



# Salary Survey

*A survey of compensation  
for clerical, technical, managerial  
and professional positions.*



# 2010 SURVEY CALENDAR

Participation will help blow away the asterisks!

Survey	Participation Begins	Participation Ends	Results Distributed
2009/2010 National Sales Compensation and Practices Survey	September 28, 2009	October 30, 2009	February, 2010
2010 Non-Profit Survey	November 30, 2009	January 15, 2010	April 5, 2010
2009 Fourth Quarter Turnover Survey	December 28, 2009	January 29, 2010	February 12, 2010
2010 National Executive Compensation Survey	January 6, 2010	February 19, 2010	May 21, 2010
2010 Salary Survey	February 8, 2010	March 26, 2010	June 11, 2010
2010 Wage Survey	February 8, 2010	March 26, 2010	June 11, 2010
2010 Library Personnel Salary Survey	February 8, 2010	March 26, 2010	June 11, 2010
2010 First Quarter Turnover Survey	March 29, 2010	April 23, 2010	May 7, 2010
2010 National IT/Engineering Compensation Survey	May 3, 2010	June 14, 2010	September 24, 2010
2010 Annual Pay Trends Survey	June 14, 2010	July 16, 2010	August 13, 2010
2010 Second Quarter Turnover Survey	June 28, 2010	July 23, 2010	August 6, 2010
2010 Holiday Survey	July 5, 2010	August 6, 2010	August 27, 2010
2011/2012 National Policies & Benefits Survey	August 2, 2010	September 17, 2010	February, 2011
2010 Medical Contribution and Practices Survey	August 23, 2010	September 17, 2010	October 8, 2010
2010 Third Quarter Turnover Survey	September 27, 2010	October 22, 2010	November 5, 2010
2010/2011 National Sales Compensation and Practices Survey	September 27, 2010	October 29, 2010	February, 2011
2010 Human Resources Vendor Survey	October 25, 2010	November 29, 2010	January, 2011
2010 Fourth Quarter Turnover Survey	December 27, 2010	January 28, 2011	February 11, 2011

Please flip over for survey FAQs and contact information

## 2010 SALARY SURVEY QUESTIONNAIRE ALPHABETICAL INDEX OF NON-EXEMPT JOBS

### Clerical and Technical Positions

<u>Job Title</u>	<u>Job Code</u>	<u>Description Page</u>
Assistant, Administrative I, grade 5	202.039	6
Assistant, Administrative II, grade 6	202.038	6
Assistant, Administrative III, grade 7	202.037	6
Assistant, Administrative to Chief Executive Officer, grade 8	202.012	7
Assistant, Benefits, grade 7	206.246	16
Assistant, Human Resources, grade 6	206.013	16
Assistant, Human Resources, grade 8	206.077	16
Assistant, Purchasing, grade 6	210.095	21
Assistant, Sales/Marketing, grade 6	211.429	24
Bookkeeper (Small Organization), grade 7	201.002	3
Clerk, Accounting I (Entry level), grade 3	201.325	2
Clerk, Accounting II (Experienced), grade 4	201.004	2
Clerk, Accounting III (Advanced), grade 5	201.003	2
Clerk, Billing, grade 4	201.360	3
Clerk, Cost, grade 4	201.021	3
Clerk, Credit and/or Collection, grade 4	201.361	3
Clerk, Engineering, grade 4	204.264	13
Clerk, Engineering Document Control, grade 4	204.336	13
Clerk, Export Documentation, grade 6	209.251	19
Clerk, General I (Entry level), grade 2	202.027	7
Clerk, General II (Experienced), grade 3	202.436	7
Clerk, General III (Advanced), grade 4	202.362	7
Clerk, HRIS, grade 4	206.340	16
Clerk, Inventory Control, grade 4	209.366	19
Clerk, Mail, grade 2	202.035	8
Clerk, Mail, grade 3	202.308	8
Clerk, Office Services (Mail-Photocopy), grade 4	202.328	8
Clerk, Payroll I, grade 4	201.022	4
Clerk, Payroll II, grade 5	201.433	4
Clerk, Purchasing, grade 4	210.097	21
Clerk, Receiving, grade 4	209.367	19
Clerk, Shipping, grade 4	209.089	20
Clerk, Shipping/Receiving, grade 4	209.342	20
Coordinator, Help Desk, grade 6	203.400	10
Coordinator, Help Desk, grade 9	203.330	10
Designer, Product, grade 8	204.364	15
Designer, Tool, grade 9	204.063	15
Designer, Tool, grade 10	204.365	15
Dispatcher, Traffic, grade 5	209.442	20
Drafter, CAD I (Detail), grade 6	204.066	12
Drafter, CAD II (Layout), grade 8	204.431	12
Drafter, CAD III (Design), grade 9	204.432	12
Estimator, grade 9	211.395	22
Estimator, Cost, grade 7	211.231	22
Expediter, grade 6	209.081	19
Helper, Office, grade 1	202.034	8

## 2010 SALARY SURVEY QUESTIONNAIRE ALPHABETICAL INDEX OF NON-EXEMPT JOBS

### Clerical and Technical Positions

<u>Job Title</u>	<u>Job Code</u>	<u>Description Page</u>
Illustrator, Technical, grade 8	211.266	24
Interviewer, Employment (Staffing Representative), grade 6	206.079	16
Nurse, Licensed Practical (LPN), grade 6	206.434	17
Nurse, Registered (RN), grade 8	206.435	17
Operator, Computer, grade 5	203.363	10
Operator, Data Entry I (Entry Level), grade 4	203.240	10
Operator, Data Entry II (Experienced), grade 5	203.237	10
Operator, Desktop Publishing, grade 5	211.046	22
Operator, Word Processing, grade 4	202.235	9
Paralegal, grade 6	202.329	8
Payroll Supervisor/Administrator, grade 6	201.320	5
PC Specialist, grade 5	203.331	11
PC Specialist, grade 9	203.401	11
Planner/Scheduler I, Production, grade 7	209.368	19
Receptionist, grade 3	202.045	9
Representative, Customer Service I (Entry level.), grade 3	211.344	22
Representative, Customer Service II (Experienced), grade 4	211.277	22
Representative, Customer Service III (Technical Advisor), grade 6	211.430	22
Representative, Inside Sales, grade 7	211.099	23
Representative, Telemarketing Sales, grade 5	211.319	25
Secretary, Legal, grade 7	202.327	8
Specialist, Credit and/or Collection, grade 7	201.229	4
Technician, Electrical Engineering, grade 6	204.335	13
Technician, Electrical Engineering, grade 7	204.334	13
Technician, Electrical Engineering, grade 8	204.333	13
Technician, Field Service I (Entry level), grade 6	211.103	23
Technician, Field Service II (Experienced), grade 8	211.102	23
Technician, Field Service III (Advanced), grade 10	211.101	23
Technician, Gauge Laboratory, grade 4	207.341	18
Technician, Laboratory, grade 6	204.074	14
Technician, Laboratory, grade 7	204.073	14
Technician, Laboratory, grade 8	204.072	14
Technician, Mechanical Engineering, grade 6	204.339	14
Technician, Mechanical Engineering, grade 7	204.338	14
Technician, Mechanical Engineering, grade 8	204.337	15
Technician, Network, grade 5	203.056	11
Technician, Quality Assurance, grade 6	207.305	18
Technician, Quality Assurance, grade 7	207.304	18
Technician, Quality Assurance, grade 8	207.303	18
Technician, Telecommunication, grade 5	203.332	11
Technical Product Support, grade 4	211.346	24
Technical Product Support, grade 6	211.345	24
Telephone Operator/Receptionist/Secretary, grade 4	202.044	9
Writer, Technical, grade 8	211.245	24

**2010 SALARY SURVEY QUESTIONNAIRE**  
**ALPHABETICAL INDEX OF EXEMPT JOBS**  
 Managerial and Professional Positions

<u>Job Title</u>	<u>Job Code</u>	<u>Description Page</u>
Account I, grade 7	301.439	27
Accountant II, grade 8	301.001	27
Accountant III, grade 9	301.107	27
Accountant, Cost I, grade 8	301.017	28
Accountant, Cost II, grade 9	301.445	28
Accountant, Cost III, grade 10	301.438	28
Administrator, Benefits, grade 9	306.356	47
Administrator, Compensation & Benefits, grade 10	306.284	47
Administrator, Database, grade 10	303.347	34
Administrator, LAN, grade 11	303.404	36
Administrator, Network Systems, grade 9	303.312	38
Administrator, Network Systems, grade 11	303.296	38
Administrator, Unix, grade 9	303.403	39
Analyst, Compensation, grade 9	306.357	47
Analyst, Financial, grade 11	301.118	29
Analyst I, LAN, grade 8	303.406	37
Analyst II, LAN, grade 9	303.405	37
Analyst, Market Research, grade 9	311.248	61
Analyst/Programmer, Application Systems, grade 10	303.419	32
Analyst/Programmer, Application Systems, grade 12	303.418	32
Analyst/Programmer, Application Systems, grade 13	303.417	32
Auditor, Internal, grade 10	301.288	30
Business Analyst, grade 10	303.411	34
Business Analyst, Senior, grade 11	303.369	34
Buyer II, grade 7	310.094	58
Buyer, Retail/Wholesale, grade 10 ( <b>NEW!</b> )	310.450	59
Chemist, grade 10	304.137	40
Chemist, grade 12	304.136	40
Clerk, Purchasing, grade 9	310.092	58
Engineer, Application, grade 8	304.160	40
Engineer, Application, grade 10	304.159	40
Engineer, Electrical (Product), grade 8	304.351	41
Engineer, Electrical (Product), grade 10	304.350	42
Engineer, Environmental, grade 11	304.292	42
Engineer, Industrial, grade 7	305.374	45
Engineer, Industrial, grade 9	305.373	45
Engineer, Manufacturing, grade 9	305.271	45
Engineer, Manufacturing, grade 11	305.166	45
Engineer, Mechanical (Product), grade 8	304.353	42
Engineer, Mechanical (Product), grade 10	304.352	43
Engineer, Network, Senior, grade 12	303.407	37
Engineer, Packaging, grade 9	305.355	46
Engineer, Product (Multi-Disciplined), grade 12	304.354	43
Engineer, Quality Assurance, grade 9	307.276	51
Engineer, Quality Assurance, grade 11	307.275	51
Engineer, Research and Development, grade 13	304.152	44

**2010 SALARY SURVEY QUESTIONNAIRE**  
**ALPHABETICAL INDEX OF EXEMPT JOBS**  
 Managerial and Professional Positions

<u>Job Title</u>	<u>Job Code</u>	<u>Description Page</u>
Engineer, Sales and Application, grade 12	305.293	46
Engineer, Software (Programmer), grade 8	303.370	38
Engineer, Software (Programmer), grade 10	303.315	38
Generalist I, Marketing, grade 7 <b>(NEW!)</b>	311.446	61
Generalist II, Marketing, grade 10	311.301	61
Generalist III, Marketing, grade 11 <b>(NEW!)</b>	311.447	62
Generalist, Human Resources, grade 10	306.175	47
Generalist, Human Resources, Senior, grade 13	306.378	48
Graphic Artist, grade 8	311.307	61
Manager, Advertising and Sales Promotion, grade 12	311.387	60
Manager, Application Systems Analysis/Programming, grade 15	303.415	32
Manager, Assistant Plant, grade 13	308.189	53
Manager, Assistant Plant, grade 15	308.381	53
Manager, Compensation/Benefits, grade 12	306.283	47
Manager, Computer Operations & Operating Systems Programming, grade 12	303.414	34
Manager, Cost Accounting, grade 10	301.108	28
Manager, Cost Accounting, grade 12	301.287	29
Manager, Credit and/or Collection, grade 11	301.113	29
Manager, Customer Service, grade 10	311.359	60
Manager, Distribution, grade 14	309.394	56
Manager, Drafting and Documentation, grade 13	304.437	41
Manager, Electronic Commerce (E-Commerce Mgr.), grade 14	303.393	35
Manager, Electronic Data Interchange (EDI), grade 12	303.397	35
Manager, Facilities II (Multi-location), grade 14	304.148	42
Manager, Field Service, grade 13	311.298	60
Manager, General Accounting, grade 12	301.104	30
Manager, Human Resources, grade 11	306.174	48
Manager, Industrial Engineering, grade 12	305.375	45
Manager, Inside Sales, grade 11	311.424	61
Manager, Inventory Control, grade 12	309.210	56
Manager, IT, grade 10	303.123	35
Manager, IT, grade 12	303.121	35
Manager, IT, grade 14	303.130	36
Manager, IT (Single Location), grade 15	303.412	36
Manager, IT (Corporate Organizations), grade 15	303.413	36
Manager, Maintenance, grade 12	308.423	53
Manager, Manufacturing Engineering, grade 13	305.376	46
Manager, Marketing, grade 13	311.318	62
Manager, Office, grade 10	312.390	64
Manager, Operations, grade 14	312.428	64
Manager, Product (Brand), grade 12	311.280	63
Manager, Product (Brand), grade 14	311.279	63
Manager, Product /Engineering (Project or Development), grade 14	304.151	44
Manager, Product/Engineering (Project or Development), grade 15	304.134	44
Manager, Production Control, grade 10	309.212	56
Manager, Production Control, grade 11	309.211	56

**2010 SALARY SURVEY QUESTIONNAIRE**  
**ALPHABETICAL INDEX OF EXEMPT JOBS**  
 Managerial and Professional Positions

<u>Job Title</u>	<u>Job Code</u>	<u>Description Page</u>
Manager, Project, grade 11 ( <b>NEW!</b> )	312.448	64
Manager, Project Senior, grade 14 ( <b>NEW!</b> )	312.449	64
Manager, Purchasing, grade 12	310.217	58
Manager, Purchasing, grade 14	310.216	58
Manager, Quality, grade 12	307.179	52
Manager, Quality Process, grade 11	307.295	52
Manager, Safety, grade 14	306.441	48
Manager, Sales (District), grade 13	311.258	63
Manager, Sales (Export), grade 14	311.388	63
Manager, Sales (Regional), grade 14	311.257	63
Manager, Telecommunications, grade 10	303.349	39
Manager, Traffic, grade 11	309.391	57
Manager, Training, grade 13	306.444	49
Manager, Warehouse, grade 10	309.425	57
Metallurgist, grade 10	304.162	43
Metallurgist, grade 12	304.161	43
Planner, Meetings and Special Events, grade 9	312.427	64
Planner/Scheduler II, Production, grade 8	309.215	56
Planner/Scheduler III, Production (Master), grade 9	309.358	57
Programmer, Applications, grade 7	303.422	33
Programmer, Applications, grade 8	303.421	33
Programmer, Applications, grade 9	303.420	33
Programmer, Computer Controlled Machines, grade 9	304.244	41
Recruiter, Technical/Professional, grade 9	306.311	49
Representative, Outside Sales, grade 9	311.389	62
Representative, Outside Sales, grade 11	311.254	62
Specialist, Electronic Data Interchange (EDI), grade 9	303.396	35
Specialist, Safety, grade 10	306.377	49
Specialist, Training I, grade 9	306.310	50
Specialist, Training II, grade 10	306.443	50
Supervisor (Class A), grade 10	308.383	53
Supervisor (Class A), grade 11	308.382	54
Supervisor (Class B), grade 9	308.385	54
Supervisor (Class B), grade 10	308.384	54
Supervisor (Class C), grade 8	308.205	55
Supervisor (Class C), grade 9	308.386	55
Supervisor (Class D), grade 8	308.206	55
Supervisor, Application Systems Analyst/Programmer, grade 14	303.416	33
Supervisor, Customer Service, grade 8	311.285	60
Supervisor, Design, (Chief Designer), grade 10	304.371	41
Supervisor, Drafting, grade 8	304.372	41
Supervisor, Facilities I (Single location), grade 12	304.150	42
Supervisor, General Accounting, grade 10	301.106	30
Supervisor, Inspection, grade 7	307.380	51
Supervisor, Inspection, grade 9	307.379	51
Supervisor, Maintenance, grade 10	308.426	53

**2010 SALARY SURVEY QUESTIONNAIRE**  
**ALPHABETICAL INDEX OF EXEMPT JOBS**  
 Managerial and Professional Positions

<u>Job Title</u>	<u>Job Code</u>	<u>Description Page</u>
Supervisor, Order and Billing, grade 9	301.115	30
Supervisor, Order and Billing, grade 7	301.117	30
Supervisor, Purchasing, grade 10	310.440	59
Supervisor, Software Engineer, grade 12	303.300	39
Supervisor, Traffic, grade 9	309.392	57
Supervisor, Warehouse (Shipping/Receiving), grade 7	308.207	55
Supervisor/Manager, Payroll, grade 8	301.119	31
Technician, Network Support (LAN/WAN), Sr., grade 9	303.409	38
Webmaster, grade 9	303.317	39
Webpage Designer, grade 8	303.348	39



## 2010 SALARY SURVEY QUESTIONNAIRE NON-EXEMPT SECTION FUNCTION GROUP LIST

Please note: We have only listed the 3 numbers after the decimal of the job number for the online survey, instead of the full 6-digit job number.

The first 3 numbers to the left of the decimal before each job indicate the FUNCTION GROUP as follows:

### **FUNCTION GROUPS:**

- (201) Accounting
- (202) Clerical/Office Services
- (203) Information Systems
- (204) Engineering
- (206) Human Resources
- (207) Quality Assurance
- (209) Production Control
- (210) Purchasing
- (211) Sales, Marketing, and Service

The function group numbers are not unique per job, whereas the numbers to the right of the decimal are and indicate the true job number.



## 2010 SALARY SURVEY, *NON-EXEMPT* JOB DESCRIPTIONS

### ACCOUNTING (201)

#### **201.325 ACCOUNTING CLERK I (ENTRY LEVEL)**

##### GRADE 3

First of three levels of accounting clerical work. The job typically requires reading, communication and math skills commensurate with a high school education or GED and no previous accounting experience, or equivalent. Work is task oriented, routine and repetitive, such as matching bills to purchase orders or entering data. Much of the time is spent using a keyboard. Follows instructions and is subject to close supervision.

#### **201.004 ACCOUNTING CLERK II (EXPERIENCED)**

##### GRADE 4

Second of three levels of accounting clerical work. The job typically requires a general understanding of accounting principles commensurate with 2+ years of accounting training or experience, or equivalent. In larger departments this level may specialize in accounts payable, accounts receivable or another area of accounting. Incumbents make routine choices within established procedures. Incumbents perform basic troubleshooting to reconcile account balances and inquiry to obtain missing information or verify unusual data. An intermediate level of computer skill is required, usually involving use of an accounting software package and spreadsheets to enter, compile or extract data. Work is relatively independent, with supervision available to address non-routine questions.

#### **201.003 ACCOUNTING CLERK III (ADVANCED)**

##### GRADE 5

Third of three levels of nonexempt accounting. The job typically requires 5+ years of accounting training and experience, or equivalent. This job may be called Accounting Technician or Senior Accounting Clerk. Incumbents at this level are qualified to work in all phases of accounting. However, in a large organization work may be specialized. Incumbents make non-routine choices within established precedent and with limited supervision. A higher level of computer skill is required, including mastery of the internal accounting package and strong spreadsheet skills. At this level, incumbents will assist with monthly trial balances and custom report generation involving intermediate levels of financial analysis using generally prescribed procedures. Incumbents may provide technical direction and work review to lower level accounting staff, but do not provide complete supervision. Do not report staff with four-year degrees in accounting or a closely related field.

**201.360 BILLING CLERK**

**GRADE 4**

Check shipping memorandums received with orders, and prepare and process invoices from standard price lists. Enter required data from customer or internal orders or other media. Calculate extensions and add extended figures for gross charges of goods shipped and make other additions and deductions as indicated. Recheck processed invoices. Separate and distribute copies.

**201.002 BOOKKEEPER (SMALL ORGANIZATION)**

**GRADE 7**

Experienced level bookkeeping job. This job typically requires a general understanding of accounting principles commensurate with 2+ years of accounting training or experience, or equivalent. Responsible for diverse duties in maintaining accounting records in a small company or office. Higher level accounting and financial system work is often provided by outside consultants or CPA's. Incumbents post entries from a wide variety of sources into ledgers and journals, often using computer applications. Incumbents reconcile bank statements, monitor schedules for notes payable and receivable, bonds, securities and interest, cross check, make comparisons, balance accounts and take trial balances. Work often includes payroll, credit and collection duties. Work is regularly reviewed by outside consultants or auditors to verify appropriate procedure and accuracy. Duties require analysis of facts to determine action to be taken within the limits of standard practice. Incumbents may regularly prepare budget status reports for managers. Incumbents may devote a minor portion of time to performing other office support duties. Do not report staff with four-year accounting or closely related degrees.

**201.021 COST CLERK**

**GRADE 4**

Perform routine duties, following prescribed practices. Work with requisitions, assembly lists, and standard cost sheets, accumulate data and make calculations to arrive at pricing, final standard costs, and existing ratios between costs and selling prices on various products. Write up and summarize orders, post cost figures to requests from billing department, and handle miscellaneous charges. Check questionable cost items with control unit and perform other varied duties as directed.

**201.361 CREDIT AND/OR COLLECTION CLERK**

**GRADE 4**

Experienced level of credit and collections clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 2+ years of related experience, or equivalent. Work includes reviewing credit applications and delinquent accounts; researching information from credit organizations; maintaining records on delinquent accounts and credit risks. Incumbents issue progressive requests for payment of past-due accounts. Much of the time is spent using a keyboard and using appropriate software applications, including web resources. Incumbents make non-routine choices within established precedent and policies, referring unusual situations to a supervisor.

**201.229 CREDIT AND/OR COLLECTION SPECIALIST**

**GRADE 7**

Professional level of credit and collections work. The job typically requires a bachelor's or associate's degree with 1+ years of credit/collection experience, or equivalent. Work includes reviewing credit applications and delinquent accounts; researching information from credit organizations; maintaining records on delinquent accounts and credit risks. Issues progressive requests for payment of past-due accounts. Within policy limits, works out payment plans for past due accounts, referring large cases to the manager for approval. Has frequent contact with sales staff regarding qualification of accounts.

**201.022 PAYROLL CLERK I**

**GRADE 4**

First level of payroll clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and less than 1 year of related training and experience, or equivalent. Incumbents follow standard procedures in making a variety of system entries and computations from data on employee time cards or computer entries. Work includes entering rate changes, totaling hours and distributing or allocating costs; checking computations of timekeepers and researching shortage claims. Work may include calculating total earnings, overtime, taxes, withholding for premiums and savings and similar factors. Work may include coordinating with an outside payroll service to produce calculations, print checks and prepare total payroll reports. Much of the time is spent using a keyboard. Incumbents may use specialized software packages to enter and compute payroll. Incumbents follow standard procedures and have readily available supervision.

**201.433 PAYROLL CLERK II**

**GRADE 5**

Highest level of payroll clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 3+ years of related training and experience, or equivalent. Incumbents follow standard procedures in making a variety of system entries and computations from data on employee time cards or computer entries. Work includes entering rate changes, totaling hours and distributing or allocating costs; checking computations of timekeepers and researching shortage claims. Work may include calculating total earnings, overtime, taxes, withholding for premiums and savings and similar factors. Work may include coordinating with an outside payroll service to produce calculations, print checks and prepare total payroll reports. Work may also include calculating commissions, administering executive compensation and record maintenance of short and long-term incentive plans. Much of the time is spent using a keyboard. Incumbents may use specialized software packages to enter and compute payroll. Incumbents may provide work direction or check the work of less experienced payroll staff.

## **201.320 PAYROLL SUPERVISOR/ADMINISTRATOR**

### **GRADE 6**

The Payroll Supervisor/Administrator provides leadership of the payroll function. The job typically requires some technical training in accounting and payroll practices beyond high school and 5+ years of experience in accounting and payroll processing. Under direction of an accounting or human resource manager, this job is responsible for maintenance and implementation of the payroll system, including management of external service provider relationships. Responsible for supervision of non-exempt employees who maintain employee information necessary for payroll calculation (such as base rate, number of exemptions, eligibility for shift premium, etc.) and who prepare payroll. Subordinate employees compile from time cards, job tickets or other source records all information necessary to calculate earnings for each pay period, including base pay, overtime pay and any incentive pay. Makes determinations regarding application of wage and hour law and oversees preparation of periodic reports of earnings, taxes, and deductions.

**NON-EXEMPT CLERICAL/OFFICE SERVICES (202)****202.039 ADMINISTRATIVE ASSISTANT I****GRADE 5**

First level administrative assistant job, typically requiring reading, communication, math and problem solving skills equivalent to a high school education or GED and 1+ years of experience, or equivalent.

Performs administrative support work; specific duties vary with department(s) assigned. Assists the supervisor and other department personnel by performing a variety of duties in support of department functions, such as meeting planning, preparing documents, or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics or scheduling. Other skills may include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents make routine choices within established guidelines, with readily available supervision.

**202.038 ADMINISTRATIVE ASSISTANT II****GRADE 6**

Experienced level administrative assistant job. The job typically requires high school graduate level reading, communication, math and problem solving skills and 3+ years of experience, or equivalent.

Incumbents perform administrative support work; specific duties vary with department(s) assigned. Assists the department or function manager and other department or function staff by performing a variety of support duties, such as conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills may include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents make non-routine choices within established guidelines, with minimal supervision.

**202.037 ADMINISTRATIVE ASSISTANT III****GRADE 7**

Highest level administrative assistant job, not directly supporting the CEO or President. The job typically requires high school graduate level reading, communication, math and problem solving skills and 5+ years of experience, or equivalent. Incumbents perform administrative support work; specific duties vary with department(s) assigned. Assists the department or function manager and other department or function staff by performing a variety of support duties, such as conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use, and may train others to use, computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills typically include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents may set precedent within limits and/or administer operating rules and procedures under management guidance. Incumbents may provide work direction to other support staff.

**202.012 ADMINISTRATIVE ASSISTANT TO CHIEF EXECUTIVE OFFICER**

**GRADE 8**

Highest level administrative assistant job, equal in skills to the level III administrative assistant job, but directly supporting the CEO or President. The job typically requires high school graduate level reading, communication, math and problem solving skills and 5+ years of experience, or equivalent. Assists the top executive by performing a variety of support duties, such as screening calls, conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills typically include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and exercise discretion regarding confidential matters. Incumbents may provide work direction to other support staff.

**202.027 GENERAL CLERK I (ENTRY LEVEL)**

**GRADE 2**

First of three levels of general clerical work. The job typically requires high school graduate level reading, communication and math skills and no previous experience, or equivalent. Duties include performing routine clerical procedures in support of an assigned department or function. Duties may include combinations of counter work, filing, checking, redirecting, or entering data into a computer. Incumbents follow prescribed procedures in handling, classifying, filing or indexing data. Working under close supervision, incumbents perform simple computations according to clearly defined principles. Do not report jobs specializing in customer service, accounting, data entry or filing.

**202.436 GENERAL CLERK II (EXPERIENCED)**

**GRADE 3**

Second of three levels of general clerical work. The job typically requires high school graduate level reading, communication and math skills and 2+ years or experience, or equivalent. Incumbents normally are familiar with department or functional operations and are able to work with minimal assistance. Incumbents perform clerical, counter work and typing duties of some diversity, requiring the application of various standard procedures and preparation or use of several types of forms, reports or records. Incumbents may post data directly to a database from information furnished. Posting may involve some intermediate operation such as cross-checking, comparison or ordinary calculations. Incumbents may prepare and type reports, orders or other forms such as requisitions, schedules or control records of various types. Do not report jobs specializing in customer service, accounting, data entry or filing.

**202.362 GENERAL CLERK III (ADVANCED)**

**GRADE 4**

Third of three levels of general clerical work. This job typically requiring high school graduate level reading, communication and math skills and 5+ years of experience, or equivalent. Incumbents have a high degree of understanding of the work function and will typically provide work direction to other clerical staff within the area. Incumbents perform a variety of clerical and typing duties, some non-routine and complex in nature. Incumbents utilizes knowledge of company policies and procedures in maintaining files, records, and other information. Incumbents work under minimal supervision, using good judgment in resolving routine problems. Do not report jobs specializing in customer service, accounting, data entry or filing.

**202.327 LEGAL SECRETARY**

**GRADE 7**

Perform secretarial duties for Corporate Attorney where duties requiring extensive knowledge of legal processes and procedures. Prepare a wide variety of correspondence from notes, discussions or independently from knowledge of circumstances and policy. Organize and maintain personal files and records. Compile and prepare special reports and analyses, selecting appropriate data from various sources. Arrange and schedule interviews, meeting and appointments. Record and transcribe minutes of meetings.

**202.035 MAIL CLERK**

**GRADE 2**

Perform a variety of routine activities in the mail room. Receive, open, and sort incoming mail for distribution. Collect and deliver mail to post office, messages, and reports. Weigh and prepare all outgoing mail and some small parcel post items. Operate collating and folding equipment. Stuff envelopes for mass mailings. Keep records of postage charges and the use and sale of stamps.

**202.308 MAIL CLERK**

**GRADE 3**

Perform a variety of routine activities in the mail room. Receive, open and sort incoming mail for distribution. Collect and deliver mail to post office, messages and reports. Prepare all outgoing mail and parcel post items determining best method of delivery. Operate collating folding equipment. Stuff envelopes for mass mailings. Keep records of postage charges. Perform general clerical duties and photocopying as required.

**202.034 OFFICE HELPER**

**GRADE 1**

Follow simple procedures or instructions. Maintain simple files, sort and alphabetize documents, stuff envelopes, make copies, send faxes, sort mail. Run interdepartmental errands. Perform other simple miscellaneous clerical duties as directed.

**202.328 OFFICE SERVICES CLERK (MAIL-PHOTOCOPY)**

**GRADE 4**

Perform a variety of routine duties to provide office services. Receive, sort and distribute incoming mail. Collect and deliver interoffice mail. Prepare outgoing mail and determine best method of delivery. Setup and operate copying, collating, hole-punch and binding equipment. Assist and advise office personnel with document preparation. Maintain equipment and report necessary repairs.

**202.329 PARALEGAL**

**GRADE 6**

Paraprofessional level legal support position. The job typically requires two-year college degree and 3+ years of work related experience, or equivalent. Researches and analyzes law sources such as statutes, recorded judicial decisions, and legal articles. Investigates facts to determine causes of action and to prepare case materials and legal documents for review, approval, and use by an attorney. Schedules and may assist with depositions. May specialize in an area of legal practice. Please include incumbents who may be classified as exempt.

**202.045 RECEPTIONIST**

**GRADE 3**

This is a specialized job performing reception duties at the corporate, divisional or departmental level. The job typically requires high school graduate level communication and problem solving skills with previous experience of less than 1 year, or equivalent. Receives visitors, secures identification, and determines whom they wish to see. Announces visitors and directs them to the proper office when authorized. Issues visitor's badge and registers as required. Work is task oriented with routine decisions within established guidelines, with readily available supervision. Incumbents may perform other support tasks that can be done while in the reception area.

**202.044 TELEPHONE OPERATOR/RECEPTIONIST/SECRETARY**

**GRADE 4**

This is a combination job performing at least two of the three listed functions in the title at the corporate, division or departmental level. The job typically requires high school graduate level communication and problems solving skills with previous experience of less than 1 year, or equivalent. Receives visitors, secures identification, and determines whom they wish to see. Announces visitors and directs them to the proper office when authorized. Issues visitor's badge and registers as required. Operates a telephone console, receives incoming calls and connects to the proper party. Answers general requests for information within established guidelines. Performs routine secretarial duties such as typing, data entry, schedule coordination, making travel arrangements or handling company mail.

**202.235 WORD PROCESSING OPERATOR**

**GRADE 4**

Operate a word processing terminal or software to prepare correspondence, reports, charts, outlines, and similar documents. Type from rough copy or records, according to instructions provided, to produce desired final format. Enter corrections or revisions of copy on disk or tape. Proofread to ensure accuracy of work. Maintain records library and disk files, and generate indexes and information.

**NON-EXEMPT INFORMATION SYSTEMS (IS) (203)**

(See Also Exempt Section 303 pg. 24)

**203.363 COMPUTER OPERATOR****GRADE 5**

Perform diversified duties to operate a computer console and peripheral equipment for a system typically a mini/mainframe. Input commands, start up, and monitor system operation. Respond to and correct error messages, following specified instructions in operating manual. Back up files and change forms in printer. Schedule work, order supplies, and maintain operating records. Check and verify completion of all computing assignments. Perform data entry input as time permits. Assist department personnel on program implementations and changes.

**203.240 DATA ENTRY OPERATOR I (ENTRY LEVEL)****GRADE 4**

Entry level data entry. The job typically requires high school graduate level reading, communication and math skills and no previous experience, or equivalent. Under close supervision, transcribes data from source documents using data entry devices, or a keyboard, following generally standardized procedures and instructions. Little or no selecting coding or interpreting of data is required. Incumbents refer problems, such as erroneous items or codes and missing information, to a supervisor.

**203.237 DATA ENTRY OPERATOR II (EXPERIENCED)****GRADE 5**

Experienced level data entry. The job typically requires high school graduate reading, communication and math skills and 2+ years of experience, or equivalent. Under limited supervision, following more complex procedures and instructions, transcribes data from source documents using data entry devices, or a keyboard. May involve selection of codes or interpretation of data entered. Incumbents may solve routine problems such as erroneous items or codes and obtain missing information. More extensive problems are referred to a supervisor.

**203.400 HELP DESK COORDINATOR****GRADE 6**

Under general supervision, will assist users in resolving problems through diagnoses and discussion of the particular problem. Will take the necessary steps to recognize the problem, research, isolate, and resolve the problem. Can typically resolve problems of a moderate level of complexity referring more difficult problems to senior-level personnel.

**203.330 HELP DESK COORDINATOR****GRADE 9**

Under general supervision, is responsible for supporting the timely process through which system problems are controlled. Will isolate, resolve and follow-up with end-users to resolve MIS problems of a high-level of complexity. Typically, this position has limited discretion to resolve problems that fall outside normal areas of expertise. May elevate problems of unusual complexity to lead or management level personnel. May involve the use of a problem management database and help desk systems. May provide guidance/training to less experienced personnel.

**203.056 NETWORK TECHNICIAN**

**GRADE 5**

Monitor microcomputer network to ensure proper operation. Perform common network hardware and software installation following vendor's instructions. Diagnose and resolve problems using diagnostic equipment, software, and technical reference manuals. Answer questions and instruct system users on procedures for utilizing the network. Document utilization of network as appropriate.

**203.331 PC SPECIALIST**

**GRADE 5**

Install, upgrade and setup microcomputer hardware, operating and software applications. Diagnose and resolve malfunctions using diagnostic equipment software and technical reference sources. Answer user questions.

**203.401 PC SPECIALIST**

**GRADE 9**

Under general supervision, performs analysis and administrative tasks in the planning, design, and installation of new and existing personal computer-based systems. Possesses and applies a comprehensive knowledge of PCs to develop procedures and analyze needs relating to the systems' software and hardware. Is responsible for software packages and systems development that meet overall departmental and organizational goals. Capable of working on moderately complex applications. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. Trains users and operators and may schedule and supervise project work. Ordinarily reports to a manager or information technology management. Exclude those who have LAN administration responsibilities.

**203.332 TELECOMMUNICATION TECHNICIAN**

**GRADE 5**

Research, test and evaluate data telecommunications systems. Test and evaluate hardware and software to determine efficiency, reliability and compatibility with existing system. Recommend hardware and software systems to meet business needs. Upgrade equipment as needed. Monitor the operations and service of vendors. Assist in installation of communications hardware and perform minor equipment repairs. Train users on telecommunication systems.

**NON-EXEMPT ENGINEERING (204)****204.066 CAD DRAFTER I (DETAIL)****GRADE 6**

First of three levels of technical drafting work. The job typically requires completion of a formal drafting program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Supervision is readily available and work is usually reviewed by more experienced staff. Incumbents break down information obtained from specifications, sketches, customer layout drawings and instructions furnished by others and convert the information into detailed drawings with section views and dimensions. Incumbents perform a variety of mathematical calculations using standard procedures. Incumbents have responsibility for coordinating with others to determine whether drawings can be executed efficiently and within expected tolerances. Incumbents may prepare bills of materials and specifications when drawings are complete. Most work is completed using computerized drafting applications.

**204.431 CAD DRAFTER II (LAYOUT)****GRADE 8**

Second of three levels of technical drafting work. The job typically requires completion of a formal drafting program and 2+ years of drafting experience, or equivalent. Work assignments are varied and of considerable scope and complexity. Supervision is limited, but work may be reviewed by peers or by more experienced staff as a quality procedure. Incumbents break down information obtained from specifications, sketches, customer layout drawings and instructions furnished by others and convert the information into detailed drawings with section views and dimensions. Incumbents perform a variety of mathematical calculations using standard procedures. Incumbents have responsibility for coordinating with others to determine whether drawings can be executed efficiently and within expected tolerances, although at this level questions are less frequent due to knowledge and experience. Incumbents typically prepare bills of materials and specifications when drawings are complete. Most work is completed using computerized drafting applications. Some time may be devoted to providing technical help to less experienced staff.

**204.432 CAD DRAFTER III (DESIGN)****GRADE 9**

Third of three levels of technical drafting work; highest level of non-supervisory work. The job typically requires completion of a formal drafting program and 5+ years of drafting experience, or equivalent. Work assignments are varied and of the highest level of scope and complexity, requiring specialized knowledge of the company's products and operations. Supervision is limited, but engineering staff, as a quality procedure, may review work product. Incumbents break down information obtained from specifications, sketches, customer layout drawings and instructions furnished by others and convert the information into detailed drawings with section views and dimensions. Incumbents perform a variety of mathematical calculations using standard procedures. Incumbents have responsibility for coordinating with others to determine whether drawings can be executed efficiently and within expected tolerances, although at this level questions are rare due to knowledge and experience. Incumbents typically prepare bills of materials and specifications when drawings are complete. Most work is completed using computerized drafting applications. Considerable time may be devoted to providing technical help to less experienced staff and checking the work of others.

**204.335 ELECTRICAL ENGINEERING TECHNICIAN**

**GRADE 6**

Perform laboratory tests on assigned projects for prototypes, competitor products, and spot testing of manufactured products or components as directed. Set up test equipment and products in proper sequence. Conduct tests for stated criteria involving electrical, or electro-mechanical functions in accordance with standard procedures. Record data for evaluation by engineers. Note deviations in performance not anticipated or indicated in test procedures.

**204.334 ELECTRICAL ENGINEERING TECHNICIAN**

**GRADE 7**

Perform a wide variety of laboratory tests on assigned projects for prototypes, competitor products, and spot testing of manufactured products or components. Construct and set up test equipment and products in proper sequence. Conduct tests for stated electrical or electro-mechanical functions criteria. Record data for evaluation by engineers. Note deviations in performance not anticipated or indicated in test procedures.

**204.333 ELECTRICAL ENGINEERING TECHNICIAN**

**GRADE 8**

Perform a wide variety of difficult and critical laboratory tests on complex and involved prototypes, competitor products, and spot testing of manufactured products or components. Plan, construct, and set up test equipment and products in proper sequence. Conduct tests for stated electrical or electro-mechanical functions criteria. Record data, analyze results in relation to design specifications and recommend possible improvements to products. Assist and instruct other laboratory technicians. Recommend laboratory test equipment and facility requirements.

**204.264 ENGINEERING CLERK**

**GRADE 4**

Perform various clerical duties in the preparation and maintenance of engineering department records, such as product specifications, process sheets, time standards, and drawing and part number controls. Input, update, access, organize, and maintain computer or manual files. Allocate items and fill requests for information. Assist engineers in other clerical duties, to include typing and blueprint reproduction.

**204.336 ENGINEERING DOCUMENT CONTROL CLERK**

**GRADE 4**

Maintain engineering drawing files and organize the processing of change orders. File drawings in accordance with established system procedures and retain master file containing original engineering drawings. Maintain lists regarding processing of change orders as well as records of drawings removed from circulation. Make copies of blueprints and change orders and distribute to appropriate personnel. Follow-up with change orders in process to ensure timely completion.

### **204.074 LABORATORY TECHNICIAN**

#### **GRADE 6**

Perform laboratory tests on assigned projects for prototypes, competitor products, and spot testing of manufactured products or components as directed. Set up test equipment and products in proper sequence. Conduct tests for stated criteria involving mechanical, electrical, electro-mechanical, hydraulic and chemical functions in accordance with standard procedures. Record data for evaluation by engineers. Note deviations in performance not anticipated or indicated in test procedures.

### **204.073 LABORATORY TECHNICIAN**

#### **GRADE 7**

Perform a wide variety of laboratory tests on assigned projects for prototypes, competitor products, and spot testing of manufactured products or components. Construct and set up test equipment and products in proper sequence. Conduct tests for stated criteria involving mechanical, electrical, electro-mechanical, hydraulic and chemical functions. Record data for evaluation by engineers. Note deviations in performance not anticipated or indicated in test procedures.

### **204.072 LABORATORY TECHNICIAN**

#### **GRADE 8**

Perform a wide variety of difficult and critical laboratory tests on complex and involved prototypes, competitor products, and spot testing of manufactured products or components. Plan, construct, and set up test equipment and products in proper sequence. Conduct tests for stated criteria, involving mechanical, electrical, electro-mechanical, hydraulic and chemical functions. Record data for evaluation by engineers. Analyze results and recommend possible improvements to products. Assist and instruct other laboratory technicians. Recommend laboratory test equipment and facility requirements.

### **204.339 MECHANICAL ENGINEERING TECHNICIAN**

#### **GRADE 6**

Perform laboratory tests on assigned projects for prototypes, competitor products, and spot testing of manufactured products or components as directed. Set up test equipment and products in proper sequence. Conduct tests for stated criteria involving mechanical functions in accordance with standard procedures. Record data for evaluation by engineers. Note deviations in performance not anticipated or indicated in test procedures.

### **204.338 MECHANICAL ENGINEERING TECHNICIAN**

#### **GRADE 7**

Perform a wide variety of laboratory tests on assigned projects for prototypes, competitor products, and spot testing of manufactured products or components. Construct and set up test equipment and products in proper sequence. Conduct tests for stated mechanical functions criteria. Record data for evaluation by engineers. Note deviations in performance not anticipated or indicated in test procedures.

**204.337 MECHANICAL ENGINEERING TECHNICIAN**

**GRADE 8**

Perform a wide variety of difficult and critical laboratory tests on complex and involved prototypes, competitor products, and spot testing of manufactured products or components. Plan, construct, and set up test equipment and products in proper sequence. Conduct tests for stated mechanical functions criteria. Record data, analyze results in relation to design specifications and recommend possible improvements to products. Assist and instruct other laboratory technicians. Recommend laboratory test equipment and facility requirements.

**204.364 PRODUCT DESIGNER**

**GRADE 8**

Design new models, mechanisms, and adaptations for limited line of products, following directions and suggestions of supervisor. Investigate alterations to designs for improved performance. Prepare preliminary layout drawings, with responsibility for correctness of proportions, consideration of stresses, speeds, weight, and other details. Change designs and make alterations when in process to facilitate manufacturing.

**204.063 TOOL DESIGNER**

**GRADE 9**

Design ordinary jigs, fixtures, and special tools for any type of standard or special machine tool operation. Select materials. Determine proper locating points of parts for accurate machining and maintenance of tolerances. Design clamps and supports to hold parts properly and avoid distortion due to clamping or tool thrust, particularly on complex multiple operations. Work from parts drawings, general verbal instructions, and specifications, under general direction.

**204.365 TOOL DESIGNER**

**GRADE 10**

Design complicated jigs, fixtures, and special tools for any type of standard or special machine tool operation. Select materials. Determine proper locating points of parts for accurate machining and maintenance of tolerances. Design clamps and supports to hold parts properly and avoid distortion due to clamping or tool thrust, particularly on complex multiple operations. Work from parts drawings, general verbal instructions, and specifications, under general direction.

## **NON-EXEMPT HUMAN RESOURCES (206)**

### **206.246 BENEFITS ASSISTANT**

#### **GRADE 7**

Coordinate administrative details of employee benefit programs, following standard or accepted practices. Act as liaison between employees and representatives of companies managing benefits programs, such as health and life insurance, pensions, and tax deferred annuities. Explain benefits to new employees when eligible and at periodic orientation meetings. Advise employees and answer questions about problems, claims, beneficiaries, and similar matters.

### **206.079 EMPLOYMENT INTERVIEWER (STAFFING REPRESENTATIVE)**

#### **GRADE 6**

Professional recruiter with a primary focus on recruiting hourly, salaried non-exempt or non-management exempt jobs. The job typically requires a bachelor's degree and 1 year or less of experience, or equivalent, with thorough knowledge of the legal aspects of recruitment and selection. Duties include working with management to define job qualifications and advertising in multiple media venues. Pre-screens job candidates, conducts preliminary interviews, administers skills tests, arranges drug tests, conducts background checks and assists management with conducting interviews. Markets the organization to potential employees and explains benefits and compensation programs as well as company expectations. Networks within the community and may participate in job fairs. May make employment offers for lower level jobs based on predetermined standards without involving line management.

### **206.340 HRIS CLERK**

#### **GRADE 4**

Enter and control data from personnel records. Review source document for accuracy and completeness. Generate various standard and complex reports and statistical summaries. Verify output. Develop queries and generate reports for authorized personnel.

### **206.013 HUMAN RESOURCES ASSISTANT**

#### **GRADE 6**

Paraprofessional human resource job. The job typically requires two years of formal training beyond high school and 1+ years of experience in the field of human resources, or equivalent. Incumbents typically assist in more than one area of human resources, such as new employee orientation, worker's compensation, staffing, and relocation. Incumbents create and maintain employee personnel records, including tracking systems for vacation, sick leave and FMLA. Incumbents provide customer service to employees by answering questions regarding policies and procedures. Incumbents may also provide assistance in other areas of human resources by doing special projects, such as completing benefit and salary surveys. Incumbents may use specialized software applications. Incumbents work under limited supervision and will often make decisions based upon established policies and/or procedures.

### **206.077 HUMAN RESOURCES ASSISTANT**

#### **GRADE 8**

Responsible for developing recruiting sources, interviewing, verifying qualifications and references and hiring employees. Explain company policies, and orient new employees. Administer employee benefit plans. Assist in planning and organizing company functions. Maintain personnel records and files, and prepare reports. Usually assist and direct one or two employees on details of work.

**206.434 LICENSED PRACTICAL NURSE (LPN)****GRADE 6**

Licensed Practical Nurse (LPN) working in healthcare, public health or occupational health. The job typically requires up to two years of training, or equivalent, and passing a licensing examination. Incumbents assist physicians, company medical officers or RN's with duties such as direct patient care, conducting public health clinics, employment physicals, treating workplace injuries, or assisting with management of workers' compensation cases. Incumbents may conduct first response training or CPR. Incumbents may assist with records management, government report preparation or similar administrative tasks.

**206.435 REGISTERED NURSE (RN)****GRADE 8**

Registered Nurse (RN) working in healthcare, or with a specialization in public health or occupational health. The job typically requires up to four years of training, although some programs are two years, or equivalent, and passing a licensing examination. Incumbents work under the direction of physicians, nursing supervisors or company medical officers and perform duties such as triage, direct patient care, dispensing medication, public health screening and assessment, immunizations, employment physicals, management of workers' compensation cases, including light duty or other return-to-work programs for injured or sick employees. Incumbents may lead a first response team in responding to workplace injuries or employee illness. Incumbents may perform administrative duties associated with workers compensation and OSHA reporting requirements. Incumbents may train employees in first response and CPR.

**NON-EXEMPT QUALITY ASSURANCE (207)****207.341 GAUGE LABORATORY TECHNICIAN****GRADE 4**

Perform a variety of quality control tests to calibrate test equipment. Monitor calibration requirements, maintain calibration standards, perform calibrations and document results. Coordinate shipment of test equipment to outside vendors for calibration. May set up and perform specialized tests as required.

**207.305 QUALITY ASSURANCE TECHNICIAN****GRADE 6**

Perform a variety of quality control evaluation tests. Calibrate test equipment and pull samples as required. Conduct tests, compile and record data using specified testing methods. Analyze results and report results. Plan and set up special tests under close supervision.

**207.304 QUALITY ASSURANCE TECHNICIAN****GRADE 7**

Perform a variety of difficult and critical quality control evaluation tests. Calibrate test equipment and pull samples as required. Conduct tests, compile and record data. Analyze results and report results. Plan and set up special tests.

**207.303 QUALITY ASSURANCE TECHNICIAN****GRADE 8**

Perform a variety of difficult and critical quality control evaluation tests. Calibrate test equipment and pull samples as required. Conduct tests, compile and record data. Analyze results and recommend corrective actions to maintain prescribed quality standards. Plan and set up special tests. Assist and instruct other technicians.

**NON-EXEMPT PRODUCTION CONTROL (209)****209.081 EXPEDITER****GRADE 6**

Experienced level expediting. The job typically requires high school graduate math and problem solving skills and 2+ years of related experience, including familiarity with company processes, or equivalent. Duties include locating customer orders and following through to expedite the processing of orders. Incumbents work closely with customer service, production supervisors and schedulers to ensure customer satisfaction and to minimize process disruption. Work requires frequent interaction with others. Incumbents follow precedent and seek supervisory assistance to resolve conflicts.

**209.251 EXPORT DOCUMENTATION CLERK****GRADE 6**

Perform specialized analytical and service duties concerning exporting products to foreign countries. Receive and edit export orders. Prepare internal orders and all necessary documents, such as commercial invoices, packing lists, export declarations, insurance papers, and consular documents. Arrange shipments through export freight forwarders. Present letters of credit with necessary documents to banks. Compose correspondence. Review pertinent domestic and foreign trade regulations.

**209.366 INVENTORY CONTROL CLERK****GRADE 4**

Maintain and verify material record cards entering data into inventory control system. Check for discrepancies. Credit and charge items to material ordered, work in process, finished stock and available goods, as required.

**209.368 PRODUCTION PLANNER/SCHEDULER I****GRADE 7**

First level of three levels of production scheduling work; at this level incumbents are non-exempt. The job typically requires high school graduate level math and problem solving skills and 2+ years of related training and experience. In small companies the individual may be the sole individual performing scheduling duties. In medium and larger companies, the incumbent may work on a segment of the scheduling function, with responsibility for assigned department(s) or product lines. Incumbents communicate frequently with line management and customer service staff regarding the status of orders or projects. ( See Exempt 309.215 Production Planner/Scheduler II and 309.358 Production Planner/Scheduler III).

**209.367 RECEIVING CLERK****GRADE 4**

Perform routine clerical duties associated with the receiving of materials shipped. Verify and record receipts on receiving slips while checking material against purchase orders, packing slips, or bills of lading. Notify superior of shortages or incorrect material received. Separate and distribute copies of receiving slips to proper departments. Perform other miscellaneous duties, such as filing, matching receiving slips with purchase orders, and receiving returned goods.

**209.089 SHIPPING CLERK**

GRADE 4

Prepare bills of lading or receipts for products, parts, and materials for shipments and route, following standard procedures or customer instructions. Record quantities and check to ensure that orders are complete. Maintain department files. Maintain routine correspondence with express and freight agents and carriers.

**209.342 SHIPPING/RECEIVING CLERK**

GRADE 4

Prepare bills of lading or receipts for products, parts and materials for shipment and route, following standard procedures or customer instructions. Record quantities and check to ensure that orders are complete. Verify and record receipts on receiving slips while checking materials against purchase orders, packing slips or bills of material. Maintain correspondence with freight agents or carriers.

**209.442 TRAFFIC DISPATCHER**

GRADE 5

Experienced traffic dispatcher. The job typically requires 2+ years of related training and experience within the shipping or transportation industry, or equivalent. Duties include assigning shipments to common carriers based on optimum service and price; scheduling of routes for company drivers and arranging back-hauls. Incumbents may maintain records of fleet maintenance and schedule service. Incumbents follow precedent, considering objectives, under limited supervision.

**NON-EXEMPT PURCHASING (210)****210.095 PURCHASING ASSISTANT****GRADE 6**

Prepare and place purchase orders for a very limited group of less complex commodities, supplies, and materials, where standard prices are usually quoted. Work from requisitions with established quality and quantity requirements and apply knowledge of vendor sources, considering suitability of materials offered and delivery possibilities. Follow-up on orders.

**210.097 PURCHASING CLERK****GRADE 4**

Maintain files for follow-up on materials purchased, note promise dates, and check materials received against purchase orders. Contact vendors as urgency dictates on delayed deliveries, following standardized procedures. Process purchase orders as required and perform miscellaneous clerical assignments.

**NON-EXEMPT SALES, MARKETING, AND SERVICE (211)****211.231 COST ESTIMATOR****GRADE 7**

Estimate labor or total cost of custom products or services based on general data, drawings, verbal instructions, previous cost data, and knowledge of processes. Prepare bids for contracts, set sale prices, or determine selection of product design. Determine kind and number of workers or combination of products and services to meet customer needs as required.

**211.344 CUSTOMER SERVICE REPRESENTATIVE I (ENTRY LEVEL)****GRADE 3**

First of three levels of customer service work. The job typically requires high school graduate reading, communication, math and problem solving skills and no previous experience, or equivalent. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents follow established procedures and have readily available supervision.

**211.277 CUSTOMER SERVICE REPRESENTATIVE II (EXPERIENCED)****GRADE 4**

Second of three levels of customer service work. The job typically requires high school graduate reading, communication, math and problem solving skills and 2+ years experience. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents require limited supervision.

**211.430 CUSTOMER SERVICE REPRESENTATIVE III (TECHNICAL ADVISOR)****GRADE 6**

Third of three levels of customer service work. The job typically requires an associate or bachelor's degree with 2+ years of experience, or equivalent. Handles the more technical or complex service questions from customers and applies judgment in resolving service, warranty or technical problems falling within established limits of authority and knowledge. Issues of greater impact or technical complexity are researched and presented to management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application or service information, pricing or adjustments. May provide work direction to others.

**211.046 DESKTOP PUBLISHING OPERATOR****GRADE 5**

Utilize PC based desktop publishing software to create master copies of forms, documents, advertisements and other materials for printing and publication. Develop original or utilize existing layouts to enhance visual presentation. Incorporate digitized artwork and graphics into documents.

**211.395 ESTIMATOR****GRADE 9**

Respond to sales leads and customer inquiries for sales quotes. Review customer specifications, cost various material, manufacturing and design changes and develop overall quote. May detail customer drawings for manufacture or machine programs.

**211.103 FIELD SERVICE TECHNICIAN I (ENTRY LEVEL)****GRADE 6**

First of three levels of field service technician work. The job typically requires completion of a formal technical program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Work typically is under direction of more experienced staff. Incumbents assist with installation, servicing and repair of equipment at a customer location. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.

**211.102 FIELD SERVICE TECHNICIAN II (EXPERIENCED)****GRADE 8**

Second of three levels of field service technician work. The job typically requires completion of a formal technical program and 2+ years of previous experience, or equivalent. Work assignments are varied, and of moderate scope and complexity. Supervision received is limited. Incumbents work independently or as members of a team installing, servicing or repairing equipment at a customer location. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.

**211.101 FIELD SERVICE TECHNICIAN III (ADVANCED)****GRADE 10**

Third of three levels of field service technician work. The job typically requires completion of a formal technical program and 5+ years of previous experience, or equivalent. Work assignments are of greatest variety and complexity. Supervision received is limited. Incumbents work independently or as members of a team installing, servicing or repairing equipment at a customer location. Incumbents may suggest modifications of equipment or installation to meet customer requirements. Work may include instructing customer personnel in the correct operation of equipment. Work may include providing training and work direction for other technicians. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.

**211.099 INSIDE SALES REPRESENTATIVE****GRADE 7**

Interpret customer requirements from written or verbal inquiries. Perform telemarketing activities. Match customer requirements with products and services. Determine possible alterations to standard products and services to meet customer requirements. Advise customers of advantageous changes to their order. Furnish product information as required. Arrange for consultations with customers when necessary. Follow-up for product sales.

**211.429 SALES/MARKETING ASSISTANT****GRADE 6**

Experienced level sales and marketing administrative assistant job. This job typically requires an associate's degree and 2+ years of experience, or equivalent. Incumbents perform administrative support work specific to sales and marketing department(s). Incumbents assist the department manager and other department staff by performing a variety of support duties, such as data collection, compilation, research, records maintenance, custom reports, sales reports, customer profiles or program reports. Incumbents may assist with preparation of marketing materials, maintain marketing materials inventory, serve as liaison with print shop vendors or distribute literature. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Incumbents may set up audiovisual or telecommunications equipment. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents make non-routine choices within established guidelines, with minimal supervision.

**211.266 TECHNICAL ILLUSTRATOR****GRADE 8**

Prepare illustrative drawings such as renderings, functional representations, perspective views, and assembly diagrams in one or more colors for inclusion in manuals, catalogs, hand books, and technical reports. Plan and lay out complex work. Translate detailed technical engineering data into original pictorial representations for publication users.

**211.346 TECHNICAL PRODUCT SUPPORT****GRADE 4**

Respond to customer requests for basic technical assistance on standard products. Identify products, identify technical malfunction or operating difficulty and analyze individual solutions. Provide guidance on implementation or corrective action and initiate request for service as needed. Make recommendations concerning product modifications or improvements based on customer needs

**211.345 TECHNICAL PRODUCT SUPPORT****GRADE 6**

Respond to customer requests for technical assistance on various complex products. Identify products, identify technical malfunction or operating difficulty and analyze individual solutions. Provide guidance on implementation or corrective action and initiate request for service as needed. Make recommendations concerning products modifications or improvements based on customer needs.

**211.245 TECHNICAL WRITER****GRADE 8**

Write instructions and descriptive materials for operation and maintenance of complex systems, equipment, and products. Analyze each order, collect, and correlate information. Plan instruction book format. Arrange for preparation of instruction book, special drawings, photographs, and artwork and related typed copy for final printing. Prepare instruction book specifications for vendors and printers when requesting quotations. Check and proofread copy.

**211.319 TELEMARKETING SALES REPRESENTATIVE****GRADE 5**

Contact customers to sell company products and services. Make presentations following established sales format and script. Process orders for standard products. Inform designated company sales personnel of possible leads, accepted orders and quotations. Access, update and maintain record keeping systems for individual accounts. Telephone customers to gather information for market research studies.



## 2010 SALARY SURVEY QUESTIONNAIRE EXEMPT SECTION FUNCTION GROUP LIST

The first 3 numbers to the left of the decimal before each job indicate the FUNCTION GROUP as follows:

### FUNCTION GROUPS:

- (301) Accounting
- (303) Information Systems
- (304) Engineering
- (305) Process Engineering
- (306) Human Resources
- (307) Quality Assurance/Management
- (308) Manufacturing
- (309) Production Control
- (310) Purchasing
- (311) Sales, Marketing, and Service
- (312) Staff Functions - (Other)

The function group numbers are not unique per job, whereas the numbers to the right of the decimal are and indicate the true job number.

### SURVEY CHANGES (EXEMPT JOBS)

Below is a list of changes we have made to join a national initiative to use job descriptions from a core set of benchmarks.

New jobs have been added, please read the description and decide whether you have a good match at your organization (70% similar duties is considered a good match) and then provide us with your data.

<b>The following are EXEMPT NEW jobs:</b>	
<b>JOB #</b>	<b>TITLE:</b>
310.450	Retail/Wholesale Buyer
311.446	Marketing Generalist I
311.447	Marketing Generalist III
312.448	Project Manager
312.449	Senior Project Manager



## 2010 SALARY SURVEY, *EXEMPT* JOB DESCRIPTIONS

### EXEMPT ACCOUNTING (301)

#### **301.439 ACCOUNTANT I**

##### GRADE 7

First of three levels of professional accounting work. The job typically requires a bachelor's degree in accounting and less than 1 year of experience, or equivalent. Under general supervision, applies principles of accounting to record financial information and prepare financial reports. Duties include compiling and classifying financial information, preparing entries to accounts and documenting business transactions. Other duties include auditing contract terms, orders, and vouchers and/or preparing reports to substantiate individual transactions prior to settlement. Typically uses standard spreadsheet and database software or an accounting applications package designed for general accounting. May provide technical direction to clerical staff.

#### **301.001 ACCOUNTANT II**

##### GRADE 8

Second of three levels of professional general accounting work. The job typically requires a bachelor's degree in accounting and 2+ years of experience, or equivalent. Under limited supervision, analyzes financial information detailing assets, liabilities, and capital, and prepares balance sheet, profit and loss statement, and other reports to summarize current and/or projected company financial position(s). May establish, modify, document, and coordinate implementation of accounting and accounting control procedures. Typically uses standard spreadsheet and database software or an accounting applications package designed for general accounting. May direct and coordinate activities of other accountants and clerical workers performing accounting and bookkeeping tasks.

#### **301.107 ACCOUNTANT III**

##### GRADE 9

Third of three levels of professional general accounting work. The job typically requires a bachelor's degree in accounting and 5+ years of experience, or equivalent. The job may also be referred to as Senior Accountant or Staff Accountant. Under direction from management and using independent judgment, performs advanced and specialized accounting assignments, usually involving complex and confidential data. Obtains and analyzes financial information to prepare reports, statements and recommendations. Provides work leadership and direction to other accountants and clerical workers. May also provide special project assistance to the CFO, Controller or Accounting Manager.

### **301.017 COST ACCOUNTANT I**

#### **GRADE 8**

First of three levels of professional cost accounting. The job typically requires a bachelor's degree in accounting and less than 1 year of experience, or equivalent. Under general supervision, incumbents apply principles of cost accounting to conduct studies that provide detailed cost information for use by management. Incumbents collect data from multiple sources and compute the costs of business activity, such as raw material purchases, inventory, and labor. Incumbents analyze data obtained and organize results into management reports using standard spreadsheet or database software programs.

### **301.445 COST ACCOUNTANT II**

#### **Grade 9**

Second of three levels of professional cost accounting work. The job typically requires a bachelor's degree in accounting and 2+ years of experience, or equivalent. Under limited supervision, incumbents conduct and analyze cost audits to determine costs of business activity, such as raw material purchases, inventory, and labor. Incumbents analyze data obtained and organize results into management reports using standard spreadsheet or database software programs. Analysis includes review of changes in product design, raw materials, manufacturing methods, or services provided, to determine effects on costs. Provides management with reports specifying and comparing factors affecting prices and profitability of products or services. Incumbents at this level may direct the work of clerical cost accounting staff.

### **301.438 COST ACCOUNTANT III**

#### **GRADE 10**

Third of three levels of professional cost accounting work. The job typically requires a bachelor's degree in accounting and 5+ years of experience, or equivalent. Under direction from management and using independent judgment analyzes financial data obtained through studies to determine effects of costs on business. Analyzes changes in product design, raw materials, manufacturing methods, or services provided, to determine effects on costs. Compares actual cost to estimates and identify reasons for variances. Analyzes actual manufacturing costs and prepares periodic reports comparing standard costs to actual production costs. Provides management with detailed reports for use in making business decisions and controlling expenditures. May lead major projects and/or direct the work of professional cost accounting staff.

### **301.108 COST ACCOUNTING MANAGER**

#### **GRADE 10**

Supervise the cost accounting department. Compile data on costs, inventory accountability, distribution of labor, verification of actual costs, and computation of variances. Prepare cost estimates on new or special products to establish selling prices and production costs with standard or estimated costs. Check, investigate, and prepare reports on variances. Prepare or direct the preparation of special cost reports, statements, and analyses of costs. Maintain ledger and prepare journal entries for accounting on all cost figures affecting general books of account. Exercise normal supervisory functions.

### **301.287 COST ACCOUNTING MANAGER**

#### **GRADE 12**

Manager responsible for the operation of a department focused on cost accounting. The job typically requires a bachelor's degree in accounting and 8+ years of experience, or equivalent. This job typically reports to a CFO or Controller. The incumbent manages the preparation of cost accounting reports, designs and implements cost control procedures, oversees the recording and calculation of unit cost for products or services related to specific jobs or projects and produces cost accounting or operating reports for use by management. In addition, the incumbent examines any costs that seem contrary to past experience. Incumbents at this level typically provide full supervision and work direction to professional and clerical staff.

### **301.113 CREDIT AND/OR COLLECTION MANAGER**

#### **GRADE 11**

Manager responsible for operation of a department focused on credit and/or collections. The job typically requires a bachelor's or associate's degree with 5+ years of credit/collection experience, or equivalent. Provides direction to department staff and administers credit/collection policies of the organization. May formulate credit and collections policies, methods and procedures for approval by senior management. Duties include determining customer credit capacity, managing the compilation of credit information, analyzing and interpreting available information and authorizing extension of credit. Decisions include determining action to take in collection of past due accounts where normal collection procedures have failed, approval of terms of sales and authorization of financial arrangements for foreign shipments. Prepares or supervises preparation of data showing credit activities and status of accounts. Frequently communicates with sales and finance on the status of client accounts or the credit classification of prospective clients.

### **301.118 FINANCIAL ANALYST**

#### **GRADE 11**

Analyze financial data, prepare reports, and make recommendations for top management. Implement or direct implementation of changes, corrections, or new programs related to the financial operations of the organization. Evaluate need for procurement of funds and investments of surplus. Advise management on effective use of resources and methods for short and long range financial projects. Coordinate the completion of business plans and forecasts, budgetary comparisons, profit analyses, operations reviews, appropriate requests, and other financially related documents. Make recommendations to minimize taxes for the organization. Provide liaison with internal and public audit. Prepare various special reports and undertake special assignments in all accounting and related financial areas.

### **301.104 GENERAL ACCOUNTING MANAGER**

#### **GRADE 12**

Accounting manager job with responsibility for operation of a department focused on general accounting functions. The job typically requires a bachelor's degree in accounting with 8+ years of experience, or equivalent. This job typically reports to a CFO or Controller. Responsible for the application of principles of accounting to install and maintain the general accounting system, including preparation of reports and statistics reflecting assets, liabilities, financial transactions, earnings, profits, cash balances, and other financial results. Maintains accounts and records of disbursements, expenses and tax payments. Prepares and files tax returns and other reports to government agencies; maintains insurance and property records. Supervises and directs work of professional and clerical staff.

### **301.106 GENERAL ACCOUNTING SUPERVISOR**

#### **GRADE 10**

First level of supervision of the accounting area. The job typically requires an associate's degree in accounting and 5+ years of experience, or equivalent. Responsible for the supervision of non-exempt employees who maintain general and subsidiary ledgers of the facility, prepares operating and financial statements, and reconcile bank statements. Other subordinate functions may include fixed asset control and depreciation, accrual to meet anticipated liabilities, preparation of general tax reports such as those for sales, payroll and personal property taxes, and payables/receivables. Report supervisors of professional accountants as General Accounting Manager.

### **301.288 INTERNAL AUDITOR**

#### **GRADE 10**

Responsible for internal audits which provide verification of company operational and internal control procedures. Audits the accounting and data of various departments, divisions, and locations of the organization in order to verify accuracy and compliance with plans, policies, and operating procedures as prescribed by management. Organizes, plans, and conducts periodic reviews of audits which involve examining assets, liabilities, income, expense, and administrative functions for efficiency and effectiveness. Prepare and submit reports on the results of audits, recommending improvements in policies and procedures. Provide liaison with outside auditors.

### **301.117 ORDER AND BILLING SUPERVISOR**

#### **GRADE 7**

Plan, assign, and direct work of clerks engaged in the preparation of invoices for goods and services provided. Prepare necessary reports for related functions of sales, accounting, and production. Audit summaries, control sheets, price sheets, and reports. Organize files and records incidental to the function. Exercise normal supervisory functions for seldom over two employees.

### **301.115 ORDER AND BILLING SUPERVISOR**

#### **GRADE 9**

Plan, assign, and direct work of clerks engaged in the preparation of invoices for goods and services provided. Prepare necessary reports for related functions of sales, accounting, and production. Supervise the preparation of export order documents. Audit summaries, control sheets, price sheets, and reports. Organize files and records incidental to the function. Exercise normal supervisory functions in a department with over 10 employees.

**301.119 PAYROLL SUPERVISOR / MANAGER**

**GRADE 8**

The Payroll Supervisor or Manager, often found in larger organizations and those with multiple locations, is responsible for the supervision of employees who perform payroll functions, including management of external service provider relationships. The job typically requires a bachelor's degree in accounting, public administration, business administration, or a related field, and 3+ years of related experience, or equivalent. Duties include: maintaining necessary payroll records; calculating (or preparing for calculation) payrolls from original approved time records; delivering paychecks; balancing, controlling, and preparing summaries; debiting the appropriate accounts; calculating payroll deduction payments; computing and delivering W-2 forms; making determinations regarding application of wage and hour law and Davis Bacon type laws; and prepares all required reports. Do not report those with significant responsibility other than payroll responsibility.

**EXEMPT INFORMATION SYSTEMS (303)****303.415 APPLICATION SYSTEMS ANALYST / PROGRAMMING MANAGER****GRADE 15**

Responsible for all systems analysis and application programming in a data processing installation, but does not have responsibility for the supervision of operating systems programming. May have subordinate supervisors in charge of systems analysis and applications programming functions. Is responsible for the establishment of priorities and schedules for the development of data processing applications and for the maintenance of standards for systems analysis and applications programming.

**303.419 APPLICATION SYSTEMS ANALYST / PROGRAMMER****GRADE 10**

Under general supervision, prepares and defines system objectives and scope. Will assist in research and fact-finding to develop or modify information technology. Typically, this position has a broad understanding of the end product (application). Will assist in preparing detailed specifications from which programs will be written. Will design, code, test, debug, and document programs. Incumbents in this position will generally have responsibility for only specific aspects of a project. May require guidance on complex projects and usually does not deviate from set policies or procedures.

**303.418 APPLICATION SYSTEMS ANALYST / PROGRAMMER****GRADE 12**

Under general direction, prepares, and defines system objectives and scope. Responsible for devising or modifying procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and business objectives. Prepares detailed specifications from which programs will be written. Will design, code, test, debug, and document programs. Able to work at the highest technical level of all phases of applications system analysis and programming activities. Regularly provides guidance and training to less experienced analysts/programmers.

**303.417 APPLICATION SYSTEMS ANALYST / PROGRAMMER****GRADE 13**

Provides expert technical direction to projects that deal with one or more highly specialized applications of system analysis and programming. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Formulates/defines system scope and objectives. Prepares detailed specification from which programs will be written. Responsible for program design, coding, testing debugging, and documentation. Has full technical knowledge of all phases of applications systems analysis and programming. May be responsible for multiple phases of a project. May have responsibilities relative to instructing, directing, and checking the work of other application systems analysts and programming personnel. May have quality assurance review responsibilities.

### **303.416 APPLICATION SYSTEMS ANALYST / PROGRAMMER, SUPERVISOR**

#### **GRADE 14**

Provides supervisory activities, which involve systems analysis and programming including personnel, schedules, and progress audits. Will oversee projects that deal with one or more highly specialized applications of system analysis and programming. Based on equipment, personnel, and technical requirements, will coordinate the necessary resources to obtain desired results. Formulates/defines system scope and objectives. May lead in the preparation of detailed specifications from which programs will be written. Has full technical knowledge of all phases of applications systems analysis and programming. May be responsible for monitoring budget and expenditures, and within limits, may approve expenditures outside budget. May have quality assurance review responsibilities.

### **303.422 APPLICATIONS PROGRAMMER**

#### **GRADE 7**

Under immediate supervision, modifies application programs from detailed specifications. Will code, test, debug, document, and maintain programs. Receives formal training and on-the-job instruction in conjunction with a progression of increasingly more difficult work assignments involving the flow-charting, coding, debugging, and documentation of application programs. Carries-out work assignments designed to prepare him/her for promotion to the next level of application programming. Ordinarily does not remain in this category more than 18 months and usually moves to the next level considerably sooner, based on skills development.

### **303.421 APPLICATIONS PROGRAMMER**

#### **GRADE 8**

Under general supervision, works from basic systems designs and specifications and uses standard procedures and techniques to maintain, modify, and devise new or existing applications programs of moderate complexity and scope. Prepares flow charts, writes machine instructions and procedures for computer operators, debugs, and documents programs. May assist higher-level programmers in the development of programs of a more complex nature. Work assignments at this level are aimed more at production than training, but work is still subject to regular checks by higher levels. Exclude those performing systems analysis.

### **303.420 APPLICATIONS PROGRAMMER**

#### **GRADE 9**

Under general direction and considering computer equipment capacity and limitations, operating time, and form of desired results, develops and modifies applications programs of a high degree of complexity and scope. Designs, codes, tests, debugs, and documents those programs. May carry-out or participate in problem analysis and system design preparatory for the development of programs. May advise on operating problems of assigned programs. May give some technical assistance to lower classifications. Competent to work at the highest technical level of all phases of applications programming activities. Exclude those performing systems analysis.

### **303.411 BUSINESS ANALYST**

#### **GRADE 10**

Plans and performs analysis of major company activities and/or functions and guides the subsequent design and implementation or improvement of existing data processing-based business systems applications. Utilizes available personnel and computer system resources to analyze information, methods, systems, and procedures to determine the most useful business solutions to the company. Is concerned with the interaction between systems to take advantage of new and more effective ways of providing needed information. Will analyze, interpret, and make recommendations in the form of formal proposals and/or presentations to senior executives. Depending on the assignment, will perform proactive activities related to the completion and implementation of a project. May occasionally train and guide the work of less-experienced analysts, but this function is incidental to specific projects. Able to work in most aspects of business analysis in accordance with acceptable practices and standards. Typically has a bachelor's degree in one of the following areas: information technology, finance, computer science, or related. Usually requires at least 3-4 years of related progressive experience. Exclude systems Auditors or systems analysts.

### **303.369 BUSINESS ANALYST, SENIOR**

#### **GRADE 11**

Analyze major organizational activities and complex business problems to determine applicability to an integrated data processing system or to improve existing applications. Direct subsequent system design and implementation on a project basis. Confer with department heads of units to ascertain informational requirements. Evaluate capabilities of available hardware and software. Study current or develop new systems and procedures to devise workable sequences. Develop flow charts and prepare system specifications, including input and output requirements. May direct and provide support to a programmer who develops machine instructions. Plan and coordinate activities of assigned personnel in lower classifications.

### **303.414 COMPUTER OPERATIONS & OPERATING SYSTEMS PROGRAMMING MANAGER**

#### **GRADE 12**

Responsible for all equipment operations and related aspects of data processing as well as the operating systems programming function, but is not responsible for systems analysis or applications programming. Subordinate functions may include computer operations, data entry, data control, and scheduling. May also have subordinate supervisors in charge of any or all of these functions. Supervises, either directly or indirectly through a subordinate supervisor, the development, modification, and maintenance of systems software (general-purpose programs such as control systems, compilers, utility routines, etc.) Provides technical support to applications programmers in the use and the effective interface with the operating system. May be responsible for or participate in the evaluation of new computer hardware and software systems to determine feasibility of installation.

### **303.347 DATABASE ADMINISTRATOR**

#### **GRADE 10**

Design database architecture. Install, upgrade and monitor database system. Develop reporting applications, form layouts, and import/export capabilities. Implement security and backup procedures to maintain integrity of data. Oversee integration with other software applications.

### **303.393 ELECTRONIC COMMERCE MANAGER (E-COMMERCE MANAGER)**

#### **GRADE 14**

Develop and direct internet sales and marketing strategy to realize full market potential and establish e-commerce acceptance. Establish goals and budgets for sales, development and maintenance of site. Direct and guide internet site development to meet visual, technical and security parameters. Establish procedures for order processing, fulfillment and billing for internet trade. Review and evaluate orders, activity, market trends, competitor activity, marketing programs and customer feedback. Supervise seldom over 10 persons.

### **303.397 ELECTRONIC DATA INTERCHANGE (EDI) MANAGER**

#### **GRADE 12**

Develops and executes strategies for Internet-based data capabilities. Implements new EDI methods and systems, and enhances and upgrades the existing systems. Finds EDI solutions for business operations, and coordinates and implements new EDI systems. Establishes and maintains communications with online customers. Audits the quality of data provided. Assists on complex technical problems regarding the translation of online orders into the company's order fulfillment systems.

### **303.396 ELECTRONIC DATA INTERCHANGE (EDI) SPECIALIST**

#### **GRADE 9**

Establishes and maintains communications between online customers and company databases. Responsible for system installation, coordination with existing systems, and training. Performs systems maintenance to update records, specifications, and operating procedures to ensure all online orders are being correctly entered into the company's order fulfillment systems. Maintains EDI account transaction activities.

### **303.123 IT MANAGER**

#### **GRADE 10**

Direct and supervise department engaged in developing, maintaining, and modifying system software, application programs, and operating computer hardware to automate processes and generate business reports. Perform analysis, program development, testing, checking, debugging, and other technical operations to establish an effective program. Plan and arrange department work for the most effective use of personnel and facilities. Perform normal supervisory functions in a department with seldom over 2 persons.

### **303.121 IT MANAGER**

#### **GRADE 12**

Direct and supervise department engaged in developing, maintaining, and modifying system software, application programs, and operating computer hardware to automate processes and generate business reports. Perform analysis, program development, testing, checking, debugging, and other technical operations to establish an effective program. Plan and arrange department work for the most effective use of personnel and facilities. Perform normal supervisory functions in a department with 2 to 10 persons.

### **303.130 IT MANAGER**

#### **GRADE 14**

Direct programming and computer operations in a large organization. Direct department employees engaged in the detailed analysis of major organizational activities and complex business problems. Direct the design of integrated systems, involving hardware and software to perform these functions. Establish organization requirements for system hardware and software, including the purchase of hardware, software packages and the development of in-house programs. Coordinate system development with various departments to meet organizational needs. Perform normal supervisory functions for department with seldom over 10 employees.

### **303.413 IT MANAGER (Corporate Organizations)**

#### **GRADE 15**

Responsible for managing IT operations including systems analysis, programming, and auxiliary operations of an organization's major division or branches. Directs the development and maintenance of timeliness and quality standards for all aspects of the data processing operation. Determines and recommends department budgets and analyzes controllable expenditures. May plan and coordinate the evaluation and effectiveness of existing data processing applications and the feasibility and potential value of new applications. Position typically reports to a director or a VP.

### **303.412 IT MANAGER (Single Location)**

#### **GRADE 15**

Responsible for managing the day-to-day IT operations for a single unit firm or division including systems analysis, programming, and computer and auxiliary operations. Directs the development and maintenance of timeliness and quality standards for all aspects of the data processing operation. Determines and recommends department budgets and analyzes controllable expenditures. May plan and coordinate the evaluation and effectiveness of existing data processing applications and the feasibility and potential value of new applications. Typically, this position is the IT head for single unit organizations and reports to an executive-level position.

### **303.404 LAN ADMINISTRATOR**

#### **GRADE 11**

Responsible for managing the PC/LAN operations of a single facility including installation, documentation, administration, technical services, and procurement. Directs the development and enhancement of the system to meet the needs of the organization. Responsible for determining and recommending the procurement of hardware, software, and telecommunications equipment consistent with the company's system needs and in coordination with the MIS department. Develops and implements policies, procedures, and standards and ensures their conformance with information technology and company objectives. Extensive knowledge of network operating systems, applications, and development tools including network management applications, database applications, CASE, compilers, and commercial software. Extensive experience with LAN hubs, fiber optics, bridges, routers, universal cabling, gateways, etc. This is the head PC/LAN position for a single facility or the top position in the facility of a multi-location company.

### **303.406 LAN ANALYST I**

#### **GRADE 8**

Under general supervision, is responsible for supporting the organization's network including hardware and software installation and setup, technical maintenance, and user support and documentation. Will troubleshoot network problems and coordinate preventative maintenance of equipment. Will provide network installation, support, and disaster recovery services. Responsibilities include the analysis of user requirements and installation of the appropriate technical solutions. Has working knowledge of network operating systems, applications, and development tools including network management applications, database applications, CASE, compilers, and related commercial software. Has working knowledge of network protocols and microcomputer architecture. Technical support for computer hardware is limited to preventive maintenance, but is not ordinarily responsible for the repair of equipment. May recommend the purchase, maintenance, or modification of the system. Not responsible for ALL network operations and usually reports to a senior or management level position.

### **303.405 LAN ANALYST II**

#### **GRADE 9**

Under general direction, provides senior-level technical and administrative direction to the firm's local area network. Experience with PC LAN/WAN design, maintenance, implementation, and administration. Monitors established network policies, procedures, and standards to ensure conformance with information technology and company's objectives. Performs lead activities between technical staff and system's users and follows management direction in the enhancement of the system to meet the needs of the organization. May determine and recommend the procurement of hardware, software, and telecommunications equipment consistent with the company's system needs. Has extensive knowledge of network operating systems, applications, and development tools including network management applications, database applications, CASE, compilers, and commercial software. Has extensive experience with LAN hubs including servers, fiber optics, bridges, routers, universal cabling, and gateways. Does not have management responsibilities or the setting of general MIS policies. This is the highest non-management level in the LAN job family.

### **303.407 NETWORK ENGINEER, SENIOR**

#### **GRADE 12**

Under general direction, is responsible for the technical design, configuration, and implementation of local and wide area network solutions between multiple platforms including ongoing technical support to remote area networks, Internet, and EDI communications. Has thorough knowledge of multi-protocol systems and extensive implementation experience with multi-vendor network systems. Is responsible for troubleshooting network usage, workstations, and computer peripherals. Will develop and implement policies and standards and ensures adherence to security procedures. In addition to a B.A. degree, incumbents usually have special certification such as CNE or equivalent and over 5 years of experience.

**303.409 NETWORK (LAN / WAN) SUPPORT TECHNICIAN, SENIOR**

**GRADE 9**

Provides technical maintenance and recovery support to the firm's local or wide area networks. Will use a variety of testing tools and techniques to troubleshoot and resolve complex technical problems associated with the system's hardware and software. Will interface with vendors and maintenance providers to service and maintain the system, implement necessary measures to limit the system's downtime, and provide technical support to optimize system performance. Is fully trained with network protocols (IPX/SPX and TCP/IP) and has working knowledge of programming languages (C, C++, Visual Basic), operating systems, and environments. Excluded are those incumbents with significant responsibility for the systems development and installation.

**303.312 NETWORK SYSTEMS ADMINISTRATOR**

**GRADE 9**

Install, upgrade and monitor microcomputer network hardware, operating systems, communications protocols and software applications. Research technologies, recommend and purchase hardware and software products to enhance or maintain network performance standards. Troubleshoot and resolve network hardware and software malfunctions utilizing diagnostic equipment, software and technical references. Answer questions and instruct system users on procedures for utilizing network resources. Document and report network operations as appropriate.

**303.296 NETWORK SYSTEMS ADMINISTRATOR**

**GRADE 11**

Direct and supervise activities of department responsible for maintaining, modifying, and monitoring microcomputer network hardware and software. Analyze, test, and debug hardware and software to establish an efficient network configuration. Diagnose and resolve complex problems affecting network operation. Design or modify existing network configuration to maximize efficiency. Plan and schedule department for the most effective use of personnel resources and facilities. Perform normal supervisory functions in a department with seldom over 2 persons.

**303.370 SOFTWARE ENGINEER (PROGRAMMER)**

**GRADE 8**

Analyze and develop program specifications for product development. Assist higher level software engineers. Develop test plans and submit for review. Correct software defects. Responsible for documentation relating to software design and implementation. Investigate, analyze, and resolve software problems.

**303.315 SOFTWARE ENGINEER (PROGRAMMER)**

**GRADE 10**

Develop and test software system products. Test products in conjunction with hardware to determine operation and performance of overall system. Confer with hardware engineers to evaluate interface between hardware and software. Determine software specifications to ensure viability of design within time and cost guidelines. Analyze and recommend system design strategies and technical developments. Responsible for work of 1 to 2 employees in lower classifications.

### **303.300 SOFTWARE ENGINEER SUPERVISOR**

#### **GRADE 12**

Direct research and software development projects of a complex nature. Plan and organize project activities, and coordinate and develop project concepts, objectives, specifications, and resource needs. Manage projects, assign, and schedule development activities to software engineers in an effective manner. Monitor project status and progress, and provide technical expertise and direction to meet planned schedules and objectives. Write and direct technical documentation of products. Responsible for more than 2 but seldom over 10 persons.

### **303.349 TELECOMMUNICATIONS MANAGER**

#### **GRADE 10**

Direct the design and implementation of organization wide telecommunication system. Oversee effectiveness, recommend purchase and upgrades, and direct technical system maintenance. Perform normal supervisory functions for department with seldom over 2 employees.

### **303.403 UNIX ADMINISTRATOR**

#### **GRADE 9**

Responsible for installing, maintaining, and upgrading UNIX operating systems. Configures UNIX boxes, establishes standards, and evaluates hardware and software products. Performs system and network programming and software maintenance including back-up/recovery and security administration. Is typically familiar with shell and kernel level programming. Additional duties may include troubleshooting, networking, and operating system problems as well as training and supporting end-users.

### **303.317 WEBMASTER**

#### **GRADE 9**

Direct activities for maintaining, modifying and monitoring Internet publications of the organization. Design web site content, page layout, graphics quality and hypertext, register links to organization page or act as main contact with web presence vendor to facilitate activities. Update data on servers to keep documents relevant. Keep abreast of new technology and trends for Internet presence.

### **303.348 WEBPAGE DESIGNER**

#### **GRADE 8**

Design web site content, page layout, graphics quality and hypertext. Plan layout, design unique, original web pages based on aesthetic trends and functionality.

**EXEMPT ENGINEERING (304)****304.160 APPLICATION ENGINEER****GRADE 8**

Provide field engineering support, involving analysis of customer requirements and selection of suitable equipment to meet requirements. Suggest and discuss possible modifications to customer specifications which may materially affect engineering problems, cost, and manufacturing time or recommend previously designed equipment which may fulfill the majority of customer requirements. Consult with company engineers on specifications and prepare quotations. Provide engineering service assistance on installations, operations, repairs, and other customer problems.

**304.159 APPLICATION ENGINEER****GRADE 10**

Provide field engineering support, involving advising on and discussing complex customer requirements and application of standard company products and designs. Suggest modifications to customer specifications to simplify engineering and manufacturing problems. Work out mutually satisfactory adaptations to existing designs or suggest possible new designs. Advise engineering department on designs and consult on methods of manufacture. Assist in pricing, and write proposals and quotations. Provide customer service assistance to include consultation on installations, expansions, and repairs.

**304.137 CHEMIST****GRADE 10**

Perform laboratory chemical analyses on a wide range of materials and finished company products. Test for chemical and physical characteristics, analyzing findings and composing written reports. Determine if raw materials and finished products meet set standards or specifications. Write manufacturing and testing procedures, and ensure that proper procedures are followed. Inspect returned merchandise and test to determine if products conform to standards. Run pilot tests, record, and analyze results for product improvement or development. Write reports detailing chemical characteristics and cost information on product improvements.

**304.136 CHEMIST****GRADE 12**

General responsibility for the quality of company products, including materials and product improvement. Maintain quality control through subordinates, and establish basis for chemical testing of raw materials and finished product. Control the use of raw materials and review control test data. Conduct pilot operations and research. Evaluate competitor products. Communicate with management on the quality of existing products, and suggest and recommend remedial action to overcome problems and improve products. Exercise normal supervisory functions.

### **304.244 COMPUTER CONTROLLED MACHINES PROGRAMMER**

#### **GRADE 9**

Plan program to control machining of metal parts by automatic machine tools. Analyze blueprints and engineering drawings to determine parts dimensions and cut configurations. Determine appropriate type and size of cutting tool. Locate position of metal stock on machine fixture and machining start point on tool, and set point and cutter change points by three dimensional coordinates. Draw sketches of parts to plan cutter paths. Calculate radii, including complex irregular curves. Prepare program documentation to direct operators. Observe machining of first parts to verify programming accuracy. Determine suitability of parts for machining by automatic machines as required.

### **304.371 DESIGN SUPERVISOR (CHIEF DESIGNER)**

#### **GRADE 10**

Design new models, mechanisms, and adaptations for company product lines, following directions and suggestions to meet specification requirements set by engineers. Investigate alterations in design and ensure that all factors are considered to meet new product requirements, changes, and customer specifications. Check the building of sample models, tests, and progress of assignments. Prepare or direct the preparation of design drawings and the establishment of specifications, standards, necessary detail drawings, and bills of material.

### **304.437 DRAFTING AND DOCUMENTATION MANAGER**

#### **GRADE 13**

Managerial job with responsibility for all staff in a drafting and documentation department. The job typically requires a bachelor's degree in business or a technical field and 6+ years of related experience, or equivalent, with strong drafting and/or technical writing background (may rely upon subordinates to provide technical expertise in certain areas). Responsibilities include management of the drafting, CAD, engineering documentation and possibly the technical writing function and management of electronic and conventional document files. Duties include budget management, hiring, assigning and reviewing work, evaluating staff and developing, recommending, and implementing policies and procedures.

### **304.372 DRAFTING SUPERVISOR**

#### **GRADE 8**

Supervisory job with responsibility for non-exempt staff in a drafting and documentation department. The job typically requires a technical degree in drafting and 6+ years of related experience, or equivalent. Responsibilities include technical leadership of the drafting function, including CAD and management of electronic and conventional document files. Duties include assigning work, reviewing work, and providing technical instruction. Responsibilities may also extend to technical writing as a secondary function of the job.

### **304.351 ELECTRICAL ENGINEER (PRODUCT)**

#### **GRADE 8**

Investigate and analyze problems and determine changes, corrections and requirements on assigned projects concerning company products. Make sketches and schematics, and provide information to ensure that requirements and specifications are met or improved. Assist higher level engineers on projects and directing technicians. Work typically involves application of electrical or electro-mechanical disciplines.

**304.350 ELECTRICAL ENGINEER (PRODUCT)**

**GRADE 10**

Develop or design new models and mechanics or improvements to existing products. Work typically involves application of electrical or electro-mechanical disciplines. Investigate and analyze problems, determine necessary changes, corrections and requirements on assigned projects. Consult with sales, services or customers to discuss product requirements and specifications when design or manufacturing problems are involved.

**304.292 ENVIRONMENTAL ENGINEER**

**GRADE 11**

Respond to various state environmental agency inquiries about hazardous waste materials and environmental conditions at site locations. Maintain contacts with state agencies to obtain information on regulations. Prepare and file necessary reports. Interpret regulations on the handling and transporting of hazardous materials. Inspect facilities, evaluate proper storage of materials, maintenance and appearance of dumping areas, and general suitability of the area to meet environmental standards.

**304.150 FACILITIES SUPERVISOR 1 (SINGLE LOCATION)**

**GRADE 12**

Manager in charge of functions associated with the operation of a single facility used to house the operations of an enterprise. This job typically requires a bachelor's degree in business administration and 1+ years of related experience, or equivalent. Responsibilities include management of facility support employees and/or outside vendors contracted to provide services. Functions may include building rental negotiations, remodeling planning and management, building and parking lot cleaning and maintenance, space planning, purchase of furniture, fixtures, and equipment. May include any or all of the following: office supplies, copy center management, telecommunications planning and administration, mail room management and other business support activities.

**304.148 FACILITIES MANAGER II (MULTI-LOCATION)**

**GRADE 14**

Manager in charge of functions associated with the operation of multiple facilities used to house the operations of an enterprise. The job typically requires a bachelor's degree in business administration and 5+ years of related experience, or equivalent. Responsibilities include management of facility support employees and/or outside vendors contracted to provide services. Functions may include building rental negotiations, remodeling planning and management, building and parking lot cleaning and maintenance, space planning, purchase of furniture, fixtures and equipment. May include any or all of the following: office supplies, copy center management, telecommunications planning and administration, mail room management and other business support activities.

**304.353 MECHANICAL ENGINEER (PRODUCT)**

**GRADE 8**

Investigate and analyze problems and determine changes, corrections and requirements on assigned projects concerning company products. Make sketches and schematics, and provide information to ensure that requirements and specifications are met or improved. Assist higher level engineers on projects and directing technicians. Work typically involves application of hydraulic, pneumatic or mechanical disciplines.

### **304.352 MECHANICAL ENGINEER (PRODUCT)**

GRADE 10

Develop or design new models and mechanics or improvements to existing products. Work typically involves application of hydraulic, pneumatic or mechanical disciplines. Investigate and analyze problems, determine necessary changes, corrections and requirements on assigned projects. Consults with sales, services or customers to discuss product requirements and specifications when design or manufacturing problems are involved.

### **304.162 METALLURGIST**

GRADE 10

Perform metallurgical analyses on a wide range of materials and finished company products. Test for chemical and physical characteristics, analyze findings, and write reports. Determine if raw materials and finished products meet specifications, set standards or specifications, write manufacturing and testing procedures, and ensure that manufacturing procedures are followed. Inspect returned merchandise and test to determine if products meet standards. Run pilot tests for product improvement or development, determine characteristics, and record and analyze results. Write reports detailing chemical characteristics and cost information on product improvements.

### **304.161 METALLURGIST**

GRADE 12

General responsibility for the quality of company products, including materials and product improvements. Maintain quality control through subordinates and establish basis for metallurgical testing of raw materials and finished products. Control usage of raw materials and review control test data. Conduct pilot operations and research. Evaluate competitor products. Aid sales department and customers to resolve problems in the use of company products. Take part in management meetings on the quality of existing products and recommend action to overcome problems and improve products. Exercise normal supervisory functions.

### **304.354 PRODUCT ENGINEER (MULTI-DISCIPLINED)**

GRADE 12

In charge of research or development work, problem resolution, and design of models and mechanism adaptations. Work typically involves the high level application of more than one of the following disciplines: electric, electronic, bio-mechanical, chemical or mechanical. Work from research samples and verbal or written instructions concerning desired results, under general direction. Coordinate development and design with research engineering, tooling and manufacturing. Follow-up on the building of design models and life test models utilizing CAD, virtual prototyping and other similar technology. Follow through on laboratory and field tests and develop new ideas as suggested by tests. Prepare or follow-up on the preparation of design drawings and prepare estimate of development costs. Determine and establish specification and standards. Follow-up on the building of pilot production lots. Consult with sales, service, or customer to discuss product requirements and specification when design or manufacturing problems are involved.

**304.151 PRODUCT ENGINEERING MANAGER (PROJECT OR DEVELOPMENT)**

GRADE 14

General responsibility for research and development work, problem resolution, designs, and the establishment of specifications and standards for company products. Coordinate activities within departments and with sales and production departments. Maintain or supervise the maintenance of all necessary records, files, technical data, and reports. Follow-up on manufacturing and assist shop supervision in resolving difficult design problems. Perform normal supervisory functions in a department with seldom over 10 persons.

**304.134 PRODUCT ENGINEERING MANAGER (PROJECT OR DEVELOPMENT)**

GRADE 15

General responsibility for research and development work, problem resolution, designs, and the establishment of specifications and standards for company products. Coordinate activities within departments and with sales and production departments. Maintain or supervise the maintenance of all necessary records, files, technical data, and reports. Follow-up on manufacturing and assist shop supervision in resolving difficult design problems. Perform normal supervisory functions in a department with seldom over 25 persons.

**304.152 RESEARCH AND DEVELOPMENT ENGINEER**

GRADE 13

Original research or development work, problem resolution, and design of new models and mechanisms for a wide variety of special and unusual equipment. Work usually involves the application of more than one pneumatic, electric, electronic, hydraulic, refrigeration, optical, chemical, or mechanical factor. Work from research samples and broad requirements outlined from verbal or written instructions concerning desired results. Coordinate development and design problems with research engineering, tooling, and manufacturing. Supervise the building of design models and life test models and the analysis of test results. Follow through on laboratory and field tests and develop new ideas as suggested by tests. Prepare or supervise the preparation of design drawings and prepare estimates of development costs. Determine and establish specifications and standards. Follow-up on the building of pilot production lots. Make alterations or changes to facilitate production. Consult with sales, service, or customer representatives to discuss product requirements and specifications when design or manufacturing problems are involved.

**EXEMPT PROCESS ENGINEERING (305)****305.374 INDUSTRIAL ENGINEER****GRADE 7**

Perform time and motion studies on a variety of machine assembly and hand operations. Break down operations into elements and eliminate uneconomical motion and unnecessary fatigue. Apply performance rating and relaxation factors to establish production standards. Direct time-studies to establish performance standards. Coordinate ideas and suggestions and present data on improvements to reduce costs to proper persons.

**305.373 INDUSTRIAL ENGINEER****GRADE 9**

Apply detailed time and motion study techniques to establish optimum production standards for varied and complex manufacturing operations, development, installation and maintenance of production incentive plans, work simplification, and cost reduction matters. Analyze facility layout, work plan, and production methods, as required, from a human factors standpoint to achieve optimal efficiency. Investigate and recommend alternative approaches for manufacturing methods, processes, and equipment. Implement study findings. Prepare and maintain study data and documentation.

**305.375 INDUSTRIAL ENGINEERING MANAGER****GRADE 12**

Establish production standards for varied and complex manufacturing operations. Plan, schedule, and coordinate department activities. Control and implement production standards, plant layout, and other improvements to plant efficiency. Recommend alternative approaches for manufacturing methods, processes, and equipment as necessary. Assist in the resolution of more difficult and technical manufacturing problems. Maintain liaison with shop supervision, manufacturing, engineering, control systems, and record keeping for time study data and documentation. Perform normal supervisory functions in a department with seldom over 10 persons.

**305.271 MANUFACTURING ENGINEER****GRADE 9**

Develop manufacturing methods and processes for standard product lines. Investigate, establish and implement requirements for equipment, tooling, materials and methods of manufacturing. Write programming for CNC equipment. Investigate and recommend alternatives to product designers.

**305.166 MANUFACTURING ENGINEER****GRADE 11**

Develop manufacturing methods and processes for complex projects and product lines. Investigate, establish, and implement requirements for equipment, tooling, materials, and methods of manufacturing, including make or buy decisions and facility layout as required for new or revised products, from pilot runs through normal production. Write programming for CNC equipment. Investigate and recommend alternatives to product designs. Direct the activities of one or two employees in lower classifications.

**305.376 MANUFACTURING ENGINEERING MANAGER****GRADE 13**

Establish optimal manufacturing methods and processes for the production of company product lines. Determine requirements for equipment, tooling, materials, and methods of manufacturing, to include make or buy decisions and most efficient plant layout as required. Plan, schedule, and coordinate department activities, generally on a project basis and involving new or revised products, from pilot runs through normal production. Assist in the more difficult and technical problems affecting manufacturing and projects. Maintain liaison with shop supervision and other engineering functions. Perform normal supervisory functions in a department with seldom over 10 persons.

**305.355 PACKAGING ENGINEER****GRADE 9**

Design and determine appropriate packaging materials and methods. Analyze dimensional and stability requirements of products to determine efficient packaging methods and materials. Sketch, layout and plan packaging process.

**305.293 SALES AND APPLICATION ENGINEER****GRADE 12**

Promote, sell, and secure business accounts involving the design and modification of company products to meet customer requirements. Discuss customer requirements to determine product design needs. Plan and layout product modifications and specifications, and prepare related sketches. Direct product installations. Provide technical training to employees. Provide technical services to customers relating to use, operation, and maintenance of equipment. Estimate and prepare project costs.

**EXEMPT HUMAN RESOURCES (306)****306.356 BENEFITS ADMINISTRATOR**

GRADE 9

Design, recommend, implement and administer company benefit programs. Monitor organizational compliance with applicable laws and regulations. Coordinate benefit activities such as enrollment, terminations, change of status, billing and orientation.

**306.357 COMPENSATION ANALYST**

GRADE 9

Administer compensation programs for the organization. Analyze job content, document responsibilities and determine market level salaries. Assist in developing various incentive programs. Recommend pay structures. Conduct periodic market surveys.

**306.284 COMPENSATION / BENEFITS ADMINISTRATOR**

GRADE 10

Design, recommend and administer compensation programs for the organization. Conduct job analysis and evaluation, prepare job descriptions. Investigate and recommend benefit programs and providers. Coordinate benefit activities such as enrollment, terminations, change of status, billing and orientation.

**306.283 COMPENSATION / BENEFITS MANAGER**

GRADE 12

Develop, administer, and maintain compensation programs for the organization. Establish program content for nonexempt through executive positions for direct and indirect compensation, with responsibility for job evaluation methods. Design competitive rate range structures and benefits packages. Exercise normal supervisory responsibilities.

**306.175 HUMAN RESOURCES GENERALIST**

GRADE 10

Human resource professional, typically in an organization with more than one human resource staff person, with responsibility for several human resource activities. The job typically requires a degree in human resources and 1 year or less of experience, or equivalent. Duties include supporting the organization through work in several areas of human resources, which may include coordinating employment activities, participating in union contract negotiations (where applicable), receiving and acting on employee complaints or grievances, administering employee records, ensuring compliance with labor laws and regulations, recommending and coordinating employee training activities and administering compensation, benefits and performance programs. Typically reports to a Manager, Director or VP of Human Resources and administers functional rules and procedures under management guidance.

**306.378 HUMAN RESOURCES GENERALIST, SENIOR**  
GRADE 13

Experienced human resource professional, typically in an organization with more than one human resource staff person, with responsibility for multiple human resource activities. The job typically requires a degree in human resources and 4+ years of experience in multiple areas of human resources, or equivalent. Duties include supporting the organization in several areas of human resources, which may include coordinating employment activities, participating in union contract negotiations (where applicable), receiving and acting on employee complaints or grievances, administering employee records, ensuring compliance with employment laws and regulations, recommending and coordinating employee training activities and administering compensation, benefits, performance and other programs. May provide training and work direction to human resources or payroll support staff. Typically reports to a Human Resource Manager, Director or VP and administers functional rules and procedures under management guidance.

**306.174 HUMAN RESOURCES MANAGER**  
GRADE 11

Manages and coordinates organization activities related to one or more human resources and industrial relations functions. The job typically requires a degree in human resources and 5+ years of human resources experience, or equivalent. Job duties may include, but are not limited to, employment, compensation, benefits, payroll, organizational development, employee relations, performance management, action, training, recruitment, and safety. Recommends and develops policies and implements approved programs and policies designed to protect company and employee interests in accordance with company HR policies and governmental laws and regulations. Identifies and complies with legal requirements and government reporting regulations. The manager may supervise human resource or payroll staff. Typically reports to as director or vice president, but may report directly to the CEO, and will develop and recommend policies for approval by senior management.

**306.441 SAFETY MANAGER**  
GRADE 14

Manager of the safety function in an organization. The job typically requires a bachelor's degree specializing in occupational safety and 5+ years of related experience, or equivalent. Develops and implements programs intended to reduce or eliminate occupational injuries, illnesses, deaths, and financial losses. Duties include identifying and appraising conditions which could produce accidents and financial losses and evaluating the potential extent of resulting injuries. Develops accident-prevention and loss-control systems and programs for incorporation into operational policies of the organization. Coordinates safety activities of unit managers to ensure implementation throughout organization. Compiles, analyzes, and interprets statistical data related to exposure factors concerning occupational illnesses and accidents and prepares reports. Maintains liaison with outside organizations, such as fire departments, mutual aid societies, and rescue teams to assure information exchange and mutual assistance and participates in activities of related professional organizations. May supervise professional safety staff and may have responsibility for security.

### **306.377 SAFETY SPECIALIST**

#### **GRADE 10**

Professional within the safety function in an organization. The job typically requires a bachelor's degree specializing in occupational safety, or equivalent. Assists with development and implementation of programs intended to reduce or eliminate occupational injuries, illnesses, deaths, and financial losses. Duties include identifying and appraising conditions that could produce accidents and financial losses and evaluating the potential extent of injuries resulting from accidents and developing accident-prevention and loss-control systems and programs for incorporation into operational policies of the organization. Supports safety activities of unit managers to ensure implementation of safety activities throughout organization. Compiles, analyzes, and interprets statistical data related to exposure factors concerning occupational illnesses and accidents and prepares reports. May also maintain liaison with outside organizations, such as fire departments, mutual aid societies, and rescue teams to assure information exchange and mutual assistance and participates in activities of related professional organizations.

### **306.311 TECHNICAL / PROFESSIONAL RECRUITER**

#### **GRADE 9**

Experienced level of professional recruiter with a primary focus on recruiting for technical jobs, such as information technology, engineering, research, consulting, management or similar. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. Requires familiarity with the technology and terminology of the target technical field(s). Duties include working with management to define job qualifications and advertising in multiple media venues. Incumbents pre-screen job candidates, conduct background checks and assist management with conducting interviews and selection. Networks within the industry and community and may actively recruit from colleges. Markets the organization to potential employees and explains benefits and compensation programs as well as company expectations. Recruiters at this level typically work under limited supervision and will exercise considerable initiative.

### **306.444 TRAINING MANAGER**

#### **GRADE 13**

Manager of professional training with a primary focus on development and delivery of training materials and programs. The job typically requires a bachelor's degree and 6+ years of experience, or equivalent. Duties include needs identification, material preparation, media selection, vendor management and coordination with internal customers. Training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Specific tasks may include reviewing vendor proposals, monitoring quality of material, managing cost and assessing effectiveness. Working within overall direction established by senior management, solves complex technical problems and develops and recommends new alternatives. Manages department staff and budgets.

**306.310 TRAINING SPECIALIST I**

**GRADE 9**

First level of professional trainer with primary focus on conducting employee or customer training. The job typically requires a bachelor's degree and experience of less than 1 year, or equivalent. Duties include assisting with preparation of multi-media training materials and delivery of those materials in a classroom or work environment. Training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Receives considerable development direction from senior staff and management and may spend the majority of time delivering training.

**306.443 TRAINING SPECIALIST II**

**GRADE 10**

Experienced level of professional trainer with primary focus on conducting employee or customer training. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. Duties include preparation of multi-media training materials and delivery of those materials in a classroom or work environment. The training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Works under limited supervision and has significant responsibility for needs identification and program design as well as delivery of training. May provide training and direction to less experienced staff.

**EXEMPT QUALITY ASSURANCE/MANAGEMENT (307)****307.380 INSPECTION SUPERVISOR****GRADE 7**

Supervise inspection and quality control activities to meet specifications and quality standards. Plan and layout work, assist with difficult set ups or procedures and resolve problems. Determine causes for delays and faulty work, investigate rejects. Perform normal supervisory functions in a department with 2 to 10 persons.

**307.379 INSPECTION SUPERVISOR****GRADE 9**

Assume responsibility for inspection and quality control activities, (to include incoming and in process inspection, sampling, vendor and final testing, and inspection of finished products), to meet specification requirements and quality standards. Plan and lay out work, devise, or adapt inspection equipment as necessary, and assist with difficult problems involving inspection, setups, layouts, or procedures. Suggest changes in inspection procedures, quality control standards, equipment, and gauges to facilitate work and maintain quality. Prepare inspection reports and records. Determine causes for delays and faulty work, investigate consistently recurring rejects, consult with production supervisors on causes, and make suggestions for corrections. Perform normal supervisory functions in a department with over 10 persons.

**307.276 QUALITY ASSURANCE ENGINEER****GRADE 9**

Investigate, establish, and implement requirements for inspection and testing methods, techniques, equipment, and facilities. Determine frequency and allowable variations from specifications at various stages of the manufacturing process. Work with shop supervision and engineering functions. Investigate and recommend alternatives to product designs and manufacturing methods.

**307.275 QUALITY ASSURANCE ENGINEER****GRADE 11**

Assume responsibility for complex projects in the development and implementation of methods and programs to ensure that various company product lines meet specifications and standards. Investigate, establish, and implement requirements for inspection and testing methods, techniques, equipment, and facilities. Determine frequency and allowable variations from specifications at various stages of the manufacturing process. Work with shop supervision and engineering functions. Investigate and recommend alternatives to product designs and manufacturing methods. Direct the activities of one or two employees in lower classifications, to include training, assigning, and checking work.

**307.179 QUALITY MANAGER****GRADE 12**

Manager of the quality function. The job typically requires a bachelor's degree in business or engineering and 5+ years of experience, or equivalent. Manages the quality of incoming materials or components as well as finished goods, work in process, or services provided. Individuals supervised, directly or indirectly through a supervisor, will typically use precision measuring equipment, which may include electronic instruments, to check the measurements, chemical content, purity and other qualities of parts, assemblies or product. In non-manufacturing environments other measures of customer satisfaction or work accuracy, such as surveys or audits, may be utilized. Establishes department policies, control processes and quality programs within overall direction set by senior management. Exercises judgment in dealing with unusual cases or those involving significant cost. Works closely with design, training and process development staff to improve the quality of products and services.

**307.295 QUALITY PROCESS MANAGER****GRADE 11**

Manage, plan, develop, coordinate, and evaluate a quality process. Develop training materials and conduct training programs. Design and implement recognition programs. Establish and maintain effective relationships with internal staff and external individuals. Give guidance to various team members, including the Steering Committee. Establish reporting systems and promotional program materials.

**EXEMPT MANUFACTURING (308)****308.189 ASSISTANT PLANT MANAGER****GRADE 13**

Direct and coordinate activities of several departments, through subordinate supervisors, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Set up standards of performance, check progress, regulate interdepartmental work flow, analyze serious delays, and take remedial action. Interpret and clarify rules, regulations, and general policies. Arrange for additional help, shifts, and transfers. Adjust primary grievances in conjunction with first line supervisors. Perform normal supervisory functions in a department with 50 to 100 persons. (Plant Manger is found in our Executive Survey).

**308.381 ASSISTANT PLANT MANAGER****GRADE 15**

Direct and coordinate activities of several departments, through subordinate supervisors, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Set up standards of performance, check progress, regulate interdepartmental work flow, analyze serious delays, and take remedial action. Interpret and clarify rules, regulations, and general policies. Arrange for additional help, shifts, and transfers. Adjust primary grievances in conjunction with first line supervisors. Perform normal supervisory functions in a department with over 100 persons. (Plant Manger is found in our Executive Survey).

**308.423 MAINTENANCE MANAGER****GRADE 12**

Direct and coordinates, through subordinate personnel, activities involving repair, maintenance, and installation of machines, tools and equipment and in maintenance of buildings, grounds and utility systems of the organization.

**308.426 MAINTENANCE SUPERVISOR****GRADE 10**

Supervises employees who install, maintain and repair a wide variety of production or processing equipment. Repairs can be electrical, mechanical, pneumatic, hydraulic, etc. May oversee work on new facility construction or the modification of existing facilities.

**308.383 SUPERVISOR (CLASS A)****GRADE 10**

Responsible for supervising a production area, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Plan and lay out work, assign, instruct, direct, and assist employees. Maintain equipment and work areas and eliminate safety hazards. Check material shortages, machine or equipment defects, and causes for delays. Maintain discipline and personnel relations, and adjust primary grievances. Interview screened applicants; pass on terminations, transfers and promotions; recommend wage adjustments.

Supervises a department that works on difficult, extremely intricate, and complex tasks; employs highly skilled trades workers; operates or works on a wide variety of complicated equipment; works to very close tolerances; typically includes maintenance, tooling. Supervises up to 25 persons.

**308.382 SUPERVISOR (CLASS A)**

GRADE 11

Responsible for supervising a production area, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Plan and lay out work, assign, instruct, direct, and assist employees. Maintain equipment and work areas and eliminate safety hazards. Check material shortages, machine or equipment defects, and causes for delays. Maintain discipline and personnel relations, and adjust primary grievances. Interview screened applicants; pass on terminations, transfers and promotions; recommend wage adjustments. Supervises a department that works on difficult, extremely intricate, and complex tasks; employs highly skilled trades workers; operates or works on a wide variety of complicated equipment; works to very close tolerances; typically includes maintenance, tooling. Supervises over 25 persons.

**308.385 SUPERVISOR (CLASS B)**

GRADE 9

Responsible for supervising a production area, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Plan and lay out work, assign, instruct, direct, and assist employees. Maintain equipment and work areas and eliminate safety hazards. Check material shortages, machine or equipment defects, and causes for delays. Maintain discipline and personnel relations, and adjust primary grievances. Interview screened applicants; pass on terminations, transfers and promotions; recommend wage adjustments. Supervises a department that works to close tolerances; operates or works on a wide variety of equipment; performs diversified operations requiring occasional variance from standards; employs skilled trades workers; typically includes machining (operation and setting), metal processing, welding. Supervises up to 25 persons.

**308.384 SUPERVISOR (CLASS B)**

GRADE 10

Responsible for supervising a production area, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Plan and lay out work, assign, instruct, direct, and assist employees. Maintain equipment and work areas and eliminate safety hazards. Check material shortages, machine or equipment defects, and causes for delays. Maintain discipline and personnel relations, and adjust primary grievances. Interview screened applicants; pass on terminations, transfers and promotions; recommend wage adjustments. Supervises a department that works to close tolerances; operates or works on a wide variety of equipment; performs diversified operations requiring occasional variance from standards; employs skilled trades workers; typically includes machining (operation and setting), metal processing, welding. Supervises over 25 persons.

**308.205 SUPERVISOR (CLASS C)**

**GRADE 8**

Responsible for supervising a production area, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Plan and lay out work, assign, instruct, direct, and assist employees. Maintain equipment and work areas and eliminate safety hazards. Check material shortages, machine or equipment defects, and causes for delays. Maintain discipline and personnel relations, and adjust primary grievances. Interview screened applicants; pass on terminations, transfers and promotions; recommend wage adjustments. Supervises a department that works to negligible tolerances; operates or works on a limited variety of equipment; produces standardized products, subassemblies, or tools; typically includes assembly, chemical processing, machining (operation only), finishing, sheet metal. Supervises up to 25 persons.

**308.386 SUPERVISOR (CLASS C)**

**GRADE 9**

Responsible for supervising a production area, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Plan and lay out work, assign, instruct, direct, and assist employees. Maintain equipment and work areas and eliminate safety hazards. Check material shortages, machine or equipment defects, and causes for delays. Maintain discipline and personnel relations, and adjust primary grievances. Interview screened applicants; pass on terminations, transfers and promotions; recommend wage adjustments. Supervises a department that works to negligible tolerances; operates or works on a limited variety of equipment; produces standardized products, subassemblies, or tools; typically includes assembly, chemical processing, machining (operation only), finishing, sheet metal. Supervises over 25 persons.

**308.206 SUPERVISOR (CLASS D)**

**GRADE 8**

Responsible for supervising a production area, with full accountability for results in terms of costs, methods, quality and quantity of production, operations, and personnel. Plan and lay out work, assign, instruct, direct, and assist employees. Maintain equipment and work areas and eliminate safety hazards. Check material shortages, machine or equipment defects, and causes for delays. Maintain discipline and personnel relations, and adjust primary grievances. Interview screened applicants; pass on terminations, transfers and promotions; recommend wage adjustments. Supervises a department that performs simple, standardized work; performs manual work or work involving very simple equipment; typically includes material handling, assembly, service. Supervises over 25 persons.

**308.207 WAREHOUSE (SHIPPING/RECEIVING) SUPERVISOR**

**GRADE 7**

First level of warehouse supervision. The job typically requires a high school diploma and 5+ years of experience, or equivalent. This position is responsible for the supervision of the warehousing activities and shipping/receiving activities of a facility. In larger organizations this may be one of several supervisors, each having responsibility for a segment of the operation. Typical duties carried out by subordinates are the receiving, storage and shipment of raw materials and/or finished goods and the maintenance of inventory control records. Incumbents may also be responsible for the movement of materials and goods within a plant. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.

**EXEMPT PRODUCTION CONTROL (309)****309.394 DISTRIBUTION MANAGER****GRADE 14**

Manage receiving, warehousing and distribution activities. Supervise storage practices, evaluate retrieval and storage methods and ensure efficient movement of product and materials. Ensure accurate inventory. Supervise up to 25 persons.

**309.210 INVENTORY CONTROL MANAGER****GRADE 12**

Manager in charge of inventory control. The job typically requires a bachelor's degree in business and 5+ years of inventory control experience, or equivalent. Responsible for managing inventory control staff. Duties include record keeping, inventory verification and establishing appropriate inventory levels, with consideration for demand, re-supply or delivery lead time, storage capacities, shelf life, cost of stock and other factors. Responsibility for forecasting demand is shared with other management staff.

**309.212 PRODUCTION CONTROL MANAGER****GRADE 10**

Supervise the planning, scheduling, and expediting of all orders through manufacturing. Provide consultation on engineering and manufacturing schedules and delivery promises, and prepare shop schedules. Investigate production delays and difficulties, recommend alternative methods of manufacturing, and transfer work between departments. Maintain proper balance of inventories through inventory control procedures. Requisition or direct the requisitioning of materials used in production. Determine future production schedules, working from rough drafts and broad established procedures. Supervise seldom over 2 persons.

**309.211 PRODUCTION CONTROL MANAGER****GRADE 11**

Manager in charge of production control in a process or manufacturing organization. The job typically requires a bachelor's degree in business and 5+ years of experience in production/inventory control, or equivalent. Responsible for managing professional and technical scheduling staff. Requires an understanding of client/production priorities and coordination with account managers, inventory managers and/or production managers.

**309.215 PRODUCTION PLANNER/SCHEDULER II****GRADE 8**

Second of three levels of production scheduling with responsibility for the technical aspects of scheduling materials, manpower and machines for a production operation. The job typically requires an associate's or bachelor's degree and 3+ years of experience, or equivalent. Duties include preparation of daily and weekly schedules for assigned product lines or departments and for coordination with the overall master schedule. Communicate regularly with purchasing and production staff to adjust schedules to accommodate changes in machine or material availability or staffing. Works under limited supervision and has significant responsibility for efficiency of operations. May provide training and direction to less experienced staff. (See Non-Exempt 209.368 for Production Planner/Scheduler I).

### **309.358 PRODUCTION PLANNER / SCHEDULER III (MASTER)**

#### **GRADE 9**

Third of three levels of production scheduling with responsibility for the technical aspects of overall coordination of materials, manpower and machine schedules for a production operation; at this level incumbents are usually exempt. The job typically requires a bachelor's degree and 5+ years of experience, or equivalent. Duties include merging subordinate schedules, often prepared by others, into an overall plan that prioritizes operations based on customer need and operations efficiencies. Requires an understanding of client and production priorities and coordination with account managers and/or production supervisors. Develops the master schedule, using information gathered from multiple sources, to drive daily and weekly materials and production schedules of the facility. Works under management guidance and has total project responsibility for the larger or more complex projects requiring advanced analysis. Provides training and direction to less experienced staff. (See Non-Exempt 209.368 for Production Planner/Scheduler I).

### **309.391 TRAFFIC MANAGER**

#### **GRADE 11**

Manager of traffic activities of the organization. The job typically requires completion of a formal technical program and 3+ years of progressively responsible traffic experience or 5+ years of progressively responsible traffic experience, or equivalent. Responsible for determining the most advantageous and economical methods of shipment for company products. Duties include negotiating contracts with vendors, monitoring vendor performance and resolving issues with lost or damaged shipments. Other duties include maintaining records of shipments. Supervises traffic staff and manages the department budget. May also have responsibility for a small company fleet, when there is not a separate Fleet Manager role.

### **309.392 TRAFFIC SUPERVISOR**

#### **GRADE 9**

Supervise the effective coordination of all traffic activities. Supervise transportation methods for the shipping and receiving departments. Plan and assign work to clerks and dock material handlers to ensure the processing and shipping orders with a minimum of delay. Contact various transportation companies to requisition proper vehicles for shipments. Supervise the processing of claims and tracers and the checking of freight bills. Maintain proper checking, identifying, and recording of all parts and raw stores received from outside sources on purchase orders. Requisition necessary supplies and materials required for departmental operations. Supervise seldom over 2 persons.

### **309.425 WAREHOUSE MANAGER**

#### **GRADE 10**

Manager responsible for the operation of a department focused on receiving, storage and shipment of materials. The job typically requires technical or business training beyond high school and 5+ years of experience, or equivalent. Responsible, either directly or through subordinate supervisors, for the direction and coordination of all of the warehousing activities of the facility. Typical subordinate activities are the receiving, storage and shipment of raw materials and/or finished goods and the maintenance of inventory control records. May be responsible for the movement of materials and goods within the facility. May also have responsibility for traffic and/or export activities.

**EXEMPT PURCHASING (310)****310.094 BUYER II****GRADE 7**

Second of three levels of professional purchasing. The job typically requires an associate's or bachelor's degree in business and 3+ years of experience, or equivalent. Incumbents at this level have the authority to purchase at the most favorable price consistent with quality, quantity, delivery and other factors, raw materials, equipment, machinery and/or supplies for the operation of the organization. Prepares bid specifications, receives bids and makes purchases of commodities or goods where the financial impact is moderate. May work directly in support of line operations and in collaboration with department managers, engineers or operations staff. Participates in the selection of vendor sources and has considerable latitude in determining acceptable price. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a merchandising buyer. (Level I and III not currently in survey).

**310.092 PURCHASING CLERK****GRADE 9**

First level of purchasing. The job typically requires math and problem solving skills equivalent to a high school diploma or GED and 1+ years of related training or experience, or equivalent. Duties include issuing purchase orders to replenish stocks where prices and vendors are mostly pre-established. Incumbents may receive purchase requests from others or initiate orders based on standard stock levels or order issuing criteria. Incumbents use computer terminals or PC's to record data. Incumbents follow established procedures and have readily available supervision.

**310.217 PURCHASING MANAGER****GRADE 12**

Manager responsible for operation of a department focused on procurement of materials and supplies needed for the operation of the organization. The job typically requires a bachelor's degree and 6+ years of experience. Develops and recommends to senior management purchasing policies for the organization. Manages the purchase of machinery, equipment, tools, raw material, services and supplies necessary for operation of an organization. May actively participate in vendor selection and purchasing of the most critical goods or services. Supervises the maintenance of records of purchases, delivery dates, vendors, costs and other resources. Approves plans to work out remedies for defective or unacceptable goods or services. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a manager of merchandising buyers.

**310.216 PURCHASING MANAGER****GRADE 14**

General responsibility for all purchasing of material, equipment, and supplies for the organization, including major contracts and capital equipment. Determine proper sources of supply for most economical purchases and place orders, with responsibility for prices, deliveries, and maintenance of all necessary records of purchases, prices, and deliveries. Locate new sources of supply as necessary, keep abreast of changing trends in prices or availability of materials, and recommend necessary action to ensure a continued flow of materials to meet production and sales requirements. Recommend policies and procedures for purchasing function. Supervise seldom over 10 persons.

**310.440 PURCHASING SUPERVISOR**

**GRADE 10**

First level of purchasing supervision. The job typically requires an associate's or bachelor's degree and 5+ years of experience. Responsible for the supervision of non-exempt employees who perform duties related to the purchase of materials and supplies needed for the operation of the organization. Typical duties of these employees include placing orders with vendors, revising orders, following up on orders to assure satisfactory delivery, verification of invoices against original orders, and maintenance of purchase order and invoice files. Report supervisors of professional buyers as Purchasing Manager; this is not a supervisor of merchandising buyers.

**310.450 RETAIL/WHOLESALE BUYER (NEW!)**

**GRADE 10**

Experienced professional merchandising buyer. The job typically requires a bachelor's degree in business and 3+ years of related experience, or equivalent. Under supervision of a merchandising manager and/or with direction from senior merchandising staff, performs buyer duties within general or specialized areas. Prepares bid specifications, receives bids and makes purchases of commodities or goods where the financial impact is significant. Goods are purchased for resale at the wholesale or retail level. Identifies products from assigned categories with appropriate consumer demand, quality, pricing and availability and negotiates terms of purchase, delivery and warranty support.

**EXEMPT SALES, MARKETING, AND SERVICE (311)****311.387 ADVERTISING AND SALES PROMOTION MANAGER****GRADE 12**

Direct the organization's advertising, promotion, and publicity programs in coordination with top marketing position. Establish program content and direction. Develop appropriate vehicles. Direct in-house or vendor preparation of original artwork and promotional material. Coordinate program activities through company function heads or vendors. Supervise seldom over 2 persons.

**311.359 CUSTOMER SERVICE MANAGER****GRADE 10**

Manager of a customer service function. The job typically requires a bachelor's degree with 5+ years of experience, or equivalent. Develops and recommends customer service policies and procedures and seeks senior management approval when needed. Applies experience and judgment in the interpretation and application of direction established by senior management. Issues of major impact or technical complexity are researched and presented to upper management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application, service information, pricing or adjustments. Manages department staff and budget.

**311.285 CUSTOMER SERVICE SUPERVISOR****GRADE 8**

Supervisor of a customer service function. The job typically requires an associate's degree with 5+ years of experience, or equivalent. The incumbent fields the most technical or complex service questions from customers and applies experience and judgment in the interpretation and application of guidelines established by senior management. Issues of major impact or technical complexity are researched and presented to upper management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application, service information, pricing or adjustments. Assists with employee selection and reviews employee performance. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.

**311.298 FIELD SERVICE MANAGER****GRADE 13**

Manager of field service. The job typically requires completion of a bachelor's degree and 3+ years of field service experience or a formal technical program and 5+ years of progressively responsible field service experience, or equivalent. Assigns work and directs staff who install, service and/or repair equipment at a customer location. Duties include managing staff performance, tracking project status, customer relations, staff recruiting and staff training. May serve as a technical expert to troubleshoot or modify customer installations.

**311.307 GRAPHIC ARTIST****GRADE 8**

Experienced commercial artist. The job typically requires a two or four year liberal arts degree and 3+ years of experience, or equivalent. Incumbents will draw, sketch or modify images of merchandise or models for use in catalogs, advertising, technical manuals, displays or web sites. Incumbents may scan, edit, crop or otherwise modify images. Incumbents may use brushes, air brushes, computer graphics applications or other media to accomplish the desired end result.

**311.424 INSIDE SALES MANAGER****GRADE 11**

Manages all activities associated with outbound calls made to potential customers, non-qualified and qualified leads, including developing and implementing policies and procedures on systems and the flow of information. Ensures productivity meets or exceeds standards. Responsible for costs, budget and personnel.

**311.248 MARKET RESEARCH ANALYST****GRADE 9**

Develop methods, conduct market surveys, compile data, and prepare various market and product sales evaluation reports to assist area sales management in determining new market potential, sales penetration, and new product potential.

**311.446 MARKETING GENERALIST I (NEW!)****GRADE 7**

First of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and less than one year of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Receives considerable project direction from senior staff and management and may spend the majority of time working on assigned segments of a project. This is distinguished from direct sales and marketing research jobs, but may include elements of each.

**311.301 MARKETING GENERALIST II****GRADE 10**

Second of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Works under limited supervision and has total project responsibility. May provide training and direction to support staff. This is distinguished from direct sales and marketing research jobs, but may include elements of each. (Level I and III not currently in survey).

**311.447 MARKETING GENERALIST III (NEW!)****GRADE 11**

Third of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and 5+ years of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Works under general management guidance and has total project responsibility for the larger or more complex projects requiring advanced design and analysis. Provides training and work direction to other professional and support staff. This is distinguished from direct sales and marketing research jobs, but may include elements of each.

**311.318 MARKETING MANAGER****GRADE 13**

Manager of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and 8+ years of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Working within overall direction established by senior management, solves complex technical problems and develops and recommends new alternatives. Manages department staff and budgets. This is distinguished from direct sales and marketing research jobs, but may include elements of each. See the National Executive Compensation Survey for the top marketing position.

**311.389 OUTSIDE SALES REPRESENTATIVE****GRADE 9**

Promote sales in an assigned territory where the company and its product lines or services are established, utilizing standard sales approaches and techniques. Demonstrate and assist prospects in the selection of products or services best suited to their needs. Familiarize established accounts with new products and developments. Quote prices, terms, delivery dates, or similar information on new or repeat orders, subject to supervisor approval. Investigate and report on warranty claims and complaints if required. Periodically report activities and expenses.

**311.254 OUTSIDE SALES REPRESENTATIVE****GRADE 11**

Promote, sell, and secure new business, including important and major accounts. Develop new territories and industries, and fulfill market potential of customers and product line acceptance. Demonstrate products or services, and assist prospects in the selection of those best suited to their needs. Familiarize established accounts with new products or services and developments. Coordinate and assist in providing the services of company technical engineering staff to determine customer needs. Prepare documents such as price quotations, terms of sales, delivery dates, and service obligations. Write orders, subject to approval. Investigate policies and notify company of competitive products, promotional sales, selling techniques, pricing, warranties, and marketing policies. Submit periodic reports detailing activities, sales volume, and expenses. Train, instruct, and assign one or two lower graded sales personnel.

**311.280 PRODUCT MANAGER (BRAND)**

## GRADE 12

Manage the sales promotional activities and profit margins of company product lines. Conduct marketing research studies. Assist in new product development activities. Accountable for overall product advertising, pricing, inventory, and marketing activities. Determine product selection and specifications. Coordinate internal and external activities related to the management of products. Control program performance according to plan. Establish long range sales forecasts. Assess performance and implement appropriate action.

**311.279 PRODUCT MANAGER (BRAND)**

## GRADE 14

Manage the sales promotional activities and profit margins of company product lines, including marketing research studies and new product development activities. Accountable for overall product advertising, pricing, inventory, and marketing activities. Determine product selection and specifications. Coordinate internal and external activities related to the management of products. Control program performance according to plan. Establish long range sales forecasts. Assess performance and implement appropriate action.

**311.258 SALES MANAGER (DISTRICT)**

## GRADE 13

Supervise sales personnel in designated territories. Implement campaigns to secure sales and realize full market potential. Guide sales representatives in and personally promote and secure new major and important accounts. Arrange, coordinate, and assist in providing technical engineering staff services required to determine customer needs. Supervise and review preparation of quotations, installations, warranty service obligations and other details such as terms of sales and delivery dates to ensure conformance with marketing policies. Supervise seldom over 10 persons.

**311.388 SALES MANAGER (EXPORT)**

## GRADE 14

Develop, recommend, and administer marketing, sales, and distribution policies and programs for export sales function. Establish long range export sales forecasts. Recommend new or modified products to meet market needs. Organize and supervise export sales activities to ensure that project goals and objectives are achieved. Perform normal supervisory functions in a department with seldom over 10 persons.

**311.257 SALES MANAGER (REGIONAL)**

## GRADE 14

Supervise district sales management and sales personnel in designated territories. Direct campaigns to secure sales in new territories and industries, to realize full market potential of customers and to establish product line acceptance. Guide sales representatives in and personally promote and secure new major and important accounts. Arrange, coordinate, and assist in providing technical engineering staff services required to determine customer needs. Supervise the preparation of quotations, installations, warranty service obligations, and other details, such as terms of sales and delivery dates, to ensure conformance with marketing policies. Review and evaluate orders, activity reports, expense accounts and assignments, competitive activities, and other related information in multiple districts. Supervise over 10 persons.

## EXEMPT STAFF FUNCTIONS - OTHER (312)

### 312.427 MEETINGS AND SPECIAL EVENTS PLANNER

GRADE 9

Oversees the planning and execution of logistics for organizational meetings and special events, which may include trade shows and other sales promotion events. Coordinates facility selection, contract negotiations, food and beverage selections, and arrangements for audio visual service, transportation, etc. Makes periodic reports on activities costs.

### 312.390 OFFICE MANAGER

GRADE 10

Assume direct responsibility for dictation, filing, mail, communications, and printing departments. Supervise billing and/or sales service functions as required. Implement and follow through on general office policies. Confer with office departments regarding the purchasing of office equipment, systems, and procedures affecting more than one department, and the hiring and transferring of employees and office salary structure. Prepare payroll tax returns and perform payroll accounting for the company as required. Maintain retention schedule for company records. Perform normal supervisory functions.

### 312.428 OPERATIONS MANAGER

GRADE 14

Oversee the production planning, staffing, and daily operations of an organization. Responsibilities include resource planning, materials management, project scheduling and tracking, outsourcing, and other related activities. Prepare operational schedule and coordinate activities to ensure production and quality of products or services meet specifications. May develop and monitor the organization's operational budget. Continually develop systems to improve efficiency and accuracy of operations.

### 312.448 PROJECT MANAGER (NEW!)

GRADE 11

Manager in charge of designated projects. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. The incumbent is responsible for planning, administering and completing assigned projects, which may cross several functional areas, such as facilities, operations, marketing or administration. Assignments may vary in length and complexity, but are generally not permanent. The incumbent typically does not supervise staff, but may provide work direction to individuals supporting a project. Do not report IT Project Managers or individuals managing construction projects.

### 312.449 SENIOR PROJECT MANAGER (NEW!)

GRADE 14

Manager in charge of designated projects having significant business unit impact. The job typically requires a bachelor's degree and 6+ years of experience, or equivalent. The incumbent is responsible for planning, administering and completing assigned projects, which may cross several functional areas, such as facilities, operations, marketing, or administration. Assignments may vary in length and complexity, but are generally not permanent. The incumbent does not typically supervise staff, but may provide work direction to individuals supporting a project. Do not report IT project managers or individuals managing construction projects.