

Non-profit Survey Position Descriptions

ADMINISTRATIVE SERVICES POSITIONS

01 EXECUTIVE DIRECTOR

Responsible for overall organization management, including leadership, strategic planning, fundraising, Board of Directors relations, budget/finance, human resources, public relations, communication and development planning. Acts as chief organization spokesperson to government agencies, community organizations and the public. *Other Titles: Chief Executive Officer, Chief Executive Director, Director, Managing Director, President.*

02 SECOND HIGHEST POSITION

Responsible for supervising key organization functions, including staff hiring and evaluation, financial management and development, information systems and insurance. Is supervised by the executive director and is usually the second in command. *Other Titles: Associate Director, Associate Executive Director, Associate Administrator, Deputy Director, Vice President, Chief Operating Officer.*

03 DIRECTOR/VP OF QUALITY IMPROVEMENT

Responsible for supervising department staff. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the department. Reviews the effectiveness of the organizational policies and procedures. Coordinates client satisfaction surveys. Provides direct service/supervision in situations requiring a higher degree of skill. This is the top position in the department. *Other Titles: Director of Quality Assurance.*

04 OFFICE MANAGER

Responsible for managing office services, which may include copy services, word processing, mail and distribution services, records retention, office reception, janitorial services, cafeteria staff, recreation services, utility services and communication systems, such as telephones. *Other Titles: Administrative Services Manager, Administrator, Front Office Supervisor, Site Manager.*

05 EXECUTIVE ASSISTANT

Responsible for providing administrative support to the Executive Director. Handles details of a highly confidential and critical nature. Collects and prepares information for the Executive Director to use in meetings with organization staff and outside parties. Supports the Board of Directors by providing management support in scheduling, preparing agendas, staffing, preparing minutes, and coordinate Board level committee meetings and functions. Assists with special projects, creating reports, statistical tracking and database management. *Other Titles: Assistant to President, Executive Secretary.*

06 ADMINISTRATIVE ASSISTANT

Responsible for performing administrative and clerical duties for organization staff. Uses automated office equipment to compose and type letters, reports and other materials. Maintains filing systems, screens calls and takes messages and assists in preparation of reports using spreadsheet and graphic software. Makes appointments and travel arrangements and may coordinate department activities. *Other Titles: Secretary, Administrative Secretary, Assistant to Director, Program Secretary, Program Assistant.*

07 OFFICE CLERK

Responsible for providing clerical support to organization staff, including taking and delivery messages, providing information to callers, creating and maintaining files, maintain office supplies, preparing and sorting mail, typing, proofreading, and other general clerical work. *Other Titles: Clerical Assistant, Clerk/Typist, General Office Assistant.*

08 RECEPTIONIST / SWITCHBOARD OPERATOR

Responsible for greeting and directing visitors, employment applicants, salespersons, clients and other persons. Maintains visitors' log and issues badges, when necessary. Notifies organization staff of visitor arrival. May operate a single or multiple position telephone switchboard. May perform related clerical work such as typing, filing, sorting and distributing mail. *Other Titles: Clerical Receptionist, Clinic Receptionist.*

COMMUNICATION / MARKETING POSITIONS

09 COMMUNICATIONS DIRECTOR

Responsible for advocacy program, marketing and community organizing activities. Directs media and public relations. Manages media partnerships. Acts as the organization spokesperson for community outreach efforts, the media and special events. *Other Titles: Marketing Director, Associate Director of Public Policy, Associate Vice President Public Affairs, Director of Community Outreach, Director of Design, Public Information Officer.*

10 PUBLIC RELATIONS MANAGER

Responsible for planning and producing all publicity, advertising, marketing and promotion, develops and manages budgets for marketing activities. Supervises Assistants and/ Marketing Coordinators. *Other Titles: Public Relations Coordinator.*

11 MARKETING MANAGER

Responsible for planning and implementing marketing programs, including subscription sales campaigns for the organization and developing components and implementing time lines. May monitor all ticketing, advertising, and sales promotional materials. Assists Marketing/Communications Director with strategies and special projects. This position reports to the head of Communications/Marketing and requires a minimum of two years marketing experience. *Other Titles: Marketing Associate.*

12 PUBLIC RELATIONS COORDINATOR

Responsible for assisting with the preparation of all printed materials, media relations and internal communications.

13 GRAPHIC ARTIST

Responsible for the layout of materials for publishing using desktop publishing equipment and software. Uses technical knowledge to further the mission statement of the organization. Works with scanning equipment and plans presentation materials for events or brochures and advertisements. *Other Titles: Associate Art Director, Graphic Designer.*

14 EDITOR

Responsible for developing, drafting, editing and producing organization publications. Recruits and negotiates contracts and supervises the work of freelance writers, photographers, design consultants, printers, mailing house. *Other Titles: Assistant Editor, Graphic Design Editor, Managing Editor, Marketing Communications, Network Editor, Newsletter Editor, Publication Coordinator.*

15 COMMUNICATIONS COORDINATOR

Works under general supervision. Communicates organization goals to the media. Develops and implements strategies for increasing public visibility. Establishes and enforces editorial and graphic guidelines. Develops procedures for responding to media information requests. Responds to information requests from existing and potential donors. Typically requires completion of a Bachelors Degree.

VISITOR/GUEST SERVICES

16 EXHIBITS MANAGER

Responsible for planning, design and production of exhibits. Supervises staff.

17 GIFT SHOP MANAGER

Responsible for the operation of museum store including ordering merchandise, maintaining inventory, keeping financial records and training and supervising staff.

18 INTERPRETIVE PROGRAMS MANAGER

Responsible for planning, developing and overseeing interpretive programs for gardens, family programs, themed events and openings.

19 GUEST SERVICES MANAGER

Responsible for managing front-line services such as admissions, information, visitor services, security and food service operations. *Other titles: Visitor Services Manager*

20 TOUR COORDINATOR

Supervises and manages museum tours for visitor groups. Includes gallery and/or tram tours.

21 VISITOR SERVICES

Provides assistance and information to visitors. Answers visitor and member inquiries. Monitors visitor materials and displays. Performs retail transactions and maintains records on visitor statistics. *Other titles: Visitor Assistant.*

COMPUTER OPERATIONS / INFORMATION SYSTEMS POSITIONS
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22 DIRECTOR OF INFORMATION SERVICES

Responsible for managing all Information Systems operations including systems, application and development, database administration, desktop support, internal telecommunications and strategic systems development and planning. Provides leadership to all levels of the organization to meet their current and future information needs.

23 INFORMATION SYSTEMS MANAGER

Responsible for managing the information systems, including computer operations, systems programming, applications programming and networks. Analyzes the systems needs of departments within the organization, establishes priorities for feasibility studies, systems design and implementation of new or modified information processing system. Coordinates with other departments to collect system requirements, techniques and controls. Software and network emphasis. *Other Titles: Clinic Systems Manager, Computer Specialist, Database Manager, Information Systems Administration, Information Technical Director, Information System Consultant, Integrated Systems Manager, MIS Director, Research/Information Manager, Technical Systems Administration, Website Manager.*

24 DATABASE ADMINISTRATOR

Responsible for creating, coordinating and administering computerized databases, including base definition, structure, documentation, operational guidelines and security. Ensures accuracy and completeness of data in master files and various support tools such as base dictionaries. Establishes and maintains security and integrity controls. *Other Titles: Administration Services Coordinator, Client Retention Specialist, Computer Administrator, Computer Data Specialist, Data Collection Specialist, Data Systems Coordinator, Information Support Administration, Information Systems Assistant, Informational Support Coordinator, Systems Administrator, Technology and Operations Coordinator.*

25 NETWORK ADMINISTRATOR/ANALYST

Responsible for installing, modifying, testing and maintaining data communication network equipment within the organization. Performs hardware and software moves, adds and changes. Responds to all network trouble report, and performs repairs as necessary. Maintains records on repairs, downtime, changes and updates. Designs and maintains local and wide area networks. Performs backup and security operations for the network. *Other Titles: Database Information Coordinator, Information Services Technician, IT System & Network Administrator, Network Engineer, Procurement Systems Developer, Senior Network Technician, System Administration, Technical Assistant.*

26 TECHNICAL SUPPORT SPECIALIST

Responsible for installing, repairing and maintaining personal computers and related systems within the organization. Performs all installations, upgrades and backups of software and hardware applications. Troubleshoots software, hardware and communication failures. *Other Titles: Computer Operations Specialist, Computer Systems Coordinator, Computer Technician, Desktop Support Specialist, Information System Coordinator, Information Systems Technician, IS Assistant I, MIS Coordinator, PC Technician, Technical Support.*

27 DATA ENTRY OPERATOR

Responsible for data entry of material from source documents to a computer-connected terminal. Enters and verifies data and performs clerical tasks in the data processing department. Examines, revises, approves and processes input and output materials. *Other Titles: Assistant Computer Coordinator, Computer Operator, Data Control Assistant, Data Processor, Database Coordinator, Inventory Control Clerk, MIS Assistant, MIS Clerk, QA/MH Billing Clerk, Registrar, Word Processor.*

DEVELOPMENT POSITIONS

28 DEVELOPMENT DIRECTOR

Plans, organizes and manages funding programs for the organization including annual and capital campaigns, planned giving and endowment programs. Develops ties with community organizations and corporations, conducts fundraising campaigns and identifies opportunities to link organization programs and services with development efforts. Manages development staff. *Other Titles: Chief Development Officer, Associate Vice President Development, Community Development Director, Corporate Relations Director, Director Corporate Sponsorships, Director Development & Planned Giving, Director Development.*

29 ANNUAL GIVING DIRECTOR

Develops and implements a coordinated plan to raise annual operating revenues. Coordinates all annual giving solicitation, direct mail program, donor recognition, solicitation materials and donor cultivation activity. Oversees special events and corporate and foundation requests. Recruits, trains and coordinates fundraising volunteers.

30 GRANT WRITER

Researches, organizes and writes and submits grant proposals to public, private and corporate funding sources. Identifies prospective funders, cultivates and manages current partnerships, performs prospect research and oversees the expenditure of each grant. *Other Titles: Annual Giving Manager, Assistant Development Director, Planning Associate, Grant & Contracts Writer, Grants Manager, Grants Specialist, Resources Director.*

31 SPECIAL EVENTS COORDINATOR

Responsible for planning, organizing and managing all aspects of special events within the organization. This includes overseeing all stages of preparation, site coordination, procurement, audience development, production, volunteers, sponsorship and post-event evaluation. Duties include coordinating fundraising events and solicitation. Nurtures donors and attendees, maintains donor database and composes acknowledgement letters. *Other Titles: Production Manager, Facility Rental Manager, Special Events Associate, Event Planner.*

32 DEVELOPMENT ASSISTANT/ASSOCIATE

Responsible for assisting the Development Director in developing and managing foundation and corporate grants, direct mail programs, special events, newsletters and major gifts programs. Solicits, accepts and acknowledges all collectible donations made to the organization. Generates, maintains and reports on donation records and provides administrative support. *Other Titles: Administrative Bequest Coordinator, Campaign Associate, Development Coordinator, Development/Public Relations.*

33 MEMBERSHIP DATABASE COORDINATOR

Responsible for managing the membership database. Maintains the integrity of the database, produces queries, extracts data, runs reports and mailing lists.

EDUCATION POSITIONS

34 EDUCATION DIRECTOR

Responsible for planning, implementing and administering community education programs and activities for targeted populations; also establishes and administers appropriate educational programs that are consistent with the strategic plan, mission and budget of the organization. Supervises community education staff.

35 PRINCIPAL/DIRECTOR/VP OF EDUCATION

Provides supervision to educational department staff. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the program. Provides direct service/supervision in situations requiring a higher degree of skill. This is the top position in the education department. *Other Titles: Dean, Director of Community Education, Education Specialist, Training Director, Vice President of Vocational Services.*

36 EDUCATION ASSISTANT

Responsible for planning and implementing developmentally appropriate activities to meet the individual needs of young children between the ages of 1 month to 5 years in a care and treatment program. B.A. or A.A. in Early Childhood Education/Child Development or related field or treatment program, and at least one year experience in a daycare, preschool or early childhood program.

- 37 CHILD CARE AND TEACHER AIDE**
Provides support to clients and to teacher so that the mission of the organization is met with efficiency. Provides coverage for teachers breaks, lunch and staff meetings. Provides instruction when necessary. Helps maintain health and safety standards required by law. *Other Titles: Assistant Teacher, Child Care Worker, Children Counselor Aide, CPS Parent Aide, Early Child Services, Education Coordinator, Mentor Teacher, Preschool Aide, Temporary Teacher Aide.*
- 38 TEACHER ASSISTANT/AIDE**
Works under specific direction or prescribed procedures. Assists teaching staff. Implements specific educational activities for students as directed by the teacher. Supervises students in the absence of teacher and performs specific activities pre-determined by the teacher. Gathers, prepares, and cares for material, equipment, and supplies used in the classroom. Attends to physical needs of students. Typically requires completion of a High School Degree and applicable certification. *Other Titles: Head Start Teacher Assistant.*
- 39 TEACHER**
Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction based on that progress. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment. Typically requires completion of Bachelors Degree.
- 40 TEACHER**
Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction based on that progress. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment. Plans and supervise execution of classroom programs. May have some supervisory or administrative responsibilities. Typically requires completion of a Masters Degree.
- 41 SPECIAL EDUCATION TEACHER, Type 10 Certification**
Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction based on that progress. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment. Typically requires completion of a Bachelors Degree.
- 42 SPECIAL EDUCATION TEACHER, Type 10 Certification**
Works under general supervision. Develops an education curriculum that meets the physical, emotional, and learning needs of students. Involves all students by utilizing a variety of educational methods to meet students' individual learning styles. Monitors student progress and adjusts instruction based on that progress. Maintain appropriate individual records including: attendance, student assessments, and examinations. Maintain a safe and supportive learning environment. Plans and supervises execution of classroom programs. May have some supervisory or administrative responsibilities. Typically requires completion of a Masters Degree.
- 43 CRISIS INTERVENTION SPECIALIST**
Works with teachers to manage the behavior of the students. Implements specific behavioral programs for students as directed by the teacher. Assists in maintaining an environment for students that is safe, supportive, and directed towards enhancing the behavioral growth of students. Maintain behavioral reports and performs other routine duties as required. Assists in observing and evaluating student behavioral progress. Typically requires completion of a High School Degree.
- 44 SCHOOL SOCIAL WORKER, TYPE 73 CERTIFICATION**
Works under general supervision. Evaluates individuals test results. Plans treatment programs and approaches. Conducts individual and group therapy. Typically requires completion of a Masters Degree.

RESEARCH

- 45 DIRECTOR OF STUDIES**
Responsible for designing and implementing all research projects for the organization including task forces, working groups, and public opinion projects, working closely with outside consultants. Works with upper management to conceptualize, manage, resource, and disseminate findings from research projects. Works with Grant Writer to generate funding proposals for research projects. Manages studies staff. *Other titles: Research Director.*
- 46 STUDIES MANAGER**
Responsible for supporting the Director of Studies in developing and implementing research projects. Includes undertaking all relevant research requirements, assisting with research design, running and analyzing data, developing and managing databases, managing and tracking project costs, managing logistics for studies meetings, and assisting in the development and implementation of dissemination. *Other Titles: Studies Officer, Research Officer.*
- 47 RESEARCH ASSISTANT**
Provides technical support and assistance to the museum researcher. Conducts and monitors research activities on assigned projects.

FINANCE / ACCOUNTING POSITIONS

- 48 FINANCE DIRECTOR**
Responsible for overseeing, managing, and administering all financial planning analyses, including financial statements, budgets, long-range forecasts and trends, financial models, and key performance measures. Prepares and interprets management reports for investments, program contribution, and other fiscal matters. Reviews and approves recommendations for financial planning and controls, and accounting policies and procedures. Supervises finance and accounting staff. *Other Titles: Chief Financial Officer, Director of Accounting, Director of Finance and Administration, Director of Finance and Operations, Director of Fiscal Services, Director of Operations, Financial Manager, Treasurer.*
- 49 CONTROLLER**
Responsible for coordinating, administering and controlling financial operations. Provides tax, insurance and other reports required by governmental regulations. Reviews, analyzes and interprets financial and budget reports. Directs accounting operations and preparation of annual financial statements and forecasts. Oversees development of financial accounting systems, policies and procedures. *Other Titles: Accounting/Finance Manager, Finance Officer, Fiscal Director, Senior Controller.*
- 50 ACCOUNTING MANAGER**
Responsible for managing general accounting activities. Compiles and analyzes accounting data for organization and prepares reports for the organization, the government and the CPA auditor. Supervises accounting staff. *Other Titles: Accountant, Assistant Controller, Assistant Manager Operations, Payroll & Accounting Director, Senior Accounting Manager, Senior Accountant, Student Billing Manager.*
- 51 FINANCIAL ANALYST**
Performs technical analysis to determine present and future financial performance. Gathers, analyzes, prepares and summarizes recommendations for financial plans, operating forecasts, etc. Requires a Bachelors degree or equivalent experience. *Other Titles: Accountant, analyst 2, G/L Account Analyst.*
- 52 ACCOUNTANT**
Responsible for preparing journal entries and maintaining and reconciling ledger accounts. Provides record of assets, liabilities and other financial transactions. Maintains receipts and disbursement reports. May prepare federal, state and local tax returns. Requires a Bachelors degree or equivalent. *Other Titles: Accounting Officer, Accounting Specialist III, Accounting Assistant, Bookkeeper, General Ledger Accountant, Junior Accountant, Payroll Accountant, Reconciliation/Audit Accountant.*
- 53 GRANT ACCOUNTANT**
Responsible for general accounting and administrative functions such as contract compliance and regulatory compliance as they relate to grants, contracts and restricted gifts.

- 54 ACCOUNTING CLERK/ACCOUNTING ASSISTANT**
Responsible for a range of general accounting activities which may include compiling, checking and verifying records, preparing invoices and vouchers, posting ledger and general journal entries balancing accounts payable and receivable. May verify financial reports and statements. Uses automated office systems to input data, respond to inquiries and generate reports. *Other Titles: Accounts Payable Clerk, Accounting Assistant, Accounting Specialist II, Billing Clerk, Bookkeeper, Finance Assistant, Finance Clerk, Fiscal Assistant, Payroll Clerk.*
- 55 CONTRACTS & RECEIVABLE COORDINATOR**
Works under general supervision. Reviews and collects accounts receivable. Insures timely processing and payments partnering contractors. Prepares cost reports. Typically requires completion of a Bachelors Degree.
- 56 PAYROLL ADMINSTRATOR**
Make a variety of computations on employee overtime, shift premium, and various payroll deductions, following standard procedures, to prepare payroll. Summarize and reconcile payroll sheets. Investigate and resolve payroll problems, respond to employee requests. Maintain and update data base records. Generate federal and state tax documents. Prepare special payroll analysis reports. Usually assist or instruct lower level clerical workers.

FOOD SERVICE POSITIONS

- 57 FOOD SERVICE SUPERVISOR/TOP FOOD SERVICE POSITION**
Responsible for supervising food service operation and staff. Supervises food preparation and delivery. May review expenditures and recommend sources for acquisition of equipment, materials and supplies. *Other Titles: Café Manager, Chef Manager, Dietician Supervisor, Food Caseworker, Food Service Director, Food Service Manager, Head Cook/Chef, Kitchen Manager, Nutrition Site Manager.*
- 58 COOK**
Prepares all menu items following established recipes.
- 59 FOOD WORKER**
Responsible for preparing and serving food, including cleaning floors, tables and kitchen equipment and preparing dishes for dishwashing or washing items by hand. Performs food prep work, such as paring fruits and vegetables. *Other Titles: Chef Manager Assistant, Dishwasher, Kitchen Aide, Nutrition Aide.*

RESIDENTIAL/ GROUP HOME/ SHELTER POSITIONS

- 60 DIRECTOR OF RESIDENTIAL SERVICES**
Provides supervision to Residential Services staff. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the program. Provides direct service/supervision in situations requiring a higher degree of skill.
- 61 SHELTER/HOUSING/RESIDENTIAL MANAGER**
Responsible for overall management and daily preparation of the shelter, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach. *Other Titles: House Manager, Youth Residential Manager.*
- 62 SHELTER/HOUSING/RESIDENTIAL SUPERVISOR**
Oversees all aspects of the daily operations of shelter. Ensures safe living conditions for residents and staff. Supervise staff of shelter. *Other Titles: Residential Staff Supervisor.*
- 63 HOUSING PROGRAM MANAGER**
Responsible for administering housing, community action and veterans services programs. Administers low-income housing programs, including eligibility determination, leasing, re-examination of income and assets, evictions and vacating. Oversees rental assistance payment, low interest rehabilitation loan and grant and other housing support programs. Supervises housing program staff. *Other Titles: Assistant Housing Program Director, Site Manager, House Manager, Housing & Services Developer, Housing Specialist, Property Manager, Tenant Services Supervisor.*

- 64 ELIGIBILITY SPECIALIST**
Responsible for determining clients' eligibility for public assistance programs. Interviews and gathers facts, initiates and processes casework, identifies applicants' needs and makes appropriate referrals for health, social and employment services. *Other Titles: Employment Specialist, Property Specialist, Senior Housing Program Specialist.*
- 65 SENIOR PROPERTY MANAGER**
Oversees four or more buildings or 300+ units. Responsible for staff supervision/training, day-to-day tenant management, financial oversight of building revenues and expenses, and physical oversight of properties. *Qualifications: Supervisory, administrative, and housing experience. Experience with low-income and homeless population.*
- 66 HOUSING PROPERTY MANAGER**
Oversees one to three buildings or less than 300 units. Responsible for staff supervision and training, day-to-day tenant management, financial oversight of building revenues and expenses, and physical oversight of properties. *Qualifications: Supervisory, administrative, and housing experience. Experience with low-income and homeless population.*
- 67 RESIDENT MANAGER**
Lives on site. Responsible for day-to-day tenant management, building security and building maintenance. May include janitorial duties. *Qualifications: Experience with low-income population and rent collection.*
- 68 RESIDENTIALCHILD AND YOUTH CARE WORKER**
Works under specific direction or prescribed procedures. Monitors and supervises activities of residents. Models appropriate daily living and social skills. Provides transportation for residents as needed. Addresses and resolves conflicts between residents. Typically requires completion of a High School Degree.
- 69 HOUSING SOCIAL SERVICE SPECIALIST**
Liaison with community case managers, provides information and referral assistance to tenants, and coordinates tenant activities. *Qualifications: BA/BS in Social Work or related field; 2 years experience with homeless and special needs.*

HUMAN RESOURCES POSITIONS

- 70 TOP HUMAN RESOURCES POSITION**
Responsible for the entire range of personnel administration and employee relations activity in the organization. Develops, recommends, and implements strategic policies and programs in such areas as recruitment and employment, organizational planning, training, wage, salary, and benefits administration, labor relations, communications, and safety. Provides guidance and technical assistance in these areas to other staff and operating functions of the organization. May manage Human Resources staff directly or through subordinate management. *Other Titles: Vice President-Personnel, Vice President-Human Resources, Human Resources Director, Human Resources Administrator.*
- 71 HUMAN RESOURCES MANAGER**
General responsibility for human resource functions, including employment, compensation and benefits, employee relations, equal employment opportunity, affirmative action, training, performance management, human resources policies and procedures personnel records. Advises organization management on human resources policy and program issues. May supervise Human Resources staff.
- 72 HUMAN RESOURCES GENERALIST**
Responsible for variety of human resources activities, including screening resumes and applications and interviewing applicants, counseling employees on work-related problems, and conducting termination interviews. Maintains records for equal employment opportunity and affirmative action reporting requirements. May perform work relating to compensation, benefits and training. *Other Titles: Human Resource Coordinator, Human Resources Specialist.*
- 73 HUMAN RESOURCES ASSISTANT**
Responsible for providing administrative support for the human resources functions, including maintaining employee files, processing change-of-status forms, compiling personnel statistics and providing information to employees regarding personnel forms and records. May compile special reports such as insurance, COBRA, OSHA, etc. May screen applicants, conduct reference checks, maintain requisition logs, administer benefit programs and conduct employee orientation. *Other Titles: Employee Services Coordinator, Personnel Assistant.*

- 74 TRAINING MANAGER/COORDINATOR**
Works under general supervision. Conducts training needs assessment. Develops training programs. Selects or develops teaching aids. Secures presenters for training as needed. Typically requires completion of a Bachelors Degree.

MAINTENANCE/FACILITIES POSITIONS

- 75 FACILITIES MANAGER**
Responsible for managing the construction, housekeeping and maintenance of equipment, machinery, buildings and other organization facilities. Plans, budgets and schedules facility modifications, and ensures they are in compliance with government health and safety standards. Oversees and manages daily facility maintenance. Coordinates recycling programs. Supervises maintenance and technician staff. *Other Titles: Building Manager, Custodial Manager, Maintenance Manager, Operations Manager.*
- 76 MAINTENANCE TECHNICIAN**
Responsible for maintenance of buildings, vehicles and equipment. Performs necessary repairs such as plumbing, carpentry and painting. Performs preventive maintenance on commercial heating and air conditioning systems including HVAC units, boilers, fans and cooling towers.
- 77 JANITOR**
Responsible for cleaning organization premises and work areas. Uses maintenance supplies, cleans restroom areas and removes waste material. May perform routine construction or repair of equipment and facilities. *Other Titles: Custodian, Facilities Assistant, Gardener, Groundskeeper, Housekeeper, Laborer, Laundry Aide, Sanitation Worker, Shop Helper, Utility Worker, Warehouse Assistant, Warehouse Worker.*

GROUNDS POSITIONS

- 78 PLANT PRODUCTION MANAGER (PROPAGATION)**
Coordinates all operations of the Plant Production Department in providing plants for events, gardens and exhibits. Requires a Bachelors degree in Horticulture.
- 79 SENIOR HORTICULTURIST**
Coordinates, monitors and implements maintenance programs for garden areas. Organizes and oversees design projects and cost projections. Coordinates volunteer involvement. Work with other department to monitor and maintain plant health and maintenance of garden areas. Requires a Bachelors degree in Horticulture.
- 80 HORTICULTURIST**
Maintains garden areas and implements changes. Works with other departments to monitor and maintain plant health and maintenance of garden area. Also maintains a specialized planted area or collection, outdoors or under glass. *Other Title: Gardener*
- 81 PLANT PRODUCTION GROWER**
Assists with all aspects of plant production through watering, fertilizing, pest control, transportation, sanitation, pruning, ordering, scheduling and maintaining plant inventory.
- 82 LANDSCAPE LABORER**
Performs general grounds maintenance including planting, watering, picking up compost, mulching, weeding, mowing, and maintaining tools and equipment.

MEDICAL SERVICES POSITIONS

83 HEALTH SERVICES COORDINATOR

Responsible for the development and implementation of medical policies and procedures and ensuring compliance with all regulatory agencies. Oversees the hiring, training and supervision of medical personnel. Serves as community liaison and spokesperson on all matters relating to the development and implementation of medical services. *Other Titles: Director of Clinical Services, Managed Care Director.*

84 PHYSICIAN, BOARD CERTIFIED

Provides direct clinical services and client in accordance to organization protocols. Performs medical examinations, reviews patient charts, evaluates patient condition and recommends course of treatment, as necessary. Medical degree and board certification required. *Other Titles: Medical Director.*

85 PHYSICIAN ASSISTANT

Takes patient histories, and performs physical examinations, laboratory tests, diagnoses and treatment of commonly encountered medical problems. Works under direct supervision of licensed physician. Provides consultation and education to clients. Licensed physician assistant certification required.

86 CLINICAL DIRECTOR

Responsible for overall management of clinic(s). Directs day-to-day clinic operations; manages clinic staff. May develop organization policies, procedures and clinical protocols to ensure quality patient care.

87 REGISTERED NURSE (RN)

Responsible for assessing, planning and administering medical care consistent with the organization policies and protocols. Performs medical examinations and assesses and treats primary care problems. Requires degree from four-year institution and current Registered Nurse License. *Other Titles: Certified Registered Nurse Anesthetist, Home Care Nurse, Nurse Team Supervisor, Staff Nurse.*

88 LICENSED PRACTICAL NURSE (LPN)

Responsible for performing technical nursing duties related to health screening and assessment, specific treatments, administration of medications, specimen collection, common laboratory procedures, equipment maintenance, patient education, and outreach work. Other responsibilities include reception, clinic flow, and data collection. Responsible for self-development, continuing education, and other duties as assigned. *Other Titles: Dispensing Nurse.*

89 OCCUPATIONAL THERAPIST

Responsible for helping clients improve their ability to perform tasks in living and working environments. They work with individuals who suffer from a mentally, physically, developmentally, or emotionally disabling condition and use treatments to develop, recover, or maintain the daily living and work skills of their clients. They may design or build special equipment needed at home or at work. They teach clients how to use the equipment to improve communication and control various situations in their environment. Will evaluate the home and work space, plan home and work activities, and assess client progress. Requires a Masters Degree and relevant licensure and certification.

90 CERTIFIED NURSING ASSISTANT (CNA)

Cares for elderly, convalescent, disabled or handicapped persons. Assist client into and out of bed, automobile, wheel chair, to lavatory and up and down stairs. Assist client to dress, bathe and groom self. Performs a variety of other duties.

DIRECT CARE POSITIONS

91 HOMEMAKER/FAMILY AIDE

Works under general supervision. Teaches and demonstrates appropriate child care skills. Provides child supervision. Teaches daily living skills including meal preparation, hygiene, and budgeting. Performs light housekeeping tasks. Typically requires completion of a High School Degree. *Other Titles: Respite Worker, Personal Care Attendant.*

MENTAL HEALTH / SOCIAL WORK POSITIONS

- 92 PSYCHIATRIST (Employee, with benefits)**
A regular employee who is a licensed physician or osteopath and is Board eligible in Psychiatry. Evaluates and prescribes for clients in need of medication, hospitalization, diagnosis, or special treatment recommendations.
- 93 PSYCHIATRIST (Contract/Hourly, no benefits)**
An independent contractor or hourly employee with no benefits who is a licensed physician or osteopath and is Board eligible in Psychiatry. Evaluates and prescribes for clients in need of medication, hospitalization, diagnosis, or special treatment recommendations.
- 94 CHAPLAIN**
Responsible for providing spiritual guidance for organization clients. May perform counseling duties within the realm of religious or spiritual guidelines and in prisons or office settings. *Other Titles: Associate Pastor, Associate Chaplain, Pastor.*
- 95 MENTAL HEALTH PROFESSIONAL (MHP)**
Responsible for implementing mental health and rehabilitation services. Requires a Bachelors degree in social work or other human services field, or 5 years supervised experience in mental health. *Other Titles: Mental Health Counselor, Mental Health Technician.*
- 96 CRISIS INTERVENTION SPECIALIST**
Provides crisis intervention, stabilization, and emergency services. Requires BA plus 4 years experience or MA plus 2 years experience.
- 97 CLINICAL CASE MANAGER/SUPERVISOR**
Provides psycho-therapy and case management services to clients. May develop and lead psycho-educational training groups. Requires MA plus 2 years experience.
- 98 CASE MANAGER**
Provides case management services to clients. Requires BA or AA plus 2 years experience.
- 99 SUBSTANCE ABUSE COUNSELOR**
Responsible for implementing substance abuse assessment, counseling and/or treatment services for individuals with chemical abuse or dependency issues. Requires CADC certification or applicable licensure. *Other Titles: Qualified Treatment Professional.*
- 100 COMMUNITY OUTREACH WORKER**
Provides direct services and education to the community about the risk factors associated with violence, alcohol and other drug abuse. Responsible for connecting people in vulnerable populations to information, resources and other community members. May conduct home visit/door-to-door outreach services. May organize and facilitate community involvement. May provide advocacy, language and cultural support. May provide interpretation/translation services. May facilitate community-building efforts. Generally requires a BA or AA plus 2 years experience. *Other Titles: Community Health Educator, Community Liaison, Community Outreach Coordinator, Home Visitor, Provider Liaison.*
- 101 CASE AIDE**
Provides entry-level case management assistance and helps clients with daily living skills and needs. Requires AA or HS Diploma plus 2 years experience.
- 102 JOB DEVELOPER/EMPLOYMENT SPECIALIST**
Locates/develops job openings for placement of clients by phone, mail and/or personal visits. May coach with job skills. May accompany clients at the work site as necessary.
- 103 THERAPIST**
Works under general supervision. Performs mental health assessments. Identifies at-risk clients and behaviors. Develops appropriate treatment goals. Conducts psychotherapy. Maintains supportive documentation. Typically requires completion of a Masters Degree. *Other Titles: Clinician, Social Worker.*
- 104 THERAPIST (w/clinical licensure)**
Works under general supervision. Performs mental health assessments. Identifies at-risk clients and behaviors. Develops appropriate treatment goals. Conducts psychotherapy. Maintains supportive documentation. Typically requires completion of a Masters Degree. LCPC or LCSW licensed. *Other Titles: Clinician, Social Worker.*

- 105 CLINICAL SUPERVISOR**
Works under general supervision. Provides supervision to Clinical Staff. Provides direct service/supervision in situations requiring a higher degree of skill. Ensures that cases are properly handled and clients receive needed services. Ensure that clients receive crisis intervention services as needed. Typically requires completion of a Masters Degree.
- 106 CLINICAL DIRECTOR**
Provides supervision to clinical service department. Plans, develops and directs program to meet the goals of the organization. Prepares and administers the programs budget. Develops and administers policies and procedures for the program. Provides direct service/supervision in situations requiring a higher degree of skill. Ensures that cases are properly handled and clients receive needed services. Ensures that clients receive crisis intervention services as needed. This is the top position in the Clinical Services Department. Typically requires completion of a Masters Degree.
- 107 CASEWORKER/CASE MANAGER**
Works under moderately close supervision. Provides casework services to clients with non-complex cases. Performs case intake. Performs case assessments. Obtains, analyzes and evaluates case data. Locates and provides resources for clients. Develops a service plan that addresses the needs of the client . May require making home visits. Typically requires completion of a Bachelors Degree.
- 108 CASEWORKER/CASE MANAGER**
Works under general supervision. Provides full range of casework services: routine to complex. Performs case intake. Performs case assessments. Obtains, analyzes and evaluates case data. Locates and provides resources for clients. Develops a service plan that addresses the needs of the client. May require making home visits. Typically requires completion of a Masters Degree.
- 109 FAMILY SUPPORT SPECIALIST**
Works under general supervision. Assesses the parenting needs of client. Educates teen parents on child care issues. Assists clients in obtaining daycare and other services. Typically requires completion of a Bachelors Degree.
- 110 SUBSTANCE ABUSE CASE MANAGER**
Provides case management services as part of treatment team. Typically requires completion of a high school diploma and relevant experience.
- 111 CASEWORKER/CASE MANAGER SUPERVISOR**
Works under general supervision. Supervises daily activities of program and staff. Assigns duties, prepare schedules, and monitors efficiency and quality. Follows up with case managers to ensure resolution of all critical or unusual incidents including crisis situations . Makes decision regarding risk and safety of clients and staff. May provide direct service to clients. May oversee training. Typically requires completion of a Masters Degree.
- 112 FOSTER CARE LICENSING SPECIALIST, 402 Certification**
Works under general supervision. Ensures licensure of foster parents. Responsible for meeting state agency foster home licensure and compliance requirements. Recruitment qualified foster parents. Serves as liaison between the organization and state or regulatory agency. Typically requires completion of a Bachelors Degree.
- 113 INTAKE COORDINATOR**
Works Under general supervision. Monitors intake, discharge, and transfer of case assignments. Ensures efficiency of referral system. Ensures compliance with DCFS, and other relevant policies and procedures. Oversight of financials, including billings, receivables and payments. Typically requires completion of a Bachelors Degree.
- 114 INTAKE SPECIALIST**
Provides initial phone triage for callers seeking services to determine eligibility and referral to appropriate department. Requires BA or AA plus 2 years experience. *Other Titles: Call Center Representative, Call Center Operator.*

MISCELLANEOUS POSITIONS

- 115 DRIVER**
Responsible for operating vehicles such as cars, vans and pickup trucks to transport materials, merchandise and equipment to assigned destinations. May load and unload vehicles as necessary. Cleans, services and maintains vehicles and performs minor repairs. Valid CDL license may be required. *Other Titles: Bus Driver, Tractor Operator, Tram Driver, Transportation Support, Van Assistant, Van Driver.*

116 SECURITY MANAGER
Manages and coordinates the security and safety of the facility including parking facilities.

117 SECURITY GUARD
Responsible for patrolling internal and external organization premises. Investigates unusual or suspicious situations. Maintains records and logs as necessary. Enforces organization policies and procedures during and after normal working hours. May monitor parking facilities. Trained to assist in emergency situations. May operate fire equipment and radios and administer CPR and first aide. *Other Titles: Client Safety Assistant, Clinic Defense/Facility Coordinator, Monitor, Pool Monitor, Safety Monitor.*

PROGRAM MANAGEMENT POSITIONS

118 PROGRAM DIRECTOR
Responsible for overseeing the general management of programs and supervises program staff. Serves as a member of the managing team within the organization. Establishes and maintains good working relationships with agencies serving the client populations. *Other Titles: Mental Health Program Director, Regional Director, Vice President of Programs, Division Director.*

119 PROGRAM MANAGER
Responsible for developing and managing a program(s) or service(s) in implementation of the organization mission and goals. Duties include: supervising program staff and providing oversight of project deliverables. Reports to Program Director, Executive Director or Associate Director. *Other Titles: Administrator, Program Supervisor.*

VOLUNTEER SERVICES POSITIONS

120 VOLUNTEER SERVICES MANAGER
Develops and maintains volunteer program. Administers volunteer policies, procedures and services. Plans and directs corporate and group volunteer projects.

121 VOLUNTEER COORDINATOR
Responsible for recruiting new volunteers, training and coordinating volunteer staff. Provide administrative support to program.