

****These are generic descriptions; all duties may not be listed and some duties may not be performed by job incumbents within your organization.****

Job Title Descriptions

Accountant

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts.

Accounting Clerk (includes Bookkeeping; Accounting; Auditing Clerk; Accounts Payable)

Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

Accounting Manager (includes Accounting Supervisor)

Supervises and coordinates general accounting activities. Gathers data for financial reports. May be responsible for one or all of the following: payables, receivables, payroll, balance statements, ledgers, journal activities and vendor ledger.

Administrative Assistant/Office Assistant/Secretary

Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports.

Analyst (includes Credit Analyst)

Analyzes information in related field and develops statements and/or reports. Performs leadership roles in an informal manner, representing the department in the supervisor's absence. May have knowledge of software programs to generate reports. Could be a Loan Officer, Employee Assistance Counselor, Coordinator or Representative.

Assembler

Perform assembly operations with knowledge of equipment necessary to fit and assemble all types of parts. Could include assembly of equipment, computers, test equipment telemetering systems, electric motors, batteries, etc.

Buyer/Purchasing Agent (includes Product Specialist)

Buy merchandise or commodities, other than farm products, for resale to consumers at the wholesale or retail level, including both durable and nondurable goods. Analyze past buying trends, sales records, price, and quality of merchandise to determine value and yield. Select, order, and authorize payment for merchandise according to contractual agreements. May conduct meetings with sales personnel and introduce new products.

Case Manager

Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.

Chief Executive Officer

Plan and direct all aspects of an organization's policies, objectives, and initiatives. Responsible for the short- and long-term profitability and growth of the company.

Chief Financial Officer

Responsible for directing an organization's overall financial policies. Oversee all financial functions including accounting, budget, credit, insurance, tax, and treasury. Design and coordinate a wide variety of accounting and statistical data and reports.

Chief Operating Officer

Plan and direct all aspects of an organization's operational policies, objectives, initiatives. Responsible for the attainment of short- and long-term financial and operational goals. Directs the development of the organization to ensure future growth.

Clerk Typist (includes Word Processor; Typist)

Use word processor/computer or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned.

Collections Counselor (includes Bill and Account Collector; Accounts Receivable)

Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; keeping records of collection and status of accounts.

Computer Programmer (includes Programmer)

Convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information. May program web sites.

Cost Accountant

Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.

Credit Manager

To apply the Company's credit policies, practices and procedures and to administer all credit operations in a manner that will increase sales, contribute to the profit of the Company, enhance customer stability, and provide for the prompt collection and adequate protection of the Company's investment in accounts receivable.

Customer Service Clerk

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Customer Service Supervisor

Supervise and coordinate the activities of clerical and administrative support workers. Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints

Database Analyst

Involvement in database server administration, such as stored procedures and DBCC (Database Consistency Checks). Handle disk management, log file management, database agent administration, database queries, etc.

Database Developer/Database Programmer

Construct databases, develop and manage the database structure, develop and manage the tables, rows and records of the database and develop all of the required reporting.

Data Processing Manager (includes Computer and Information Systems Manager)

Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.

Department Supervisor (includes First-Line Supervisor; Manager of Retail Sales Workers)

Directly supervise workers in an establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties.

Drafter (includes Electronic Drafter)

Prepares clear, complete and accurate working plans and drawings from rough or detailed sketches for Engineering or Manufacturing purposes, according to specific dimensions. Makes final sketch of drawings checks dimensions of parts, material used and relation of one part to another.

Electrician

Install, maintain, and repair electrical wiring, equipment, and fixtures. Ensure that work is in accordance with relevant codes. May install or service street lights, intercom systems, or electrical control systems.

Engineer, Electronic

Research, design, develop, and test electronic components and systems for commercial, industrial, military, or scientific use utilizing knowledge of electronic theory and materials properties. Design electronic circuits and components for use in fields such as

telecommunications, aerospace guidance and propulsion control, acoustics, or instruments and controls.

Engineer, Industrial

Design, develop, test, and evaluate integrated systems for managing industrial production processes including human work factors, quality control, inventory control, logistics and material flow, cost analysis, and production coordination.

Engineer, Mechanical

Perform engineering duties in planning and designing tools, engines, machines, and other mechanically functioning equipment. Oversee installation, operation, maintenance, and repair of such equipment as centralized heat, gas, water, and steam systems.

Engineer, Technical

The technical engineer specializes in one or maybe a number of technical domains (telecommunications, information systems, databases and so on). On the one hand, the engineer is responsible for the up-keep of these systems. In this role, he or she intervenes in cases of particular difficulty and helps to train the team. On the other hand, the engineer must be adaptable, being able to renew or to replace software and develop new tools and systems. The engineer makes suggestions, chooses products, devises and regulates the schedule and sets up and manages test phases for future technical or software based appliances.

Estimator (includes Cost Estimator)

Prepare cost estimates for product manufacturing, construction projects, or services to aid management in bidding on or determining price of product or service. May specialize according to particular service performed or type of product manufactured.

Executive Secretary

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

Financial Manager/Controller/Treasurer

Direct financial activities, such as planning, procurement, and investments for all or part of an organization.

Food Preparation Person

Perform a variety of food preparation duties other than cooking, such as preparing cold foods and shellfish, slicing meat, and brewing coffee or tea

Grinder Setup/Operator (includes Cutting, Punching, and Press Machine Setter, Operator, and Tender, Metal and Plastic)

Set up, operate, or tend machines to saw, cut, shear, slit, punch, crimp, notch, bend, or straighten metal or plastic material.

Groundskeeper (includes Landscaping and Grounds keeping Worker)

Landscape or maintain grounds of property using hand or power tools or equipment. Workers typically perform a variety of tasks, which may include any combination of the following:

sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, sprinkler installation, and installation of mortar-less segmental concrete masonry wall units.

Guard (includes Security Guard, Security Officer Loss Prevention Officer, Store Detective)

Guard, patrol, or monitor premises to prevent theft, violence, or infractions of rules.

Help Desk Support (includes Computer Support Specialist; Hardware/Software Specialist)

Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems

Housekeeping Attendant (includes Maid and Housekeeping Cleaner)

Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

Human Resources Assistant

Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and date of and reason for termination. Compile and type reports from employment records. File employment records. Search employee files and furnish information to authorized persons.

Human Resources Manager

Plan, direct, and coordinate human resource management activities of an organization to maximize the strategic use of human resources and maintain functions such as employee compensation, recruitment, personnel policies, and regulatory compliance.

Human Resources Recruiter

Screen, interview, and recommend prospective employees for employment. May work with search firms or other placement agencies to develop and maintain a highly qualified candidate pool. May extend offers of employment to successful candidates.

Human Resources Representative

Provide general Human Resources support to the company.

Information Technology Trainer

Provide training and support for all new and incumbent staff in the use of the application software as well as Microsoft Office Suite. Individual will act as a liaison between the IT department and the user departments also providing first level help desk support for all software applications.

Inspector

Inspect parts, products and/or processes to insure conformance with standards. Inspect materials or products using fixed or variable measuring instruments, checks for irregularities

and defects. Compare product with parts list of sample model to ensure completion of assembly. Verify specified dimensions on product or material using inspection equipment.

Intelligence Analyst (includes Management Analyst)

Conduct organizational studies and evaluations, design systems and procedures, conduct work simplifications and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively. Includes program analysts and management consultants.

Inventory Control Clerk (includes Stock Clerk – Stockroom, Warehouse, or Storage Yard; Inventory Analyst; Warehouse)

Receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard. Keep records and compile stock reports.

Janitor (includes Cleaner)

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.

Lab Technician

Sets up and operates small-scale chemical production equipment under laboratory conditions. Tests methods and chemical processes for product development. Perform standard quantitative and qualitative tests.

Loan Counselor

Provide guidance to prospective loan applicants who have problems qualifying for traditional loans. Guidance may include determining the best type of loan and explaining loan requirements or restrictions.

Machine Operator (includes Multiple Machine Tool Setter, Operator, and Tender, Metal and Plastic; Processor)

Set up, operate, or tend more than one type of cutting or forming machine tool or robot.

Machine Operator, CNC (includes Computer Controlled Machine Tool Operator)

Operate computer/controlled machines or robots to perform one or more machine functions on metal or plastic work pieces

Mail Clerk (includes Mail Machine Operator)

Prepare incoming and outgoing mail for distribution. Use hand or mail handling machines to time stamp, open, read, sort, and route incoming mail; and address, seal, stamp, fold, stuff, and affix postage to outgoing mail or packages. Duties may also include keeping necessary records and completed forms.

Maintenance Supervisor/Facilities Manager

Supervise and coordinate the security or maintenance of facilities and equipment. Schedules preventive maintenance programs. Train subordinates. Purchases needed items.

Maintenance Worker/Helper/Technician (includes Repair Worker)

Perform work involving the skills of two or more maintenance or craft occupations to keep machines, mechanical equipment, or the structure of an establishment in repair. Duties may involve pipe fitting; boiler making; insulating; welding; machining; carpentry; repairing electrical or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.

Marketing Manager/Public Relations

Formulate and recommend long and short range marketing strategies to increase sales and improve efficiency. Recommend the establishment of prices and pricing policies. Evaluate competitive marketing strategies. May help or oversee the development of brochures, advertising and public image or perception. Responsible for coordinating attendance at industry-wide seminars and conventions.

Material Handling Laborer

Perform physical tasks to transport or store materials or merchandise. Duties involve one or more of the following: Manually loading or unloading freight cars, trucks, or other transporting devices; unpacking, shelving or placing items in proper storage locations; or transporting goods by hand truck, cart or wheelbarrow.

Materials Planner/Inventory

Evaluate materials and develop machinery and processes to manufacture materials for use in products that must meet specialized design and performance specifications. Develop new uses for known materials. Includes those working with composite materials or specializing in one type of material, such as graphite, metal and metal alloys, ceramics and glass, plastics and polymers, and naturally occurring materials.

Mechanic

Perform day to day maintenance and repair on the company's vehicles (trucks, cars, etc.).

Network/Telecommunications Engineer

Perform the specialized engineering activities required to analyze, plan, design, implement, and inspect, computer networks and related voice, video, life safety, and data electronic systems and applications; and perform related duties as required or assigned.

Nurse – Registered, Medical Facility

Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required. Includes advance practice nurses such as: nurse practitioners, clinical nurse specialists, certified nurse midwives, and certified registered nurse anesthetists. Advanced practice nursing is practiced by RNs who have specialized formal, post-basic education and who function in highly autonomous and specialized roles.

Nurse – Registered, Non-Medical Facility

Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case

management. Licensing or registration required. Includes advance practice nurses such as: nurse practitioners, clinical nurse specialists, certified nurse midwives, and certified registered nurse anesthetists. Advanced practice nursing is practiced by RNs who have specialized formal, post-basic education and who function in highly autonomous and specialized roles.

Office Manager

Supervise and coordinate the activities of clerical and administrative support workers.

Operations/Support

Directs and oversees an organization's operational (non-manufacturing) policies, objectives, and initiatives.

Painter (includes Painting, Coating and Decorating Worker)

Paint, coat, or decorate articles, such as furniture, glass, plateware, pottery, jewelry, cakes, toys, books, or leather.

Paralegal

Assist lawyers by researching legal precedent, investigating facts, or preparing legal documents. Conduct research to support a legal proceeding, to formulate a defense, or to initiate legal action.

Payroll Administrator

Perform payroll functions on a weekly basis.

Plant Manager (includes Branch Manager)

Interact with production supervisor(s), establish production goals, maintain open communications with sales, marketing, purchasing, financial and personnel department. Plan, coordinate, resolve problems and direct operations in the plant.

Press Operator (includes Cutting, Punching, and Press Machine Setter, Operator, and Tender, Metal and Plastic)

Set up, operate, or tend machines to saw, cut, shear, slit, punch, crimp, notch, bend, or straighten metal or plastic material.

Production Supervisor (includes Industrial Production Manager)

Plan, direct, or coordinate the work activities and resources necessary for manufacturing products in accordance with cost, quality, and quantity specifications.

Production Trainee

Individual hired to learn a recognized skilled craft through shop experience and supplemented by related instructions.

Program Manager

Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of

incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations.

Project Manager

Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project.

Purchasing Manager (includes Materials Manager)

Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services.

Quality Control Manager

Responsible for installing and supervising inspection and testing procedures for finished products. Recommend corrective action necessary to ensure conformity with quality specifications and standards.

Receptionist (includes Information Clerk)

Answer inquiries and obtain information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at establishment; location of departments, offices, and employees within organization.

Safety Director (includes Safety Manager)

Establish and promote maintenance of safe and healthy working conditions, and recommend measures to reduce or eliminate industrial accident and health hazards in compliance with OSHA regulations. Study and analyze accident causes and hazards, formulate general safety policies, participate in the investigation of accidents and injuries.

Sales Manager

Direct the actual distribution or movement of a product or service to the customer. Coordinate sales distribution by establishing sales territories, quotas, and goals and establish training programs for sales representatives. Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers.

Sales Person/Retail Clerk (includes Retail Salesperson)

Sell merchandise, such as furniture, motor vehicles, appliances, or apparel in a retail establishment.

Sales Representative, Inside

Sells full product line to all types of customers via telephone. Responsible for quoting price and delivery of all stock items and buyouts.

Sales Representative, Outside

Sells full product line to businesses within a geographical area. Maintains and expands sales to all existing customers in the territory. Coordinates with Inside Sales and Branch Manager to solve problems or customer issues.

Scheduling Clerk (includes Production, Planning, and Expediting Clerk)

Coordinate and expedite the flow of work and materials within or between departments of an establishment according to production schedule. Duties include reviewing and distributing production, work, and shipment schedules; conferring with department supervisors to determine progress of work and completion dates; and compiling reports on progress of work, inventory levels, costs, and production problems.

Shipper/Receiver (includes Shipping, Receiving, and Traffic Clerk)

Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products.

Shipping/Receiving/Warehouse Supervisor

Oversee the shipping and/or receiving areas. Prioritize shipments to meet production and shipping schedules. Meet with or contact carriers to secure the best service and price. May help monitor inventory levels. Maintain an orderly and efficient warehouse.

Software Engineer (includes Computer Software Engineer; Systems Software; Systems Engineer)

Research, design, develop, and test operating systems-level software, compilers, and network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. Apply principles and techniques of computer science, engineering, and mathematical analysis.

Surface Grinder (includes Grinding, Lapping, Polishing, and Buffing Machine Tool Setter, Operator, and Tender, Metal and Plastic)

Set up, operate, or tend grinding and related tools that remove excess material or burrs from surfaces, sharpen edges or corners, or buff, hone, or polish metal or plastic work pieces.

Systems Administrator (includes Network and Computer Systems Administrator; Systems Manager)

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

Systems Analyst (includes Computer Systems Analyst)

Analyze science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers.

Systems Architect

Develops and implements policies and procedures to ensure that systems support the organization's business requirements and meet the needs of end users. Defines systems

requirements based on user/client needs, cost, and required integration with existing applications, systems, or platforms. Defines technical standards and functionality tests. May develop specifications, prototypes, or initial user guides.

Systems Engineer (includes Computer Systems Engineer/Architect)

Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.

Systems Hardware Technician

Under general supervision, provides technical support and training on use of personal computers, printers, peripheral equipment, and network systems hardware and software; resolves computer application problems and trouble shoots hardware malfunctions; assists in maintaining and administering the LAN network systems; provides support and installation for desktop computer applications, Internet/Intranet including e-mail and World Wide Web; installs, configures, and makes repairs to personal computer hardware and software systems; provides technical assistance and training to system users; and performs other related duties as required.

Team Leader/Group Leader

Oversee a small group of employees within a department to ensure quality and timeliness in the work area. Act as liaison between management and labor and is capable of filling vacancies due to absenteeism or high production times.

Technical Manager

Coordinate activities of technical departments, such as taping, editing, engineering, and maintenance, to produce radio or television programs.

Technical Writer

Write technical materials, such as equipment manuals, appendices, or operating and maintenance instructions. May assist in layout work.

Teller

Receive and pay out money. Keep records of money and negotiable instruments involved in a financial institution's various transactions.

Tool & Die Maker

Analyze specifications, lay out metal stock, set up and operate machine tools, and fit and assemble parts to make and repair dies, cutting tools, jigs, fixtures, gauges, and machinists' hand tools.

Truck Driver, Local

Drive a truck or van to transport and deliver goods. May be required to unload truck. May require use of automated routing equipment. Paid by the hour.

Truck Driver, OTR

Drive a truck or van to transport and deliver goods. May be required to unload truck. May require use of automated routing equipment. Paid by the mile.

Unskilled Laborer (includes Laborer and Freight, Stock, and Material Movers, Hand)

Manually move freight, stock, or other materials or perform other unskilled general labor.
Includes all unskilled manual laborers not elsewhere classified.

Welder (includes Welder, Cutter, and Welder Fitter)

Use hand-welding or flame-cutting equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products.