Technical Developer assignments, including designing and building web pages using a variety of software applications, techniques and development tools. Develops code or other web-based programming languages. Performs functionality and navigation testing, prepares technical documentation. Coordinates with web content developers and graphics designers to ensure that needs are technically feasible. Develops user interface features, site animation and special effects. Provides technical site maintenance and advice on issues related to animation, search engine techniques, link integrity, navigation, browsers, graphics, and other technical web developments.

At the highest level, designs web architecture to ensure functionality. Develops functionality and navigation testing standards. May provide project leadership. Provides technical consultation, planning, and administration of the software infrastructure and technical support for the implementation and maintenance of company's web sites.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
6221	Entry	Provides technical support, and administration of the software infrastructure for the implementation and maintenance of company's web sites. Requires basic knowledge of web activities, internet techniques, tools, code, animation, browsers and basic design related applications.	1 - 2	Bachelor Degree in Computer Science, or related field or equivalent experience.
6222	Intermediate	Provides technical consultation, planning, and administration of the software infrastructure and technical support for the implementation and maintenance of company's web sites. Requires advanced knowledge of web activities, techniques, tools, animation, browser and design related applications. May require graphics design skills.	3 - 5	Bachelor Degree in Computer Science, or related field or equivalent experience.
6223	Career	Requires extensive and in-depth knowledge of web activities, techniques, tools, code, animation, browser and design related applications.	5+	Bachelor Degree in Computer Science, or related field or equivalent experience.

*JOB FUNCTION AND JOB CODE(S):* **PC Support Technician (In-House) – 6261, 6262, 6263**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Provides technical support to end users to resolve computer software and hardware problems. Installs computer hardware, software and peripherals for new employees or for employee relocations. Installs new software packages and upgrades. Provides routine maintenance, diagnostics and repair on PC software, hardware, network and peripherals. May facilitate and conduct training sessions for company employees in the operation of software/hardware systems.

At the highest level, responsible for troubleshooting, diagnosing and repair of various operating systems and desktop applications. Sets up and install workstations, printers and peripherals, configuring for the network as appropriate. May install and troubleshoot telephone instruments. Monitors virus protection software deployed.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6261</b>	Entry	May control password assignment. May aid in the development of system documentation and procedure manuals as required.	0 - 2	Associate's Degree in Computer Science or equivalent technical training.
<b>6262</b>	Intermediate	Assist in the development of system documentation and procedure manuals as required. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work.	2 - 4	Associate's Degree in Computer Science or equivalent technical training.
<b>6263</b>	Senior	Responsible for the development of system documentation and procedure manuals. Contacts and coordinates with hardware or software vendors for service if necessary.	4+	Associate's Degree in Computer Science or equivalent technical training.

**JOB FUNCTION AND JOB CODE(S): MIS/Help Desk Coordinator – 6271, 6272, 6273**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing MIS/Help Desk assignments including, screening, referring and diagnosing internal inquiries and work requests as they relate to maintenance of computers and related systems. Performs troubleshooting and diagnostic routines to identify problems relating to hardware application software and network communications.

At the highest level, work assignments are moderately complex in nature where judgment is required to resolve problems and recommend resolution. May determine methods and practices on moderate problems.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6271</b>	Entry	Under close supervision, may assist in performing minor troubleshooting to identify applicable problems. Work assignments are routine in nature where limited judgment is required and standard resolutions are available. Normally receives detailed instructions on all work. Entry level position into job family.	0 - 2	Knowledge of a wide variety of software, hardware and PC operating systems.
<b>6272</b>	Intermediate	Under limited supervision, performs troubleshooting and diagnostic routines to identify problems. Work assignments are semi-routine in nature where ability to recognize deviation from accepted practice is required. Normally receives general instructions on routine work and detailed instructions on new assignments.	2 - 4	Knowledge of a wide variety of software, hardware and PC operating systems.
<b>6273</b>	Senior	Under general supervision, performs major troubleshooting and diagnostic routines. Does not normally require instructions on routine work. May receive general instructions on new assignments.	4+	Knowledge of a wide variety of software, hardware and PC operating systems.

**JOB FUNCTION AND JOB CODE(S): Applications Programmer/Analyst – 6311, 6312, 6313, 6314**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Programmer/Analyst assignments, including conducting analysis, maintenance, design conversion and implementation of computer based information systems to meet specified design requirements and specifications. Investigates standard system applications, prepares analysis of system specifications and program coding. Translates detailed design specifications into computer program instructions, debugs routine programs, conducts systems test data, prepares diagrams and overall flow charts, prepares statements of programs objectives and associated documentation. Conducts programming tasks including data manipulation, input and output routines reflecting a variety of equipment configurations. Coordinates the interfaces between major systems and programs. Responsible for Web design, maintenance and updates.

At the highest level, activities include the conceptualization, development and implementation of complex program designs. Performs complex systems analysis and programming tasks requiring advanced techniques on the forefront of technology which may include mainframe, WEB, Visual Basic and/or .Net. Acts as senior consultant for lower staff, providing technical advice and consultation on complex analysis and programming applications. Reviews and evaluates feasibility studies and prepares recommendations based on in-depth knowledge of problem and the capabilities of potential approaches. Plans, conducts and coordinates the application of state-of-the art information processing techniques to existing and future needs.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6311</b>	Entry	Modifies, maintains, and updates existing programs of a standard nature. Coordinates with system users to determine final objectives, desired reports, historical data to be preserved and the data sources. Designs and applies standard logic for individual applications programs and writes program instructions in a high level program language and/or machine level languages. Assists in the preparation of supporting procedures, forms and documentation. Excludes programmer trainees.	0 - 2	Bachelor's degree in Computer Science, a related field or equivalent experience.
<b>6312</b>	Intermediate	Conducts studies of potential applications and prepares proposals to reflect costs, time and alternative actions to satisfy existing and future needs. Develops operator and control instructions; maintains and updates existing programs of a non-routine nature. Conducts systems programming and support activities such as new or revised segments of language codes or processing. Work frequently includes program maintenance and error detection of existing codes/languages. and revisions to systems documentation.	2 - 5	Bachelor's degree in Computer Science, a related field or equivalent experience.
<b>6313</b>	Career	Prepares cost analysis and justification of data processing systems. Presents recommendations to management. Recommends system software modifications or changes to hardware configurations.	5 - 8	Bachelor's degree in Computer Science, a related field or equivalent experience.
<b>6314</b>	Specialist	Generally responsible for the achievement of operational status within time parameters and with acceptable cost and operating performance. Prepares complex cost analysis and justification for difficult systems and programming projects. This is the highest level technical, non-supervisory individual contributor position in the Programmer/Analyst job family.	8+	Bachelor's degree in Computer Science, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Software/Systems Programmer – 6341, 6342, 6343, 6344**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Software/Systems Programmer assignments, including plans, designs and implementation of software systems technical support and operating system development. Conducts a variety of programming tasks including program coding, debugging, and documentation for software/systems and applications programs. Prepares block diagrams, overall flow charts, statements of program objectives and associated documentation. Reviews potential applications and interfaces of hardware and software, and prepares and conducts required test. Excludes Applications Programmers.

At the highest level, plans, conducts and coordinates the application of state-of-the-art information processing techniques in the analysis, design and implementation of software systems technical support and operating system development. Assignments are of a complex technical nature requiring the conceptualization, development and application of new techniques. Coordinates the conception and development of new systems programming activities to determine requirements for new or revised program languages, processing routines, report generators, and program generated word processing systems. May provide technical direction to lower level programming staff members, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6341</b>	Entry	Assignments are generally under the direction of high level systems programmers. Assists in coding and maintaining utilities, job control language, compilers and system software of a routine nature. Modifies, maintains and updates existing software of a standard nature. Working knowledge of a high level or machine level language is desirable. Excludes programmer trainees without required academic preparation.	0 - 3	Bachelor's degree in Computer Science, a related field or equivalent experience.
<b>6342</b>	Intermediate	Monitors effective hardware utilization, applying efficient data base management techniques. Develops system logic to achieve optimum throughput. Modifies, maintains and updates complex software. Develops operator and control instructions. Assignments are generally of a difficult technical nature and may involve project leadership activities.	3 - 5	Bachelor's degree in Computer Science, a related field or equivalent experience.
<b>6343</b>	Career	Reviews the development of operator and control instructions. Prepares and conducts comprehensive system and programming tests which require the interfacing of diverse hardware and software. Reviews systems software to ensure upward compatibility. Prepares feasibility studies and designs tests to determine operating characteristics of software. Coordinates project efforts of subordinate staff through assignment and review of project progress.	5 - 8	Bachelor's degree in Computer Science, a related field or equivalent experience.
<b>6344</b>	Specialist	Assignments are of a complex nature on major software design and development projects which require the application and/or generation of new technologies and concepts. The characteristics of work at this level involve a broad knowledge of the software systems development field and require extensive independent judgment, creativity and decision making.	8+	Bachelor's degree in Computer Science, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Systems Programming Manager - 6348**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes and controls the activities and staff involved in developing the technical support, software/systems programming and operating system capabilities for the data processing facility in order to assure the interfacing of software systems with hardware configuration and applications system requirements. Responsible for the development and implementation of system software and technical requirements such as operating systems, compilers, utility programs and the like. Establishes systems programming standards and program documentation requirements. Provides technical guidance and consultation on operating system problems and peculiarities. Reviews current status of software support systems and prepares recommendations for system improvements. Monitors design progress and prepares reports for design projects. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's degree in Computer Science, a related field or equivalent experience. Five years experience in systems programming and data processing including project leader or supervisory responsibilities.

**SCOPE:** Normally reports Information Technology Manager.

**JOB FUNCTION AND JOB CODE(S): Systems Analyst – 6351, 6352, 6353, 6354**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Software Analyst assignments, including analysis, layout activities, systems design, interfaces and evaluations of user requirements for a variety of applications. Plans and conducts preliminary studies of potential data processing applications and prepares design proposals to reflect cost, time and alternative actions to satisfy existing and future needs. Prepares functional process charts describing existing and proposed operations and routine logic flow charts of basic systems.

At the highest level, activities include the conceptualization, development and implementation of complex multiple, inter-linked systems. Generally responsible for achieving operational status within required time parameters and with acceptable operating performance. Analyzes and evaluates major systems project requirements of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the system. Reviews user requirements and provides direction in the identification of problem and potential resolution. Defines system objectives and prepares system design specifications to meet user requirements and satisfy interface problems. May provide project leadership to lower level staff, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6351</b>	Entry	As directed, assists in performing routine analysis and systems design of a limited nature. Guidance from others is readily available. Excludes trainees without commensurate combination of academic preparation and experience.	0 - 2	Bachelor degree in Computer Science, a related field or equivalent experience.
<b>6352</b>	Intermediate	Under general supervision, analyzes procedures and systems to refine their formulation and convert to programmable formats. Develops detailed system specifications for conversion to programming language by staff programmers. Recommends conversion and system implementation plans including user training and orientation. Proceeds on own initiative for most phases of work and only requires general direction for new activities.	2 - 5	Bachelor degree in Computer Science, a related field or equivalent experience.
<b>6353</b>	Career	Formulates logical statements of user requirements and develops solutions involving data processing systems. Analyzes alternative means of deriving input data to select the most accurate, feasible and economical methods. Defines input and output file specifications including file organization. Defines controls, conversion procedures and system implementation plans including user training and orientation.	5 - 8	Bachelor degree in Computer Science, a related field or equivalent experience.
<b>6354</b>	Specialist	Formulates logical statements of user requirements and develops solutions through application of systems and methods engineering techniques. Reviews alternate approaches and selects appropriate methodology. This is the highest level technical non-supervisory individual contributor position in the systems analyst job family.	8+	Bachelor degree in Computer Science, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Software/Systems Design Engineer – 6401, 6402, 6403, 6404, 6405**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Software/Systems Design Engineering assignments, including support of design efforts in the development of computer systems hardware and software. Following general guidelines and accepted technical approaches performs tasks in the design, development, and implementation of software engineering applications, the analysis and investigation of software engineering project tasks, the definition of design specifications and parameters, development and application of standard routines and utility programs, resolution of hardware/software compatibility and interface design considerations and analysis of system architecture requirements and structure. Excludes those whose duties primarily involve applications programming.

At the highest level, develops and applies advanced software/systems methods, theories, and research techniques in the investigation and solution of complex and advanced technical problems requiring the expert application of advanced knowledge. Plans, conducts and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned projects. Analyzes, evaluates, and plans method of approach and organizes means to achieve solution of complex technical problems. May provide technical guidance to lower level engineers and design support staff, and provides technical consultation to other organizations. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
6401	Entry	Assignments are well defined and of moderate scope and technical complexity, where technical supervision provides an outline of the tasks to be performed and suggestions as to methods of approach and procedure to be followed. Entry level position into job family.	0 - 2	Bachelor degree in Computer Science, a related field or equivalent experience.
6402	Intermediate	Assignments are defined in terms of general objectives and are of diverse scope and moderate technical complexity. May assign work to lower level technical support employees. Zero to two years of applicable experience with Master's degree.	2 - 5	Bachelor degree in Computer Science, a related field or equivalent experience.
6403	Career	Performs complicated and difficult assignments under general direction requiring a high degree of technical competence reflecting current state-of-the-art applications. Conceives and plans projects involving the assessment of basic architecture, current hardware limitations, defines and selects new concepts and approaches. Two to five years of applicable experience with Master's degree. Zero to two years of applicable experience with a Doctorate degree.	5 - 8	Bachelor degree in Computer Science, a related field or equivalent experience.
6404	Specialist	Conducts investigations and tests of considerable complexity. Reviews project progress and evaluates results. Recommends corrections in technical applications and analysis.	8 – 10	Master's degree in Computer Science, a related field or equivalent experience.
6405	Consultant	This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field. Work at this level is normally on the forefront of new technologies.	10+	Master Degree in Computer Science, a related field or equivalent experience.



**JOB FUNCTION AND JOB CODE(S):** Cyber Systems Engineer - **6411, 6412, 6413, 6414**

Uses encryption technology, penetration and vulnerability analysis of various security technologies, and information technology security research. Involved in the design and development of new systems, applications, and solutions for external customer enterprise-wide cyber systems and networks. Provides analysis, evaluation, and recommendations designed to promote economy, efficiency, and effectiveness in the customer's security program. Helps to ensure the logical and systematic conversion of customer or product requirements into total systems solutions that acknowledge technical, schedule, and cost constraints. Helps to integrate new architectural features into existing infrastructures, designs cyber security architectural artifacts, provides architectural analysis and relates existing system to future needs and trends, embeds advanced forensic tools and techniques for attack reconstruction, provides engineering recommendations, and resolves integration/testing issues. May interface with external entities including law enforcement, and intelligence/government agencies.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6411</b>	Entry	Involved in the design, testing and implementation of state-of-the-art secure operating systems, networks, and database products. Helps to conduct risk assessment and provide recommendations for application design. Involved in a wide range of security issues including architectures, firewalls, electronic data traffic, and network access. Analyses may be performed at many levels of total system product, including: concept, design, fabrication, test, installation, operation, maintenance and disposal.	0 - 2	Bachelors Degree in Computer Science, or a related field or equivalent experience. Advanced degree preferred.
<b>6412</b>	Intermediate	Deeply involved in the design, testing and implementation of state-of-the-art secure operating systems, networks, and database products. Conducts risk assessment and provide recommendations for application design. Deeply involved in a wide range of security issues including architectures, firewalls, electronic data traffic, and network access. Analyses are performed at all levels of total system product to include: concept, design, fabrication, test, installation, operation, maintenance and disposal.	4 - 6	Bachelors Degree in Computer Science, or a related field or equivalent experience. Advanced degree preferred.
<b>6413</b>	Career	Designs, tests and implements state-of-the-art secure operating systems, networks, and database products. Conducts risk assessment and provides recommendations for application design. Handles a wide range of security issues including architectures, firewalls, electronic data traffic, and network access. Analyses are performed at all levels of total system product to include: concept, design, fabrication, test, installation, operation, maintenance and disposal.	7 - 9	Bachelors Degree in Computer Science, or a related field or equivalent experience. Advanced degree preferred.
<b>6414</b>	Specialist	Designs, tests and implements state-of-the-art secure operating systems, networks, and database products. Conducts risk assessment and provides recommendations for application design. Handles the full range of security issues including architectures, firewalls, electronic data traffic, and network access. Analyses are performed at the deepest levels of total system product to include: concept, design, fabrication, test, installation, operation, maintenance and disposal.	10+	Bachelors Degree in Computer Science, or a related field or equivalent experience. Advanced degree preferred.

**JOB FUNCTION AND JOB CODE(S): Computer/Networks Security Specialist – 6441, 6442, 6443, 6444**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Carries out all phases of computer security program that involves access to computers and computerized data enabling company to meet contractual requirements for computer security. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Responds to queries and requests for routine computer security information and reports. Incumbent often reports into the Security department and acts as a liaison between the IT and Security functions. Excludes those who perform these duties less than 80% of the time.

At the highest level, develops and prepares materials for computer security education/awareness programs. May provide work leadership for lower level employees.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
6441	Entry	Assists in preparation of materials for computer security education/awareness programs. Assists in conducting routine investigations of computer security violations and incidents, reporting as necessary to management.	0 - 2	Two-year Computer Science degree or computer related military experience a plus, but not required for the job.
6442	Intermediate	Prepares materials for computer security education/awareness programs. Conducts routine investigations of computer security violations and incidents, reporting as necessary to management.	2 - 5	Two-year Computer Science degree or computer related military experience a plus, but not required for the job.
6443	Career	Conducts complex investigations of computer security violations and incidents on own initiative with little guidance, reporting as necessary to management.	5 - 8	Two-year Computer Science degree or computer related military experience a plus, but not required for the job.
6444	Specialist	Conducts major investigations of computer security violations and incidents on own initiative without guidance. Makes recommendations for and implements new processes.	8+	Two-year Computer Science degree or computer related military experience a plus, but not required for the job.

**JOB FUNCTION AND JOB CODE(S): Information Technology Project Manager 1 - 6457**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Manages a single project during different phases and is accountable for on-time project completion, budgets, accruals, and project projections. Responsible for managing resources from multiple departments, internally and externally. Prepares the project whereby the scope, objectives, risks, assumptions, organizational structure, staffing level, team members, roles and responsibilities, work breakdown structure, and deliverables are identified and defined. Organizes the project team in appropriate work groups for each phase of the project, works closely with the staff to support and guide the entire team in their effort to ensure requirements, design and solutions are controlled, the business goals for successful completion of the project are achieved, and the customers' needs are met. Manages performance against expectations for the project; establishes and implements a progress reporting mechanism to keep management informed.

**QUALIFICATIONS:** Bachelor's degree required, preferably in Computer Science, Information Systems, or Engineering (Mechanical, Chemical, or Electrical). Requires 4-7+ years of IT experience 4+ years of IT Project management experience using structured methodologies. Knowledge in work process analysis, improvement processes, and systems development methodology.

**JOB FUNCTION AND JOB CODE(S): Information Technology Project Manager 2 - 6458**

**PRIMARY DUTIES AND RESPONSIBILITIES:** May manage subordinate project managers, may manage a single complex project or may manage multiple projects during different phases and be accountable for on-time project completion, budgets, accruals, and project projections. Responsible for managing resources from multiple departments, internally and externally. Prepares the project whereby the scope, objectives, risks, assumptions, organizational structure, staffing level, team members, roles and responsibilities, work breakdown structure, and deliverables are identified and defined. Organizes the project team in appropriate work groups for each phase of the project, works closely with the staff to support and guide the entire team in their effort to ensure requirements, design and solutions are controlled, the business goals for successful completion of the project are achieved, and the customers' needs are met. Manages performance against expectations for the project; establishes and implements a progress reporting mechanism to keep management informed.

**QUALIFICATIONS:** Bachelor's degree required, preferably in Computer Science, Information Systems, or Engineering (Mechanical, Chemical, or Electrical). Requires 7 - 10+ years of IT experience 8+ years of IT Project management experience using structured methodologies. Knowledge in work process analysis, improvement processes, and systems development methodology.

**JOB FUNCTION AND JOB CODE(S): Information Technology Manager 1 - 6498**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, directs, and controls the activities and staff involved in the study, design, development, and installation of data processing systems, including systems analysis, programming and computer operations. Manages through subordinate managers, analysts and programmers, in the development and installation of information systems for planning, control, and operational purposes. Supervises the conduct of feasibility studies for systems improvement and the preparation of systems project proposals. Prepares long-range systems projects/plans with priority recommendations. Presents proposed systems projects to higher management. Schedules, controls and reports progress of system design, development, and installation activity. Reviews facility and equipment requirements and prepares related recommendations. Coordinates all decentralized data processing applications and monitors equipment utilization. Prepares operational forecasts and requirements for data processing, systems development, and communications. Prepares and administers project and department budgets and reports budget performance.

**QUALIFICATIONS:** Bachelor's degree in Computer Science, a related field or equivalent experience, and 7 or more years of systems design, planning and installation experience in data processing activities. Would normally include 2 or more years of technical management responsibilities. Demonstrated ability to effectively supervise, motivate and direct technical personnel.

**JOB FUNCTION AND JOB CODE(S): Information Technology Manager 2 - 6499**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, directs, and controls the activities and staff involved in the study, design, development, and installation of data processing systems, including systems analysis, programming and computer operations. Manages through subordinate managers, analysts and programmers, in the development and installation of information systems for planning, control, and operational purposes. Supervises the conduct of feasibility studies for systems improvement and the preparation of systems project proposals. Prepares long-range systems projects/plans with priority recommendations. Presents proposed systems projects to higher management. Reviews facility and equipment requirements and prepares related recommendations. Coordinates all decentralized data processing applications and monitors equipment utilization. Prepares operational forecasts and requirements for data processing, systems development, and communications. Prepares and administers project and department budgets and reports budget performance. This is typically the second level of management in this job family. Directly manages other managers/supervisors and exempt level employees.

**QUALIFICATIONS:** Bachelor's degree in Computer Science, a related field or equivalent experience. Eight years of systems design, planning and installation experience in data processing activities. This is the highest level data processing/information systems position in the organization.

**FACILITIES/MAINTENANCE JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):*                      **Facilities Maintenance Technician – 6511, 6512, 6513**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs repairs, modifications and preventative maintenance on building and facilities, equipment, fixtures and systems. Duties may be electrical, plumbing/pipe fitting, welding, sheet metal, carpentry, painting or mechanical. Conducts preventive maintenance inspections and performs required preventive maintenance actions such as lubrication, cleaning and filter change. Utilizes a wide variety of hand and portable power tools. Coordinates the manufacture of a specialized replacement parts(s) with machine shop. Assists in the movement of furniture, materials and equipment as required. Complies with local, state, and federal safety regulations, policies, and procedures including Hazardous Waste regulations.

At the highest level, reviews service requests for repairs and maintenance, determines nature of problem and recommends appropriate solution. Works from blueprints, schematic sketches, oral and written instructions. Capable of planning and completing any job assigned. Coordinates work of outside contractors. Working knowledge of electronic, pneumatic, hydraulic and mechanical systems. Examines inoperative or malfunctioning equipment and machinery and diagnose source of trouble. May provide work leadership for lower level maintenance employees through assignment of work, coordination of effort, providing technical guidance and review of assignment progress.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6511</b>	Entry	Under close supervision, performs simple repairs, modifications and preventative maintenance. Troubleshoots, repairs and maintains standard facility systems. May install minor modifications. Excludes trainees with no previous experience.	6 Months	High school graduate.
<b>6512</b>	Intermediate	Under limited supervision, proficiently performs repairs, modifications and preventative maintenance. Troubleshoots, repairs and maintains facility plumbing, mechanical and electrical systems. May install minor modifications. Requires 1-3 years-practical experience equivalent to 1-2 years trade school training. Incumbents typically possess 4-6 years of related experience.	1 - 3	High school graduate.
<b>6513</b>	Senior	Under general supervision, performs highly complex repairs, modifications and preventative maintenance. Installs, troubleshoots, repairs and maintains a wide variety of facility plumbing, mechanical and electrical systems. Requires a minimum of 5 years directly related experience, or 3 years with Journey level license. Incumbents typically possess over 10 years of related experience.	5+	High school graduate.

**JOB FUNCTION AND JOB CODE(S): Electro-Mechanical Maintenance Technician- 6531, 6532, 6533**

**PRIMARY RESPONSIBILITIES AND DUTIES:** Able to interpret and work with electrical, electronics, pneumatics, hydraulic and mechanical drawings. Follows blueprints, drawings and general instructions to plan and layout assignments. Assembles, installs and repairs mechanical and electromechanical equipment(Ball screws, linear guides, spindles) and systems such as production machinery/tools, conveyer systems, storage racks and tanks, facility equipment and the like. Uses a wide variety of hand, power and machine tools to perform assignments. Troubleshoots and repairs mechanical equipment and systems requiring the isolation of the malfunction, disassembly of equipment and repair/replacement of bearings, gears, structural components and the like. Performs preventative maintenance on equipment and mechanical systems. Also, able to troubleshoot on all aspects of CNC, punch press, and milling machinery. Support the production and engineering teams, engaged in various manufacturing improvement projects, by providing technical assistance in supplying the necessary parts and components to complete projects.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6531</b>	<b>Entry</b>	Under the close direction of an engineer or repair supervisor, repair and maintain specialized machinery and equipment that is used in processing, assembly, and delivery processes. Interprets electrical and mechanical diagrams to understand operation of various sophisticated equipment. Using a variety of test equipment, troubleshoots and repairs problems and documents repairs. May perform periodic inspections of such equipment and may requisition materials and supplies for equipment. These technicians repair equipment which have integrated electrical and mechanical components. Excludes auto/truck mechanics or other general building repair personnel who specialize in general building repair, such as electricians, heating and air-conditioning mechanics.	0 - 3	Associates degree, or 2 years of formal technical training and 1 year of related experience; or requires an equivalent combination of related training and experience.
<b>6532</b>	<b>Intermediate</b>	Under the routine direction of an engineer or repair supervisor, repairs and maintains specialized machinery and equipment that is used in processing, assembly, and delivery processes. Interprets electrical and mechanical diagrams to understand operation of various sophisticated equipment. Using a variety of test equipment, troubleshoots and repairs problems and documents repairs. May perform periodic inspections of such equipment and may requisition materials and supplies for equipment. These technicians repair equipment which have integrated electrical and mechanical components. Excludes auto/truck mechanics or other general building repair personnel who specialize in general building repair, such as electricians, heating and air-conditioning mechanics.	2 - 8	Associates degree, or 2 years of formal technical training and a minimum of 2 years of related experience; or requires an equivalent combination of related training and experience.
<b>6533</b>	<b>Senior</b>	Under the general direction of an engineer or repair supervisor, repairs and maintains specialized machinery and equipment that is used in processing, assembly, and delivery processes. Interprets electrical and mechanical diagrams to understand operation of various sophisticated equipment. Using a variety of test equipment, troubleshoots and repairs problems and documents repairs. May perform periodic inspections of such equipment and may requisition materials and supplies for equipment. These technicians repair equipment which have integrated electrical and mechanical components. Excludes auto/truck mechanics or other general building repair personnel who specialize in general building repair, such as electricians, heating and air-conditioning mechanics.	8+	Associates degree, or 2 years of formal technical training, and a minimum of 5 years of related experience; or requires an equivalent combination of related training and experience.

**JOB FUNCTION AND JOB CODE(S): Machine Maintenance Mechanic – 6541, 6542, 6543**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs mechanical and hydraulic maintenance on conventional and NC/Automatic machine tools, but do not normally involve the electronics associated with such equipment. Dismantles, moves, assembles, installs and repairs all types of conventional and NC/automatic machine tools including lathes, mills, punch presses, die casting machines, injection and compression plastic molding machines and automatic screw machines. Lubricates machine tools and equipment. Performs repairs and replacement of parts on small tools such as pneumatic spray mist units, bench grinders, sanders and drills. Performs plumbing hook-ups which may involve soft/hard soldering, installation, forming and bending copper and steel tubing for fluid, pneumatic or hydraulic applications. May perform gas welding and brazing. Reads and interprets layout plans, blueprints, operating and repair manuals, engineering sketches and often works from verbal instructions.

At the highest level, performs mechanical, pneumatic and hydraulic trouble-shooting and repair. Sets-up and operates conventional machine tools and fabrication machinery to re-work or fabricate new parts. Utilize precision measuring tools and equipment.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6541</b>	Entry	Under close supervision, assists, performs or learns basic fundamental, conventional machine tool repair and trouble-shooting. Fabricates simple maintenance devices such as safety guards, oil screen guards, benches, tables, stands, crates, boxes, fixtures and brackets from steel, aluminum, wood or similar materials. Requires completion of Journey Level Machinist apprenticeship or a similar training program or equivalent experience.	0 - 2	High school graduate.
<b>6542</b>	Intermediate	Under limited supervision, performs mechanical and hydraulic maintenance on conventional and NC/Automatic machine tools. Performs minor rebuilding projects on major machine tools and equipment. Requires completion of Journey Level Machinist apprenticeship or a similar training program or equivalent experience. Good working knowledge of mechanical and hydraulic theory, shop math, and basic trigonometry calculations.	2 - 5	High school graduate.
<b>6543</b>	Senior	Following general guidance, performs mechanical and hydraulic maintenance on conventional and NC/Automatic machine tools of considerable complexity. Performs major rebuilding projects on all types of conventional and automatic machine tools. Training equivalent to Journey Level Machinist Apprenticeship or a similar machine tool program. Requires experience equivalent to five years at the journey machinist level on a variety of machine tools and an additional five years machine maintenance experience.	10+	High school graduate.

**JOB FUNCTION AND JOB CODE(S): Maintenance Mechanic – Journey Level-6545**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs a wide variety of skilled mechanic duties to install, troubleshoot, repair and modify mechanical equipment and facilities. Follows blueprints, drawings and general instructions to plan and layout assignment. Assembles and installs mechanical and electro-mechanical equipment and systems such as production machinery/tools, conveyor systems, storage racks and tanks and facility equipment. Uses a wide variety of hand, power, and machine tools to perform assignments. Troubleshoots and repairs mechanical equipment and systems requiring the isolation of the malfunction, disassembly of equipment and repair/replacement of bearings, gears and structural components. Performs preventive maintenance on equipment and mechanical systems. May perform non-certified welding and simple machining operations incidental to repair and maintenance tasks. May provide work leadership to other maintenance employees.

**QUALIFICATIONS:** Requires a well rounded knowledge of the practices, tools, equipment and materials used within the mechanic's trade. Ability to read and interpret blueprints and assembly drawings. Excludes those with full supervisory responsibilities. Include only those who perform specialized maintenance mechanic assignments as the major component of the job.

**JOB FUNCTION AND JOB CODE(S): Line Maintenance Supervisor - 6557**

**PRIMARY DUTIES AND RESPONSIBILITIES:** First level exempt supervisor responsible for the direction of maintenance employees to maintain and repair a variety of manufacturing/production equipment. Establishes and maintains schedules and controls to provide continuous preventive, routine and emergency repairs and maintenance of manufacturing and processing equipment. Advises and provides technical and other line maintenance personnel data required to implement maintenance programs for existing and new equipment. Excludes working leaders. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** Requires technical knowledge of manufacturing and processing equipment, formal technical training and four years related work experience.

**JOB FUNCTION AND JOB CODE(S): Line Maintenance Manager - 6558**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the management and direction of employees engaged in the maintenance, repair and modification of production line equipment and processing systems. Reviews and establishes material, equipment and manpower resource requirements. Recommends departmental standards and practices. Coordinates with outside contractors. Reviews equipment requirements with production, engineering and related functions. May prepare cost analyses and justifications for capital equipment. Responsible for the employment, training, employee motivation and discipline of assigned employees. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** In-depth technical knowledge of manufacturing and processing equipment as would be acquired from completion of mechanical or skilled trade apprenticeship program and six years of production line maintenance supervision responsibilities.

**JOB FUNCTION AND JOB CODE(S): Maintenance Electrician - Journey Level - 6563**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs a wide variety of skilled duties to install, maintain and repair facility electrical equipment and systems. Installs electrical equipment and fixtures including circuit breakers, controllers, switches, motors, meters, conduit, relays and transmission systems. Reads and interprets blueprints, construction drawings, wiring diagrams, schematics and follows verbal instructions to plan and layout conduit, install transmission equipment and ensure proper operation of installed electrical equipment and systems. Troubleshoots electrical malfunctions to isolate and repair electrical problems. Uses a variety of test equipment to determine electrical transmission and operation problems. Uses a variety of hand and power tools to install and repair electrical equipment, fixtures and transmission systems. May provide work leadership to other maintenance employees.

**QUALIFICATIONS:** Requires a well rounded knowledge of the practices, tools, equipment and materials used within the electrician's trade. Ability to read and interpret blueprints and assembly drawings. Excludes those with full supervisory responsibilities. Include only those who perform specialized electrician assignments as the major component of the job. Appropriate licensing required.

**JOB FUNCTION AND JOB CODE(S): Maintenance Plumber - Journey Level - 6573**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs a wide variety of skilled plumbing duties in the construction, maintenance, repair and alteration of facilities. Follows blueprints, construction drawings and general verbal instructions to plan and layout plumbing assignments including water, waste, gas, vacuum, pneumatic, sprinkler, chemical, cryogenic and other specialized systems. Selects materials and estimates time and material costs for assigned projects. Sets-up and operates power tools including threaders and lead pots; uses a variety of hand tools associated with plumbing trade. Tests and troubleshoots systems to determine proper operation. Performs preventive maintenance on assigned systems. Coordinates work of outside contractors. May provide work leadership to other maintenance employees. Excludes those with full supervisory responsibilities. Include only those who specialize in plumbing tasks as a major component of the job.

**QUALIFICATIONS:** Requires a well rounded knowledge of the practices, tools, equipment, methods and materials used in the plumbing trade as would normally be obtained through apprenticeship or technical schooling and job experience equivalent to journey level. Ability to read, understand and interpret blueprints, construction drawings and plumbing diagrams; knowledge and understanding of pertinent local and national plumbing codes. Excludes those with bona fide supervisory responsibilities.

**JOB FUNCTION AND JOB CODE(S): Boiler Operator Journey Level - 6575**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Operates and maintains high and low pressure steam, electric and other types of boilers. Establishes cleaning and/or preventative maintenance schedules and coordinates these activities. Responsible for the repairs, cleaning, adjustments and/or performs preventive maintenance on computers, vehicles, equipment, tools, and machinery. Troubleshoots and diagnoses problems, make adjustments, repairs and/or performs preventative maintenance on computers, vehicles, equipment, and machinery. Maintains accurate records and logs, detailed inspection or investigation records, prepares reports, and attends to other related administrative requirements. Responsible for orders, receives, inspects, and stores equipment, merchandise, commodities, materials, and/or supplies. Schedules and conducts inspections and/or investigations. Teaches others the principles and techniques used in the specific service or trade, adherence to industry and/or safety standards and maintenance of related equipment, tools and/or supplies.

**QUALIFICATIONS:** Requires a well rounded knowledge of the practices, tools, equipment, methods and materials used in the boiler maintenance trade as would normally be obtained through apprenticeship or technical schooling and job experience equivalent to journey level. Excludes those with bona fide supervisory responsibilities.

**JOB FUNCTION AND JOB CODE(S): Painter – 6581, 6582**

**PRIMARY RESPONSIBILITIES AND DUTIES:** Responsible to perform and/or assist in the painting and decorating of the facilities as may be required with limited supervision.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
6581	Entry	Under close supervision, applies protective or decorative finishes to various surfaces in assigned area. Prepares surfaces for painting or repainting, cleans brushes, sprayers, rollers and other equipment. Erects and moves scaffolding as needed.	6 Months	High school graduate.
6582	Intermediate	Under limited supervision, applies protective or decorative finishes to various surfaces in assigned area. Prepares surfaces for painting or repainting, cleans brushes, sprayers, rollers and other equipment. Erects and moves scaffolding as needed.	1 - 3	High school graduate.

**JOB FUNCTION AND JOB CODE(S): HVAC Mechanic - 6593**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs a wide variety of skilled duties to install, maintain, and modify air conditioning, refrigeration and ventilation equipment and systems in various facility applications. Follows blueprints, drawings, schematics, and general instructions to perform assignments. Conducts general checkouts to ensure proper systems operation. Modifies systems and equipment to respond to space and operational changes. Trouble-shoots and repairs equipment and system malfunctions. Performs pipe-fitting, brazing, soldering, and sheet metal work incidental to the installation, repair, modification and maintenance of equipment and systems. Performs a variety of preventive maintenance tasks including system charging, filter charges and lubrication. May provide technical direction to others.

**QUALIFICATIONS:** Requires a well rounded knowledge of the operating principles of air conditioning/refrigeration as would normally be obtained through technical schooling and four years of directly applicable experience. Ability to read and interpret blueprints, drawings and system diagrams. Excludes those with full supervisory responsibilities. Include only those who specialize in air conditioning/refrigeration assignments as the major component of the job. Applies skills to a wide variety of air conditioning, heating and ventilating systems such as boilers, heat pumps, compressors, evaporators, control systems, heaters, A/C units and the like.

**JOB FUNCTION AND JOB CODE(S): Maintenance Carpenter - Journey Level - 6603**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs a wide variety of skilled carpentry duties in the construction, maintenance, repair and alteration of facilities. Follows blueprints, construction drawings and general verbal instructions to plan and layout carpentry assignments. Constructs and erects partitions, shelving, stairs, doors and walls. Estimates and selects materials to complete jobs. Sets-up and operates power tools including saws, drills, planers, shapers and uses a variety of hand and finish tools associated with the carpentry trade. May perform finishing assignments including wood staining, surface preparation, minor incidental painting, trim installation and related tasks. Installs and repairs fixtures and may construct and repair cabinetry. May provide work leadership to other maintenance employees.

**QUALIFICATIONS:** Requires a well rounded knowledge of practices, tools, equipment, methods and materials used in the carpentry trade as would normally be acquired through technical training and several years of practical experience equivalent to a journey level carpenter. Excludes those with full supervisory responsibilities. Includes only those who specialize in carpentry as a major component of the job.

**JOB FUNCTION AND JOB CODE(S): Auto Mechanic-Journey Level - 6605**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Incumbents in this job will either perform mechanical, or maintenance work at a journey level, or work with journey level workers in quality control such as reviewing, approving, and authorizing less costly repairs, reviewing vehicle repair requests, inspecting repairs, and assisting motor pool staff. Journey level work includes mechanical repair. Operates and maintains automotive shop equipment including hand and pneumatic tools; orders parts and maintains simple records on vehicles. Assemble and disassembles equipment and component parts. Uses and operates a variety of hand tools, electrical, mechanical, and automotive equipment. Works in a team effort to help the maintenance or service operations become successful.

**QUALIFICATION:** Requires a well rounded knowledge of practices, tools, equipment, methods and materials used in the auto mechanic trade as would normally be acquired through technical training and several years of practical experience equivalent to journey level autoworker. Excludes those with full supervisory responsibilities. Valid driver license required to drive a motor vehicle on a highway in this state



**JOB FUNCTION AND JOB CODE(S): Fire Safety Specialist – 6610**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for determining the cause and origin of fires, conducts investigations and develops, reviews and approves architectural and engineering plans for fire code compliance for buildings. Inspects and tests buildings and fire protection systems to ensure compliance with approved fire codes, plans and drawings. Provides technical assistance to and consults with architects, engineers, and others regarding fire protection and related issues. Prepares cases using legal research and gathering evidence. May interview/interrogate suspects, assist in court preparation and act as an expert witness.

**QUALIFICATIONS:** Bachelor degree in fire science or related field. 3-4 years experience in fire safety.

**JOB FUNCTION AND JOB CODE(S): Groundskeeper – 6612**

Under limited supervision, performs groundskeeping work maintaining and caring for assigned landscaped areas. Cultivates and fertilizes lawns, plants, shrubs and trees; prepares soil for sowing seeds, waters turf and ornamental ground covers, sprays and reseeds turf. Operates groundskeeping equipment such as riding lawn mowers, power edgers, power mowers and other related equipment. Sweeps and maintains sidewalks, driveways, building entrances and other assigned areas.

Qualifications: Normally requires one year grounds work experience including operation of light mechanical equipment. Valid Drivers License required.

**JOB FUNCTION AND JOB CODE(S): Arborist – 6617**

Arborists take care of trees by fertilizing, pruning, and maintaining them. They plant trees and usually do everything to care for them through their lifecycle. Responsible to rescue trees if there is a problem, particularly if there is a larger phenomenon or tree disease throughout a given community. Clear trees when needed. They work with or for cities since maintaining trees is an involved responsibility that requires knowledge and experience. Performs professional tree, shrub and flower work, and instructs tree trimmers and groundsmen; does related work as required. Directs tree spray programs. Oversees the planting, pruning, topping, felling, cabling, and climbing of trees. May plan, plant and maintain all flower beds. Operates power saws and spraying equipment. Inspects trees, develops a tree inventory and determines appropriate action. Advises and assists in turf management program. Lays out jobs and estimates manpower and equipment needs; Recommends new equipment and requisitions supplies. Prepares information for budget requests. Maintains records and reports for arborist maintenance program. May be subject matter experts in their area, and have knowledge of all matters pertaining to trees and their growth.

**QUALIFICATIONS:** Bachelor degree required. May require arborist certification through International Society of Arboriculture (ISA).

**JOB FUNCTION AND JOB CODE(S): Janitor/Custodian – 6641, 6642**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs maintenance and custodial duties in office, manufacturing and rest areas, maintaining premises in a clean and orderly manner. Operates commonly used types of power cleaning and polishing equipment. Performs custodial tasks such as sweeping, mopping and waxing floors; dusting and polishing woodwork, fixtures and equipment; washing windows, walls and lavatory facilities. May perform minor preventative maintenance tasks on equipment, machinery equipment and systems such as lubrication, cleaning and filter change. Assists in the movement and relocation of furniture, equipment and machinery as required.

At the highest level, may provide work leadership to lower level custodians.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>6641</b>	Entry	Under close supervision, performs minor maintenance and custodial duties. Guidance from superiors is always available. Entry level position into job family.	0 - 1	High school diploma or equivalent experience.
<b>6642</b>	Intermediate	Under limited supervision, performs maintenance and custodial duties.	1+	High school diploma or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Janitorial Supervisor - 6644**

Supervise the work activities of janitorial personnel in commercial and industrial establishments. Assign duties, inspect work, and investigate complaints regarding janitorial services and take corrective action. May purchase janitorial supplies and equipment, take periodic inventories, screen applicants, train new employees, and recommend dismissals. Conduct job site visit/inspections to ensure that quality and safety standards are met. May require a clean DMV record.

*QUALIFICATIONS:* Knowledge of site janitorial procedures and one year of experience at the lead level.

**JOB FUNCTION AND JOB CODE(S): Laundry/Seamstress – 6645**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Under close supervision performs laundry production operations including sorting, washing, drying, sanitizing, ironing, folding, marking, mending and/or tailoring. Incumbent assists in making minor repairs and preventive maintenance to laundry equipment and assists in custodial maintenance of the laundry facility.

*QUALIFICATIONS:* High school diploma.

**JOB FUNCTION AND JOB CODE(S): Security Guard 1 (unarmed) - 6671**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Under limited supervision, guards and patrols company property, facilities to protect property and personnel against fire, theft, vandalism, illegal entry and other hazards. Controls entrance points. May receive and direct visitors to desired areas. Periodically tours premises, examines doors, windows, and gates to determine they are secure. Observes departing persons to guard against theft of company property. Maintains security reports and records. Reports irregularities and coordinates activities with local law enforcement agencies as required. Prepares and maintains all required security manuals.

*QUALIFICATIONS:* Basic reading, writing and communications skills. Requires tact and judgment in exercising duties.

**JOB FUNCTION AND JOB CODE(S): Security Guard 2 (armed) - 6672**

*PRIMARY DUTIES AND RESPONSIBILITIES:* This position requires the knowledge and handling of firearms. Under limited supervision, guards and patrols company property, facilities to protect property and personnel against fire, theft, vandalism, illegal entry and other hazards. Controls entrance points. May receive and direct visitors to desired areas. Periodically tours premises, examines doors, windows, and gates to determine they are secure. Observes departing persons to guard against theft of company property. Maintains security reports and records. Reports irregularities and coordinates activities with local law enforcement agencies as required. Prepares and maintains all required security manuals.

*QUALIFICATIONS:* Basic reading, writing and communications skills. Requires tact and judgment in exercising duties. Typically requires a minimum of 1-2 years security, law enforcement or military experience.

**JOB FUNCTION AND JOB CODE(S): Security Supervisor - 6687**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Provides first-level supervision to employees engaged in site security and protection. May be responsible for security activities of an assigned shift or geographic area. Ensures that security practices are enforced and implemented by assigned security staff. Investigates security problems and refers those beyond authority to appropriate management and law enforcement entities. Responsible for the employment, training, employee motivation and discipline of assigned employees. Excludes working leads. Typically manages the day-to-day workflow of subordinate nonexempt workers.

*QUALIFICATIONS:* Knowledge of site security procedures and one year of experience at the lead level.

**JOB FUNCTION AND JOB CODE(S): Security Manager - 6688**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Plans, organizes, directs, and controls the activities and staff involved in developing and administering the company security policies, procedures and programs. Provides security controls of company facilities, equipment, and materials. Recommends procedures and systems for visitor control, employee identification, security clearance administration, and the safeguard of company facilities, equipment, material, and employee property. Provides security control through direction of a guard force or through retention of contract services. Investigates security and related problems and maintains liaison with appropriate law enforcement agencies. May work with governmental agencies to establish procedures ensuring compliance with government security clearance requirements. Responsible for the employment, employee motivation, counseling, discipline, and changes in status of employees supervised. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

*QUALIFICATIONS:* Requires a well-rounded knowledge of industrial security practices and government security requirements as would normally be obtained through four or more years of related experience including the direction of others.

**JOB FUNCTION AND JOB CODE(S): Facilities Supervisor - 6697**

**PRIMARY DUTIES AND RESPONSIBILITIES:** First level supervisor responsible for a wide variety of maintenance operations including equipment installation, facilities equipment repair and preventive maintenance. Maintenance functions include building, grounds, electrical, air-conditioning and mechanical systems. Coordinates with outside contractors for service contracts. Responsible for the employment, training, employee motivation and discipline of assigned employees. Excludes working leaders. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** Requires broad knowledge of electrical and mechanical maintenance activities. Experience may include specialized work experience, e.g., electrical, plumbing, etc. Four years maintenance experience and skilled trade apprenticeship equivalency.

**JOB FUNCTION AND JOB CODE(S): Facilities Manager - 6698**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, directs, and controls the activities and staff involved in the design, construction, coordination, modification, maintenance, and administration of company facilities and equipment. Develops plans and programs responsive to present and anticipated space and facility requirements. Formulates and monitors company facility standards. Participates in site identification, selection and acquisition activities to ensure the most economical application and utilization of company facility resources. Evaluates proposals and bids for various design, contracting, and follow-on services as required. Recommends bid acceptance. Reviews preliminary and final working drawings for adherence to specifications, design considerations and cost criteria. Coordinates construction activities to ensure attainment of budget and schedule objectives. Evaluates the qualifications, professional capabilities and reputation of architects, general contractors, sub-contractors and service contractors available for bid consideration. Directs and works with architects, staff consultants, and contractors in the design and development of new facilities. Provides design and space criteria and coordinates final approval of facility designs. Investigates and evaluates new materials, systems, equipment which may benefit the company in its facilities programs. Responsible for the employment, employee motivation, counseling, discipline, and changes in status of employees supervised. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Requires a well-rounded knowledge of facilities design, construction, administration and maintenance as would normally be acquired by a Bachelor's degree in Civil Engineering or a related technical discipline and five years of progressively responsible facilities development/ construction activities, including the supervision of related staff.

**JOB FUNCTION AND JOB CODE(S): Dispatcher - 6711**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision responsible for operating communications equipment to receive and transmit messages and information. Information is transmitted upon request or according to established procedures. Operates base radio and maintains radio contact with mobile units or other fixed station units on an assigned frequency. Transmits messages and ensures accurate receipt and understanding. Receives telephone calls from the public and follows through by relaying information to appropriate persons for action. Receives radio calls from field units, transmits messages via radio or telephone, and makes inquiries to obtain requested information or services. Logs information relating to calls received over the telephone or transmitted by radio. Files data and performs other routine clerical tasks. Answers telephone calls for paging and performs paging functions. May maintain status board showing current activity of all mobile units.

**QUALIFICATIONS:** Basic reading, writing and math skills. One year of experience in the operation of two-way radio and/or telephone switchboard equipment, including some experience in general typing and clerical work.

**JOB FUNCTION AND JOB CODE(S): Fleet Manager - 6718**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general direction, plans, organizes and directs a comprehensive automotive and/or heavy equipment maintenance and repair program. Responsible for the operations of the fleet, including the acquisition and maintenance of automotive equipment and heavy equipment. Provides administrative and management direction to a staff of skilled and semi-skilled personnel, including mechanics and office staff. Provides technical direction to personnel engaged in the maintenance and repair of automotive and heavy equipment. Review, develop, establish, implement and monitor system procedures and practices. Develop and manage program budget and all required funds as well as fleet replacement program. Maintain legal records pertaining to fleet vehicles. Ensure fleet operations are in compliance with applicable laws and regulations.

**QUALIFICATIONS:** Any combination of education and experience equivalent to a Bachelor's Degree in Business Administration, Public Administration, or related field, plus a minimum of two years of responsible fleet management experience. Possession of a valid Class C California Driver License.

**OPERATIONS/MANUFACTURING/PRODUCTION JOB FAMILIES**

***JOB FUNCTION AND JOB CODE(S):*                      Production Worker – 7061, 7062, 7063, 7064**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs a variety of production activities where work is of a machine loading and tending nature and requires a knowledge of a combination of processes, operations and equipment. Maintains logs of completed work. Requires knowledge of production operations, machines, equipment and processes.

At the highest level, sets up and assists lower level production workers in set-up and operation of machinery and equipment where tolerances or alignments are difficult to obtain. May be called upon to tend a variety of machines and equipment as needed for relief and assistance purposes. May monitor production for quality and adjust machines or process to correct problem. May provide work leadership including assigning work, monitoring progress and resolving routine materials problems. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>7061</b>	Entry	Under close supervision, performs highly routine and repetitive production activities. Operates machinery and equipment where operations are simple and allow little or no latitude as to method of production. Guidance from superiors is readily available. Entry level position into job family.	0 - 1	Basic reading and writing skills.
<b>7062</b>	Intermediate	Under limited supervision, performs a variety of routine production activities. Operates machinery and equipment where operations allows some latitude as to method of production or process. May set up own machinery and equipment where operations are relatively simple. Guidance from supervisors is available.	1 - 2	Basic reading and writing skills.
<b>7063</b>	Senior	Under general supervision, performs a wide variety of production activities requiring knowledge of a variety of related processes, operations, machinery and equipment.	2 - 5	Basic reading and writing skills.
<b>7064</b>	Specialist	Under minimal supervision, performs a wide variety of complex and varied production activities requiring knowledge of a variety of related processes, operations, machinery and equipment. Incumbents typically possess 7 or more years of related experience.	5+	Basic reading and writing skills.

***JOB FUNCTION AND JOB CODE(S):*                      Welder – 7421, 7422**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs welding assignments to build a variety of subassemblies. Works from blueprints, drawings and verbal instructions. Uses a variety of welding processes such as heliarc, gas, arc, brazing, silver soldering, soft soldering on a variety of materials such as stainless steel, aluminum, copper, brass, exotics or others. Performs standard layouts and set-ups where dimensions and tolerances are easily obtained and controlled. May perform related work such as flame cutting, bending, forming, beveling, notching and routine template making. Utilizes standard shop hand tools, measuring devices and equipment.

At the highest level, performs lay-out operations, develops fixtures for one-of-a-kind units, and may select optimum welding process. Inspects work upon completion. May provide work leadership to others.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>7421</b>	Intermediate	Under limited supervision, performs standard welding assignments. Normally qualified in one or two welding processes. Excludes trainees.	1 - 4	Basic reading, writing and math skills.
<b>7422</b>	Senior	Under general direction, plans and performs welding assignments. Plans and lays out work, developing fixtures as required.	4+	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Machinist – 7441, 7442, 7443**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Operates production machine tools such as drill or punch presses, power mills, brakes, shears, saws, generators, drilling and reaming devices, lathes and similar power tools. Uses precision measuring instruments including micrometers, calipers, jigs, fixtures and gauges to check work.

At the highest level, reads and interprets blueprints, production diagrams and assembly drawings. Makes complex measurements and advanced shop math calculations relative to tolerances, dimensions, tooling, feed and speed. May inspect fabricated parts. Checks height, depth and thickness using vernier calipers, gauges, and other precision-measuring instruments. May prepare recommendations to modify shop methods or processes, relative to improved productivity and quality. May provide numerical control (NC) programming support.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>7441</b>	Entry	Under close supervision, operates production machine tools where set-ups are simple, routine and repetitive. Tolerances are easily acquired and maintained. Supervision and assistance are readily available. Ability to operate machine tools and understand set-up instructions. Some prior machine tool operation experience is desired. Entry level position into job family, excludes trainees with no previous experience.	6 months	Basic reading, writing and math skills.
<b>7442</b>	Intermediate	Under limited supervision, operates a variety of production machine tools where set-ups are non-routine and tolerances are not easily acquired or maintained. Supervision is usually available. Ability to operate a variety of machine tools and understand set-up instructions.	1 - 3	Basic reading, writing and math skills.
<b>7443</b>	Senior	Under general supervision, fabricates component parts where set-ups are non-routine and tolerances are difficult to acquire and maintain. Excludes journey level machinists.	3+	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Journey Machinist - 7456**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, performs non-repetitive assignments of a complex and difficult nature involving the set-up and operation of a wide variety of machine tool equipment such as drill press, punch press, brake, shear, grinders, numerically-controlled equipment and other hand and power machines of similar complexity. Works from blueprints, rough sketches, production diagrams, engineering drawings and verbal instructions to fabricate a variety of complex machined components. May support prototype development activities, working with design engineers and mechanical designers on the design feasibility of prototype machine parts and assemblies relative to form, fit and function. Determines operating methods and sequences; lays out, sets up and fabricates precision parts, tooling and fixtures to exacting tolerances and dimensions for production, development and short-run requirements. Makes complex shop calculations using handbook formulas to layout difficult patterns and determine tooling feeds and speeds. Knows the working qualities of a wide variety of materials including aluminum, steel, copper, brass, other metals, plastics and exotics. Checks height, depth and thickness using micrometers, dial indicators, calipers, gauges and other precision-measuring instruments. Inspects work for conformance to specifications. May set-up and make "first-article" check on difficult production runs. May provide programming support for numerically-controlled (NC) equipment to obtain optimum machine utilization and minimize scrap loss ensuring proper tool usage. May prepare recommendations for improvements in methods or processes relative to improved productivity and quality. May provide work leadership to others.

**QUALIFICATIONS:** Requires a well rounded knowledge of fabrication and assembly techniques, tools and equipment, materials and shop practices as would normally be obtained from completion of a two year trade school or apprenticeship and four years additional machine shop experience. This is the fully qualified journey level.

**JOB FUNCTION AND JOB CODE(S): Tool And Die Maker - 7485**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Under general supervision, constructs, maintains, calibrates and repairs machine shop tools, dies, jigs and fixtures. Operates a variety of machine tools and works with designers and engineers to develop or modify tooling. Assignments require considerable ingenuity and are varied in nature. Works from blueprints, specifications and diagrams; checks work using precision inspection instruments and devices. May provide technical guidance to others.

**QUALIFICATIONS:** Requires seven years experience including an appropriate apprenticeship. Knowledge of all machine shop tools and application of machine shop math.

*JOB FUNCTION AND JOB CODE(S):* **Continuous Improvement Specialist – 7501, 7502, 7503**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Facilitates and develops implementation plans and standards and/or leads the planning and implementation for one or more critical improvement processes. Coaches plant resources in the implementation of the improvement methodology. Provides training and qualifies plant resources. Tracks implementation and qualified resources. Leads continuous improvement activities at the plant level and cross plant functions. Tracks and monitors scale up processes. Plans and strategically prioritizes programs to increase productivity both in plant and cross functional plants. Assesses and recommends lean manufacturing tools/best practices.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>7501</b>	<b>Entry</b>	Duties performed are usually routine where practices and procedures are well established. Entry level position into job family.	1 - 3	Bachelor degree in Business Administration, related field, or equivalent experience.
<b>7502</b>	<b>Intermediate</b>	Assignments are relatively complex and generally involve planning activities for products and/or production processes where the manufacturing process is variable.	3 - 5	Bachelor degree in Business Administration, related field, or equivalent experience.
<b>7503</b>	<b>Career</b>	Under general direction, performs a wide variety of complex planning activities required to attain production objectives.	5+	Bachelor degree in Business Administration, related field, or equivalent experience.

*JOB FUNCTION AND JOB CODE(S):* **Continuous Improvement Manager - 7508**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Actively lead continuous improvement project teams directed at strategic projects within plant operations. Apply Lean Manufacturing tools to continuous improvement efforts to achieve financial and customer benefits. Ensures financial, operational and customer improvements are realized and sustained. Coordinates the project implementation at site. Trains and qualifies resources in use of the manufacturing processes. Develops and maintains training and tracking standards. Works with owners to deliver needed process improvement to achieve results target.

*QUALIFICATIONS:* Bachelor degree in Business Administration, related field, or equivalent experience. Minimum of six years experience in operation/production environment.

*JOB FUNCTION AND JOB CODE(S):* **Quality Assurance Supervisor – 7817**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Responsible for first line direction of quality control and/or quality assurance employees involved in the development, implementation and maintenance of quality assurance systems, standards and activities. Reviews schedules and manpower resources. Assigns employees to maximize quality control objectives. Provides input in the development of product specifications and workmanship standards. Responsible for the employment, training, employee motivation, counseling and discipline of employees supervised. May direct subordinates through "lead" employees. Excludes working leaders. Typically manages the day-to-day workflow of subordinate nonexempt workers.

*QUALIFICATIONS:* Two years of quality control/quality assurance leadership activities. Normal entry level for new supervisors. Working knowledge of QA Mil-spec requirements.

**JOB FUNCTION AND JOB CODE(S): Quality Assurance Manager - 7818**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops, administers, and maintains quality assurance procedures and activities required to ensure that the company's products are in compliance with quality standards as required. Develops quality control and inspection procedures for receipt of materials, in-process and final acceptance activities. Schedules and controls inspection activities. May supervise inspectors to accomplish inspection activities. Develops quality standards. Defines test standards, and specifies test equipment and procedures. Participates in design review meetings to contribute quality assurance requirements and considerations. Works with customer QA representatives to coordinate inspection and acceptance activities. Reviews QA control requirements with customer representative assuring compliance with requirements. Reviews contractually required documentation for accuracy and completeness. Performs special assignments related to product support requiring the gathering and analysis of data. Establishes and maintains calibration procedures for instrumentation to ensure accuracy of measurements. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Knowledge of quality assurance and inspection procedures and techniques. Working knowledge of QA Mil-spec requirements. Requires five years progressively responsible experience within QA/inspection functions.

**JOB FUNCTION AND JOB CODE(S): In-Process Inspector – 7841, 7842, 7843**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs visual, mechanical, functional dimensional or electrical inspection of a variety of products in the production assembly process through final system assembly. Performs inspection tasks involving the use of a wide variety of test instruments and equipment to measure values and record functional operation of components. Determines acceptability, identifies and recommends disposition of defective items in accordance with established procedures. Typical equipment includes micrometers, vernier calipers, height gauges, dial indicators, oscilloscope, multi-meter and component testers. Perform basic shop mathematics, utilizing repetitive and simple formulas. Requires ability to interpret and use blueprints, mil specs, engineering drawings, material lists and inspection standards.

At the highest, follows general inspection guidelines to conduct critical non-routine inspections on a wide variety of components, assemblies, equipment, systems, supplies and materials. Performs complex and critical inspection procedures, requiring special set-ups of new or unique equipment and interpretation of test data from a variety of sources. May conduct first article inspection of parts, assemblies, equipment and tooling. May provide work leadership to other inspectors. Excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>7841</b>	Entry	Under close supervision, performs limited and repetitive inspections. Applies established inspection procedures and uses simple inspection tools and instruments of a "go/no-go" nature. Methods and limits are well documented and require limited judgment or interpretation. Guidance from supervisor is readily available. Entry level position into job family, excludes trainees with no assembly skill or experience.	6 months	Basic reading, writing and math skills.
<b>7842</b>	Intermediate	Under limited supervision, performs non-routine inspections. Requires one year of mechanical/electrical inspection experience and working knowledge of inspection techniques and instruments, specification interpretation and quality control terminology.	1 - 3	Basic reading, writing and math skills.
<b>7843</b>	Senior	Under general supervision, performs a wide variety of complex and difficult inspections. Requires knowledge of a wide variety of inspection methods and sophisticated measuring equipment techniques and ability to perform complex shop mathematics.	3+	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Project Manager 1– 7857**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the day-to-day tactical duties for a basic TECHNICAL/NON-TECHNICAL program. Incumbent is not responsible for P&L or business development, but is accountable to oversee results of multi-functional project teams. Responsible for the administrative/operational leadership of a project within the program guidelines set by the Program Manager and customer. Monitors project to ensure work scope, schedule, and budget are well defined and maintained. Provides the coordination between resource managers/supervisors and ensures all necessary reviews and approvals are received. May conduct performance/project analyses during phase-down to benefit future/other projects/programs.

**QUALIFICATIONS:** Bachelor's Degree with emphasis in Business, Engineering, or equivalent experience. ENTRY LEVEL position into Project Management, with a minimum of 5 years professional work related experience.

**JOB FUNCTION AND JOB CODE(S): Project Manager 2 - 7858**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the day-to-day tactical duties for a moderately complex TECHNICAL/NON-TECHNICAL program. Incumbent is not responsible for P&L or business development, but is accountable to oversee results of multi-functional project teams. Responsible for the administrative/operational leadership of a project within the program guidelines set by the Program Manager and customer. Monitors project to ensure work scope, schedule, and budget are well defined and maintained. Provides the coordination between resource managers/supervisors and ensures all necessary reviews and approvals are received. May conduct performance/project analyses during phase-down to benefit future/other projects/programs.

**QUALIFICATIONS:** Bachelor's Degree with emphasis in Business, Engineering, or equivalent experience. A minimum of 2 years in Project Management experience.

**JOB FUNCTION AND JOB CODE(S): Production Manufacturing/Assembly Supervisor – 7906, 7907**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for direction of nonexempt employees involved in production, assembly, subassembly or fabrication operations. Reviews production schedules, material, and manpower resources. Assigns employees to maximize production objectives, maintain quality and attain output requirements. Informs assigned employees of production and material problems and coordinates with support groups to resolve problems affecting schedules. Participates in establishing and modifying operational methods and processes by recommending changes in materials, equipment, and procedures. Maintains a variety of reports, records, and production documentation to reflect schedules, performance and methods. Responsible for the employment, training, employee motivation, counseling, and discipline of employees supervised. Excludes working leaders. Typically manages the day-to-day workflow of subordinate nonexempt workers.

At the highest level, generally assigned to more complex production operations with greater independent authority and broader spans of control in terms of functions directed, operational difficulties encountered, or number of employees directly and indirectly supervised.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>7906</b>	Entry Level 1	Responsible for first-line direction of nonexempt employees involved in production, assembly, subassembly or fabrication operations. Entry level position for new supervisors.	2 - 4	Two years of production leadership activities.
<b>7907</b>	Career Level 2	Responsible for direction of nonexempt employees involved in production, assembly, subassembly or fabrication operations. Requires well rounded knowledge of production activities.	4+	Two years of production supervisory experience.

**JOB FUNCTION AND JOB CODE(S): Plant Manager - 7908**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Manages and oversees overall plant operation which may include Finance, Manufacturing, Engineering, Materials, Quality Assurance/Control, Human Resources and Information Systems. Maintains production equipment and materials inventory. Responsible for managing and directing the day-to-day facility operations and activities, including policy development and implementation, managing, directing and developing staff. Develop and manage facility budget including capital expenditures and cost management. Participates in formulating and administering company policies, directing and coordinating all department activities to develop and implement long range goals and objectives to meet business and profitability growth objectives. Reviews analyses of activities, costs, operations and forecast data to determine company progress toward stated goals and objectives.

**QUALIFICATIONS:** Bachelor's Degree required (i.e. Business, Industrial Management, Engineering, Management, Operations). 8+ years manufacturing experience required. 4+ years experience in a significant leadership role in a plant required.



**JOB FUNCTION AND JOB CODE(S): Production Manufacturing/Assembly Manager – 7998, 7999**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the management of an assigned production unit, department, function or group. Directs activities through subordinate supervisors to attain production goals consistent with cost, quality, and delivery requirements. Reviews and establishes material, equipment, and manpower resources requirements. Coordinates production activities with other functions such as material, marketing, new product development, customer service, manufacturing engineering and inspection. Responsible for the employment, training, employee motivation, counseling, and discipline of employees assigned. Excludes those with other major non-production activities such as material planning/control, manufacturing engineering, facility maintenance, etc.

At the highest level, responsible for the management of assigned multi-functional production unit, department or group. Generally assigned to the more complex production operations with greater independent authority and broader spans of control in terms of functions directed, value of resources controlled, operational difficulties encountered or total number of employees managed. Overall responsibilities may include production related activities such as material planning/control, manufacturing, engineering, facilities maintenance, etc.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>7998</b>	Entry Level 1	Recommends departmental standards and practices. Requires experienced knowledge of production activities obtained by supervisory/ management experience. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.	5 - 7	Five years of supervisory management experience.
<b>7999</b>	Career Level 2	Develops and establishes departmental standards and practices. Requires advanced experience and knowledge of production operations and activities obtained by progressively responsible and complex production management experience. This is the second level of management. Manages through lower level managers and supervisors.	7+	Seven years of progressively responsible and complex production management experience.

**TECHNICAL SUPPORT JOB FAMILIES**

**JOB FUNCTION AND JOB CODE(S): Document Control Clerk – 8001, 8002, 8003**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs a variety of tasks to maintain engineering drawing files and coordinate the processing of Engineering Change Orders (ECO). Maintains company master files for original engineering drawings. Files drawings according to prescribed systems. Maintains records and logs regarding the location and disposition of drawings removed from files. Prepares drawing and document copies on xerographic, micro-film or blueprint equipment. Distributes prints to requesters. Provides periodic and general operating maintenance on copying equipment, cleans machines, clears paper jams and maintains supply level of ECO's. Refers malfunctions to service representatives.

At the highest level, maintains records and logs regarding the processing of ECO's. Annotates drawings where ECO's are pending. Prepares copies of ECO documentation and distributes by prescribed procedures. Maintains company technical and vendor catalog file. May provide work leadership and assist in training lower level staff members, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8001</b>	Entry	Under close supervision, performs a variety of semi-routine tasks. Works within established systems with minimal latitude for variation. Guidance from superiors is generally available. Entry level position into job family, excludes trainees.	1 - 3	Basic reading, writing and math skills.
<b>8002</b>	Intermediate	Under limited supervision, performs a wide variety of non-routine and difficult tasks. Complexity of work assignments requires the exercise of moderate judgment, resolution of non-routine problems and preparation of recommended courses of action for non-standard situations.	3 - 5	Basic reading, writing and math skills.
<b>8003</b>	Senior	Under general supervision, performs a wide variety of non-routine and difficult tasks. Complexity of work assignments requires the exercise of complex judgment, resolution of non-routine problems and preparation of recommended courses of action for non-standard situations. May provide work leadership.	5+	Basic reading, writing and math skills.

**JOB FUNCTION AND JOB CODE(S): Technical Writer – 8051, 8052, 8053**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs professional technical writer job assignment. Prepares format, analyzes and verifies engineering data, writes text material for various technical publications and product support literature such as operation, maintenance and test manuals. Analyzes requirements of project to determine types of publications needed. Obtains data from review of documentation, drawings, schematics and reports, consultation with technical staff members, independent observation, and study of published material and drawings.

At the highest level, develops publications concepts for best communication of subject matter. Recommends editorial standards. Reviews technical literature prepared by other staff members for content, coverage and clarity. Arranges for support from outside sources and vendors; edits work for conformance to publication standards and specifications. May provide project leadership to lower staff members, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8051</b>	Entry	As directed, prepares technical data for use in routine technical publications and product support. Assists in general manual layout and organization. Assignments cover standard applications where ample previous guidance is available and formats are usually well-defined. Entry level position into job family, excludes trainees without academic preparation and experience.	0 - 1	Bachelor's degree in a technical field or related experience.
<b>8052</b>	Intermediate	Under general supervision, prepares format, analyzes and verifies engineering data and writes text material. Ensures accuracy and completeness of technical documentation. Originates schematics, wiring, block level and assembly diagrams; prepares descriptive material. Conducts studies and analyzes utilization, operation and modification characteristics.	1 - 3	Bachelor's degree in a technical field or related experience.
<b>8053</b>	Career	Develops source material, consults engineering and technical staff and coordinates the preparation of required illustrative materials. Correlates, edits, organizes, and directs the work activities of other technical and clerical staff as assigned. Plans format and arranges layout of publications.	3 - 5	Bachelor's degree in a technical field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Designer – 8121, 8122, 8123**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Determines design characteristics and preparation such as PC board path layout and component configuration, internal and external packaging, panel/control layouts, functional configuration and chassis/frame designs. Designs or modifies existing designs to develop or improve products or facilitate manufacturing operations. Designs include complex PC boards, dense 2-sided PC boards, multi-layer boards and digital and analog boards. Investigates pertinent design factors such as ease of manufacture, availability of materials, tooling and equipment, interchangeability, replace ability, and serviceability. Coordinates with other organizations affected by design development. Conducts parts searches, utilizing engineering and vendor data. Gathers and analyzes information, makes studies and performs research regarding materials or parts needed for design by using applicable handbook data and good working knowledge of available standard parts/components. May conduct design assignments with the aid of CAM/CAD systems and equipment.

At the highest level, designs and executes layouts of complex products and equipment of an electrical or mechanical nature. Performs original design work after receiving the design goal or problem, general method of processing and engineering advice on related theoretical aspects to be taken into account in the design. Design work requires individual creativity, application of advanced drafting techniques and thorough knowledge of practical fabrication techniques. May require the solution of routine engineering problems including simple stress analysis, heat transfer, vibration, acoustic isolation, strength/weight efficiency, availability of materials, ease of fabrication, interchangeability and problems of related complexity. Prepares cost estimates for entire project or piece of equipment. May direct lower level designers and drafters.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8121</b>	Entry	Performs task under limited supervision, following general instructions and with some discretion as to work details. Minimum of six years drafting and design experience, including one year experience with design concepts and elements.	6 - 8	AA Degree in drafting, a related field, or equivalent experience.
<b>8122</b>	Intermediate	Under general supervision and with considerable latitude for independent contribution, works from rough engineering notes, drawings, sketches and verbal instructions to create complex electronic and/or mechanical designs and layouts. Requires eight years of related drafting and design experience including a minimum of two years of design work.	8 - 10	AA Degree in drafting, a related field, or equivalent experience.
<b>8123</b>	Senior	Complexity of assignments requires the exercise of considerable initiative, latitude, independent judgment and the ability to design independently with only general technical direction. Requires ten years of progressively more complex experience including five years of advanced design concepts and applications.	10+	AA Degree in drafting, a related field, or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Engineering Technician – 8201, 8202, 8203, 8204**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Incumbents directly or indirectly assist engineers by applying basic principles, techniques and methods of science, engineering and mathematics to routine tasks associated with engineering related projects. Assigned tasks may be performed in the field, in a laboratory, and/or in an office. Perform product, process, manufacturing, or application engineering support activities as directed.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8201</b>	Entry	Under close supervision, assists technical specialists, scientists, engineers or more senior technicians by performing tasks that are usually routine in nature where very few nonstandard situations occur. Typical duties include routine set-up, assembly, and/or installation of components of portions of equipment; may conduct minor troubleshooting and make simple repairs as directed. Since prior practical experience is very minimal, limited judgment is required to perform most tasks. Usually receives detailed instructions on most work. Exercises only a minimal level of independent action. This is normally considered the Entry Level to a technician job family.	0 - 2	Associates degree, or 2 years of formal technical training.
<b>8202</b>	Intermediate	Under routine supervision, assists technical specialists, scientists, engineers or more senior technicians by performing tasks that are moderately complex in nature. Typical duties include moderately complex set-up, assembly, installation, and building of components or equipment; may conduct complex testing and troubleshooting and make repairs. At this level incumbents are typically required to have developed detailed technical knowledge of one or two major tasks (or general knowledge of many major tasks) that are a normal part of the specialty. A considerable amount of judgment is needed at this level to perform the job since instructions are mostly general, and incumbents require the ability to recognize and handle nonstandard occurrences and problems on a frequent basis. Exercises a significant amount of independent action, seeking advice from more senior technicians or engineers where deviations from the norm occur and where more creativity may be required.	2 - 6	Associates degree, or 2 years of formal technical training and a minimum of 2 years of related experience.
<b>8203</b>	Senior	Under general supervision from technical specialists, scientists or engineers, works on tasks that are mostly complex in nature. At this level incumbents are typically required to have developed detailed technical knowledge of several tasks that are a normal part of the specialty. A considerable amount of judgment is needed to perform the job at this level since instructions are always general, and incumbents require the ability to recognize and handle nonstandard occurrences and problems on a frequent basis. Duties could include building, modifying, testing, troubleshooting, or repairing equipment/apparatus or systems of considerable complexity. Exercises a significant amount of independent action, seeking advice from other technical specialists or engineers only where deviations from the norm occur and where advanced levels of creativity are needed. May provide work leadership to lower level technicians and/or may be considered a lead employee.	6 - 10	Associates degree, or 2 years of formal technical training and a minimum of 5 years of related experience.

*JOB FUNCTION AND JOB CODE(S):*                    **Engineering Technician – 8201, 8202, 8203, 8204 (continued)**

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8204</b>	Specialist	Under liberal supervision from technical specialists, scientists or engineers, works on tasks that are only advanced in nature. An advanced level of creativity is needed for most tasks. Incumbents at this level are typically required to have developed detailed technical knowledge of the majority of tasks that are a normal part of the specialty. Duties could include designing, building, modifying, testing, troubleshooting, or repairing equipment/apparatus or other advanced systems of considerable complexity. Qualitative and quantitative analysis of test data and reporting of findings is very critical at this level as incumbents' opinions are normally highly valued in making major decisions. Much more involvement in, and often the only tasks at this level are conducting advanced technical research. A high amount of judgment is needed to perform the job at this level since instructions are much broader, and incumbents must possess the ability to recognize and handle nonstandard occurrences and problems with most of their work. Exercises a significant amount of independent action, seeking occasional advice primarily from senior engineers. May be a designated leader on certain types of projects. This job is typically equal in scope and complexity to a second or third level degree engineer. May give guidance to lower level technicians and/or may be considered a lead employee. Individuals are recognized as being top technical experts.	10+	Associates degree, or 2 years of formal technical training and a minimum of 8 years of related experience.

**JOB FUNCTION AND JOB CODE(S): Electronics Development Technician – 8211, 8212, 8213, 8214**

**PRIMARY RESPONSIBILITIES AND DUTIES:** Responsible for support of developmental engineering activities such as design test, fabrication, modification and assembly of electronic and Electro-mechanical systems. Works from schematic diagrams, written and verbal descriptions, layouts or defined plans to perform routine testing, checkout, troubleshooting, prototype building and environmental testing. Conducts engineering/development tests and detailed experimental testing to collect design data or otherwise assist in general research work. Normally assigned in area such as development, engineering, test equipment design, or the like. Excludes those assigned to production test activities.

At highest level makes studies and performs research regarding materials or parts needed for design by use of applicable handbook data and good working knowledge of available catalog and standard purchasable parts/components. May provide work leadership and technical assistance to lower level technicians.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8211</b>	Entry	Under close supervision, performs routine technical functions related to the support of development engineering activities such as design, test, checkout, fabrication, modification, and assembly of electronics and Electro-mechanical systems, experimental design circuitry, prototype models or specialized test equipment. Applications may include analog, digital and/or video type circuits and logic systems. Guidance is readily available from superiors. Performs routine operational tests and fault isolation on development systems and equipment to ensure conformance with design specifications. Diagnoses and isolates malfunctions down to component level. Conducts defined engineering tests and collects data as assigned. Utilizes routine development or diagnostic equipment including oscilloscope, VOM, DVM, signal generators and similar test apparatus.	0 - 3	Electronics training equivalent to 2 years technical trade school or military technical school.
<b>8212</b>	Intermediate	Under limited supervision, performs moderately complex electronic technical function related to the support of development engineering activities such as test, checkout, fabrication, modification and assembly of electronics and Electro mechanical systems, experimental design circuitry, prototype models or specialized test equipment. Applications may include analog, digital and/or video type circuits and logic systems. Guidance is usually available from superiors. Assists in prototype fabrication and assembly, layout and construction of temporary breadboard circuitry for special evaluations or design tests. Performs layout, construction, troubleshooting and repair of standard laboratory and test equipment and apparatus. Utilizes normal and specialized developmental tests or diagnostic equipment including oscilloscope, VOM, DVM, signal generators and similar test apparatus.	3 - 5	Electronics training equivalent to 2 years technical trade school or military technical school.
<b>8213</b>	Senior	Under general supervision, performs a variety of complex electronic technical functions related to the support of development engineering activities or test, checkout, calibration, alignment, fabrication, modification, and assembly of electronic and Electro-mechanical systems, experimental design circuitry, prototype models and specialized test equipment. Works from limited documentation, written or verbal instructions, schematics, rough sketches, diagrams, layouts, and plans often requiring interpretation and logic systems. Performs operational tests and fault isolation on systems and equipment to ensure conformance with design specifications. Conducts malfunction or design problems. Prepares advanced breadboard circuits in support of engineering product development efforts. Provides design details where lacking, and recommends modifications to engineering designs as necessary. Performs complex engineering tests and development support tasks. Selects and sets up laboratory test apparatus or devices/test equipment to test and evaluate the performance and reliability of lab models, prototypes and systems designs. Prepares diagnostic tests and may assist in the design, construction, test and checkout of complex test equipment. Utilizes a wide variety of developmental test or diagnostic equipment to check out, test and troubleshoot complex or complete systems.	8 - 10	Electronics training equivalent to 2 years technical trade school or military technical school.
<b>8214</b>	Specialist	Working with design engineers, assists in the design, development, construction and laboratory testing of development equipment, products and assemblies. Works with very limited guidance taking general concepts and rudimentary design parameters and develops/designs equipment, tests, assemblies, etc., to meet engineering requirements. Using basic engineering principles, develop or directs the set-up of test equipment and the conduct of appropriate tests on new, prototype or experimental units and analyzes and summarizes results.	10+	Electronics training equivalent to 2 years technical trade school or military technical school.

**JOB FUNCTION AND JOB CODE(S): Mechanical Technician – 8221, 8222, 8223, 8224**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops and tests machinery and equipment, applying knowledge of mechanical engineering technology, under direction of engineering and scientific staff: Reviews project instructions and blueprints to ascertain test specifications, procedures, objectives, test equipment, nature of technical problem, and possible solutions, such as part redesign, substitution of material or parts, or rearrangement of parts or subassemblies. Drafts detail drawing or sketch for drafting room completion or to request parts fabrication by machine, sheet metal or wood shops. Devises, fabricates, and assembles new or modified mechanical components or assemblies for products, such as industrial equipment and machinery, power equipment, servosystems, machine tools, and measuring instruments. Sets up and conducts tests of complete units and components under operational conditions to investigate design proposals for improving equipment performance or other factors, or to obtain data for development, standardization, and quality control. Analyzes indicated and calculated test results in relation to design or rated specifications and test objectives, and modifies or adjusts equipment to meet specifications. Records test procedures and results, numerical and graphical data, and recommendations for changes in product or test method.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8221</b>	Entry	Under close supervision, assists mechanical engineers in applying mechanical engineering technology to develop and test mechanical/Electro-mechanical product assemblies or components. Drafts detailed drawings/sketches for part fabrication. Devises, fabricates, and assembles new or modified mechanical components or assemblies. Sets up and tests complete prototype units and subassemblies under operational conditions. Analyses data and recommends modifications to components or test procedure to meet desired specifications. Entry Level.	0 - 2	Associates degree, or 2 years of formal technical training.
<b>8222</b>	Intermediate	Under routine supervision, assists mechanical engineers in applying mechanical engineering technology to develop and test mechanical/Electro-mechanical product assemblies or components. Drafts detailed drawings/sketches for part fabrication. Devises, fabricates, and assembles new or modified mechanical components or assemblies. Sets up and tests complete prototype units and subassemblies under operational conditions. Analyses data and recommends modifications to components or test procedure to meet desired specifications.	2 - 6	Associates degree, or 2 years of formal technical training and a minimum of 2 years of related experience.
<b>8223</b>	Senior	Under general supervision, assists mechanical engineers in applying mechanical engineering technology to develop and test mechanical/Electro-mechanical product assemblies or components. Drafts detailed drawings/sketches for part fabrication. Devises, fabricates, and assembles new or modified mechanical components or assemblies. Sets up and tests complete prototype units and subassemblies under operational conditions. Analyses data and recommends modifications to components or test procedure to meet desired specifications.	6 - 10	Associates degree, or 2 years of formal technical training and a minimum of 5 years of related experience.
<b>8224</b>	Specialist	Under liberal supervision, assists mechanical engineers in applying mechanical engineering technology to develop and test mechanical/Electro-mechanical product assemblies or components. Drafts detailed drawings/sketches for part fabrication. Devises, fabricates, and assembles new or modified mechanical components or assemblies. Sets up and tests complete prototype units and subassemblies under operational conditions. Analyses data and recommends modifications to components or test procedure to meet desired specifications.	10+	Associates degree, or 2 years of formal technical training and a minimum of 8 years of related experience.

**JOB FUNCTION AND JOB CODE(S): Chemistry Technician – 8281, 8282, 8283, 8284**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Conducts chemical and physical laboratory tests and performs detailed analyses on solid materials, liquids, and gasses for purposes, such as research, development of new products and materials, new processing methods, quality control, maintenance of health and safety standards, and others involving theoretical and practical application of chemical and related sciences. May perform basic chemical testing on shelf life, raw materials, and finished goods to ensure compliance to specifications. Maintains and distributes chemicals and supplies. Uses all types of chemical laboratory apparatus and techniques to test for strength, purity, stability, chemical content, etc.

At the highest level, recommends modification to existing practices to improve testing methods. May provide work leadership to lower staff members, excludes those with full supervisory responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8281</b>	Entry	Under close supervision, conducts routine chemical and physical laboratory tests and analyses. Entry level position into job family.	0 - 2	Associates degree, or 2 years of formal technical training or equivalent.
<b>8282</b>	Intermediate	Under limited supervision, conducts semi-routine chemical and physical laboratory tests and analyses. Requires minimum of 2 years of related experience; or requires an equivalent combination of related training and experience. Incumbents typically possess over 2-6 years of related experience.	2 - 5	Associates degree, or 2 years of formal technical training or equivalent.
<b>8283</b>	Senior	Under general supervision, conducts moderately complex chemical and physical laboratory tests and analyses. Requires a minimum of 5 years of related experience; or requires an equivalent combination of related training and experience. Incumbents typically possess over 7-10 years related experience.	5 - 8	Associates degree, or 2 years of formal technical training or equivalent.
<b>8284</b>	Specialist	Under liberal supervision, conducts complex chemical and physical laboratory tests and analyses. Requires a minimum of 8 years of related experience; or requires an equivalent combination of related training and experience. Incumbents typically possess over 10-15 years of related experience.	8+	Associates degree, or 2 years of formal technical training or equivalent.



**JOB FUNCTION AND JOB CODE(S): Test Technician – 8301, 8302, 8303, 8304**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs electronic test technical functions related to production test, checkout, fabrication, modification, and assembly of electronic and electro-mechanical systems. May work on analog, digital, and/or video type circuits and logic systems. Performs operational/functional tests to ensure conformance with final product specifications, troubleshoots and debugs assemblies, subassemblies and systems to isolate faults and determine remedies for malfunctions. Works from schematics, diagrams, written and verbal descriptions, layouts and production prints. Conducts defined tests and collects data as assigned. Utilizes routine manufacturing test or diagnostic equipment including oscilloscopes, VOM, DVM, signal generators and similar test apparatus. Prepares diagnostic tests and assists in the design, construction, test and checkout of test equipment and test procedure development.

At the highest level, often works from little or no documentation, instruction or guidance; requires analytical and interpretative capabilities which apply a comprehensive knowledge and practical understanding of electronic test procedures, applications and equipment. Performs complex test and check-outs where fault isolation requires detailed knowledge and understanding of system interfaces, test procedures, specifications and other pertinent parameters. Applies non-standard test techniques where normal procedures do not fulfill testing needs. Performs calibration of equipment as required. May provide technical or work leadership to lower level technicians.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8301</b>	Entry	Under close supervision, performs routine test technician functions. Guidance is readily available from superiors. May perform limited design activities in support of test equipment/procedures development. Entry level into job family, excludes trainees with no academic preparation or experience.	0 - 2	Two years of technical trade or military school or equivalent experience.
<b>8302</b>	Intermediate	Under limited supervision, performs moderately complex electronic technical functions. Works from limited documentation, guidance is usually available from superiors. Sets up specialized test equipment for checkout of non-routine assemblies and systems. Utilizes a wide variety of developmental/manufacturing test or diagnostic equipment.	2 - 5	Two years of technical trade or military school or equivalent experience.
<b>8303</b>	Senior	Under general supervision, performs a variety of complex electronic technical functions. May provide design details where lacking and recommend modifications to engineering designs as necessary. Selects and sets up test apparatus or devices/test equipment to test and evaluate the performance and reliability of product. Sets up specialized test equipment for checkout of non-routine assemblies and systems.	5 - 8	Two years of technical trade or military school or equivalent experience.
<b>8304</b>	Specialist/Lead	Following general guidance, performs a wide variety of complex electronic technical functions of a diverse nature. Selects and sets-up specialized test equipment and apparatus of a wide diversity This is the highest level nonexempt position in job family and work assignments are typified by their non-repetitive nature. Eight years of working experience is normally required to achieve the level of competency and depth of understanding necessary to perform at this level. Provides work leadership to others through assignment of work, review of progress, monitoring of results and instruction. Excludes those with full supervisory responsibilities.	8+	Academic training equivalent to completion of technical courses required for an AA degree.

**JOB FUNCTION AND JOB CODE(S): Instrumentation/Calibration Technician - 8331, 8332, 8333, 8334**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Perform duties to calibrate instruments and devices in production, research, quality control and utility areas. Perform routine maintenance, testing, troubleshooting, and repair on a variety of instruments and devices. Reviews the calibration schedule and keep assigned calibrations current. May make calibrations on a variety of instruments/devices for measuring, recording, and controlling pressure, temperature, time, pH, turbidity, and weight. Identify instrument/device problems during routine calibrations and respond to requests to investigate and correct faulty instruments/devices. Troubleshoot, adjust and make basic repairs to instruments/devices as assigned. Monitor instruments/devices for proper performance. Maintain logs and required documentation of calibrations and repairs. Maintain files for calibration data. Provide status reports as required and update the appropriate database to keep facility records current.

At higher levels coordinates the shipment of instruments/devices and weights to outside sources for service/calibration as directed. Monitor and track the calibration or repair of instruments/devices sent to outside sources for service.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8331</b>	Entry	Under close supervision, instrumentation/calibration technicians set up, test, calibrate, and repair all types of controls or instruments which adjust, measure, or indicate certain scientific variables or quantities such as heat, light, sound, speed, chemical content, voltage, amperage, etc. Entry Level position.	0 - 2	Two years of technical trade or military school or equivalent experience.
<b>8332</b>	Intermediate	Under routine supervision, instrumentation/calibration technicians set up, test, calibrate, and repair all types of controls or instruments which adjust, measure, or indicate certain scientific variables or quantities such as heat, light, sound, speed, chemical content, voltage, amperage, etc.	2 - 5	Two years of technical trade or military school or equivalent experience.
<b>8333</b>	Senior	Under general supervision, instrumentation/calibration technicians set up, test, calibrate, and repair all types of controls or instruments which adjust, measure, or indicate certain scientific variables or quantities such as heat, light, sound, speed, chemical content, voltage, amperage, etc.	5 - 8	Two years of technical trade or military school or equivalent experience.
<b>8334</b>	Specialist/Lead	Under liberal supervision, instrumentation/calibration technicians set up, test, calibrate, and repair all types of controls or instruments which adjust, measure, or indicate certain scientific variables or quantities such as heat, light, sound, speed, chemical content, voltage, amperage, etc. May provide work leadership to lower level technicians.	8+	Academic training equivalent to completion of technical courses required for an AA degree.

*JOB FUNCTION AND JOB CODE(S):*                    **Production Technician – 8361, 8362, 8363, 8364**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs a variety of operations and duties in a production environment. Monitors equipment performance and makes minor adjustments such as set-ups, calibrations, and alignments. Must know when to call other specialists when more serious malfunctions occur. Measures and records various data associated with operating equipment. Reports any inconsistencies to appropriate engineers. Utilizes standard repair procedures.

At the highest level, responsibilities and duties typically involve non-routine problems and solutions requiring a greater depth and breadth of technical knowledge.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>8361</b>	Entry	Under the close direction of professional engineers, are responsible for a variety of complex operations and duties. Responsibilities and duties are typically more focused and routine at this level. Entry level position into job family.	0 - 2	AA degree, or 2 years of formal technical training or equivalent.
<b>8362</b>	Intermediate	Under the routine direction of professional engineers, are responsible for a variety of complex operations and duties. Responsibilities and duties are typically focused and routine at this level. Requires an equivalent combination of related training and experience. Incumbents typically possess over 2-6 years of related experience.	2 - 5	AA degree, or 2 years of formal technical training or equivalent.
<b>8363</b>	Senior	Under the general direction of professional engineers, are responsible for a variety of complex operations and duties. Requires an equivalent combination of related training and experience. Incumbents typically possess over 7-10 years of related experience.	5 - 8	AA degree, or 2 years of formal technical training or equivalent.
<b>8364</b>	Specialist	Under the liberal direction of professional engineers, are responsible for a variety of complex operations and duties. Requires an equivalent combination of related training and experience. Incumbents typically possess over 10-15 years of related experience.	8+	AA degree, or 2 years of formal technical training or equivalent.

**ENGINEERING JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):* **Engineer/Scientist – 10001, 10002, 10003, 10004, 10005**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Responsible for performing professional engineering and scientific assignment. Applies knowledge of engineering or scientific principles to accomplish a wide variety of technical assignments within company technical staff activities. May assign work to and direct drafters and technicians, may provide technical guidance lower level engineers.

At the highest level, develops and applies advanced theories and research techniques in the investigation and solution of complex and advanced technical problems on the forefront of new technologies. Plans, conducts, and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned projects.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10001</b>	Entry	Performs assignments of a basic degree of complexity under limited direction and supervision. Normally receives assignments from engineering supervisors who outline the task or the problem and provide suggestions as to methods of approach and procedures to be followed. Entry level position into job family, excludes those without equivalent of required academic preparation.	0 - 2	Bachelor's degree in Engineering, a physical science or equivalent experience.
<b>10002</b>	Intermediate	Performs assignments of considerable complexity under general direction with considerable discretion as to work details. Responsible for independent research and exercising independent judgment within the limits of delegation, utilizing established engineering and research techniques. Zero to two years of applicable experience with a Master's degree.	2 - 5	Bachelor's degree in Engineering, a physical sciences or equivalent experience.
<b>10003</b>	Career	Performs complicated and difficult work of major complexity under general direction requiring a high degree of technical competence. Conceives and plans projects involving exploration of product and improving products and processes. Two to five years applicable experience with a Master's degree. Zero to two years of applicable experience with a Doctorate degree.	5 - 8	Bachelor's degree in Engineering, a physical sciences or equivalent experience.
<b>10004</b>	Specialist	Conducts investigations or tests of considerable complexity pertaining to the development of new designs, methods, materials, or processes and investigates possible applications of results. Eight to ten years experience in advanced engineering or scientific research and development or project management.	8 – 10	Master's of Science degree in Engineering, a scientific field, or the equivalent experience.
<b>10005</b>	Consultant	Analyzes, evaluates, and plans methods of approach and organizes means to achieve solution of complex technical problems. This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field. Ten or more years of progressively complex technical experience involving the latest state-of-the-art applications and techniques.	10+	Master's of Science degree in Engineering, Mathematics, Physics, a scientific field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S):                    Engineer/Scientist - Project Leader/Supervisor - 10007**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Provides technical project leadership/supervision to assigned projects or major phases of significant projects by coordinating the efforts of assigned technical staff. Assists in the formulation of project objectives and identification of approaches to be taken. Organizes project and task work loads. May develop estimates of time, expense and manpower requirements. Allocates assigned manpower, material, equipment and supply resources for optimum utilization. Prepares periodic reports indicating progress of technical projects and tasks. Reviews progress according to technical objectives, budgetary and scheduling parameters. Informs management of potential problems and obstacles which could affect project schedule or completion. Provides technical leadership and advice on complex technical matters. May prepare recommendations regarding employee selection, performance evaluation, or capabilities and technical performance of assigned employees. Typically manages the day-to-day workflow of subordinate nonexempt workers.

**QUALIFICATIONS:** Bachelor's degree or equivalent combination of education and experience within assigned technical discipline. Technical knowledge equivalent to that obtained from five years or more of increasingly complex technical assignments.

**SCOPE:** Normally reports to Supervisor/Manager level within technical discipline, but on significant project assignments may report directly to higher level management.

**JOB FUNCTION AND JOB CODE(S):                    Engineer/Scientist – Supervisor/Manager 1 - 10008**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Provides supervision/management of the activities and staff of a research engineering or technical unit engaged in product development, design, process definition/improvement or related technical support functions. Identifies and allocates manpower and resources to assure completion of established objectives within budgetary and schedule guidelines while upholding high technical standards. Supervises activities of an assigned unit in order to provide adequate technical support for new product or process developments, production and product problems, or to identify possible new areas for technical exploration. Assists management in identifying and initiating technical projects and programs which lead to improved processes and products, reduced costs or increased output. Identifies and recommends objectives and scope of technical projects and communicates goals, scope, approach and schedules to assigned engineering and technical personnel for the performance of tasks and projects based upon objectives defined by management. Completes periodic reports indicating progress of technical projects and tasks. Makes presentations to management identifying results of section projects which may have substantial influence on the successful development of new or improved products or processes, or the solution of existing production or product problems. Organizes project and task work loads, selects individuals most qualified for assignments on specific projects and makes task assignments that will take best advantage of each individual's background. Directs technical organization to ensure progress according to technical objectives, within budgetary and schedule guidelines. Assesses results of technical projects under direction. Troubleshoots persistent technical problems causing delays of section tasks and projects, where a high level of technical knowledge and capability may be required. Establishes budgets for conducting section activities and accompanying technical projects; forecasts manpower, equipment and supply needs; and is held responsible for managing section activities within established budgetary guidelines. This is typically the first level of management in this job family. Directly manages exempt level employees. May manage nonexempt employees directly or through supervisors/leads.

**QUALIFICATIONS:** Bachelor's degree or equivalent combination of education and experience in assigned technical discipline. Technical knowledge equivalent to that obtained from eight years of increasingly complex technical assignments and applications. Would normally include two or more years of technical supervision responsibilities. Demonstrated ability to effectively supervise, motivate and direct technical staff.

**SCOPE:** Normally reports to the Manager/Director level or directly to Technical Vice President level.

**JOB FUNCTION AND JOB CODE(S):                    Engineer/Scientist – Manager 2/Director - 10009**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Plans, organizes, directs and controls the work activities and staff of a research, engineering or technical function. Normally manages through subordinate supervisory/managerial levels in order to ensure the effective pursuit and completion of technical programs within budgetary guidelines while upholding high standards of engineering/scientific excellence. Manages the operation of functional engineering or research/development to provide timely technical development, support or service. Manages and conducts research and development and technical programs which lead to improved products, increased output and/or reduced costs. Determines and establishes goals, scope, approach, schedules and manpower requirements to accomplish overall objectives and/or program results. Generates, prepares, presents and reviews departmental or program budgets and monitors performance by subordinate units. Maintains surveillance over individual programs under direction to ensure progress according to schedule and plans with respect to budgetary guidelines and work objectives. Evaluates technical progress of projects to ensure sound application of scientific and engineering principles and adequate exploratory research to support the highest possible performance of the end product. Coordinates with other departments to obtain services or pertinent information relative to functional needs. Provides technical and administrative guidance and direction for the accomplishment of department research and development projects. Re-directs and/or recommends changes in work efforts if problems or possible obstacles appear. Keeps superior levels and managers in affected organizations apprised of technical project programs. Evaluates final results of development projects to ensure accomplishment of technical objectives. Prepares and presents reports outlining the progress and outcome of technical projects and makes pertinent recommendations to implement desired results. This is the second level of management. Manages through lower level managers and supervisors.

**QUALIFICATIONS:** Bachelor's degree or equivalent combination of education and experience in assigned technical discipline. Technical knowledge equivalent to that obtained from ten or more years of increasingly complex technical assignments and applications. Would normally include four or more years of technical supervision responsibilities. Demonstrated ability to effectively manage, motivate and direct technical staff at senior levels.

**SCOPE:** Normally reports to the Technical Vice President level or directly to Technical President level.

**JOB FUNCTION AND JOB CODE(S): Environmental Engineer – 10041, 10042, 10043, 10044, 10045**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional environmental engineering and scientific assignment. Applies knowledge of environmental engineering or scientific principles to accomplish a wide variety of technical assignments within company technical staff activities. May assign work to and direct drafters and technicians, may provide technical guidance lower level engineers.

At the highest level, develops and applies advanced theories and research techniques in the investigation and solution of complex and advanced technical problems on the forefront of new technologies. Plans, conducts, and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned projects.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10041</b>	Entry	Performs routine professional Environmental Engineering assignments under close direction and supervision. Work involves the application of entry level engineering principles with regards to environmental impact and quality, natural resource recycle and recovery, and/or public health. Assists in developing environmental systems, applications, and procedures. Assists in conducting routine investigations and prepares remediation work plans and reports. Conducts analyses or tests of a routine degree of complexity. Assists with performing basic experiments and reports findings on environmental consequences of equipment, tools, and procedures. Ensures the organization's conformance to federal, state, and local environmental legislation.	0 - 2	Bachelor's degree in Engineering, a physical science or equivalent experience.
<b>10042</b>	Intermediate	Performs basic professional Environmental Engineering assignments under limited direction and supervision. Work involves the application of basic engineering principles with regards to environmental impact and quality, natural resource recycle and recovery, and/or public health. Develops basic environmental systems, applications, and procedures. Conducts standard investigations and prepares remediation work plans and reports. Conducts standard analyses and tests. Performs basic experiments and reports findings on environmental consequences of equipment, tools, and procedures. Ensures the organization's conformance to federal, state, and local environmental legislation.	2 - 5	Bachelor's degree in Engineering, a physical sciences or equivalent experience.
<b>10043</b>	Career	Performs professional Environmental Engineering assignments of a moderate degree of complexity under general direction and supervision. Work involves the application of engineering principles with regards to environmental impact and quality, natural resource recycle and recovery, and/or public health. Develops moderately complex environmental systems, applications, and procedures. Conducts investigations and prepares remediation work plans and reports. Conducts analyses or tests of moderate complexity. Performs experiments and reports findings on environmental consequences of equipment, tools, and procedures. Ensures the organization's conformance to federal, state, and local environmental legislation. May make recommendations for improvements in procedures and methods.	5 - 8	Bachelor's degree in Engineering, a physical sciences or equivalent experience.

**Environmental Engineer – 10041, 10042, 10043, 10044, 10045 (continued)**

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
10044	Specialist	Performs complex professional Environmental Engineering assignments. Work involves the application of complex engineering principles with regards to environmental impact and quality, natural resource recycle and recovery, and/or public health. Develops complex environmental systems, applications, and procedures. Conducts investigations and prepares remediation work plans and reports for complex projects. Conducts analyses or tests required for complex technical problems. Performs experiments and reports findings on environmental consequences of equipment, tools, and procedures. Ensures the organization's conformance to federal, state, and local environmental legislation. May make recommendations for improvements in procedures and methods. May plan and direct projects or major phases of projects. May provide technical consultation to technical staff or other organizations. May provide work leadership for lower level employees. <u>Excludes</u> those with full supervisory responsibilities.	8 - 10	Master's of Science degree in Engineering, a scientific field, or the equivalent experience.
10045	Consultant	Performs professional Environmental Engineering assignments of an advanced degree of complexity. Work involves the application of advanced engineering principles with regards to environmental impact and quality, natural resource recycle and recovery, and/or public health. Develops highly complex environmental systems, applications, and procedures. Conducts investigations and prepares remediation work plans and reports for highly complex projects. Conducts analyses or tests required for highly complex technical problems. Performs experiments and reports findings on environmental consequences of equipment, tools, and procedures that require advanced engineering skills and experience. Ensures the organization's conformance to federal, state, and local environmental legislation. Makes recommendations for improvements in procedures and methods. Implements those recommendations. May plan and direct projects or major phases of projects. May provide technical consultation to technical staff, other organizations and management. Reviews project progress and evaluates results. Recommends corrections in technical applications and analysis. Specifies materials, equipment and supplies required for completion of technical projects. May provide work leadership for lower level employees. <u>Excludes</u> those with full supervisory responsibilities.	10+	Master's of Science degree in Engineering, Mathematics, Physics, a scientific field or equivalent experience.



**JOB FUNCTION AND JOB CODE(S): Electronics/Hardware Engineer – 10101, 10102, 10103, 10104, 10105**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Electronics Engineering assignments, including the design, fabrication, modification and evaluation of electronics apparatus, components or circuitry for use in electronic and electro-mechanical equipment and devices. May assign work to and direct drafters, technical writers, technicians, may provide technical guidance to lower level engineers.

At the highest level, develops and applies advanced engineering theories and research techniques in the investigation and solution of complex and advanced technical problems on the forefront of new technologies. Plans, conducts, and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned projects.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
10101	Entry	Performs assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision. May prepare plans, specifications and cost estimates for assignments of moderate difficulty where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and procedures to be followed. Entry level position into job family.	0 - 2	B.S.E.E. or equivalent experience.
10102	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details. Performs developmental and/or test work which requires a comprehensive knowledge of electronic theory and design. Analyzes, develops, and recommends design approaches required to meet production requirements for new or improved products and/or processes. Zero to two years of applicable experience with a Master's Degree.	2 - 5	B.S.E.E. or equivalent experience.
10103	Career	Performs complicated and difficult assignments of major complexity under general direction requiring a high degree of technical competence. Conceives and plans projects involving exploration of product and/or process problems, definition and selection of new concepts and approaches to the design or development of new or improved products and processes. Two to five years of applicable experience with a Master's degree. Zero to two years of applicable experience with a Doctorate degree.	5 - 8	B.S.E.E. or equivalent experience and five years of applicable experience.
10104	Specialist	Conducts investigations or tests of considerable complexity pertaining to the development of new designs, methods, materials or processes and investigates possible applications of results. Eight to ten years experience in advanced electronics engineering or project management.	8 – 10	M.S.E.E. or equivalent experience.
10105	Consultant	Analyzes, evaluates and plans method of approach and organizes means to achieve solution of complex technical problems. This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field. Ten or more years of progressively complex technical experience involving the latest state-of-the-art applications and techniques.	10+	M.S.E.E. or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Mechanical Engineer - 10301, 10302, 10303, 10304, 10305**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Mechanical Engineering assignments, including design, fabrication, modification and evaluation of mechanical and electro-mechanical components or systems. Performs developmental and/or test work which requires a comprehensive knowledge of mechanical engineering theory and design. May assign work to and direct drafters, technical writers, technicians, machine shop staff, may provide technical guidance to lower level engineers.

At the highest level, develops and applies advanced engineering theories and research techniques in the investigation and solution of complex and advanced technical problems on the forefront of new technologies. Plans, conducts and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned projects. May provide technical guidance to lower level engineers. May provide technical consultation to production and marketing organizations.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
10301	Entry	Performs assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision. May prepare plans, specifications, and cost estimates for assignments of moderate difficulty where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and procedures to be followed. Entry level position into job family.	0 - 2	B.S.M.E. or equivalent experience.
10302	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details. Analyzes, develops and recommends design approaches required to meet production requirements for new or improved products and/or processes. Reviews and approves drawings and specifications prepared by technical support staff. Zero to two years of applicable experience with a Master's degree.	2 - 5	B.S.M.E. or equivalent experience.
10302	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details. Analyzes, develops and recommends design approaches required to meet production requirements for new or improved products and/or processes. Reviews and approves drawings and specifications prepared by technical support staff. Zero to two years of applicable experience with a Master's degree.	2 - 5	B.S.M.E. or equivalent experience.
10303	Career	Performs complicated and difficult work of major complexity under general direction requiring a high degree of technical competence. Conceives and plans projects involving exploration of product and/or process problems, definition and selection of new concepts and approaches to the design or development of new or improved products and processes. Two to five years of applicable experience with a Master's degree. Zero to two years of applicable experience with a Doctorate degree.	5 - 8	B.S.M.E. or equivalent experience and five years of applicable experience.
10304	Specialist	Reviews project progress and evaluates results. Recommends corrections in technical analysis and design to ensure project completion. Specifies equipment, materials and supplies required for completion and implementation of technical projects. Eight to ten years experience in advanced Mechanical Engineering or project management.	8 - 10	M.S.M.E. or equivalent experience.
10305	Consultant	Analyzes, evaluates, and plans method of approach and organizes means to achieve solution of complex technical problems. This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field. Ten or more years of progressively complex technical experience involving the latest state-of-the-art applications and techniques.	10+	M.S. degree in Mechanical Engineering, or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Test Engineer – 10311, 10312, 10313, 10314**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs engineering assignments requiring the application of diversified test-engineering practices to develop test packages for use in production. Designs and develops test programs, processes, and systems to measure the functionality and integrity of products and services. Writes test procedures and protocols to assess product reliability and evaluates the ability of products to meet performance standards and specifications. Monitors the gathering of test data and may supervise the evaluation of test results to determine if product designs and architecture meets customer specifications and performance expectations. Develops test simulations to evaluate how products react under different conditions and analyzes product failure to assess the integrity and reliability of product performance. Defines debug protocols for test hardware and software. May lead the design and building of test stations.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10311</b>	Entry	Performs routine design and test programs, processes, and systems to measure the functionality and integrity of products and services. Assists with writing basic test procedures and protocols to assess product reliability and evaluates the ability of products to meet performance standards and specifications. Gathers basic test data and evaluates the results of tests to determine if product designs and architecture meets customer specifications and performance expectations.	0 - 1	Bachelor's Degree in Engineering or related technical discipline or equivalent experience.
<b>10312</b>	Intermediate	Designs and develops moderately complex test programs, processes, and systems to measure the functionality and integrity of products and services. May design and build moderately complex test stations. Writes moderately complex test procedures and protocols to assess product reliability and evaluates the ability of products to meet performance standards and specifications. Gathers test data and evaluates the results of tests to determine if product designs and architecture meets customer specifications and performance expectations. Develops moderately complex test simulations to evaluate how products react under different conditions and analyzes product failure to assess the integrity and reliability of product performance. Debugs moderately complex test hardware and software. Analyzes test cases and scenarios and reports results.	1 - 3	Bachelor's Degree in Engineering or related technical discipline or equivalent experience.
<b>10313</b>	Career	Designs and develops complex test programs, processes, and systems to measure the functionality and integrity of products and services. Designs and builds test stations. Writes complex test procedures and protocols to assess product reliability and evaluates the ability of products to meet performance standards and specifications. Gathers test data and evaluates the results of tests to determine if product designs and architecture meets customer specifications and performance expectations. Develops complex test simulations to evaluate how products react under different conditions and analyzes product failure to assess the integrity and reliability of product performance. Debugs complex test hardware and software. Analyzes test cases and scenarios and reports results. Collaborates with other engineering groups to improve or upgrade product performance. May provide work leadership for lower level employees.	3 - 5	Bachelor's Degree in Engineering or related technical discipline or equivalent experience.
<b>10314</b>	Specialist	Designs and develops highly complex test programs, processes, and systems to measure the functionality and integrity of products and services. May lead the design and building of test stations. Writes highly complex test procedures and protocols to assess product reliability and evaluates the ability of products to meet performance standards and specifications. Monitors the gathering of test data and may supervise the evaluation of test results to determine if product designs and architecture meets customer specifications and performance expectations. Develops highly complex test simulations to evaluate how products react under different conditions and analyzes product failure to assess the integrity and reliability of product performance. Defines debug protocols for test hardware and software. Analyzes test cases and scenarios and reports results. Collaborates with other engineering groups to improve or upgrade product performance. May provide technical consultation to other organizations and work leadership for lower level employees.	8+	Bachelor's Degree in Engineering or related technical discipline or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Manufacturing Engineer - 10341, 10342, 10343, 10344, 10345**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Manufacturing Engineering assignments, including compiling and evaluating test and production data, prepares technical analysis, recommends manufacturing methods and processes required to meet design objectives on new or improved products and/or processes. Provides production floor and assembly support in technical matters relating to assembly drawing interpretation, engineering change notices, rework, production aids, assembly fixtures, manufacturing difficulties and specifications. May assign work to drafters, technicians, technical writers, machine shop staff, may provide technical guidance to lower level engineers.

At the highest level, provides complex advisory support in the design, fabrication, modification and evaluation in support of manufacturing operations. Develops and applies advanced engineering theories, methods and research techniques in the investigation and solution of complex technical problems. Work at this level is normally on the forefront of new technologies. May provide technical consultation to production and marketing organizations.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
10341	Entry	Performs assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision. May prepare plans, MRP support studies, cost estimates, for assignments of similar complexity and magnitude where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and procedures to be followed. Entry level position into job family.	0 - 2	Bachelor's degree in a technical field or equivalent experience.
10342	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details. Prepares plans, process specifications and procedures, production aids and assembly fixtures, conducts MRP support studies, factory cost work standard development and assignments of similar complexity and magnitude requiring a comprehensive knowledge of mechanical and manufacturing theory and design. Zero to two years of applicable experience with a Master's degree.	2 - 5	Bachelor's degree in a technical field or equivalent experience
10343	Career	Performs complicated and difficult assignments of major complexity under general direction, requiring a high degree of technical and professional competence. Conceives and plans projects involving major production activities, exploration of product and/or process problems, definition and selection of new concepts and approaches in manufacturing operations. Two to five years of applicable experience with a Master's degree. Zero to two years of applicable experience with a Doctorate degree.	5 - 8	Bachelor's degree in a technical field or equivalent experience.
10344	Specialist	Conducts investigations or tests of considerable complexity pertaining to the development of new manufacturing operations, major production activities, exploration of product and/or process problems, definition and selection of new concepts and approaches in manufacturing operations. Eight to ten years experience in manufacturing engineering or project management.	8 - 10	Master's degree in a technical field or equivalent experience.
10345	Consultant	Recommends corrections in technical applications and analysis. This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field. Ten or more years of progressively complex technical experience, involving the latest state-of-the-art applications and techniques.	10+	Master's degree in a technical field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Process Improvement Engineer - 10361, 10362, 10363, 10364, 10365**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs professional process improvement engineering assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision. Assignments include the routine development of new or modified process formulations, definition of standard processing and handling equipment requirements and specifications, review of process techniques and methods applied in the manufacture, fabrication and evaluation of devices or components. Reviews product processing requirements with design staff to ensure compatibility of design and processing capabilities. May prepare plans, equipment specifications and cost estimates where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and basic process to be followed. Conducts analyses, diagnostic testing and checks of a routine degree of complexity pertaining to the development of new device/component processes and provides recommendations accordingly. Refers completed process improvement recommendations to technical supervision for review, check and verification. May assign support tasks of a technical nature to drafters, technicians and other technical support staff members.

At the highest level, develops and applies advanced engineering theories, methods and research techniques in the investigation and solution of complex and advanced technical problems on the forefront of new technologies. Plans or directs process projects or major phases of process projects and provide technical direction to and coordinate the efforts of engineers and technical support staff in the performance of assigned projects. May provide technical consultation to production and marketing organizations and customers concerning device/component process problems.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10361</b>	Entry	Performs assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision. May prepare plans, equipment specifications and cost estimates where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and basic process to be followed. Entry level position into job family.	0 - 2	Bachelor's degree in a technical field or equivalent experience.
<b>10362</b>	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details. Prepares plans, recommended changes, additions, and modifications which will facilitate manufacture. Zero to two years of applicable experience with a Master's degree.	2 - 5	Bachelor's degree in a technical field or equivalent experience.
<b>10363</b>	Career	Performs complicated and difficult assignments of major complexity under general direction requiring a high degree of technical competence. Conceives and plans projects involving definition and selection of new concepts and approaches in process engineering. May provide process consultation expertise to customers, marketing, production and line operations. Two to five years of applicable experience with a Master's degree or zero to two years experience with a Doctorate degree.	5 - 8	Bachelor's degree in a technical field or equivalent experience.
<b>10364</b>	Specialist	Conducts investigations or tests of considerable complexity pertaining to the development of new methods, material or processes and investigates possible applications of results. Recommends correction in technical analyses and process methodology to ensure project completion. Eight to ten years experience in advanced engineering and project management experience.	8 - 10	Master's degree in a technical field or equivalent experience.
<b>10365</b>	Consultant	Analyzes, evaluates, and plans method of approach and organizes means to achieve solution of complex technical problems. This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field. Ten or more years of progressively complex technical experience, involving the latest state-of-the-art applications and techniques.	10+	Master's degree in a technical field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Chemist – 10641, 10642, 10643**

**PRIMARY RESPONSIBILITIES AND DUTIES:** Responsible for a variety of standard laboratory processes and analytical equipment such as a spectrophotometers, gas chromatography and liquid chromatography to conduct tests and assays. Majority of tasks typically include the application of standard procedures, methods, and instrumentation of qualitative and quantitative analysis of organic and inorganic substances or standard microbiological tests.

At highest level coordinates with personnel in other disciplines to integrate findings and recommendations. Conducts independent investigations involving the application of advanced principles of chemistry. Consolidates results and prepares new methods to attain objectives. May provide technical guidance to lower level chemists and laboratory support personnel.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10641</b>	Entry	Performs professional chemist assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision. Assignments include routine chemical analysis, test and experiments where procedures are well established and guidance is readily available.	0 - 2	Requires Bachelor's degree in Chemistry, a related field or equivalent experience.
<b>10642</b>	Intermediate	Performs professional chemist assignments of wide complexity under general direction with considerable discretion as to work details. Develops new methods or processes that require a comprehensive knowledge of chemistry and laboratory techniques. Compiles and evaluates test results. Prepares reports to document findings and recommendations as to processes, materials and projects directions. Reviews and approves related inputs such as tests and experiments conducted by other laboratory personnel.	2 - 5	Requires Bachelor's degree in Chemistry, a related field or equivalent experience.
<b>10643</b>	Senior	Performs complicated and difficult chemist assignments of major complexity under general direction requiring a high degree of technical competence. Duties include full technical responsibility for planning, organizing and conducting technical projects within a broad range of chemical tests, analyses or syntheses. Conceive and plans projects involving the development of new methods to attain objectives. Produces major reports covering findings and recommendations. Keeps current within area of specialty in support of project assignments.	5 - 8	Requires Bachelor's degree in Chemistry, a related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Land Surveyor – 10701, 10703**

**PRIMARY RESPONSIBILITIES AND DUTIES:** Provide data relevant to the shape, contour, gravitation, location, elevation, or dimension of land or land features on or near the earth's surface for engineering, mapmaking, mining, land evaluation, construction, pipeline and other purposes. Verify the accuracy of survey data including measurements and calculations conducted at survey sites. Search legal records, survey records, and land titles to obtain information about property boundaries in areas to be surveyed. Prepare and maintain sketches, maps, reports, and legal descriptions of surveys to describe, certify, and assume liability for work performed. Compute geodetic measurements and interpret survey data to determine positions, shapes, and elevations of geomorphic and topographic features. Determine longitudes and latitudes of important features and boundaries in survey areas using theodolites, transits, levels, and satellite-based global positioning systems (GPS). Coordinate findings with the work of engineering and architectural personnel, clients, and others concerned with projects. May survey bodies of water to determine navigable channels and to secure data for construction of breakwaters, piers, and other marine structures. Determine specifications for photographic equipment to be used for aerial photography, as well as altitudes from which to photograph terrain.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10701</b>	Entry	Works with engineers and licensed surveyors to gather data for routes and Right of Ways. Works with engineers and licensed surveyors to determine routes and verifies rights-of way for construction activities. Responsible for field staking, right of way limits, special crossings, etc. for the purpose of construction. Field staking of centerlines, right of way limits, special crossings, etc. for the purpose of constructing.	1 - 4	Associates Degree or equivalent experience.
<b>10703</b>	Career	Establishes and verifies rights-of way for construction activities. Trains survey crew. Establishes, verifies, and when necessary, records rights-of-way for construction. Understands and prepares legal description for property and right of way purchases. Reduces and performs calculations of field note data to confirm survey accuracy. Field staking of centerlines, right of way limits, special crossings, etc. for the purpose of constructing.	4+	Bachelor Degree or equivalent experience. Requires Professional Surveyor License.

**JOB FUNCTION AND JOB CODE(S): Civil/Construction Engineer – 10801, 10802, 10803, 10804**

**PRIMARY RESPONSIBILITIES AND DUTIES:** Provides engineering skills and related project functions for the design, modification, maintenance, and/or construction of buildings, facilities, systems, and associated company assets. May assume lead responsibility for a significant portion of a major project or for leadership of engineers within an engineering discipline, i.e. civil, electrical, or mechanical. Develops comprehensive project plans and other project-related documentation, i.e. designs and/or specifications. Presents technical information to peer engineers, project team members, and/or engineering management to provide updates and/or influence decisions on technical issues.

At highest level May assume responsibility for projects requiring significant innovation related to field of expertise or act as a resident expert to project team/project manager in engineering area of expertise. Isolates critical issues from extensive technical and/or operational data for appropriate resolution. **May require Professional Engineering (PE) License at the third and fourth level of this job family.**

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10801</b>	Entry	Performs assignments of a basic degree of complexity under direction and supervision with a limited latitude for independent action and decision. May prepare plans, specifications and cost estimates for assignments of moderate difficulty where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and procedures to be followed. Entry level position into job family.	0 - 2	B.S.E.E. or equivalent experience.
<b>10802</b>	Intermediate	Performs assignments of wide complexity under general direction with considerable discretion as to work details. Performs developmental and/or test work which requires a comprehensive knowledge of electronic theory and design. Analyzes, develops, and recommends design approaches required to meet production requirements for new or improved products and/or processes. Zero to two years of applicable experience with a Master's Degree.	2 - 5	B.S.E.E. or equivalent experience.
<b>10803</b>	Career	Performs complicated and difficult assignments of major complexity under general direction requiring a high degree of technical competence. Conceives and plans projects involving exploration of product and/or process problems, definition and selection of new concepts and approaches to the design or development of new or improved products and processes. Two to five years of applicable experience with a Master's degree. Zero to two years of applicable experience with a Doctorate degree.	5 - 8	B.S.E.E. or equivalent experience and five years of applicable experience. PE license may be required.
<b>10804</b>	Specialist	Conducts investigations or tests of considerable complexity pertaining to the development of new designs, methods, materials or processes and investigates possible applications of results. Eight to ten years experience in advanced electronics engineering or project management.	8 – 10	M.S.E.E. or equivalent experience. PE license may be required.



**JOB FUNCTION AND JOB CODE(S): Quality Engineer – 10901, 10902, 10903, 10904, 10905**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for performing professional Quality Engineering assignments, including the application of engineering principles to develop methods and procedures to improve and maintain product quality standards. Assignments include the design of systems of recording and analyzing product quality level; the development of quality control inspection requirements and techniques, and the interpretation of product quality trends. May assign work to inspectors and technicians, may provide technical guidance to lower level engineers.

At the highest level, develops and applies advanced Quality Assurance/Control methods theories and research techniques in the investigation and solution of complex and advanced technical problems on the forefront of new technologies. Plans, conducts, and technically directs projects or major phases of significant projects, coordinating the efforts of technical support staff in the performance of assigned project. May provide technical consultation other organizations.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10901</b>	Entry	Performs assignments of a basic degree of complexity under close supervision with a limited latitude for independent action and decision. May prepare plans, specifications, and cost estimates for assignments of moderate difficulty where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and procedures to be followed. Entry level position into job family.	0 - 2	Bachelor's degree in engineering or equivalent experience.
<b>10902</b>	Intermediate	Performs assignments of considerable complexity under general direction with considerable discretion as to work details. Designs fixtures and processes to ensure the continuing maintenance of product quality; may conduct vendor visits to ensure quality; analyzes reports and returned products to determine quality trends and recommends corrective action. Zero to two years of applicable experience with a Master's degree.	2 - 5	Bachelor's degree in engineering or equivalent experience.
<b>10903</b>	Career	Develops sampling plans, quality standards and quality control instructions to be utilized by manufacturing, test and inspection in assessing the quality levels of products and processes. Provides recommendations concerning the disposition of defective materials. Reviews corrective actions recommended on audit reports for adequacy and to maintain a continuing awareness of quality problems.	5 - 8	Bachelor's degree in engineering or equivalent experience.
<b>10904</b>	Specialist	Conducts investigations of considerable complexity pertaining to the manufacture of new products, the establishment of new processes or the resolution of complex product quality problems. Recommends corrections in technical applications and analysis. Eight or more years of progressively complex technical experience in advanced quality assurance techniques or project management.	8 - 10	M.S. degree in Engineering, a related technical field or equivalent experience.
<b>10905</b>	Consultant	Analyzes, evaluates, and plans method of approach and organizes means to achieve solution of complex technical problems. This is the highest individual contributor level within the organization. Incumbents are normally widely recognized for their achievements, technical expertise and meritorious standing within their professional field. Ten or more years of progressively complex technical experience, involving the latest state-of-the-art applications and techniques.	10+	M.S. degree in Engineering, a related technical field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Geologist – 10911, 10912, 10913**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs professional geologic duties using independent judgment in any of the following disciplines: hydro, petroleum, energy, geothermal, coal, mining, minerals, environmental, structural, engineering or geologic hazards. Develops and conducts geologic projects; plans project methods, procedures and project budgets; collects, analyzes, and interprets data; prepares geologic maps, cross sections and reports; provides technical geologic advice to regulators; may prepare proposals for grant-funded geologic projects; may serve as lead geologist on projects and monitor progress and performance of project staff.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>10911</b>	Entry	Performs assignments of a basic degree of complexity under close supervision with a limited latitude for independent action and decision. May prepare plans, specifications, and cost estimates for assignments of moderate difficulty where technical supervision provides an outline of tasks to be performed and suggestions as to methods of approach and procedures to be followed. Entry level position into job family.	0 - 2	Bachelor's degree in engineering or equivalent experience.
<b>10912</b>	Intermediate	Performs assignments of considerable complexity under general direction with considerable discretion as to work details. Designs fixtures and processes to ensure the continuing maintenance of product quality; may conduct vendor visits to ensure quality; analyzes reports and returned products to determine quality trends and recommends corrective action. Zero to two years of applicable experience with a Master's degree.	2 - 5	Bachelor's degree in engineering or equivalent experience.
<b>10913</b>	Career	Performs assignments of high complexity under limited direction with considerable discretion as to work details Develops sampling plans, quality standards and quality control instructions to be utilized by manufacturing, test and inspection in assessing the quality levels of products and processes. Provides recommendations concerning the disposition of defective materials. Reviews corrective actions recommended on audit reports for adequacy and to maintain a continuing awareness of quality problems.	5 - 8	Bachelor's degree in engineering or equivalent experience.

**FINANCIAL SERVICES/BANKING JOB FAMILIES**

***JOB FUNCTION AND JOB CODE(S):*                      Branch Teller – 12041, 12042, 12043**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs customer transactions such as receiving and disbursing funds, posting deposit and withdrawal transactions, preparing balances, opens new accounts and transfers existing accounts. Maintains records of various transactions. Responsible for daily balancing of cash drawer. Cross-sells all services to new and existing customers by assessing customer needs and investigating which financial services can best satisfy those needs. May prepare and issue certified checks, money orders, travelers checks and the like. Answers customer inquiries and handles arrangements for automatic withdrawals, monthly interest checks, transfers between accounts, free checking accounts and the like. Conducts credit card transactions. May control safe deposit box access. May operate a variety of office equipment, such as automatic posting equipment, teller terminal, 10-key adder, calculator, checkwriter, postage machine, typewriter and photo check machine. Ability to communicate effectively with customers is required.

At the highest level, may train lower level Customer Service Representatives in regards to the Institutions products and services; provides assistance to lower level Customer Service Representatives when required.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>12041</b>	Entry	Under close supervision, performs assigned duties related to customer transactions, where procedures are explicitly delineated and adherence to established practices is mandatory. Some general financial Institution background and knowledge of the Institutions products and services is desirable.	0 - 1	Basic reading, writing and math skills.
<b>12042</b>	Intermediate	Under limited supervision, performs assigned duties related to customer transactions, where procedures are well delineated and variation of details is limited. A working knowledge of most products and services is required.	1 - 2	Basic reading, writing and math skills.
<b>12043</b>	Senior	Under general supervision, performs assigned duties related to customer transactions. Answers complex inquires, and prepares correspondence on complex matters related to new accounts. A broad knowledge of all products and services is required.	3+	Basic reading, writing and math skills.

***JOB FUNCTION AND JOB CODE(S):*                      Private Banking Relationship Officer - 12054**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops and provides service to the high-net-worth client base in Private Banking; including moderately complex credit, investment management and deposit services. Works effectively with each division in the region to increase the client base and business level in the markets in which they provide service. Identifies opportunities of a moderately complex level to develop new client relationships. Calls on prospective or existing clients to develop new business by promoting Bank services and products. Meets the moderately complex credit needs of high-net-worth customers seeking secured and unsecured loans. Compiles, analyzes and verifies credit and other financial information. Formulated an opinion of whether relationships will be profitable and an acceptable risk. Manages a portfolio of existing moderately complex relationships to ensure ongoing profitability and future cross sell opportunities. Decides loan terms and conditions if within own credit limits or makes recommendations to appropriate authority.

**QUALIFICATIONS:** Bachelor's degree or equivalent experience. One to two years of experience in banking or sales related field.

***JOB FUNCTION AND JOB CODE(S):*                      Personal Banker - 12051**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Identifies and analyzes targeted client group for RETAIL banking. Performs all required tasks for developing, servicing, and expanding targeted client base. Calls on existing and prospective customers to expand relationships and to develop new business through outside calls, direct mail and telemarketing activities. Performs all tasks to respond to clients personal credit needs, realized through interviews and financial status analysis. Provides relationship banking to targeted clients by providing full range of financial services. Maintains frequent customer contact to expand and retain customers. Refers clients to specialty departments as required.

**QUALIFICATIONS:** Thorough knowledge of credit analysis and business development skills required. Requires a minimum of two years related experience. A typical incumbent will possess 3- 5 years directly related experience.

**JOB FUNCTION AND JOB CODE(S): Private Banker - 12055**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Identifies and analyzes targeted client group of very high-worth accounts and trusts in commercial/corporate banking. Performs all required tasks for developing, servicing, and expanding targeted client base. Calls on existing and prospective customers to expand relationships and to develop new business through outside calls, direct mail and telemarketing activities. Performs all tasks to respond to clients' personal credit needs, realized through interviews and financial status analysis. Provides relationship banking to targeted clients by providing full range of financial services. Maintains frequent customer contact to expand and retain customers. Refers clients to specialty departments as required.

**QUALIFICATIONS:** Knowledge of credit structuring and good customer service skills required. Requires a minimum of three years of related experience. A typical incumbent will possess 3-5 years of related experience.

**JOB FUNCTION AND JOB CODE(S): Private Banking Relationship Manager - 12057**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Develops and provides service to high-net-worth client base in Private Banking, including complex credit, investment management and deposit services. Works effectively with each division in the region to increase the client base and business levels in the markets in which they provide service. Identifies opportunities to develop new client relationships. Calls on prospective or existing clients to develop new business by promoting Bank services and products. Meets with prospective clients to assess financial service needs and net worth. Meets the complex credit needs of high-net-worth customers seeking secured and unsecured loans. Compiles, analyzes and verifies credit and other financial information. Formulates an opinion of whether relationship will be profitable and an acceptable risk. Decides loan terms and conditions if within own credit limits or make recommendations to appropriate authority. Manages a portfolio of existing relationships to ensure ongoing profitability and future cross sell opportunities.

**QUALIFICATIONS:** Bachelor's degree or equivalent experience. Five years of prior experience in private banking or business development. Six to ten years related experience.

**JOB FUNCTION AND JOB CODE(S): Loan Processing Clerk – 12111, 12112, 12113**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Assists Loan Department by performing secretarial, loan processing, clerical and other related duties. May answer loan department telephones and greet customers. May maintain the branch loan application log. May maintain the loan department credit report logs and verify monthly billings against these logs. Orders the branch loan office supplies.

At the highest level, follows the loan origination procedure manual for systematically completing the loan processing tasks. Assists in the timely submission of loans to underwriting, approval and document preparation departments.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
12111	Entry	Performs the miscellaneous secretarial. Acquires necessary knowledge and develops the necessary skills for advancement. Performs similar and related duties as required.	0 - 1	High school diploma/GED or equivalent experience.
12112	Intermediate	Performs general loan processing duties. Performs related duties as required.	1 - 2	High school diploma/GED or equivalent experience.
12113	Senior	Performs all phases of loan processing/production duties with minimum supervision.	2+	High School diploma/GED or equivalent experience

**JOB FUNCTION AND JOB CODE(S): Consumer Loan Officer - 12145**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Underwrites and approves consumer loans as authorized. Responsible for preliminary analysis of all consumer loan requests. Makes recommendations on consumer loans, which exceed approval limit. Reviews loan packages for accuracy and completeness including borrower and collateral qualifications and credit worthiness. Also audits for compliance with lending policies and procedures. Works closely with the branch managers and loan officers on matters of consumer lending, and assists in training branch personnel on all consumer-lending programs. Assists in the preparation and processing of consumer loan packages to include obtaining credit reports, residence and employment verifications and any direct credit checks. Other related duties as required.

**QUALIFICATIONS:** Four or more years experience in all areas of consumer lending to include underwriting and approval of equity, automobile, recreational vehicle and marine loans. Collection experience also desirable.

**JOB FUNCTION AND JOB CODE(S): Consumer Loan Collector – 12161, 12162**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs necessary assignments in support of the collection of past due accounts. Researches and analyzes historical data on past due accounts. Ascertains location of customer. Contacts customer by telephone or letter to determine reason for delinquency and to educate customer on proper payment process. May negotiate and establish repayment process within defined guidelines. Maintains documentation on past due accounts and collection progress.

At the highest level, may conduct preliminary investigations on known or suspected frauds. Compiles and generates reports on past due accounts.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
12161	Entry	Under close supervision, performs necessary assignments in support of the collection of past due accounts. Assigned portfolio typically consists of less complex loan accounts such as early stage consumer accounts. Six months to one-year general business experience desirable. A typical incumbent will normally possess 1-2 years of related experience.	6 Months	Knowledge of accounting skills, government laws and regulations required.
12162	Intermediate	Under general supervision, performs necessary assignments in support of the collection of past due accounts. Assigned portfolio typically contains more complex loan accounts. Requires a minimum of two years related experience. A typical incumbent normally possess 4-6 years of related experience.	2+	Knowledge of accounting skills, product, government laws and regulations required.

**JOB FUNCTION AND JOB CODE(S): Consumer Loan Manager - 12168**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Coordinates and manages operation of consumer loans in the following areas: auto, boat, RV, mobile home, credit card, etc. Responsible for the monthly reporting for consumer loans.

**QUALIFICATIONS:** Bachelor's degree in Business, Finance, or General Management or equivalent experience. Five or more years loan management experience.

**JOB FUNCTION AND JOB CODE(S): Commercial Loan Officer – 12191, 12192, 12193**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Makes and services a variety of commercial loans. Interviews applicants to gain information regarding their business, desire, ability and earning potential so that a decision an acceptable risk and/or whether the loan should be approved, can be made. Conducts credit checks and makes on-site visits as required. Follows-up on current loans to ensure compliance with internal procedures and other required terms. Provides necessary assistance to potential and present customers who are seeking loans involving unsecured funds, credit secured by mortgages and/or other collateral. Drafts required forms and other necessary paperwork. Assists customers as required including introducing them to other products/services and institution personnel when necessary.

At the highest level, gives financial advise and counsel to customers. Makes recommendations on financial and organizational structure, locations, and other matters; visits plant or company sites as required. Makes decisions on loans and terms within established lending limits, or refers these issues to management. Follows-up on current loans to ensure compliance with internal procedures and other required terms.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
12191	Entry	Under close supervision, makes and services a variety of routine commercial loans within a limited, established credit authority. Assists senior officers in handling larger and more complex loans.	1 - 2	Bachelor degree in related field or equivalent experience.
12192	Intermediate	Under limited supervision, makes and services a variety of secured and unsecured business and individual loans, most of which involve large amounts of money and/or important customers. Thorough working knowledge of the institutions products and services is also required.	3 - 4	Bachelor degree in related field or equivalent experience.
12193	Career	Under general supervision, makes and services a wide variety of complex secured and unsecured loans and lines of credit, most of which involve significantly large amounts of money and/or important customers. Guides the department or junior level officers in the development and analysis of financial background data for new or renewed loans. Thorough working knowledge of the institutions products and services is also required.	5+	Bachelor degree in related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Branch Manager-Lending – 12451, 12452, 12453, 12454**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Supervises a staff that may include tellers, counselors, loan officers, loan processing personnel, plus other staff as required. Administers operation of a Full Service branch. Determines and recommends branch goals, personnel requirements, work distribution and equipment needs. Evaluates performance of branch personnel and submits recommendations for promotion, classification, salary changes, etc. Analyzes branch customer service, training and development of branch personnel, work schedules to effect maximum performance. Maintain relations with community. Knowledge of the technical field and institutions goals of financial institutions with emphasis on savings. Knowledge of institutions goals, including familiarity with procedures, policies and directives of the institution. Ability to communicate clearly. Ability to plan, organize, delegate and control operations. Knowledge of procedures for establishing, maintaining and terminating all types of financial institution services.

At the highest level, develops and sells institution saving/checking accounts and other services. May be responsible for branch security and/or facilities. Assists other departments as required and performs other related duties.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
12451	Entry	Responsible for managing the full service operations and ensuring excellent customer service is provided in a Full Service Branch of a smaller/least complex magnitude. Minimum of three years of supervisory experience required.	3 - 4	Knowledge of business administration, comparable to college education or equivalent experience.
12452	Intermediate	Responsible for managing the full service operations and ensuring excellent customer service is provided in a Full Service Branch of a medium/moderately complex magnitude. Minimum of four years of supervisory/management experience required.	4 - 6	Knowledge of business administration, comparable to college education or equivalent experience.
12453	Career	Responsible for managing the full service operations and ensuring excellent customer service is provided in a Full Service Branch of a large/more complex magnitude. Minimum of six years of supervisory/management experience required.	6 - 8	Knowledge of business administration, comparable to college education or equivalent experience.
12454	Specialist	Responsible for managing the full service operations and ensuring excellent customer service is provided in a Full Service Branch of a largest/most complex magnitude. Minimum of eight years of supervisory/management experience required.	8+	Knowledge of business administration, comparable to college education or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Branch Manager- Non-Lending – 12461, 12462, 12463, 12464**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for the administration and efficient operation of the branch in accordance with approved institution objectives and guidelines, with emphasis on asset growth and development of employees into a professional staff. Sells all institution services and strives for excellence in customer service. Responsible for coordinating and implementing branch operational procedures. Recommends, coordinates, and/or appraises the selection, placement, performance, promotion and termination of branch personnel. Responsible for developing budget reports for branch and submitting normal branch expenses for approval. Reviews operational techniques and recommends revisions of guidelines. Responsible for maintenance of branch office facilities. Reviews branch audit reports to ensure operational efficiency and quality control. Responsible for all aspects of branch security in accordance with institution security policy. Conducts staff meetings to ensure effective exchange of information. Responsible for preparation of reports.

At the highest level, responsible for community relations in branch market area. Develops other branch supervisory personnel through the delegation of specific responsibilities.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>12461</b>	Entry	Responsible for the administration and efficient operation of the branch with a small/less complex magnitude in accordance with approved institution objectives and guidelines. Minimum of three years supervisory/management experience in the financial institutions.	3 - 4	Associate degree in Business Administration or equivalent.
<b>12462</b>	Intermediate	Responsible for the administration and successful, efficient operation of the branch with medium/moderate complex magnitude in accordance with guidelines. Four years supervisory/management experience in the financial institution industry.	4 - 6	Associate degree in Business Administration or equivalent.
<b>12463</b>	Career	Responsible for the administration and efficient operation of a branch with a large/more complex magnitude, in accordance with approved institution objectives and guidelines. Six years supervisory/management experience in the financial institution industry.	6 - 8	Associate degree in Business Administration or equivalent.
<b>12464</b>	Specialist	Responsible for the administration and efficient operation of a branch with the largest/most complex magnitude, in accordance with approved institution objectives and guidelines Eight or more year's supervisory/management experience in the financial institution industry.	8+	Associate degree in Business Administration or equivalent.



**JOB FUNCTION AND JOB CODE(S): Trust Asset Administrator – 12613, 12614, 12615**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Receives, establishes and administers trust asset portfolios which may include: real estate, agricultural properties or assets such as oil, gas or mineral leases for private companies. Confers with customers regarding establishment, administration and operation of trust assets. Sells assets, negotiates leases, supervises maintenance/repairs and appraises/inspects assets as necessary.

At the highest level, develops new business through servicing customers and interaction with external resources.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
12613	Entry	Receives, establishes and administers simple to moderately complex trust asset portfolios. May develop new business through servicing customers and working with higher-level Trust Asset Administrators.	0 - 2	Bachelor's degree in related field or equivalent experience.
12614	Intermediate	Receives, establishes and administers moderately complex trust asset portfolios.	2 - 5	Bachelor's degree in related field or equivalent experience.
12615	Career	Receives, establishes and administers large and/or complex trust asset portfolios.	5+	Bachelor's degree in related field or equivalent experience.

**JOB FUNCTION AND JOB CODE(S): Trust Asset Administration Manager - 12618**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Manages a team of Trust Asset Administrators responsible for receiving, establishing and administering simple to moderately complex trust asset portfolios. Assigns accounts and ensures relationships are managed according to fiduciary policies and procedures. Oversees the sale of assets, lease negotiations, maintenance/repairs and appraisals/inspections. Develops and leads new business strategies for team. Manages staff levels including selection and development of staff. May act as Trust Asset Administrator for large and/or complex trust asset portfolios.

**QUALIFICATIONS:** Bachelor's degree in related field or equivalent experience. Seven to nine years related experience.

**JOB FUNCTION AND JOB CODE(S): Mortgage Loan Specialist – 12761, 12762, 12763**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs processing and pre-closing tasks required to manufacture a loan in compliance with company standards and best practices from point of application through submission to underwriting. Process loan files, verifying accuracy of documents received and preparing packets for submission. Results must comply with measurable franchise standards in areas of customer satisfaction, speed and efficiency of file delivery to the closing area.

At the highest level, performs all processing, decisions, and pre-closing tasks required to manufacture a loan in compliance with company standards and best practices from point of application to submission to underwriting. Order required credit reports, appraisals and other documentation to complete loan files. Provide guidance to more junior staff.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
12761	Entry	One year mortgage banking experience is required.	1 - 2	High school graduate or equivalent.
12762	Intermediate	Two to three years mortgage banking experience is required.	2 - 3	High school graduate or equivalent.
12763	Senior	Must have Level 1 Relo/Non-Relo and 1R Relo/Non-Relo or level 1R, IC, 2F, 2F with individual CHUMS ID, and 2 VA decision authority. Three to five years mortgage banking experience.	3+	Bachelor's degree in related field or equivalent experience.

**INSURANCE JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):*                    **Claims Processor – 13001, 13002, 13003**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Processes claims according to pre-established contract benefits and instructions. Responds to inquiries from members, providers, and insurers regarding claim status and procedures. Researches insureds files in response to inquiries and adjustments. Processes adjustments to incorrect payments. Makes file corrections based on audit and edit results. Uses computer terminals extensively for data entry and file updates. Maintains instructional manual and updates on various insurance plans as required. Performs other related duties as required. Alpha/numeric keyboarding skills and 10-key skills are required. Ability to follow oral/written instructions and skill in paying strict attention to details while accurately performing repetitive tasks is required.

At the highest level, ensures all claims jobs assigned for functional supervision are performed correctly and efficiently. Trains new claims processing personnel. Coordinates work flow in claims department(s). Processes all claim types, peer review claims and approves prior authorizations. Updates a variety of files containing timely and important information. Ability to train employees and to plan, organize and direct the work of lower level employees is required. This is considered the Lead position of the Claims Processing job family.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education &amp; Training</b>
13001	Entry	Under close supervision, processes simple claims. Six months experience as a Claims Processor Trainee or other claims experience including third party claims paying.	6 Months	Knowledge of applicable terminology required.
13002	Intermediate	Under general supervision, processes difficult claims for more than one type. Updates a variety of files containing timely and important information. Two years experience as a Claims Processor or other claims experience including third party claims paying.	2 - 5	Knowledge of applicable terminology required.
13003	Senior	Under limited supervision, coordinates, trains and functionally supervises claims processors or performs the most complex claims functions requiring considerable discretion and judgment. Five years experience as a Claims Processor or other claims experience including third party claims paying. Ability to work independently exercising sound judgment in establishing priorities and meeting deadlines required.	5+	Knowledge of applicable terminology required.

*JOB FUNCTION AND JOB CODE(S):*                    **Adjuster- 13301, 13302**

*Primary Duties and Responsibilities:* Investigates and settles property and casualty claims. Duties encompass the determination and interpretation of policy coverages, the securing and documentation of estimates of damage and substantiation of injuries, the evaluation of the claim as to coverage involved or the law of the territory, and the final settlement on a fair and equitable basis.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education &amp; Training</b>
13301	Entry	Generally, the cases assigned are of a fundamental nature. The position is normally exempt and may work inside of in the field.	0 – 1	Bachelor's Degree in Business Administration
13302	Intermediate	Investigates a wide variety of more complex property and casualty claims within a geographic area. Generally, the cases assigned are the more complex or controversial. Investigates a wide variety of more complex property and casualty claims within a geographic area. May assist in the training of less experienced adjusters or to aid them in their solution of claims problems.	2 - 4	Bachelor's Degree in Business Administration

**HEALTH CARE/SERVICES JOB FAMILIES**

*JOB FUNCTION AND JOB CODE(S):*                    **Unit Secretary/Unit Coordinator – 16001**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Responsible for general office duties related to maintaining clerical records, which reflect activities and services performed in a nursing unit. Assembles and charts information about patients, such as temperature, pulse and respiration. Posts and distributes information according to procedures or specific direction. Maintains daily census and other pertinent records, checks records for completeness, transfers doctors' notes to appropriate forms. Performs clerical work for the admission, transfer and discharge of patients according to established standards. Maintains good relationships with visitors, patients, members of medical and nursing staff and duties as requested.

*QUALIFICATIONS:* High school graduation or equivalent; one year related experience involving record keeping.

*JOB FUNCTION AND JOB CODE(S):*                    **Enrollment Processor – 16010, 16011, 16012**

*PRIMARY DUTIES AND RESPONSIBILITIES:* The incumbent applies pre-established guidelines and exercises independent judgment to perform various billing, insurance claim and account resolution activities. Tasks include, research and collection of unpaid and denied insurance claims; secondary billing, contractual adjustments and appeals. Research unpaid and denied insurance claims to facilitate the processing of claims and receipt of payments from insurance companies. Submission of letters of appeal on denied insurance claims, completing adjustments and working series accounts. Maintenance of accurate patient and insurance data, i.e., medical records, explanation of benefits, demographics, etc. Secures needed medical documentation required or requested to ensure account resolution. Maintains appropriate records for area(s) of responsibility. Monitors claims for missing information, authorization/control numbers. Interacts with staff and customers to research and resolve less complex problems/issues. Maintains billing/insurance logs. Maintains confidentiality of all information in accordance with HIPPA.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>16010</b>	Entry	Works under close supervision and performs routine billing and insurance claim research tasks to ensure account resolution.	1 - 2	High school graduate or equivalent.
<b>16011</b>	Intermediate	Works under limited supervision and performs moderately complex billing and insurance claim research tasks to ensure account resolution.	2 - 3	High school graduate or equivalent.
<b>16012</b>	Senior	Works under general supervision and may provide task/project leadership to less experienced staff. Performs complex billing and insurance claim research tasks to ensure account resolution.	3 - 5	High school graduate or equivalent.

*JOB FUNCTION AND JOB CODE(S):*                    **Admitting Clerk/Registration Clerk – 16021**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Responsible for admission of patients including patient interviews, typing admitting forms, room assignments and some cashier responsibilities. Handles routine patient inquiries and problems. Arranges patient admission to hospitals. Receives and interviews incoming patients or relatives to obtain pertinent data. Assigns room and coordinates patient's move up to room. Types and processes necessary admission paperwork. Insures timely communication of patient admits to other departments. May perform some pre-admit counseling and resolution of routine admitting inquiries and problems. May interface with medical staff as well as incoming patients. May collect monies and accept patient valuables for safekeeping. May operate data entry equipment. Performs related duties as requested.

*QUALIFICATIONS:* High school graduation or equivalent plus 3 – 6 months of related experience. EXCLUDES: Patient Counselor and RN's or LVN's performing this duty.

*JOB FUNCTION AND JOB CODE(S):*                    **Medical Records Transcriptionist – 16401**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Responsible for transcribing a variety of recorded dictation involving a substantial amount of medical terminology. Transcribes dictation relating to such areas as: X-ray, surgical and lab reports, medical histories, physical examinations, discharges and other special notes involving a wide variety of medical terminology. Types medical reports from rough draft, copy or tape. Generally a very high degree of accuracy required. May perform other related clerical activities such as filing and general clerical work of moderate difficulty. May operate word processing equipment. Performs related duties as requested.

*QUALIFICATIONS:* High school graduation or equivalent plus one to two years related experience. Knowledge of medical terminology.

**JOB FUNCTION AND JOB CODE(S): Medical Records Clerk - 16402**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Prepares statistical reports, codes diseases and surgeries according to accepted classifications, handles requests for medical information and may tabulate simple data for research from medical records. Codes abstracts, diseases and surgeries according to accepted classifications. Prepares statistical reports. Handles requests for medical information. Carries out routine for special projects such as cancer research. May train and provide orientation of new personnel. May supervise filing area. Performs related tasks as requested.

**QUALIFICATIONS:** Associate Arts Degree or equivalent and three to six months experience.

**JOB FUNCTION AND JOB CODE(S): Medical Records Encoder – 16403**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs accurate sequencing of diagnosis and procedures to ensure optimum reimbursement under the prospective payment system based on Diagnosis-Related Groups(DRG's). Codes Medicare patient records at the time of admission. Updates information daily to provide a "working DRG" in each case as a guideline for planning further medical care. Codes records of discharged patients following complete investigation of record, which often requires subjective decisions with regard to determination of principal diagnosis. Assures physician verification of final diagnosis and procedures performed as submitted for reimbursement. Selects charts according to specific criteria as developed by the medical staff departments, sections, and committees of the hospital to be sent for morbidity/mortality, generic and other reviews. Performs quality assurance functions by abstracting data from records and summarizing information according to specified criteria.

**QUALIFICATIONS:** Minimum of 2 years experience as a Medical Records Clerk to include experience in ICD-9-CM coding procedures. Certification by the American Association of Medical Records Administrators is preferred (A.A.R.T.)

**JOB FUNCTION AND JOB CODE(S): Pharmacy Technician – 16411**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for typing labels for medications issued by the hospital pharmacy. Assists pharmacists to perform routine duties. Receives written prescriptions and medication requests after being reviewed by the pharmacist and types labels. Unpacks and stores supplies, verifies items received against invoices. Maintains stock and supplies in dispensing areas. Delivers supplies to various hospital departments; maintains records showing their disposition. Maintains good relationship with visitors, patients, members of medical and nursing staff and other departments. Performs related duties as requested.

**QUALIFICATIONS:** High school graduation or equivalent. Basic mathematics ability to make simple calculations rapidly and accurately. Knowledge of basic routine clerical functions consisting of filing, maintaining simple records, typing and answering the phone.

**JOB FUNCTION AND JOB CODE(S): Pharmacist – 16415**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Compounds, prepares and mixes, manufactures and dispenses medicines and preparations. Performs assay and quality control tests. Assists in training student pharmacists by reviewing work and by answering questions. Answers questions regarding drugs for professional and non-professional medical staff and patients. Prepares stock solutions, replenishes shelf stock after applying labels and pricing stock. Maintains narcotic and hypnotic records. Sells items over-the-counter and may supervise subordinate personnel. May do IV additives and unit doses. Performs related duties as requested.

**QUALIFICATIONS:** Education necessary to meet state licensure requirements. Completion of internship. Must have state license. EXCLUDES: Senior and Chief Pharmacists or those functioning as a Department Head.

**JOB FUNCTION AND JOB CODE(S): Medical Laboratory Technologist - 16425**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Assists in the operation of a laboratory by performing specialized tasks involving medical laboratory testing: performs and reports results of tests and assumes responsibility for accuracy. This class is distinguished from a Medical Technologist by the responsibility for training, developmental, and administrative activities as well as responsibility for solving technical testing problems involving considerable independent judgment. Performs test procedures for quality control which include calibrating of instruments, assessing accuracy of equipment, determining accuracy of tests, assuring they are reproducible. Reads test results and examines and interprets outcome to identify departures from "norms." Activities include hematological, biochemical, serological and microbiologic tests. Develops recording systems to assure necessary controls in each step of procedure and proper documentation. Responsible for simple maintenance and adjustment of equipment and making up more difficult reagents. Assists in training and orientation of new technologists. May supervise laboratory assistants or auxiliary personnel. Performs administrative activities. Performs related duties as requested.

**QUALIFICATIONS:** Bachelor of Science degree required in related area plus one year internship. Two to four years experience. Must have current and valid state license. EXCLUDES: Those functioning as a Department Head.

**JOB FUNCTION AND JOB CODE(S): Physical Therapy Aide - 16431**

**PRIMARY DUTIES AND RESPONSIBILITIES:** The Physical Therapy Aide is a technical worker who assists with physical therapy treatments and related duties as assigned by the Physical Therapist under their direct, on-premises supervision. Typically a nonexempt position.

**QUALIFICATIONS:** High school graduation or equivalent. Able to communicate in English both verbally and in writing. Completion of on-the-job orientation and training program as a Physical Therapy Aide.

**JOB FUNCTION AND JOB CODE(S): Physical Therapist - 16435**

**PRIMARY DUTIES AND RESPONSIBILITIES** Plans and administers treatments for debilities, injuries and diseases through massage, exercise, hydrotherapy, heat therapy, etc., in accordance with a doctor's prescription. Directs and aids patients in exercises and functional training using various devices and equipment. Determines the appropriate need for, and administers, standard diagnostic and prognostic examination of muscle, nerve, joint and functional ability. Provides for implementation of proper treatment program and periodic re-evaluation of program. Designs and constructs, or directs construction of specialized testing and treatment equipment. Plans treatment objectives and programs according to results of evaluation. Explains treatment objectives and methods to patients and families. Evaluates patient's response and progress and discusses with the appropriate physician. Performs related duties as requested.

**QUALIFICATIONS:** Education necessary to meet licensure requirements. One to two years experience. Must possess a valid license as a Registered Therapist issued by the Board of Medical Examiners, state. EXCLUDES: Those functioning as a Department Head. INCLUDES: Therapists employed under a lease contract.

**JOB FUNCTION AND JOB CODE(S): Respiratory Therapist (Registered) - 16445**

**PRIMARY DUTIES AND RESPONSIBILITIES** Under general supervision, provides patient care associated with deficiencies and abnormalities involved with respiration. May use medical gases, air and oxygen apparatus and assist in ventilatory control, chest physiotherapy and respiratory rehabilitation. Consults with physicians. Provides consultation, instruction and/or technical direction of medical or nursing staff. Performs tasks as described for Respiratory Technician. In addition, performs any or all of the following tasks. Confers with Medical Staff and makes recommendations on individual patient care plans. Provides technical direction of other staff as well as aiding in their training and education. Manages respiratory care of patients under intensive care (e.g. weaning) of patients from continuous ventilation. Performs arterial punctures, blood gas analyses and/or endotracheal intubations. Participates in the respiratory care of the newborn. May perform pulmonary function studies, i.e., residual capacity and closing volumes. Performs related duties.

**QUALIFICATIONS:** Completion of a two-year approved program (i.e., A.S. or Certificate of Completion in Respiratory Therapy, leading to registration eligibility by the NBRT.) Must have a valid state license. INCLUDES: Therapists who are performing the above functions but are not registered. EXCLUDES: Chief Respiratory Therapist, Respiratory Therapy Supervisors and Clinical Instructor, R.N.'s performing above duties.

**JOB FUNCTION AND JOB CODE(S): Cardiac Catheter Technician - 16446**

**PRIMARY DUTIES AND RESPONSIBILITIES** Performs various tests of multiple blood samples obtained through catheterization or other means from specific areas within the patient's heart or lung to determine the concentration of gases in order to aid in the physician's treatment. Prepares written documentation as required by the profession and the department, such as evaluation results, individualized treatment plans, progress reports, and related reports.

**QUALIFICATIONS:** Work requires successful completion of an accredited Registered Cardiovascular Technician Certification (RCVT) program.

**JOB FUNCTION AND JOB CODE(S): Radiological Technologist - 16451**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Operates X-ray equipment to make radiographs of designated portions of body as ordered by physician. Positions and instructs the patients for the examination, adjusts X-ray equipment and determines the proper voltage, current and desired exposure time for each radiograph. Operates X-ray equipment to make radiographs of designated portions of the body, shields, and positions patient as required. Arranges, attaches, or adjusts immobilization and supportive devices such as sandbags, binder or angleboards to obtain the precise position, prevent patients from moving, and lessen discomfort. Selects proper film, position X-ray machine at correct angle and distance, and repeats exposure procedures from varied angles as prescribed by the physician. Prepares and administers, when necessary, chemical mixtures for patients to drink to assure that internal organs are shown clearly in the X-ray picture. May give on-the-job training and assist in performing first aid as necessary. Performs related tasks as required.

**QUALIFICATIONS:** Associate of Arts Degree or equivalent. Three to six months experience. Must be certified by the state. INCLUDES: Technologists in possession of registry by the American Registry of Radiological Technologists (A.R.R.T.) EXCLUDES: Those employees who do nothing but special procedures.

**JOB FUNCTION AND JOB CODE(S):                    Histologist - 16452**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Principle duties include performing standard histological procedures: tissue fixation, snap freezing, embedding, and serial sectioning (cryostat and microtome); IHC staining on frozen and paraffin sections; recording digital images and conducting simple data analysis. Experienced in maintaining study records through the strict adherence to SOPs and GLP regulations. Compile data to report study data.

*QUALIFICATIONS:* Bachelor's degree or equivalent experience.

**JOB FUNCTION AND JOB CODE(S):                    Anesthesia Technician - 16453**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Perform a variety of technical and supportive patient care tasks to assist attending anesthesiologists, residents and nurse anesthetists in performing anesthetic procedures for patients ranging from infancy to geriatrics. Performs routine and delegated duties according to departmental policies. Assist anesthesia providers using aseptic or sterile technique with non-invasive and invasive patient procedures including peripheral and/or central intravenous and/or arterial line placement; airway management techniques including mask, endotracheal and/or emergency methods and regional anesthesia techniques. Assist anesthesia providers with physiological monitoring of patients notifying the anesthesia provider(s) of abnormal changes in vital signs and/or physical appearance of the patient. Clean anesthesia machines, monitors and equipment following procedures established by Infection Control. Stock anesthesia supplies in all anesthetizing locations including ploss carts, fiberoptic carts, emergency airway bags and any other anesthesia supply location. Assist with patient laboratory tests and results including, but not limited to, ABG's, ACTs and other point of care tests. Obtain blood products and pharmaceuticals assisting with preparation and delivery.

*QUALIFICATIONS:* Basic Life Support Provider Certification., American Society of Anesthesia Technologists and Technicians Certification preferred.

**JOB FUNCTION AND JOB CODE(S):                    Telemetry Monitor Technician – 16454**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs cardiac monitoring by continuously observing monitor screen for proper wave form on each telemetry patient in order to prevent loss of signal and ensure accurate capture of potential cardiac events. Performs EKG Interpretation by analyzing and recording atrial and ventricular rates and rhythms. Measures EKG waveforms using accepted standards and guidelines. These results provide the current data required to determine the appropriate treatment of arrhythmia and immediate intervention of life threatening situations. Demonstrates teamwork by communicating effectively and working cooperatively with others to optimize job performance and foster productive working relationships.

*QUALIFICATIONS:* High school diploma or equivalent experience. One-year telemetry experience. EKG Monitoring, CPR certification and Basic EKG Course Completion preferred.

**JOB FUNCTION AND JOB CODE(S):                    Operating Room Technician (Certified) – 16455**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Prepares operating rooms with surgical instruments, equipment, and sterile linens that will be needed during an operation. Technicians also may prepare patients for surgery by cleaning, shaving, and disinfecting body areas where the surgeon will operate. They may transport patients to operating rooms, help position them on the operating table, and drape linens over the patient to prevent any exposure. During surgery, passes instruments and other sterile supplies to surgeons and surgeons' assistants. They hold retractors, cut sutures, and keep inventory of sponges, needles, and instruments used during the operation. Technicians also help in the care and disposal of specimens removed for testing during operations and help apply dressings or bandages. They may also operate sterilizers, lights, suction machines, and diagnostic equipment. After an operation, Surgical Technicians help transfer patients to the recovery room and assist nurses in cleaning and restocking the operating room for the next operation.

*QUALIFICATIONS:* Graduate of an approved school of Surgical Technology. Requirements with current certification.

**JOB FUNCTION AND JOB CODE(S):                    Mammography Technician - 16456**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs mammography related procedures by operating X-ray equipment to make radiographs of designated body areas. Organizes and maintains records and files as directed. Cleans and makes minor adjustments to equipment. Develop mammographic film. Evaluate radiographs for diagnostic quality obtaining additional images as needed. Match with the appropriate paperwork for interpretation.

*QUALIFICATIONS:* Certified in Diagnostic Mammography.

**JOB FUNCTION AND JOB CODE(S):                    Specimen Processing Technician - 16457**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Prepares specimens for laboratory analysis by preparing, logging, sorting, and delivering the specimens to the appropriate technical departments. Enters demographics in the computer and distribute them to each department for testing.

*QUALIFICATIONS:* Certification as a Phlebotomist by a nationally recognized board/agency\* is required; certification of Basic Life Support preferred.

**JOB FUNCTION AND JOB CODE(S): MRI Technologist - 16458**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Produces detailed tissue images for medical diagnosis by performing a variety of magnetic resonance imaging procedures. Duties include explaining procedures to patients and assisting radiologists in administering medications; instructing and preparing patients for MRI examinations; selecting appropriate equipment; determining the most suitable anatomical positions; and shielding patients according to radiation safety procedures. The incumbent will operate MRI equipment to make films of designated portions of the body; may prepare and administer chemical mixtures for patient examinations; assist in performing sterile technique procedures as required.

**QUALIFICATIONS:** Typically requires registration with the American Registry of Radiologic Technologists (A.R.R.T.), and 2 years experience.

**JOB FUNCTION AND JOB CODE(S): Cardiologist Technician - 16459**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Activates fluoroscope and camera to produce images used to guide catheter through cardiovascular system. Adjusts equipment and controls according to physicians' orders or established protocol. Assess cardiac physiology and calculate valve areas from blood flow velocity measurements. Assist physicians in diagnosis and treatment of cardiac and peripheral vascular treatments, for example, assisting with balloon angioplasties to treat blood vessel blockages. Attach electrodes to the patients' chests, arms, and legs, connect electrodes to leads from the electrocardiogram (EKG) machine, and operate the EKG machine to obtain a reading. Compare measurements of heart wall thickness and chamber sizes to standard norms to identify abnormalities. Conduct electrocardiogram, phonocardiogram, echocardiogram, stress testing, and other cardiovascular tests to record patients' cardiac activity, using specialized electronic test equipment, recording devices, and laboratory instruments.

**QUALIFICATIONS:** Associates degree in Health Science or any Allied Health Field plus certification as a Cardiovascular Technologist (CCT) by the Cardiovascular Credentialing International or Certified Cardiographic Technician (CCT).

**JOB FUNCTION AND JOB CODE(S): Central Service/Processing Technician - 16460**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for maintaining high standards for decontamination, assembly, inspecting, wrapping, and sterilization of surgical instruments and medical equipment for Surgical Services and all Ancillary Departments. This includes working in conjunction with the OR staff to provide timely sterile products, trays and case carts where applicable. Maintains consistency and continuous workflow between the OR and Central Processing while practicing above average customer service. Understands and utilizes computers for generating data and requisitioning goods.

**QUALIFICATIONS:** High school diploma or equivalent required. Completion of a Central Processing Technician program or Operating Room Technology program.

**JOB FUNCTION AND JOB CODE(S): Nuclear Medicine Technologist – 16461**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Prepares radioactive isotopes for administration to the patient, studies physicians' orders to determine specific isotope required for each type of test ordered. Operates scintillation detection equipment to measure isotope concentrations and scanners to record visual representations of the isotope concentrations in specific body areas. Adjusts controls according to knowledge of standard settings to produce products of required diagnostic quality. Performs laboratory test, such as blood volume, red cell survival and fat absorption studies on body specimens. Computes results of laboratory tests. Calculates test results, using electric calculator and monograms, following specified statistical procedures. Keeps records of tests conducted, test results and use and disposition of isotopes and body products containing isotopes. Responsible for quality control studies and records, performs other duties as required.

**QUALIFICATIONS:** Two years in an ANA approved school. One to two years experience. Must be certified by A.A.R.T.



**JOB FUNCTION AND JOB CODE(S): CT Technologist – 16462**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Perform diagnostic CT scans. Ensures the maintenance of the Quality Assurance Program through the West Coast Center Foundation as specified. Operates, and is responsible for, the CRT Scanner, including computer, dunn camera and other components, and the air conditioner for CT Scanner. Oversees and performs diagnostic CT scans. Maintains a safe working order for all equipment. Reports defects and ensures that they are repaired through EMI serviceman. Maintains log book for malfunctions and repairs; reports to the Physicist as necessary. Performs appropriate surveys, or ensures that they are completed. Performs appropriate testing to ensure the upkeep of the Quality Assurance Program. Places orders for purchase and maintains inventory. Enforces rules and regulations regarding radiation safety, electrical and fire hazards. May assist in preparation of information for meetings involving CT Scans, Neuro-Radiology Conferences, and Tumor Board.

**QUALIFICATIONS:** Associate of Arts Degree or equivalent. Minimum of six months experience in CT scanning department as a technologist. Must be certified by the state. **INCLUDES:** ONLY technologists that also have registry by the American Registry of Radiological Technologists (A.R.R.T.)

**JOB FUNCTION AND JOB CODE(S): Ultrasound Technologist – 16463**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Responsible for providing ultrasound services in accordance with standards established by the Chief Radiologist and in compliance with hospital policy. Responsible for operation of ultrasound equipment for ultrasonic diagnosis at the technical level. Analyzes and positions patients to obtain the desired results as prescribed and specified for diagnosis. Assists physicians during ultrasound procedures requiring aspiration or biopsy; and, in cases of adverse reaction. Responsible for proper and efficient operation of all diagnostic ultrasound equipment. Reports malfunctions as required. Maintains stock levels and ensures controls for proper utilization. Maintains good relationships with patients, members of medical and nursing staff and other departments. Performs related duties as required.

**QUALIFICATIONS:** High school graduation or equivalent. Satisfactory completion of formal radiological technology training in an AMA-approved school and ability to meet requirements for registry by the American Registry of Radiological Technologists(AART); or, certification by the state Department of Health allowing full diagnostic privileges; or, current state Registered Nurse licensure. Minimum of one year experience in a diagnostic ultrasound lab.

**JOB FUNCTION AND JOB CODE(S): Ophthalmic Imager - 16464**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Ophthalmic photographer will perform a variety of imaging tests in order to aid the physicians in documenting, tracking, and treating all forms of eye disease. Perform multiple ophthalmic imaging procedures including; digital and film fluorescein/ICG angiography (including performing IV injections and related pt. care), color fundus photography, optical coherence tomography, retinal thickness analysis, anterior segment slit-lamp biomicroscopy, gonioscopy, external and O.R. photography, public relations and teaching-based general photography, darkroom film processing, and media support for the Dept. of Ophthalmology. Work generally requires at least two years of photography experience or ophthalmic practice experience to become proficient in performing a variety of complex ophthalmic imaging and film/computer processing activities associated with specialized photographic procedures such as stereo fundus, slit lamp, and angiography.

**QUALIFICATIONS:** Basic understanding of digital and 35mm photography, basic medical terminology and basic venipuncture skills/knowledge.

**JOB FUNCTION AND JOB CODE(S): Angiography Technologist - 16465**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Use radiation safety measures and protection devices to comply with government regulations and to ensure safety of patients and staff. Explain procedures and observe patients to ensure safety and comfort during scan. Operate or oversee operation of radiologic and magnetic imaging equipment to produce images of the body for diagnostic purposes. Position and immobilize patient on examining table. Position imaging equipment and adjust controls to set exposure time and distance, according to specification of examination. Key commands and data into computer to document and specify scan sequences, adjust transmitters and receivers, or photograph certain images. Monitor video display of area being scanned and adjust density or contrast to improve picture quality. Measure thickness of section to be radiographed, using instruments similar to measuring tapes. Operate fluoroscope to aid physician to view and guide wire or catheter through blood vessels to area of interest. Assign duties to radiologic staff to maintain patient flows and achieve production goals. Collaborate with other medical team members, such as physicians and nurses, to conduct angiography or special vascular procedures.

**QUALIFICATIONS:** Satisfactory completion of formal radiologic technology training in an AMA-approved school, registration by the American Registry of Radiologic Technologists (ARRT), and six months of experience performing angiographic examinations and/or procedures OR equivalent education/experience.

**JOB FUNCTION AND JOB CODE(S): Biomedical Technician - 16466**

Repairs, assembles and maintains all types of medical equipment. Assists medical/nursing staff in operation/use of equipment. Tests the functionality of medical equipment making necessary operational adjustments. Takes sensitivity, selectivity, and accuracy measurements.

**JOB FUNCTION AND JOB CODE(S): Cytotechnologist – 16467**

Stains and mounts slides and examines human body cells to detect evidence of cancer or other diseased conditions. Receives blood specimens sent to laboratory or draws blood from patients by venipuncture, observing strict principles of asepsis and antisepsis to prevent infection of patients and contamination of specimens. Centrifuges blood specimens in test tubes and capillary tubes to separate cells and sediment from blood serum. Classifies slides, records classification, and presents slides with unusual cell structures to pathologist for further examination. Compiles listing of patients for follow-up analysis of specimens. Prepares and analyzes subsequent specimens for cell changes and reports findings to pathologist.

**JOB FUNCTION AND JOB CODE(S): Phlebotomist – 16470**

Properly identifies patient, draws blood samples and sends to laboratory for analysis. May perform special tests such as clotting time, bleeding time and glucose tolerance tests, and reports results. Maintains records of tests performed and blood samples taken.

**JOB FUNCTION AND JOB CODE(S): Medical Technologist -16471, 16472**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Conducts laboratory tests including microscopic, bacteriological, or chemical tests. Prepares specimens with reagents, solutions, heat, or filters as required. Observes tests and reactions and provides data. At highest level evaluates test results, develops and modifies procedures, and establishes and monitors programs, to ensure the accuracy of tests. Ensures compliance with clinical protocols and overall clinical study objectives. Analyzes clinical data.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
16471	Entry	Works under close supervision on task-oriented assignments. Applies a limited range of standard professional principles, theories, concepts, practices and techniques to resolve problems.	0 - 2	Education RN, BSN or BS in a related scientific discipline and Medical Technologist Certification.
16472	Intermediate	Works under general instructions for routine work; specific instructions for new projects. Applies professional knowledge and experience to resolve problems. Analyzes issues and uses judgment to make decisions. This is the experienced working level.	4+	Education RN, BSN or BS in a related scientific discipline and Medical Technologist Certification.

**JOB FUNCTION AND JOB CODE(S): Psychiatric Technician – 16474**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Under general supervision, provides assessment, treatment, counseling and patient care services to at-risk, mentally ill, developmentally disabled, and substance abuse patients. Provides a basic level of general and psychiatric nursing care to mentally ill, emotionally disturbed, developmentally disabled, and substance abuse patients; participates in group and individual activities with patients; works as part of a team to provide a treatment program for the patient. Takes vital signs, weighs patients, and collects routine specimens.

*QUALIFICATIONS:* Bachelor's degree or equivalent experience. A minimum of one (1) year experience working in an acute inpatient psychiatric setting. Comparable experience in a hospital or clinical setting. Basic Life Support Certification.

**JOB FUNCTION AND JOB CODE(S): Cath Lab Technician - 16481**

*PRIMARY DUTIES AND RESPONSIBILITIES:* This is an entry level position. Provides a variety of specialized duties by preparing and maintaining aseptic supplies through the ordering and stocking of responsible areas. Prepares cath lab procedures room by ensuring that adequate stock is on hand. Orders and maintains supplies, processes film and maintains lab book of patient films. Assists lab staff in the operation of the lab as well as cleaning, assembling and sterilizing of equipment. Transports and/or escorts stabilized patients to nursing units.

*QUALIFICATIONS:* A Basic Life Support Health Care Provider card if required.

**JOB FUNCTION AND JOB CODE(S): Cath Lab Nurse - 16482**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Prepares patient and equipment for catheterization procedures by preparing site of entry, draping patient, arranging sterilized instruments and catheters, and calibrating and setting-up pressure transducers and tubing. Operates hemodynamic and electrical amplifiers and digital and line fluoroscopic equipment and records data. Attends to patient needs during cardiac studies. Responsible for administering intravenous and oral medications, collection of arterial and venous blood samples and respiratory gases. Participates in life-saving measures such as defibrillation and cardiopulmonary resuscitation.

*QUALIFICATIONS:* Maintains current license for Registered Nurse. Two years of ICU/CCU experience in arrhythmia and hemodynamic monitoring of patients in an acute-care setting is preferred.

**JOB FUNCTION AND JOB CODE(S): Coder/Biller – 16506**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Generates paper and electronic bills for assigned accounts and transmits or mails these claims to the appropriate insurer to collect payment on balances owed. Ensures that clean and correct bills are sent to the insurers and pursues insurance carriers for claims outstanding. Resolves problem claims and overpayments on a timely basis. Responds to and resolves patient/guarantor questions and inquiries regarding physician practice services and the resulting bills. Assists patients/guarantors in resolving their obligations to the practice. Posts receipts and adjustments to accounts in an accurate and timely manner.

**JOB FUNCTION AND JOB CODE(S): Medical Assistant – 16507, 16508**

*PRIMARY DUTIES AND RESPONSIBILITIES:* May assist the health care practitioner in obtaining specimens and vital signs, administration of medications, injections, measuring and recording vital signs and drawing blood. Performs office clerical functions as needed, which may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Knowledge of medical and insurance terminology.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
16507	Entry	Performs administrative and certain clinical duties under the direction of physician. Which may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.	0 - 2	Basic reading, writing and arithmetic skills. Certification in medical assisting and CPR.
16508	Intermediate	Assist medical and/or nursing staff in the routine examination and treatment of patients to include obtaining and recording data for medical records, collecting and preparing specimens for laboratory analysis and undressing, cleansing and position patients for specific procedures. Knowledge of medical and insurance terminology.	2+	Basic reading, writing and arithmetic skills. Certification in medical assisting and CPR.

**JOB FUNCTION AND JOB CODE(S): Health Claims Analyst - 16509, 16510, 16511**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Processes routine claims to determine type and amount of benefit payable. Performs duties, subject to review and approval, for the processing of such claims assigned, consistent with applicable policies, procedures and department guidelines. Determines level of reimbursement based on established criteria, provider contract, plan and employer group provisions. With approval, processes all claims, eligible or ineligible for payment, accurately and conforming to quality, production standards and specifications in a timely manner.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>16509</b>	Entry	Under close supervision, performs a variety of minor clerical duties in accordance with specific instructions and established work procedures. Reviews and processes routine paper/electronic health claims according to contract benefits and company policies and procedures. Determines disposition of claims, including payment or denial of claims or requests for additional information. Entry level position into job family.	0 - 1	Basic reading, writing and math skills. Knowledge of medical terminology, ICD-9 and CPT coding.
<b>16510</b>	Intermediate	Under limited supervision, performs a variety of semi-routine clerical duties of moderate complexity requiring the exercise of some discretion and use of limited judgment and initiative. Follows written and verbal instructions with work usually subject to spot check. Reviews and processes complex paper/electronic health claims according to contract benefits and company policies and procedures. Determines disposition of claims, including payment or denial of claims or requests for additional information.	1 - 2	Basic reading, writing and math skills. Knowledge of medical terminology, ICD-9 and CPT coding.
<b>16511</b>	Senior	Under general supervision, performs advanced and complicated clerical duties requiring considerable judgment, independent analysis and detailed knowledge of departmental procedures. Performs complicated reconciliation and control functions, and compiles special studies where analysis of complicated data is required. Reviews and processes paper/electronic health claims according to contract benefits and company policies and procedures. Determines disposition of claims, including payment or denial of claims or requests for additional information. Handles most complex and/or specialized claims. May assist or train entry level claims personnel.	2 - 4	High school graduate or equivalent experience. Knowledge of medical terminology, ICD-9 and CPT coding.

**JOB FUNCTION AND JOB CODE(S): Occupational Therapist – 16521**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Performs working level occupational therapist job duties. Evaluates patients' needs and administers appropriate occupational therapy to preserve and improve abilities for independent function, such as range of motion, strength, tolerance, coordination, behavioral management skills, social skills, and activities of daily living. Plans and prepares treatment programs. Evaluates, fits and adjusts prosthetic, orthotic, and other adaptive and assistive devices and seating and positioning devices.

**QUALIFICATIONS:** Master Degree in Occupational Therapy. Must be licensed in the state of practice.

**JOB FUNCTION AND JOB CODE(S):** **Nurse Practitioner/Clinician/Physicians Assistant – 16601, 16602, 16603**

*PRIMARY DUTIES AND RESPONSIBILITIES:* The Nurse Practitioner is responsible for the planning and administration of quality healthcare in the health care setting. The NP/clinician works collaboratively with physicians, other mid-level NP/clinicians and ancillary staff. Responsible for assessment plan, examination and treatment for all services provided. Performs medical exams, orders and interprets laboratory tests as appropriate. Provides assessment and treatment of primary care problems. Acts as a sources to staff and clients regarding medical concerns. Refers clients beyond the scope of practice level of competence according to medical protocol. Performs venipuncture and administers injections. Familiar with emergency procedures and responds appropriately.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>16601</b>	Entry	Responsible for assessment plan, examination and treatment for all services provided. Performs medical exams, orders and interprets laboratory tests as appropriate. Provides assessment and treatment of primary care problems. Acts as a resource to staff and clients regarding medical concerns. Refers clients beyond the scope of practice level of competence according to medical protocol.	0 - 2	Current Nurse Practitioner or Physicians Assistant license. Current cardiopulmonary resuscitation certification.
<b>16602</b>	Intermediate	Responsible for assessment plan, examination and treatment for all services provided. Performs medical exams, orders and interprets laboratory tests as appropriate. Provides assessment and treatment of primary care problems. Acts as a resource to staff and clients regarding medical concerns. Refers clients beyond the scope of practice level of competence according to medical protocol.	2 - 5	Current Nurse Practitioner or Physicians Assistant license. Current cardiopulmonary resuscitation certification.
<b>16603</b>	Career	Under indirect supervision, provides independent primary care in a variety of clinical settings to a specified population of non-emergency patients. Provides consultation and advice to others as a highly-specialized practitioner. Supervises and/or coordinates the activities of patient care and/or support staff.	5 +	Current Nurse Practitioner or Physicians Assistant license. Current cardiopulmonary resuscitation certification.

*JOB FUNCTION AND JOB CODE(S):* **Licensed Vocational Nurse – 16711, 16712**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Performs nursing procedures such as administering medications including oral medications and hypodermic injections or subcutaneous medications and IV medications as allowed under the LVN practice act. Ability to complete recording nursing notes in the patient's clinical record; preparing and caring for patients during treatment; giving first aid as needed. Apply basic nursing and mental health principles in all relationships with patients. Assist in responding to emergency situations to perform CPR and administer necessary medications according to their practice act.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>16711</b>	Entry	Performs procedures which require specialized training for general nursing care and related services for assigned patients, under the direction of a Registered Nurse or M.D., in accordance with established hospital policy. Participates in the planning for and provision of patient care. May be assigned to manage intravenous fluids, according to established hospital policy and procedures, according to L.V.N. Board certification requirements and hospital policies and procedures. Uses knowledge of asepsis in performance of treatments, such as sterile dressings, irrigations and catheterizations. Administers medications as directed by an R.N. or M.D.	0 - 1	Education sufficient to meet state licensure requirements. Must have current and valid state license.
<b>16712</b>	Intermediate	Provides basic bedside care, taking vital signs such as temperature, blood pressure, pulse, and respiration. Prepares and give injections and enemas, monitor catheters, apply dressings, treat bedsores, and give alcohol rubs and massages. LPNs monitor patients and report adverse reactions to medications or treatments. Collect samples for testing, perform routine laboratory tests, feed patients, and record food and fluid intake and output. Assist with bathing, dressing, and personal hygiene. In States where the law allows, may administer prescribed medicines or start intravenous fluids. May help deliver, care for, and feed infants. Experienced LPNs may supervise nursing assistants and aides.	1 - 4	Education sufficient to meet state licensure requirements. Must have current and valid state license.

**JOB FUNCTION AND JOB CODE(S): Registered Nurse - 16721, 16722, 16723**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Provides direct patient care, observe, assess, and record symptoms, reactions, and progress in patients; assist physicians during surgeries, treatments, and examinations; administer medications; and assist in convalescence and rehabilitation. Develop and manage nursing care plans, instruct patients and their families in proper care, and help individuals and groups take steps to improve or maintain their health.

At highest level may require advanced certification including MICN, CCRN, AORN, etc.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
16721	Entry	Under supervision carries out patient care assignments and established nursing procedures in a routine situation. The nurse maintains acceptable standards of performance for lower staff levels. Successfully completes all orientation.	0 - 2	Current RN license to practice in state or an Interim Permit. CPR certification.
16722	Intermediate	Independently demonstrates knowledge and skills by effectively using the nursing process for safe, therapeutic care. Competent performance will meet the standards of practice for RN 2.	2 - 5	Current RN license to practice in state or an Interim Permit. CPR certification.
16723	Career	Works with increasing independence and whose proficient performance is guided by advanced knowledge and clinical expertise. Serves as a professional role model, a clinical resource person, teacher and a consultant for other health team members, including students. This is the level at which a staff nurse has an identified specialty area and assists the unit leadership in establishing unit goals for further development of the specialty. Demonstrates advanced knowledge and skills to include trouble shooting, setting up in emergency situations, evaluating system issues vs. patient status issues and their inter-relationships. Actions reflect an accurate evaluation of the situation and include the assessment of processes and ramifications of interventions. Performs advanced physical assessment skills.	5 +	Current RN license to practice in state or an Interim Permit. CPR certification.

**JOB FUNCTION AND JOB CODE(S): Clinical Nurse Specialist – 16725**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Researches, evaluates and monitors patient care. Serves as mentor for new employees. Demonstrates leadership qualities and serves as role model. Assists less experienced nurses in gaining skills in clinical nursing. Assists in revising nursing policies and procedures. Gives educational presentations to nursing staff at unit level and to general staff at least once each year. Actively participates in one ongoing hospital or nursing committee. Actively participates on one community health related program.

**QUALIFICATIONS:** Current state Registered Nurse licensure. Bachelor's degree with minimum of two years clinical experience; or, Bachelor's degree with minimum of one year experience in a specialty area; or, Master's degree with minimum of one year clinical experience; or, Master's degree with minimum of six months experience in a specialty area.

**JOB FUNCTION AND JOB CODE(S): Nursing Shift Supervisor – 16748**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Supervises and coordinates the activities of nursing personnel in one or more care units on a specific shift. Assists the director of nursing services in determining staffing needs and training, and development needs and plans. Also may assist in monitoring performance of nursing units and nursing services. Assists director of nursing services in implementing objectives, standards, and plans pertaining to activities of all personnel within the units. Plans and schedules work of personnel, assigns units and coordinates activities with other units and departments concerned with patient care. Plans and organizes training for unit staff personnel. Coordinates and directs the activities of several head nurses or nursing unit supervisors. Evaluates performance of head nurse and nursing care, and suggests modifications.

**JOB FUNCTION AND JOB CODE(S): Utilization Nurse/Case Manager – 16757, 16758**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Identifies, evaluates, coordinates, and monitors all case management care and services provided to acute inpatient (in-network and out-of-network), ambulatory, home health care, DME, and skilled nursing facility. Manages the continuum of care for identified long term or catastrophic cases. Ensures appropriate levels of care through prospective, concurrent and retrospective review of health care services. Provides relevant and measurable outcomes to appropriate internal groups, and contracted health plans.

<b>Job Number</b>	<b>Job Level</b>	<b>Job Level Definition</b>	<b>Typical Years of Experience</b>	<b>Typical Education And Training</b>
<b>16757</b>	Intermediate	Works under limited supervision on task-oriented assignments. Applies a wide range of standard professional principles, theories, concepts, practices and techniques to resolve problems.	2 - 5	Education RN, BSN or BS in a related scientific discipline and Certified Case Management Certification.
<b>16758</b>	Career	Works with increasing independence and whose proficient performance is guided by advanced knowledge and clinical expertise. Serves as a professional role model, a clinical resource person, teacher and a consultant for other health team members. Demonstrates advanced knowledge and skills to include trouble shooting, setting up in emergency situations, evaluating system issues vs. patient status issues and their inter-relationships. Actions reflect an accurate evaluation of the situation and include the assessment of processes and ramifications of interventions. Performs advanced physical assessment skills.	5 +	Education RN, BSN or BS in a related scientific discipline and Certified Case Management Certification.

**JOB FUNCTION AND JOB CODE(S): Social Worker – 16781**

**PRIMARY DUTIES AND RESPONSIBILITIES:** Incumbent evaluates the needs of clients, develops and implements treatment plans to assist individuals and/or families with problems and family adjustment and/or anti-social behavior. Develops and implements treatment plans to help clients mobilize inner capacities and resources to improve social functioning. Conducts individual, family, or group therapy sessions in accordance with the established treatment plan and provides crisis intervention if necessary. Prepare psychological or mental health assessments by obtaining background information such as physical, psychological or mental health, and social factors which contribute to the client's situation and by studying case histories of clients/residents. Provides consultation, makes recommendations, gives appropriate advice, and/or facilitates decisions. Acts as an expert witness. Gives testimony and/or recommendations in court cases and/or hearings. Provides case management to include evaluating the needs of clients, developing and implementing treatment plans, and monitoring progress.

**QUALIFICATIONS:** Licensed as a certified social worker.

**JOB FUNCTION AND JOB CODE(S): Health Program Specialist – 16784**

**PRIMARY DUTIES AND RESPONSIBILITIES:** This is a senior level job which develops, oversees, and monitors health programs. Interprets State and federal program regulations/policies and recommends State implementation/application. Coordinates the program implementation process including staff training, administrative procedures set-up, and EDP applications. Develops and monitors internal and care provider compliance systems; establishes and monitors quality assurance issues within the program. May supervise professional health staff members and necessary support staff.

**QUALIFICATION:** Bachelor degree in public health, health care, or related fields plus 4-5 years related experience.



**JOB FUNCTION AND JOB CODE(S):                    Psychologist – 16806**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Assess and evaluate individuals' problems through the use of case history, interview, and observation and provide individual or group counseling services to assist individuals in achieving more effective personal, social, educational, and vocational development and adjustment. Select, administer, and interpret psychological tests to assess intelligence, aptitudes, abilities, or interests. Consult with other professionals to discuss therapies, treatments, counseling resources, or techniques, and to share occupational information. Refer clients to specialists or to other institutions for non-counseling treatment of problems. Conduct research to develop or improve diagnostic or therapeutic counseling techniques. Provide consulting services to schools, social service agencies, and businesses. Advise clients on how they could be helped by counseling. Analyze data such as interview notes, test results, and reference manuals in order to identify symptoms, and to diagnose the nature of clients' problems. Collect information about individuals or clients, using interviews, case histories, observational techniques, and other assessment methods. Counsel individuals, groups, or families to help them understand problems, define goals, and develop realistic action plans. Develop therapeutic and treatment plans based on clients' interests, abilities, and needs. Evaluate the results of counseling methods to determine the reliability and validity of treatments.

*QUALIFICATIONS:* Ph.D. or a Psy.D degree. Current license to practice.

**JOB FUNCTION AND JOB CODE(S):                    Dentist – 16807**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Diagnose and treat problems with teeth and tissues in the mouth, along with giving advice and administering care to help prevent future problems. Provide instruction on diet, brushing, flossing, the use of fluorides, and other aspects of dental care. Remove tooth decay, fill cavities, examine x rays, place protective plastic sealants on children's teeth, straighten teeth, and repair fractured teeth. Perform corrective surgery on gums and supporting bones to treat gum diseases. Responsible for extracting teeth and make models and measurements for dentures to replace missing teeth. Administer anesthetics and write prescriptions for antibiotics and other medications. Uses a variety of equipment, including x-ray machines, drills, mouth mirrors, probes, forceps, brushes, and scalpels.

*QUALIFICATIONS:* Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DMD).

**JOB FUNCTION AND JOB CODE(S):                    Medical Doctor – 16808**

*PRIMARY DUTIES AND RESPONSIBILITIES:* Provides direct patient care in a clinical setting including assessment, screening, diagnosis, and treatment of patients; may also determine the degree of disabilities of patients. Incumbent provides specialized medical consultation, expertise, and follow-up to patients, families, team members, other physicians, and community, public and private agencies.

*QUALIFICATIONS:* Doctorate degree. This job requires licensure to practice medicine.