

Ultimate Staffing Services Salary and Management Resource Guide 2009

Glossary of Positions



OFFICE SERVICES/ SUPPORT

ADMINISTRATIVE CLERK: Compiles and maintains records of business transactions and office activities of establishment, performing variety of following or similar clerical duties and utilizing knowledge of systems or procedures: copies data and compiles records and reports. Records orders for merchandise or service. Prepares stock inventory. Operates office machines. Opens and routes incoming mail, answers correspondence, and prepares outgoing mail. May take dictation. May greet and assist visitors. May prepare payroll. May purchase supplies.

ADMINISTRATIVE ASSISTANT JUNIOR: Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. 0-2 years experience. Often used in large corporate office where there are a pool of administrative assistants and "junior level" is the entry level position.

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

reports. May assist with compiling and developing the annual budget. Requires a high school diploma with 0-2 years of experience in the field or in a related area.

ADMINISTRATIVE ASSISTANT II: Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with 2-4 years of experience in the field or in a related area.

ADMINISTRATIVE ASSISTANT III: Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, and researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. May assist with compiling and developing the annual budget. Requires a high school diploma with at least 5 years of experience in the field or in a related area.

CLAIMS EXAMINER: Reviews, evaluates and processes claims and makes recommendations for resolution. Has contact with agents, claimants, and policy holders. May require a bachelor's degree or its equivalent and 0-2 years of experience in the field or in a related area.

CUSTOMER SERVICE: Processes orders, prepares correspondence, and fulfills customer needs to ensure customer satisfaction. Requires a high school diploma or equivalent and 0-2 years of experience in the field or in a related area.

DATA ENTRY: Operates a data entry device to input lists, records, or other data points into an electronic format. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

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

DOCUMENT CONTROLLER: Responsible for clerical duties related to technical documentation of procedures and practices. Ensures proper upkeep of technical documents. Requires a high school diploma or its equivalent and 0-2 years of experience in the field or in a related area.

DUPLICATION OPERATOR: Operate one or more of a variety of office machines, such as photocopying, photographic, and duplicating machines, or other office machines.

EXECUTIVE ASSISTANT I: Relieves the executive of administrative type functions in order to increase the time an executive has available for executive level responsibilities. May handle a wide variety of situations and conflicts involving the clerical and administrative function of the office. Responsible for confidential and time sensitive material. Prepares routine and advanced correspondence including letters, memoranda, and reports. Requires an associate's degree or its equivalent with at least 4 years of experience in the field or in a related area.

EXECUTIVE ASSISTANT II: An Executive Assistant with more than 4 years experience who typically assists an executive in the highest level of leadership (CEO, CFO, COO).

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

FILE CLERK: Performs routine clerical duties, such as maintaining letters, memoranda, invoices, and other indexed records arranged in a file according to an established system. Retrieves data or correspondence from files as requested within an appropriate time frame. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

GENERAL OFFICE SUPPORT: Provides general clerical assistance to a large office. Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer. Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.

IMPORT EXPORT CLERK: Prepares import/export documents in accordance with established procedures and guidelines. Checks shipping invoices for accuracy. May calculate value of duties and tariffs due on transported goods. May require an associate's degree or its equivalent and 0-2 years of experience in the field or in a related area.

LIBRARIAN: Maintains library's collection of books, serial publications, documents, audiovisual, and other materials, and assists groups and individuals in locating, obtaining and using materials. Furnishes information on library activities, facilities, rules, and services. May require a master's degree in library science, or a combination of education and experience in the field.

MAILROOM CLERK: Distributes and collects incoming mail. Collects and processes outgoing mail. Responsibilities include determining, affixing, and recording postage on registered mail and packages. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

MEDICAL BILLER: Responsible for compiling amounts owed to medical facility. Reviews and maintains orders, invoices and records to ensure accuracy. Maintains all patient payment records.

Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

MEDICAL CODER: Abstracts clinical information from a variety of medical records and assigns appropriate ICD 9 CM and/or CPT codes to patient records according to established procedures. Analyzes, enters and manipulates database, confirms appropriate DRG assignments. Knowledge in ICD-9 and CPT-4 coding required. Also requires an associate's degree and at least 2 years experience in coding or medical records using the International Classification of Disease and the Current Procedural Terminology coding systems.

MEDICAL DOCUMENT CONTROL SPECIALIST: Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards. May require knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.

OFFICE CLERK: Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer. Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail. Review files, records, and other documents to obtain information to respond to requests.

OFFICE ASSISTANT: Provides support duties to the organization as needed.

Distributes incoming mails and prepares outgoing mail for shipping using postage meter. Acts as a backup receptionist and provides administrative services to staffs by copying documents, getting office supplies and kitchen supplies. Performs general maintenance of the facility and office equipment. Requires a high school diploma or its equivalent and 0-2 years of related experience.

OFFICE ASSISTANT SENIOR: Perform clerical and administrative functions such as drafting confidential correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. May require skills in meeting and event planning, resource allocation, and the coordination of people and resources.

OFFICE COORDINATOR: Coordinates and maintains an efficient office operation and performs responsible administrative duties of a complex and confidential nature in support of office activities to relieve the Office Manager of various administrative responsibilities. Assists Office Manager with work overflow as needed. Ensures accurate maintenance of office records, manuals, and documents, keeping abreast of new policies and procedures. Assists Office Manager in planning and implementing office development based on knowledge of current office operations. Assists in developing protocols and maintaining quality customer service. Coordinates and assists with the catering of meetings for various departments. Maintains faxes, copiers, and printers and orders respective supplies and maintenance. Researches and makes recommendations for the purchase of office equipment and orders office equipment and supplies.

OFFICE ADMINISTRATOR: Organizes office operations and procedures, such as word processing, bookkeeping, preparation of payrolls, flow of correspondence, filing, requisition of supplies, and other clerical services. Coordinates activities of various clerical departments or workers within department. Evaluates office production, revises procedures, or devises new forms to improve efficiency of workflow. This position is similar to an Office Supervisor, but scope of unit supervised typically involves a larger number of employees and more varied office activities. Position requires experience in the classifications managed along with completion of high school and college courses in the areas managed. Plans office layouts and initiates cost reduction programs. Reviews clerical and personnel records to ensure completeness, accuracy, and timeliness. May prepare organizational budget and monthly financial reports. May hire and train clerical staff. May compile, store, and retrieve managerial data.

OFFICE MANAGER: Supervises office activities to achieve maximum expense control and productivity. Develops procedures and policies for office activities, such as filing, dictating, records maintenance, typing, word processing, faxing and mail distribution. May also be responsible for the maintenance of office equipment and supplies. Requires a high school diploma or its equivalent with at least 7 years of experience in the field. Relies on experience and judgment to plan and accomplish goals. Typically reports to a senior manager.

PROJECT COORDINATOR: Schedules and coordinates flow of work within or between organizational units or businesses. Reviews master schedule and work orders, establishes priorities, and revises schedule according to projects, work order specifications, established priorities, and availability or capability of workers, parts, material, machines, and equipment. Reschedules identical processes to eliminate duplicate setups. Distributes work orders denoting number, type, and proposed completion date. Confers with supervisors to determine progress of work and to provide information on changes in processing methods received from methods or engineering departments. Compiles reports concerning progress of work and downtime due to failures of machines and equipment to apprise planning personnel of delays. May maintain inventory of equipment, materials, and parts needed to complete production. May expedite and establish delivery dates for spare parts orders. May coordinate and expedite work in automobile repair and service establishment. May use computer system to track schedule, work progress, and locate production units.

PROOFREADER: Proofreads, reviews and edits materials for accurate use of grammar and content. Corrects any grammatical, typographical, or compositional errors in original copy. May require an associate's degree and 2-4 years of experience in the field or in a related area.

RECEPTIONIST: Receives callers at establishment, determines nature of business, and directs callers to destination. Obtains caller's name and

arranges for appointment with person called upon. Directs caller to destination and records name, time of call, nature of business, and person called upon. May issue visitor's pass when required. May type memos, correspondence, reports, and other documents. May operate PBX telephone console to receive incoming messages. May make future appointments and answer inquiries. May perform variety of clerical duties and other duties pertinent to type of establishment. May collect and distribute mail and messages. May work in office of medical practitioner or in other health care facility and be designated accordingly.

SCHEDULER: Responsible for the planning and scheduling of materials through the production schedules. May coordinate with purchasing, production, and engineering. Requires a high school diploma with 2-5 years of experience in the field or in a related area.

SECRETARY I: Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Requires a high school diploma with 0-2 years of experience in the field or in a related area.

SECRETARY II: Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Requires a high school diploma with 2-4 years of experience in the field or in a related area.

SECRETARY III: Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Requires a high school diploma with at least 5 years of experience in the field or in a related area.

WORD PROCESSOR: Operates computer equipment to compile, type, revise, combine, edit, print, and store documents. Follows instructions accompanying material, or follows verbal instructions to determine format and content required. Proofreads and edits documents for grammar, spelling, punctuation, and format and corrects errors as necessary. Enters commands to establish spacing, margins, type size, style, and color, and other parameters. Types, revises, and combines material.

PROFESSIONAL SERVICES

BENEFITS COORDINATOR: Plan, direct, or coordinate compensation and benefits activities and staff of an organization. Include job analysis and position description managers.

BENEFITS & COMPENSATION MANAGER: Designs, plans, and implements corporate benefits programs, policies, and procedures. Responsible for ensuring programs meet employee needs, comply with legal requirements, and are cost effective. Requires a bachelor's degree in a related area and at least 7 years of experience in the field or in a related area.

BRAND MANAGER: Manages, develops, and implements product marketing

activities to maximize sales of an assigned product line. May require a bachelor's degree and at least 4 years of experience in the field.

BUYER: Responsible for purchasing and negotiating materials, equipment, and supplies from vendors. Evaluates vendor quotes and services to determine most desirable suppliers. May require a bachelor's degree and 0-3 years of experience in the field or in a related area.

CALL CENTER REPRESENTATIVE: Handles inbound and outbound calls in a call center with the goal of increasing business, customer satisfaction, and customer retention. Handles inbound and outbound calls of a lesser complexity that are primarily routine or basic in nature. Follows basic procedures and scripts. Requires fundamental knowledge to navigate company's customer information systems and/or order system along with a basic knowledge of company, services, and products.

CALL CENTER INBOUND: Duties include answering telephone call inquiries and promoting an organization's products and services. Responsible for researching and resolving complaints to ensure customer retention and satisfaction. May require an associate's degree and 2-4 years of experience in the field or in a related area.

CALL CENTER OUTBOUND: Responsible for initiating calls to potential clients using a prepared selling script. Promotes and sells products and services of company. May require an associate's degree or its equivalent with 2-4 years of experience in the field or in a related area.

CALL CENTER MANAGER: Manages staff of Call Center Representatives and/or Telemarketers; focus is on staffing, training, and monitoring the production of the employees. Directs motivational sessions to improve productivity. Is required to be adept in activities of employees supervised. May report to a director, and staff typically includes supervisors in addition to Call Center Representatives and/or Telemarketing Representatives.

CALL CENTER GENERAL MANAGER: Studies schedules and estimates time, cost, and labor needed for completion of job assignments. Establishes or adjusts work procedures to meet productivity goals. Recommends measures to improve methods, quantity of sales, and suggests changes in working conditions to increase efficiency. May monitor calls to ensure quality standards and develop and/or supervise scripts. May recruit, hire, train staff, evaluate employee performance, and recommend or initiate promotions, transfers, and disciplinary action.

COMMUNICATIONS COORDINATOR: Promotes the organization and its products including graphics, brochures, company or product fact sheets, logos, or other promotional products. Prepares presentations and/or speeches including the research and development of content for publication of products. Oversees the preparation of presentations and/or speeches geared toward employees. Familiar with a variety of the company's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected.

COMMUNICATIONS EQUIPMENT COORDINATOR: Provides communications equipment maintenance and systems testing, support, upgrading, and installing as directed by manager or head of the unit/department. Maintains positive vendor relationships and reports any issues that may hinder usage of communication systems. Relies on extensive experience and judgment to plan and accomplish goals.

COMMUNICATIONS MANAGER: A Corporate Communications Manager creates, implements and oversees communications programs that effectively describe and promote the organization and its products. They often assist in the preparation of presentations and/or speeches geared toward employees and consumers. It's not uncommon for them to provide supervision and direction to staff. Common traits of a Corporate Communication Managers include strong communication skills, articulate clearly both with the written and spoken word, are able to understand a variety of people, are confident, team leaders, and quick learners. Typically a degree in Marketing, Communications, Rhetoric, Journalism, Speech, English or other related studies.

CONTRACTS MANAGER: Manages activities of professional level personnel concerned with contracts for purchase or sale of equipment, materials, products or services. Negotiates contracts with representatives. The manager level is typically the second level of management and may have first level supervisors reporting to this position.

CUSTOMER SERVICE COORDINATOR: Interacts with customers to provide information in response to inquires about accounts, products, and services. Handles and resolves customer complaints, special orders, or returns in-store or via phone or mail. Answers customers' questions regarding product or service and operation or maintenance. Receives and processes orders, provides information concerning pricing, changes in service, discontinuance, and shipping. May solicit sale of new or additional services or products. Nature of products and services is at a level of complexity that usually involves up to two years of directly related study, training, and/or experience to acquire job know-how.

CUSTOMER SERVICE SUPERVISOR: Assists with planning, directing, and coordinating activities of customer service workers engaged in ensuring customer satisfaction through processing orders and coordination with other departments or functions as required. Directs workers to investigate complaints or concerns, such as those concerning rates or service in connection with any product or service offered. Reports to a director or manager.

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

DISPATCHER: Schedules and dispatches workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs. Receives telephone and written orders and relays requests to appropriate departments. Duties may include use of radio or telephone to transmit assignments and compiling statistics and reports on work progress.

ENGINEER: Perform engineering duties in planning, designing, and overseeing construction and maintenance of building structures, and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems, and waste disposal units. Include architectural, structural, traffic, ocean, and geo-technical engineers.

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

HR ASSISTANT: Provides support in functional areas of a human resources department, which may include recruitment and employment, personnel records, employee and/or labor relations, job evaluation, compensation management, benefits administration, organization development and training. May require an associate's degree in a related area with 2-4 years of experience in the field or in a related area.

HR GENERALIST: Administers human resources policies and procedures that cover two or more functional areas. Collects and analyzes HR data, and then makes recommendations to management. Processes paperwork for functional area according to established procedures. May prepare internal employee communications regarding compensation, benefits, or company policies. May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

HR GENERALIST SENIOR: Designs and administers human resources policies and procedures that cover two or more functional areas. Collects and analyzes HR data, and then makes recommendations to management. Oversees and establishes procedures for paperwork completion for functional area. Prepares internal employee communications regarding compensation, benefits, or company policies. Requires a bachelor's degree in a related area and at least 5-8 years of experience in the field or in a related area.

HR MANAGER: Designs, plans, and implements human resources programs and policies including staffing, compensation, benefits, visa/green card processing, employee relations, training, and health and safety programs. Requires a bachelor's degree in a related area and at least 7 years of experience in the field.

HR DIRECTOR: Organizes, plans, develops, and directs the implementation and administration of human resources

functions and carries out policies and procedures relating to all phases of human resources activities. Directs activities relating to personnel rules and regulations, staffing, employee education and training, management development, labor relations, affirmative action, workers compensation administration, benefits administration, and salary administration. Approves and directs new employee orientation to foster positive attitude toward company goals. Investigates problems incidental to sound and uniform personnel administration, such as working conditions, disciplinary actions, and employee and applicant appeals and grievances. Provides guidance and recommendations for problem resolutions.

LAB TECHNICIAN: Performs laboratory tests or other laboratory work using conventional and computerized machines and work aids. Performs laboratory work and tests according to prescribed standards. Determines chemical and physical characteristics or composition. Sets up, adjusts, and operates laboratory equipment and instruments. Usual requirement is two years of post secondary education in field of specialty.

LOGISTICS MANAGER: Oversees and coordinates program activities designed to ensure effective and economical support for production of various goods and services. Ensures materials, goods, labor, equipment, supplies, and other requirements are delivered in good order at an optimum time and cost. Provides subcontractors, suppliers, management, and customers with logistics technology that ensures effective and economical

support. Typically requires a four-year college degree in industrial engineering or a closely-related field.

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

MARKETING COORDINATOR: Assists in the marketing and sales management and execution of product lines, including pricing, promotion, new product support, distribution, budgeting, sales support, and special projects. Assists in the development and implementation of annual marketing plans and programs. Assists in the development of the pricing strategy and structure. Helps manage gross profitability of product line and pricing issues. Assists with new product launches. Consolidates materials and issues reports covering advertising, public relations, and website performance. Tracks key programs and reconciles budget on a monthly basis. Assists in coordinating and executing market research projects. Answers daily correspondence and updates product reviews and public relations information on the website(s). Coordinates and executes periodic projects including consumer catalog mailings, grassroots promotions, sponsorships, etc. Maintains marketing files and media library.

MARKETING MANAGER: Manages the promotion and direction of the marketing or service activities, improvement of company's product image, market data, and information. Inspects property to ascertain condition and estimate market value. Investigates market conditions. Manages and coordinates representatives who may call on existing or potential customers. Provides marketing advice to organizational units. Holds meetings. Ensures that representatives are kept informed of changes in territories that might affect product sales. Makes forecasts on anticipated market sales. Submits reports of sales activity and maintains records. Promotes satisfactory customer relations. Directs advertising and marketing campaigns.

OPERATIONS MANAGER: Manages and coordinates organization, branch, plant, or department operation strategies and activities. Assists with the development and implementation of organization policies, practices, procedures, and attainment of operating goals. Reviews, analyzes, and prepares reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered. Assigns, or delegates responsibility for, specified work or functional activities and disseminates policies and objectives to supervisors/staff. Typically reports to a Director or Chief Operating Officer and may have Operations Supervisor's reporting to this position.

PLANNER: Plans and prepares production schedules for business unit or organization. Draws up master schedule to establish sequence and lead time of each operation to meet completion dates according to sales forecasts or customer orders. Translates orders into a sequential work schedule. Analyzes production specifications and capacity data, and performs mathematical calculations to determine production processes, tools, and human resource requirements. Plans and schedules workflow for each department and operation according to previously established production sequences and lead times. Plans sequence of operations. Confers with department supervisors to determine status of assigned projects. Expedites operations that delay schedules, and alters schedules to meet unforeseen conditions. Prepares production reports. May prepare lists and purchase orders to obtain required materials, tools, and equipment.

PRODUCT MANAGER: Manages, develops, and implements product marketing activities to maximize sales of an assigned product line. May require a bachelor's degree and at least 4 years of experience in the field.

PROJECT MANAGER: Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. May require a bachelor's degree and at least 7 years of experience in the field or in a related area.

PURCHASING MANAGER: Manages all purchasing functions. Receives and grants approval for purchases of goods or services. Analyzes changes or new issues in materials and supply to reduce costs and improve quality. Requires a bachelor's degree with at least 8 years of experience in the field.

RECRUITER: Recruits, interviews, checks references, makes offers, and conducts orientation for new employees. Performs exit interviews and processes change of employee status. May require a bachelor's degree in area of specialty and 0-2 years of experience in the field or in a related area.

SALES REPRESENTATIVE BUSINESS TO BUSINESS: Cultivates and maintains favorable contact with accounts of the organization for the sale of products and services in assigned area or territory. Solicits potential new key accounts. Communicates directly with new and existing customers or clients to explain features and merits of products or services offered. Demonstrates product or services and provides assistance in the best application of products or services. Answers all questions concerning a product or service, with appropriate coordination of sales negotiations where required. Closes transactions and takes orders.

SALES REPRESENTATIVE COMMODITIES: Sells products in assigned area or territory. Develops new accounts. Communicates directly with new and existing customers or clients to explain features and merits of products offered. Demonstrates products and provides assistance in the best application of products or services.

Answers all questions concerning a product, with appropriate referrals where required. Closes transactions and takes orders. Analyzes and interprets records of present and past sales, trends and costs, estimated and realized revenue, administrative commitments, and obligations incurred for management. Contacts prospects and explains features and merits of products offered, utilizing persuasive sales techniques. Calculates and quotes prices.

STAFFING MANAGER: Oversees and manages the organization's recruitment and staffing functions. Promotes and sells staffing services to prospective clients and develops and maintains client relationships. Markets to clients by phone, conducts client meetings, and participates in networking events. Oversees mentoring and training of staff, and manages daily operations. Leads the team responsible for staffing and recruitment operations, including maintaining personnel requests, job description maintenance, and advertisement creation.

TECHNICAL WRITER: Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

WAREHOUSE MANAGER: Manages all warehouse activities. Manages the warehouse ensuring the receipt, coordination and safety of goods coming through a warehouse. Also ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. Requires a high school diploma or its equivalent with 5-7 years of experience in the field or in a related area.

PARATECHNICAL

ASSEMBLER I: Assembles fabricated parts at floor stations. Tests and calibrates parts and mechanisms to meet tolerances and product specifications. Uses hand tools and power tools to assemble units according to product specifications. Identifies units that fail tests or tolerance levels and repairs as necessary. Requires a high school diploma or its equivalent. May be required to complete an apprenticeship and/or formal training in area of specialty. May require 0-3 years of experience in the field or in a related area.

ASSEMBLER II: Assembles fabricated parts at floor stations. Tests and calibrates parts and mechanisms to meet tolerances and product specifications. Uses hand tools and power tools to assemble units according to product specifications. Identifies units that fail tests or tolerance levels and repairs as necessary. Requires a high school diploma or its equivalent. May be required to complete an apprenticeship and/or formal training in area of specialty. Requires 2-5 years of experience in the field or in a related area.

ASSEMBLER III: Assembles fabricated parts at floor stations. Tests and calibrates parts and mechanisms to meet tolerances and product specifications. Uses hand tools and power tools to assemble units according to product specifications. Identifies units that fail tests or tolerance levels and repairs as necessary. Requires a high school diploma or its equivalent. May be required to complete an apprenticeship and/or formal training in area of specialty. Requires a minimum of 5 years of experience in the field or in a related area.

ELECTRO MECHANICAL ASSEMBLER I: Operate, test, and maintain unmanned, automated, servo-mechanical, or electromechanical equipment. May operate unmanned submarines, aircraft, or other equipment at worksites, such as oil rigs, deep ocean exploration, or hazardous waste removal. May assist engineers in testing and designing robotics equipment. May be required to complete an apprenticeship and/or formal training in area of specialty. May require 0-3 years of experience in the field or in a related area.

ELECTRO MECHANICAL ASSEMBLER II: Operate, test, and maintain unmanned, automated, servo-mechanical, or electromechanical equipment. May operate unmanned submarines, aircraft, or other equipment at worksites, such as oil rigs, deep ocean exploration, or hazardous waste removal. May assist engineers in testing and designing robotics equipment. May be required to complete an apprenticeship and/or formal training in area of specialty. May require 3-6 years of experience in the field or in a related area.

ELECTRO MECHANICAL ASSEMBLER III: Operate, test, and maintain unmanned, automated, servo-mechanical, or electromechanical equipment. May operate unmanned submarines, aircraft, or other equipment at worksites, such as oil rigs, deep ocean exploration, or hazardous waste removal. May assist engineers in testing and designing robotics equipment. May be required to complete an apprenticeship and/or formal training in area of specialty. May require 6-8 years of experience in the field or in a related area.

INSPECTOR I: Inspects materials and products, for conformance to specifications, using fixed or preset measuring instruments. Ensures materials and products are in accordance with established tolerance levels for quality and performance and are not irregular or damaged. Requires an associate's degree with 0-3 years of experience in the field.

INSPECTOR II: Inspects materials and products, for conformance to specifications, using fixed or preset measuring instruments. Ensures materials and products are in accordance with established tolerance levels for quality and performance and are not irregular or damaged. Requires an associate's degree with 3-6 years of experience in the field.

INSPECTOR III: Inspects materials and products, for conformance to specifications, using fixed or preset measuring instruments. Ensures materials and products are in accordance with established tolerance levels for quality and performance and

are not irregular or damaged. Requires an associate's degree with 6-8 years of experience in the field.

LAB TECHNICIAN: Performs laboratory tests or other laboratory work using conventional and computerized machines and work aids. Performs laboratory work and tests according to prescribed standards. Determines chemical and physical characteristics or composition. Sets up, adjusts, and operates laboratory equipment and instruments. Usual requirement is two years of post secondary education in field of specialty.

MACHINE OPERATOR I: Sets-up and operates a production machine in accordance with established procedures and guidelines. Reads and interprets blueprints and diagrams to select, position and secure machinery. Adjusts machine setting to complete tasks according to specification, accurately and in a timely fashion. Requires a high school diploma or its equivalent. May have to complete an apprenticeship and/or formal training in area of specialty with 0-3 years of experience in the field or in a related area.

MACHINE OPERATOR II: Sets-up and operates a production machine in accordance with established procedures and guidelines. Reads and interprets blueprints and diagrams to select, position and secure machinery. Adjusts machine setting to complete tasks according to specification, accurately and in a timely fashion. Requires a high school diploma or its equivalent. May have to complete an apprenticeship and/or formal training in area of specialty with 2-5 years of experience in the field or in a related area.

MACHINE OPERATOR III: Sets-up and operates a production machine in accordance with established procedures and guidelines. Reads and interprets blueprints and diagrams to select, position and secure machinery. Adjusts machine setting to complete tasks according to specification, accurately and in a timely fashion. Requires a high school diploma or its equivalent. May have to complete an apprenticeship and/or formal training in area of specialty with at least 5 years of experience in the field or in a related area.

MANUFACTURING I: Operates production equipment; responsible for manufacturing and assembly of clinical and commercial products. Follows blueprints, guidelines and/or diagrams to ensure product specifications and tolerance levels are met. Requires a high school diploma or its equivalent and 0-3 years of related experience.

MANUFACTURING II: Plans and designs manufacturing processes in industrial plant. Maximizes efficiency by analyzing layout of equipment, workflow, assembly methods, and work force utilization. Determines parts and tools needed in order to achieve manufacturing goals according to product specification. May require a bachelor's degree in engineering and 3-6 years of experience in the field or in a related area.

MECHANICAL ENGINEER: Designs, develops, and tests all aspects of mechanical components, equipment, and machinery. Applies knowledge of engineering principles to design products such as engines, instruments, controls, robots, machines, etc. May be involved in fabrication, operation, application, installation, and/or repair of mechanical products. Requires a bachelor's degree in engineering and 2-5 years of experience in the field or in a related area.

PACKAGING I: Operate or tend machines to prepare industrial or consumer products for storage or shipment. Include cannery workers who pack food products. Requires a high school diploma or its equivalent and 0-3 years of related experience.

PACKAGING II: Operate or tend machines to prepare industrial or consumer products for storage or shipment. Include cannery workers who pack food products. Requires a high school diploma or its equivalent and 3-5 years of related experience.

PRODUCTION CONTROL: Supervise and coordinate the activities of production and operating workers, such as inspectors, precision workers, machine setters and operators, assemblers, fabricators, and plant and system operators. Exclude team or work leaders.

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

QUALITY CONTROL: Inspect, test, sort, sample, or weigh nonagricultural raw materials or processed, machined, fabricated, or assembled parts or products for defects, wear, and deviations from specifications. May use precision measuring instruments and complex test equipment.

R&D ANALYSIS: Coordinates research and development activities to meet the organization's need for improvement, cost reduction, and introduction of new products and processes. Reviews and evaluates research results and makes appropriate recommendations to manager. Prepares reports on progress and recommends the addition, expansion, or discontinuance of projects.

R&D TECHNICIAN: Research market conditions in local, regional, or national areas to determine potential sales of a product or service. May gather information on competitors, prices, sales, and methods of marketing and distribution. May use survey results to create a marketing campaign based on regional preferences and buying habits.

SOLDERER: Brazes (bonds) together components to assemble metal parts as specified by layout, work order, or blueprints, using hand torch: aligns and clamps work pieces together, using rule, square, or template or sets up and places them in fixtures, jigs, or vise. Cleans joints of work pieces, using wire brush or by dipping them into cleaning solution. Selects torch tip, flux, and brazing alloy from data charts or work order.

TECHNICIAN I: Constructs, maintains, and tests mechanical equipment, machinery, and components. Identifies

parts or machines that need new parts or need to be replaced and places orders as necessary. Requires a high school diploma or its equivalent. May be required to complete an apprenticeship and/or formal training in area of specialty. May require 0-2 years of experience in the field or in a related area.

TECHNICIAN II: Constructs, maintains, and tests mechanical equipment, machinery, and components. Identifies parts or machines that need new parts or need to be replaced and places orders as necessary. Requires a high school diploma or its equivalent. May be required to complete an apprenticeship and/or formal training in area of specialty. May require 2-4 years of experience in the field or in a related area.

TECHNICIAN III: Constructs, maintains, and tests mechanical equipment, machinery, and components. Identifies parts or machines that need new parts or need to be replaced and places orders as necessary. Requires a high school diploma or its equivalent. May be required to complete an apprenticeship and/or formal training in area of specialty. Requires a minimum of 4 years of experience in the field or in a related area.

WAFER FAB OPERATOR: Manufactures wafers under direct supervision. Responsible for the basic processes of production, such as: baking, aligning, inspecting, etching, and cleaning the wafers. Also responsible for ensuring quality of final product. May require a high school diploma or its equivalent and 0-2 years of related experience.

LIGHT INDUSTRIAL

CNC MACHINIST: Computer Numerical Controlled machinist cut, drill, shape and finish products and components (including parts for the machine tools themselves). Would work with substances like metal, wood, composite materials and plastics. Programs machine tool with data taken from technical drawings, CNC Machinist also set the most efficient order of machine operations for each job and selects tools for each stage. Also sets cutting speeds and tolerance levels, checks that work meet quality and technical standards. Performs routine maintenance on required systems.

CNC OPERATOR (Computer Numerical Controlled Operator): Responsible for operating one or more types of computer numeric controlled production equipment. Selects appropriate settings and makes adjustments as necessary. Follows established quality and safety standards. May require a bachelor's degree in area of specialty and 2-4 years of experience in the field or in a related area.

CNC PROGRAMMER (Computer Numerical Controlled Programmer): Responsible for the programming of computer numeric controlled production equipment. May be responsible for the basic upkeep and corrections to programs. May require a bachelor's degree in area of specialty and 0-2 years of experience in the field or in a related area.

FREIGHT CLERK: Expedite and route movement of incoming and outgoing cargo and freight shipments in airline, train, and trucking terminals, and shipping docks. Take orders from customers and arrange pickup of freight and cargo for delivery to loading platform. Prepare and examine bills of lading to determine shipping charges and tariffs.

MATERIAL HANDLER I: Loads and unloads material within a warehouse or storage facility. Utilizes hand trucks, forklifts, hoists, conveyors, or other handling equipment to move material to and from aircraft, trucks or trains and within the storage facility. May require a high school diploma with 0-3 years of experience in the field or in a related area.

MATERIAL HANDLER II: Loads and unloads material within a warehouse or storage facility. Utilizes hand trucks, forklifts, hoists, conveyors, or other handling equipment to move material to and from aircraft, trucks or trains and within the storage facility. Requires a high school diploma with 2-5 years of experience in the field or in a related area.

MATERIAL HANDLER III: Loads and unloads material within a warehouse or storage facility. Utilizes hand trucks, forklifts, hoists, conveyors, or other handling equipment to move material to and from aircraft, trucks or trains and within the storage facility. Requires a high school diploma at least 5 years of experience in the field or in a related area.

PICKER/PACKER: Inspect, test, sort, sample, or weigh nonagricultural raw materials or processed, machined, fabricated, or assembled parts or

products for defects, wear, and deviations from specifications. May use precision measuring instruments and complex test equipment.

SHIPPING & RECEIVING CLERK: Assembles orders and prepares goods for shipment. Records shipment data, including weight, charges, and space availability. Receives and unpacks materials and supplies. Reports damages and discrepancies for accounting, reimbursement and record-keeping purposes. Completes shipping and receiving reports. Requires a high school diploma or equivalent with 0 - 2 years experience.

SHIPPING AND RECEIVING SUPERVISOR: Supervises workers who confirm and record the receipt of shipments, prepare items for shipping, and load and unload trucks. Also responsible for managing the inter-departmental transport of materials. May require a bachelor's degree in area of specialty.

SHIPPING CLERK: Performs clerical duties involved in the shipping of materials. Determines method of shipment, utilizing knowledge of shipping procedures, routes, and rates. Compares identifying information and counts, weighs, or measures items of outgoing shipments to verify information against bills of lading, invoices, orders, or other records.

SHIPPING SUPERVISOR: Supervises and coordinates activities of employees engaged in shipping and receiving of products, components, and/or replacement parts and in verifying and keeping records on incoming and

outgoing shipments, and preparing items for shipment. Oversees incoming and outgoing shipping activities to ensure accuracy, completeness, and condition of shipments. Studies shipping notices, bills of lading, invoices, orders, and other records to determine shipping priorities, work assignments, and shipping methods required to meet shipping and receiving schedules, utilizing knowledge of shipping procedures, routes, and rates. Works with management to establish and modify department operational methods and procedures.

WAREHOUSE: Performs a combination of tasks to receive, store, and distribute material, tools, equipment, and products within establishments.