

**THE CAPE COD HUMAN RESOURCES ASSOCIATION'S
2003 Cape Cod Compensation & Benefits Survey**

Job Descriptions

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2003 Cape Cod Compensation & Benefits Survey Job Descriptions

Management Jobs

1. Chief Operating Officer (COO)

Often serves as the number 2 to CEO. Oversees and leads major segment of the organization. Implements policies and plans for major divisions, which may include all or some of these areas: finance, human resources, IT, operations, and marketing.

2. Head of Finance (Chief Financial Officer / CFO)

Plans, directs and controls the organization's overall financial plans and policies, accounting practices, and relationships with lenders, shareholders and financial community. Oversees accounting, budgeting, tax, treasury and administrative functions.

3. Head of Human Resources / Human Resources Manager

Develops plans, policies and programs for the human resource function. Manages the employment, retention, compensation & benefits, training, records and other employee-related services.

4. Head of Information Systems (Chief Information Officer / CIO)

Directs and coordinates information systems planning and functions, including systems design, development, implementation and maintenance. Provides guidance to the organization relative to its information systems investments.

5. Head of Operations

Directs the operations of the organization. Develops and implements plans and programs to ensure effective and efficient operations. Evaluates and implements revised processes. Ensures compliance with applicable regulations.

6. Head of Sales

Develops plans, policies and programs for the organization's sales activities. Leads and manages the efforts of sales staff. Provides guidance to senior management on sales issues and opportunities.

7. Head of Sales and Marketing

Develops plans, policies and programs for the organization's marketing and sales activities. Leads and manages the efforts of marketing and sales staff. Provides guidance to senior management on sales and marketing issues.

8. Accounting Manager

Manages and administers all of the company's accounting systems. Generates related records and prepares statements for management information.

9. Business Development Manager

Researches and pursues opportunities to expand business relationships through a variety of types of agreements.

10. Controller

Directs financial and accounting activities of the organization. Directs preparation of reports, audits and statements. Analyzes organization's financials status. Directs preparation of budgets. Ensures proper controls are in place.

11. Credit Manager

Responsible for determining decisions on customer requests for credit and amount of credit to be extended. May be responsible for collections. Participates in developing credit and collection policies and procedures.

12. Customer Service Manager

Manages and coordinates the activities of Customer Service Representatives engaged in responding to customer requests or complaints. Ensures prompt resolution of problems. Ensures effective scheduling and work flow.

13. Facilities Manager

Supervises and coordinates staff engaged in the maintenance and repair of the company's building, equipment and other facilities. Plans moves, renovations and other activities with outside vendors.

14. Field Service Manager

Directs all service functions in one or more geographic areas designated by the company. May manage Field Service Supervisors.

15. Manufacturing Manager

Responsible for overseeing the planning, coordinating and directing of all manufacturing activities. Develops staffing and schedule and ensures conformance to plan and budgets.

16. Marketing Communications Manager

Coordinates the preparation of advertising and marketing materials. May be responsible for public relations and internal communications.

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17. Marketing Manager

Plans, organizes and directs the development of marketing plans. Recommends product/service features, packaging and pricing to meet market requirements and the marketing messages and approaches.

18. Network Manager

Manages the network system(s) throughout the organization, including planning, design, installation and maintenance. Prepares budgets and plans for network systems and projects.

19. Operations Manager

Manages and oversees plant operations to obtain maximum efficiency and economy of operations. Develops plans, policies and processes.

20. Production Planning Manager

Responsible for the production planning and inventory control functions. Converts sales forecasts into manufacturing and inventory plans. Generates production forecasts and scheduled production deliveries.

21. Purchasing Manager

Directs and coordinates the procurement of materials, supplies, equipment and services in compliance with schedules and specifications. Develops sources of supply.

22. Quality Assurance Manager

Responsible for developing, administering and maintaining quality assurance/control programs for the organization. Coordinates inspection and enforcement requirements.

23. Regional/District Sales Manager

Responsible for all sales activities within a designated geographical area. Develops and implements approved sales/promotion plans and budgets. Responsible for key accounts and development of sales team.

24. Retail Store Manager

Manages all aspects of a retail store, including staffing, purchasing, scheduling, and customer service. Recommends and implements policies and procedures to ensure the effectiveness of customer service and sales.

25. Retail Store Assistant Manager

Assists the Manager in running the day to day operations of the store. Ensures proper staff coverage and the delivery of excellent customer service.

26. Safety Manager

Oversees inspections, conducts safety audits and safety training. Ensures that the proper policies and procedures are in place.

27. Sales Manager

Establishes distribution methods and outlets for products. Oversees field sales force. Identifies new markets, seeks out and establishes accounts and develops sales forecasts and strategies.

28. Telemarketing Manager

Oversees and coordinates the work of telemarketing staff. Ensures that customer questions and complaints are properly addressed.

29. Traffic Manager

Directs and coordinates traffic activities of the organization. Develops and maintains transportation and distribution procedures to maximize delivery efficiency.

NON-PROFIT MANAGERS

30. Development Manager

Develops strategies and oversees all aspects of the organization's development program. Sets goals and action plans. Identifies donor bases and organizes initiatives to solicit funding.

31. Program Manager

Develops and implements organization's programs. Assesses needs and ensures that program objectives are met. May manage staff or committees to run programs.

32. Grant Manager

Develops plans and organizes efforts to access grant opportunities. Coordinates application process and serves as liaison between funding sources and organization.

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Non-management Jobs

ACCOUNTING / FINANCE

1. Accountant

Performs a variety of professional level accounting functions. May prepare quarterly statements, financial reports and supporting documentation. *Bachelors & at least 3 years experience.*

2. Accounting Clerk

Performs one or more routine accounting operations such as posting journal entries, preparing invoices and balancing records. Follows up to resolve discrepancies. *1 year experience.*

3. Accounting Clerk – Senior

Performs a variety of more complex accounting transactions. Posts and balances accounts receivable, payable or subsidiary ledgers. *3 years experience.*

4. Accounts Payable / Receivable Clerk

Generates invoices and documents payments. Updates and maintains automated accounts payable and/or receivable systems. *2-3 years experience.*

5. Bookkeeper

Posts and maintains general and subsidiary ledgers. Prepares trial balances and assists in preparing various other accounting reports. *Associates & 4 years experience.*

6. Credit / Collection Clerk

Performs a variety of credit and collection record keeping activities. Follows up on delinquent accounts to request payment. *2-3 years experience.*

7. Financial Analyst

Maintains/updates financial models and plans, and financial data. Makes projections of company financial performance and performs special analyses. *Bachelors & 3 years experience.*

8. Payroll Clerk

Calculates employee pay and various deductions and prepares and maintains related records and reports. *1 year experience.*

9. Payroll Supervisor

Supervises activities of employees engaged in processing time records, statistics, and earnings. Reviews and approves payroll deductions. *Associates & 3 years experience.*

10. Tax Accountant

Prepares tax records and filings of the federal, state, city, sales and income tax reports. Conducts research regarding tax issues. *Bachelors & 3 years tax-related experience.*

ADMINISTRATIVE / OFFICE

11. Administrative Assistant

Administers operations or specialized business functions generally involving administration of programs or services for one or more business units. *Associates & 3 years experience.*

12. General Clerk

Performs simple clerical duties. Assignments are usually routine and repetitive in nature. *0 – 6 months experience.*

13. General Clerk-Senior

Performs clerical duties requiring varying degrees of independent analysis and exercise of judgment. *At least 1 year experience.*

14. Legal Secretary

Prepares correspondence, memorandums and other legal documents. Familiar with the specialty area practice of law. *Secretarial school training plus two years experience.*

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Non-management Jobs

15. Mail Clerk

Sorts, distributes and collects mail. Stamps outgoing mail.

16. Messenger/Courier

Collects and distributes mail, light packages and interoffice correspondence. *Valid driver's license.*

17. Office Manager

Coordinates office support and staff in areas such as secretarial services, communications, payroll, and building security. Purchases office supplies and equipment. *Bachelors & 5 years experience.*

18. Paralegal

Assists attorneys by conduct researching, analysis, and drafting of documents. Proficient in the procedures and practices of a specialty area. *Associates & 3 years experience.*

19. Project Manager

Oversees the development and implementation of a project plan. Manages and controls project scope and organizes the activities of project team members. *Bachelors & 5 years experience.*

20. Secretary

Provides general office support for one or more professionals. Does not include executive secretaries to top executives. *Secretarial school & 2 years experience.*

21. Secretary-Executive

Serves as secretary to executive(s). May make administrative decisions and assign work to other clerical employees. *Secretarial school & 5 years experience.*

22. Receptionist

Receives visitors, in person or by telephone, and directs them to appropriate parties. May perform light typing duties. *1 year experience.*

23. Switchboard Operator-Receptionist

Operates company switchboard and receives and directs visitors. *1 year experience.*

CUSTOMER SERVICE

24. Customer Service Representative

Serves as liaison with customer. Processes orders and communicates with customer regarding inquiries, pricing, scheduling, and complaints. *Associates & 1 year experience.*

25. Customer Service Representative- Senior

Responds to customer issues and follows up to resolve customer concerns. Performs research to address customer inquiry. May train entry level employees. *Associates & 3 years experience.*

26. Field Service Representative

Inspects, services, and repairs equipment. Reviews and responds to service requests. *Associates & 2 years technical experience.*

27. Field Service Representative-Senior

Inspects, services, and repairs equipment. May provide assistance to Field Service Representatives to help solve difficult or complex problems. *Associates & 4 years technical experience.*

28. Field Service Supervisor

Supervises, schedules, and participates in field service work. *Associates & 5 years technical experience.*

HUMAN RESOURCES

29. Benefits Administrator

Administers various benefit plans. Keeps abreast of competitive and regulatory developments. Provides benefit information to employees. *Associates & 3 years experience.*

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Non-management Jobs

30. Employment Representative / Recruiter

Recruits and interviews prospective applicants, and evaluates qualifications and references. Maintains and develops recruiting sources. *Associates & 3 years experience.*

31. Human Resource Generalist

Provides a wide range of human resource services which may include employment, compensation, benefits, training and other activities. *Bachelors & 3 years experience.*

32. Human Resource Assistant

Compiles and maintains employee records and employment applications and generates reports. Responds to basic employee inquiries. *2 years experience.*

33. Training Coordinator

Organizes, administers and conducts training programs, including management development and technical skills. May coordinate the services of outside training vendors. *Associates & 2 years experience.*

TECHNOLOGY DEVELOPMENT / INFORMATION SYSTEMS

34. Engineer-Electrical

Performs logic design; designs electronic circuitry and selects standard components and assembles them using logic diagrams. Performs integration testing. *Bachelors in Electrical Engineering & 3 years experience.*

35. Engineer-Senior Electrical

Designs power supplies and electronic components and addresses very complex issues. Conducts experimental tests and evaluates results. Addresses safety issues regarding power. *Bachelors in EE & at least 5 years experience.*

36. Engineer – Software

Performs design, development, testing, and analysis of software applications. Typically works on small – medium sized projects. *Bachelors in Engineering & 0-4 years experience.*

37. Engineer – Senior Software

Performs design, development, testing, and analysis of large, complex software projects. Solves difficult problems and may serve as an expert in a particular area. *Bachelors in Engineering & 5-8 years experience.*

38. Network Administrator

Sets up and maintains computer network, including file servers and terminals, selection and installation of equipment and software and troubleshooting. *Bachelor & 3 years related experience.*

39. Network Administrator – Senior

Troubleshoots networking system problems. Develops plans and strategies regarding the security and operation of the network. *Bachelors & 5 years network administration experience.*

40. Technical Support Specialist

Responds to inquiries from computer users regarding problems and requests. Troubleshoots problems and follows up to ensure resolution. *Associates & 3 years experience.*

41. Technical Writer

Responsible for writing and revising technical information about company products. Gathers and organizes technical information, prepares text, and coordinates layout for publication. *Bachelors & 0-3 years experience.*

42. Web Designer

Designs and develops user interface features. Enhances the look and feel of the on-line systems. Ensures design consistency throughout site. *Bachelors & 3 years experience.*

43. Webmaster/Administrator

Develops, updates and maintains company Internet home page or site. Generates codes to display text, forms and graphic elements. *Associates & 3 years of related experience.*

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Non-management Jobs

LABOR / PRODUCTION / WAREHOUSE

44. Assembler - Electrical/Electronic

Conducts routine electronic assembly and subassembly operations of a repetitive nature. Fits and assembles parts and components to build various types of equipment or printed circuit boards.

45. Assembler -Mechanical

Conducts bench assembly of mechanical parts. Performs a variety of repetitive operations with clearly detailed instruction. Requires skill in use of special hand or small power tools and some supervision.

46. Assembler – Senior -Electrical/Electronic

Conducts various electronic assembly and subassembly operations of moderate complexity such as printed circuit board, cable harnesses, etc. Uses electronic test equipment. *2-4 years of experience.*

47. Assembler - Senior- Mechanical

Conducts small bench assembly precision work requiring mechanical ability. Performs a variety of semi-repetitive operations requiring skill in use of standard or special hand tools. *2-4 years of experience.*

48. Assembly-Mechanic/Machine Tool Builder

Large floor precision assembly work, such as complicated machine tools, etc. Requires wide mechanical ability. Works to close tolerance requiring extreme accuracy. *2-4 years of experience.*

49. Driver-Class A

Operates light delivery/panel truck or similar vehicle. Valid Massachusetts Class 1 and Commercial Driver's License (CDL) with general knowledge of state/federal motor carrier regulations.

50. Driver-Class B

Same as above except need valid Class II and CDL driver's license.

51. Driver (Non CDL)

Drives company vehicle not large enough that a Commercial Driver's License is required to transport products, parts, and deliveries, to and from company locations. Could include bus / van drivers.

52. Foreperson

Responsible for directing, supervising, and coordinating the activities of one or more departments involved in the production process. Recommends policies and establishes schedules. *2 years experience.*

53. Forklift Operator

Operates forklifts, loads, unloads and transports materials, goods and equipment. *Valid driver's license.*

54. Guard/Security Officer

Monitors and ensures compliance with company policy relative to security and safety. Monitors the company's access control programs. *1-2 years experience.*

55. Heavy Equipment Operator

Sets up and operates heavy equipment, e.g., excavation, cranes, road equipment, etc. May perform routine maintenance of equipment. *2 years experience and appropriate licenses.*

56. Laborer

Performs work requiring little skill or previous training, uses wheelbarrows, hand trucks, and simple hand tools, if necessary. May involve exposure to weather.

57. Labor-Production

Performs miscellaneous simple labor operations, such as cleaning, wiping, moving light materials. Assists machine operators, platers, machine feeders, etc.

58. Machine Operator

Operates machine; starts machine, regulates speed and operates controls. May transfer from one type of machine to another as situation demands.

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Non-management Jobs

59. Machinist

Repairs and maintains standard and special machinery and mechanical equipment, utilizing mechanical equipment, tools, measuring instruments. May also install machinery.

60. Material Handler

Handles and maintains flow of material and products by hand or hand truck.

61. Production Expeditor

Follows progress of orders through plant in accordance with requirements of production schedules. Checks to see that orders leave department on schedule and expedites delivery as needed.

62. Production Planner/Scheduler

Prepares, revises and issues production plans and schedules. Works closely with production departments to develop and implement detailed plans. May direct expeditors.

63. Production Supervisor

Directs, supervises and coordinates activities of a production department.

64. Shipping and Receiving Clerk

Verifies and keeps records on shipments. Counts, weighs and measures items to verify against bills of lading, invoices, etc. Packs or unpacks items and routes to departments.

65. Shipping/Receiving Supervisor

Supervises and coordinates activities of workers engaged shipping and receiving goods.

66. Stockperson

Performs stock keeping duties in storeroom serving one or more work groups. Work includes receiving, stocking, selecting and dispensing a variety of supplies and tools and maintaining associated records.

67. Test Technician

Performs diversified duties to test, troubleshoot and repair electromechanical products. Works from specifications, technical manuals, schematics, etc. and uses a variety of test equipment.

68. Warehouse Supervisor

Supervises the receiving, storing, packing, and shipping of merchandise or materials. Maintains stock records and schedules.

MARKETING / SALES

69. Applications Engineer

Performs engineering and customer liaison/sales duties for customer orders. Provides technical information for specific applications. *Bachelors in a technical discipline & 3 years experience.*

70. Desktop Publisher

Produces computer and business graphic art for internal and external publications and presentations. Develops slides, newsletters, and press releases, etc. *At least 2 years experience.*

71. Graphic Designer

Produces publication-quality designs and layouts for various projects including, brochures, reports, illustrations and logos. Utilizes desktop publishing software/hardware. *Associates & 3 years experience.*

72. Import/Export Administrator

Coordinates the international movement of goods in compliance with applicable regulations. Determines best routes, means of transportation, etc. *Associates & 5 years experience.*

73. Marketing Specialist

Coordinates various marketing communication initiatives, including direct mail campaigns, trade shows, and advertising. *Bachelors & 1 year experience.*

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Non-management Jobs

74. Product Manager

Manages the planning and implementation of product marketing. Develops business plans, marketing strategy, customer requirements, and pricing. *Bachelors & 3 years experience.*

75. Retail Sales Clerk/Cashier

Sells merchandise to individuals in store or showroom. Operates cash register / computer. Answers routine customer inquiries.

76. Retail Salesperson

Assists customers in making purchasing decisions, suggests selections and emphasizes selling points of products.

77. Sales Representative – Inside Sales

Follows up with existing customers to expand relationships and develops new prospects. *Associates & 2 years experience.*

78. Sales Representative

Sells products or services to individuals and businesses. Develops target market and follows up with prospects. Prepares sales and activity documentation. *Associates & 3 years experience.*

79. Sales Representative-Senior

Sells products or services requiring in depth knowledge. Develops sales strategy and tactical plan. May involve complex sales or challenging sales conditions. *Associates & 5 years experience.*

80. Telemarketing Representative

Places telephone sales calls to prospective customers. Presents prepared scripts and maintains records.

PURCHASING

81. Assistant Buyer

Purchases routine supplies, tools, materials and services at the lowest cost consistent with quality and reliability of source. *Associates & 1 year experience.*

82. Buyer

Procures and expedites materials or services. Obtains quotes, generates and processes requisitions, and maintains related records. *Bachelors & 2 years experience.*

83. Purchasing Clerk

Processes and/or prepares orders. Checks deliveries of material ordered and returns incorrect orders. Obtains pricing information. *6 months experience.*

84. Purchasing Agent

Procures supplies, materials and equipment at favorable costs and ensuring quality and schedule needs are met. Approves and qualifies vendors. *Bachelor's & 6 years experience.*

85. Purchasing Expeditor

Expedites delivery of materials and services from vendors. Tracks status of orders and prepares related reports. *1 year experience.*

QUALITY

86. Inspector

Performs routine and non-routine inspections in the production process. Uses various test instruments and equipment. Determines acceptability. *2 years related experience.*

87. Inspector-Senior

Performs complex inspections in the production process. Uses various test instruments and equipment. Exercises judgment in the disposition of inspections. *Mechanical or technical training & 3 years related experience.*

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88. Quality Assurance Specialist

Monitors existing quality assurance/control programs to ensure adherence to program specifications. Performs audits, monitors documentation system and generates reports. *2-3 years related experience.*

89. Quality Systems Administrator

Responsible for the ISO 9004 documentation, including developing, administering and maintaining the system and corrective action program. Leads the internal assessment team through planning and training. *3-4 years experience.*

SKILLED TRADES / MAINTENANCE

90. Building Maintenance

Performs a combination of duties in connection with the maintenance of buildings, equipment and furniture. Projects are typically small. May make minor repairs (non janitor role).

91. Carpenter-Maintenance

Performs general carpentry work. May operate woodworking machinery and select required materials.

92. Electrician-Maintenance

Installs, maintains and repairs electrical systems/equipment. Performs testing of electrical equipment and inspects wiring. *Appropriate licenses required.*

93. HVAC-Maintenance

Installs and maintains the heating and air-conditioning systems in accordance with building codes and safety regulations. Conducts system and equipment tests and performs preventative maintenance.

94. Janitor/Custodian

Cleans and services building, offices and shop areas, furniture and fixtures and lavatories. May do some minor maintenance work of building and fixtures. May maintain grounds and premises.

95. Painter-Production

Paint parts, using a variety of processes such as wet, spray, powder, electrostatic, following standard procedures.

96. Plumber

Maintains heating, water and drainage systems in accordance with building codes and safety regulations. Repairs and replaces plumbing fixtures. *Appropriate licenses required.*

97. Welder

Performs difficult hand welding operations on a wide range of metals and alloys for complex precision assemblies. Skilled with gas and electric arc welding equipment.

HEALTH CARE / SOCIAL SERVICES

98. Billing Representative

Computes charges to be billed. Maintains record of billing transactions and correspondence. Serves as information resource to patients regarding billing details and procedures. *1 year experience.*

99. Certified Nursing Assistant (CNA)

Performs various routine patient care activities to support the patient's personal needs and comfort, including feeding, bathing and other personal hygiene duties. *Completion of certified nursing training program & some experience.*

100. Home Health Aide

Provides routine patient care activities within the patient's home to support the patient's personal needs and comfort, including feeding, bathing and other personal hygiene duties. *Some training and experience.*

101. Human Services Worker

Provides direct service to clients. May conduct intake, provide support services and follow up to ensure that client receives needed care. *Bachelors or equivalent & 6 months experience.*

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102. Lab Technician – MLT (Non-Registered)

Performs routine testing and recording of the results related to analysis of patient specimens. Utilizes various analytical devices. *Associates in Medical Lab Technology or equivalent & some experience.*

103. Lab Technician – MT (Registered)

Performs complex and routine sampling, testing and recording of the results related to analysis of patient specimens. Utilizes various analytic devices. *Associates in Medical Lab Technology & certification. At least 1 year experience.*

104. LPN

Under the supervision of RN or Nurse Manager, performs routine and supplemental nursing care. *Completion of accredited LPN program, state license and some experience.*

105. Medical Assistant

Escorts patients to examining room and administers standard monitoring procedures. May triage calls from patients and provide telephone assistance. *Completion of medical assistant training course. At least 6 months of experience.*

106. Medical Records Clerk

Retrieves and files medical records. Responds to requests for medical information from files. *6 months experience.*

107. Nurse Manager

Directs and supervises nursing staff on a particular shift. Participates in organizational planning and personnel decision making. Responsible for patient care administration. *Bachelors & RN license. 5 years nursing experience.*

108. Nurse Practitioner

Serves as primary care provider to patients, including diagnosing, developing treatment plan. Provides assessment and triage management. *M.S.N.& license to practice advanced nursing. At least 4 years nursing experience.*

109. Occupational Therapist

Provides direct care to patients to maximize patient's progress toward achieving occupational functions. *Graduate of occupational therapy program & 1 year experience.*

110. Phlebotomist

Obtains blood samples from patients. Follows procedures regarding related documentation. *1 year experience.*

111. Physical Therapist

Carries out individualized program of physical therapy to maximize patient's progress towards achieving functional goals. *Graduate of physical therapy program & 1 year experience.*

112. Recreation Worker

Plans and carries out recreation activities with groups. *Bachelors degree or equivalent & 6 months experience.*

113. Registered Nurse

Plans, delivers and manages direct patient care in adherence with the standards of nursing practice. *Graduate of accredited nursing program and licensed as RN.*

114. Social Worker (BSW)

Coordinates and plans programs and provides services to meet the social and emotional needs of clients' and clients' families. May serve as a liaison with various outside agencies. *Bachelors & 2–3 years experience.*

115. Social Worker (MSW)

Provides support and counseling to patients, families and groups regarding psychological and emotional problems. Develops and implements therapeutic treatment plan. *M.S.W.& at least 3 years experience and license.*

116. Speech Pathologist

Evaluates patients speech and language needs. Administers testing procedure and therapy plan. *Bachelors & 1 year experience and license.*

117. Teacher - Preschool

Plans and implements curriculum for preschool classroom. Evaluates and monitors student's performance. *Bachelors & 1 year experience.*

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Non-management Jobs

118. Teacher - Assistant

Provides assistance to classroom teacher in preparing lesson plans and instructing students. Evaluates and monitors student's performance. *Associates & 6 months experience.*

SEASONAL JOBS

119. Camp Counselor

Plans and carries out recreation activities with assigned campers or specialty area.

120. Laborer – Landscape / Construction

Performs various manual labor activities – digging, clearing areas, and other related tasks. May operate equipment, such as company vehicle, mowers, power tools, etc.

121. Retail Clerk

Processes sales transactions and operates cash register. Responds to customer inquiries.

122. Dock / Marina Attendant

Performs various manual labor activities in support of marina or dock operations. May operate equipment such as motor boat, power tools, etc.

123. Lifeguard

Monitors assigned swimming area to ensure the safety of visitors. Ensures that patrons obey safety rules. Must be certified as a lifeguard.