

Bayer Center for Nonprofit Management
2021 Wage and Benefit Survey of Southwestern Pennsylvania Nonprofit Organizations

New jobs for 2021 are in red type.

Job Code	Category/Job Title	Job Description
Executive Positions		
005	Executive Director/Chief Executive Officer	Responsible to the Board of Directors for management of the entire nonprofit organization including fundraising/development, human resources, strategic planning, programs, finance, communications. Represents organization to government agencies, community and the public.
010	Associate Director/Chief Operating Officer	Provides direction and day-to-day management of several key functions other than programs such as finance, administration, human resources, and/or development; assumes responsibility for major projects; assumes responsibility for organization in absence of Executive Director. Participates as a member of the senior management team to formulate and implement policies and plans to meet the organization's short- and long-term objectives.
015	Director, Program(s)	Directs delivery of programs in accordance with the organization's goals and objectives. May write or participate in writing of grant applications, depending on structure of organization. Ensures program activities comply with contracts. Supervises program staff either directly or through intermediary supervisors. Acts as liaison with government agencies, the community and the public relative to funding, contracts and delivery of services. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success. This is a single-incumbent position. Report others in the Program Management section or other sections below (e.g. jobs 805, 810, 853, 856, 421, 430, 431).
020	Chief Communications Officer	The organization's top communications employee. This position is found only in relatively large organizations that have a communications executive on the senior management team. Has overall responsibility for all aspects of the organization's communications functions. Supervises communications staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on communications-related issues.
025	Chief Development Officer	The organization's top development employee. This position is found only in relatively large organizations that have a development executive on the senior management team. Has overall responsibility for all aspects of the organization's development functions. Supervises development staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on development-related issues.
030	Chief Human Resources Officer	The organization's top human resources employee. This position is found only in relatively large organizations that have a human resources executive on the senior management team. Has overall responsibility for all aspects of the organization's human resources functions. Supervises human resources staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on human resources-related issues.
030	Chief Information Officer	The organization's top information technology employee. This position is found only in relatively large organizations that have an IT executive on the senior management team. Has overall responsibility for all aspects of the organization's IT functions. Supervises IT staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on IT-related issues.
040	Chief Strategy Officer	The organization's top executive with responsibility for developing and implementing the organization's strategic initiatives. This position is found only in relatively large organizations with an executive in this area on the senior management team. Has overall responsibility for all aspects of the organization's strategic planning. Supervises employees who carry out organization's strategic plans. Advises other top executives and the organization's board of directors on issues related to strategy development and execution.

105	Chief Financial Officer	Manages the financial resources of the organization including accounting, finance, organization-wide budgets, investments, and treasury in accordance with generally accepted accounting principles and organization/contract policies and procedures; safeguards assets through the maintenance of proper controls. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success.
Administrative Positions		
055	Director, Administration	Directs a group of functions for the organization including any or all of the following: human resources, information technology, office services, facilities and grounds, transportation, food service, and purchasing. Manages department budgets. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success.
060	Regional Manager/Center Manager	Manages the day-to-day operations of a regional facility that delivers program services in accordance with organization goals and objectives. Functions include: program development and implementation, staffing, volunteer coordination, community relations, budgeting, record keeping and facility maintenance. May participate in or lead fundraising activities for the region.
065	Office Manager	Provides direct supervision of the organization's office services including mail pick up and distribution; records maintenance; copy/print services; reception; office maintenance and cleaning services; communications/telephones; and similar.
070	Executive Assistant	Provides a wide variety of skilled administrative and clerical support for chief executive, directors or other senior management staff. Responsibilities involve exposure to sensitive information and require considerable use of tact, diplomacy, discretion and judgment. Assumes responsibility for special projects; attends board or similar meetings to take, transcribe and distribute minutes; prepares board packets; maintains databases; researches/analyzes data and develops reports for management decision-making; may follow up on projects assigned to managers by senior executive.
075	Administrative Assistant, Senior Level	Provides a variety of administrative and clerical support to managers and/or other staff. Duties may include researching/compiling information; coordinating activities between departments and/or outside services. Maintains data; generates and formats reports and other documents using a full range of computer software skills including spreadsheets, word processing, desktop publishing, database management, presentation software, etc. May assume responsibility for special projects relating to department functions.
080	Administrative Assistant, Intermediate Level	Performs clerical duties including answering telephones, screening calls, taking messages and acting as receptionist; sets up and maintains files of information; uses computer skills to enter and maintain data; prepares correspondence and develops other routine documents; may make appointments and travel arrangements, coordinates activities relative to department functions.
085	Administrative Assistant, Junior Level	Performs routine clerical duties such as answering telephone, taking and delivering messages, setting up and maintaining files, sorting/delivering mail, entering data into the computer, preparing routine correspondence.
090	Receptionist	Receives and greets visitors, determines nature of their visit and notifies appropriate staff members; answers and transfers telephone calls using multiple-line equipment; represents organization to callers and visitors in a friendly, professional manner; may issue security badges; maintains logs; calls for communications and other equipment service; may perform routine clerical duties such as filing, word processing, sorting and distributing the mail. See Receptionist, Medical (job #752) in Medical & Clinic Services section for those responsible for scheduling patient appointments, facilitating patient flow, and referring patients to other resources.
093	Business Development Manager	Responsible for researching and identifying new business opportunities for the organization in support of its mission and goals. Identifies potential projects, analyzes and reports on feasibility, prepares proposals, researches funding sources. Cultivates relationships with potential stakeholders to further organization's growth and impact.

094	Contracts Administrator	Oversees organization's contractual agreements related to delivery of program services. Is responsible for maintaining documentation in compliance with the specific requirements of each contract. Monitors contract budgets, expiration dates, reporting dates and documentation. Communicates with organization's program directors/managers and representatives of funding agencies.
095	Quality Assurance Manager	Designs and implements quality-control program to ensure that organization's programs and services meet its standards. Works with Program Managers to develop quality assurance policies, collecting data for analysis by program, department and organization-wide. Produces reports showing outcome achievement and customer/client satisfaction. Trains staff on related policies and procedures.
096	Quality Assurance Specialist	Performs a variety of quality assurance assessments of organization's programs and services to ensure that standards and regulations are met. Records and analyzes data. Documents results to indicate degree that standards are met. Recommends modifications to existing standards, or suggests new standards, methods and procedures. Typically reports to Quality Assurance Manager or equivalent.
Accounting/Finance Positions		
110	Controller	Manages the accounting operations of the organization including budgeting, auditing, payroll, accounts payable and receivable, general ledger and financial reporting in accordance with generally accepted accounting principles and internal policies and procedures. Oversees development and implementation of financial systems. May interpret accounting reports to management and board. Assumes responsibility for the financial function in the absence of the Chief Financial Officer.
115	Accounting Manager	Manages and performs various accounting activities including developing, implementing and maintaining the accounting systems, policies and procedures; compiling, analyzing and reporting accounting data for management reports and decision-making purposes; may act as primary liaison with outside auditors and government agencies on contract issues. Manages monthly closings. Typically supervises more than three staff members.
120	Accounting Supervisor	Provides day-to-day supervision to one or more general accounting functions such as accounts payable, accounts receivable or payroll. Ensures accuracy and compliance with accounting policies and procedures. Researches and resolves related problems. Typically supervises from one to five hourly accounting staff.
124	Senior Accountant	Working under only general supervision, performs relatively complex accounting duties including maintenance and analysis of accounting records, preparation of accounting schedules, reports and financial statements; prepares journal entries and reconciles ledger accounts; ensures compliance with generally accepted accounting principles and organization's policies, procedures and contracts. May prepare federal, state and local tax returns. Does not supervise but may advise less experienced accounting staff.
125	Staff Accountant	Performs various professional accounting duties including maintenance and analysis of accounting records, preparation of accounting schedules, reports and financial statements; prepares journal entries and reconciles ledger accounts; ensures compliance with generally accepted accounting principles and organization's policies, procedures and contracts. May prepare federal, state and local tax returns.
126	Payroll Specialist	Performs various clerical payroll and accounting tasks such as processing semi-monthly payrolls, entering payroll data into the system database, verifying accuracy of figures and computations, and balancing and reconciling accounts.
130	Accounting Clerk	Processes/posts a variety of accounting transactions such as invoices, payments, and expenses in accordance with department procedures. Maintains accounting files. Checks and verifies accounting data; enters data into computerized accounting system and uses system to research questions and generate reports. Performs related general clerical duties.
135	Cashier	Receives and accounts for cash, credit card and check payments received for sales of goods, services or similar. Makes change. Counts and balances receipts as scheduled, ensuring accuracy. May assist in providing information to customers or clients.

Animal Care/Control Positions

780	Veterinarian	Responsible for providing diagnostic and therapeutic veterinary medical services and surgery. Assists in training and supervising organization staff regarding diagnostic, therapeutic, surgical and animal handling procedures. Licensed veterinarian certification required.
782	Veterinary Clinic Manager	Responsible for overall management and daily preparation of clinic, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach.
784	Humane Officer	Performs duties involving the protection of animals and enforcement of animal-related codes. Completes reports and maintains documents in accordance with state and local laws. Responds to complaints regarding mistreatment of animals. Educates the public about humane treatment of animals.
785	Senior Registered Veterinary Technician	This position refers to a senior-level professionally licensed employee responsible for handling and treating animals which may be injured, wild or vicious. Assists veterinary staff in examining, handling and treating animals. Assists veterinarians in administering anesthesia and preparing animals for surgery. Maintains veterinarian patient records and supply inventories. Administers first aid treatments and medications to domestic animals as directed by veterinary staff. The senior-level RVT also performs procedures requiring a high level of skill independently.
786	Registered Veterinary Technician	This position refers to professionally licensed employees responsible for handling animals which may be injured, wild or vicious. Assists veterinary staff in examining, handling and treating animals. Assists veterinarians in administering anesthesia and preparing animals for surgery. Maintains veterinarian patient records and supply inventories. Administers first aid treatments and medications to domestic animals as directed by veterinary staff. Employees who are not professionally licensed employees but do similar work are classified under job #788, Veterinary Technician.
788	Veterinary Technician	Responsible for handling animals which may be injured, wild or vicious. Assists veterinary staff in examining, handling and treating animals. Assists veterinarians in administering anesthesia and preparing animals for surgery. Maintains veterinarian patient records and supply inventories. Administers first aid treatments and medications to domestic animals as directed by veterinary staff.
790	Animal Care Worker	Responsible for handling, caring and feeding all animal patients. Identifies problems to be brought to the attention of the veterinary staff. Records daily patient information. Takes animals for a walk or provides exercise regime. Bathes and clips animals. Keeps animal care facilities clean and sanitary.
791	Animal Adoption Counselor	Counsels, educates and screens potential adopters of animals. Assists prospective adopters with the selection of a pet best suited to their circumstances, placing pets into loving, permanent homes that are mutually compatible for the pet and adoptive family.
795	Animal Shelter Manager	Responsible for overall management and daily preparation of shelter, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach.
797	Animal Behaviorist	Assesses and works with animals on behavioral issues within a shelter environment. Performs intake assessment of new animals, evaluates animals for possible behavioral needs, makes recommendations with respect to placement for adoption. Designs behavior programs for individual animals to enhance their adoptability and quality of life. Maintains detailed records and documentation of all behavior assessment information. Works with staff and volunteers to further organization's goals related to positive behavior modification.
799	Humane Educator	Develops curricula and conducts training programs to teach members of the public how to interact with animals in a compassionate and considerate way. Develops and presents educational programs to a wide variety of community groups with audiences of varying ages and backgrounds on such topics as animal welfare, animal rights, and animal behavior; arranges schedules and space; identifies community needs and participates in development of new education programs. Typically, this position requires a degree (or equivalent) in education, animal science or a related field.

Cultural, Artistic, Performing Arts Positions

154	Artistic Director	Responsible for setting the artistic direction and programming of a performing arts or cultural organization. Organizations reporting this position will also have a CEO/Executive Director who has overall responsibility for running the organization's administrative functions. Both the Artistic Director and CEO/Executive Director report to the Board of Directors.
155	Curator	Directs, coordinates and may participate in the activities involved in operating a museum, art gallery or zoo. Directs instructional activities, acquisition of new items, special and standing exhibits, safekeeping, research and public service objectives of the organization.
156	Resident Director	Responsible for the creative decisions of a performing arts production. Approves design elements including sets, costumes, lighting, sound, and music.
157	Resident Designer	Responsible for overall design and coordination of one or more creative elements of a performing arts production, such as costumes, lighting, sound, props, or scenery. Works closely with production team to ensure designs are within team's overall ideas and within the production budget. Some examples of Resident Designers are costume designers, lighting designers, scenic designers, and properties directors.
158	Subscription/Group Sales Manager	A member of the organization's management team. Has overall responsibility to supervise and collaborate with the subscription and group sales team cultivate new and maintain existing relationships in order to reach the organization's ticket sales goals. Manages and performs a wide range of duties relating to ticket sales for subscribers and groups, and works closely with Communications and/or Marketing personnel to ensure that sales goals align with the organization's policies and strategies.
160	Production Manager/Coordinator	Supervises all technical elements of a performing arts production including sets, props, costumes, lighting, sound system and movement.
161	House Manager	A member of the organization's administrative staff whose primary responsibility is to schedule, train, equip, and supervise ushers who take tickets and lead performing arts patrons to their seats. The house manager has control of "the front of house" and seeks to promote a positive audience experience for all, a duty which can require troubleshooting and enforcement of theater rules. The house manager coordinates closely with the box office manager and stage manager.
162	Stage Manager	Organizes and coordinates rehearsals and performances, ensures props and equipment are available and maintained, disseminates information to other theater departments. Acts as liaison between theater management, box office, director, and technical personnel.
163	Costume Shop Manager	Plans and supervises the operation of a costume shop for a performing arts organization. Supervises purchase, construction, alteration, and storage of costumes. Manages and controls costume budget.
165	Box Office/Sales Manager	Supervises sale of individual, group and subscription tickets by staff and/or volunteers. Maintains accurate and complete database of sales and financial records. Coordinates use of charge card services.
166	Technical Staff	Participates in the construction and fabrication of one or more creative elements of a performing arts production, such as costumes, lighting, sound, props, or scenery. Works with Resident Designer to implement creative decisions. Responsible for equipment and property related to their field. Some examples of technical staff are wardrobe supervisors, cutters, electricians, carpenters, and set crew.
167	Production Assistant	Provides general support and assistance in all aspects of a performing arts production. Tasks may include general office and administrative work, scheduling meetings, working on sets, assisting with crowd control, delivering messages, and running errands.
180	Actor	Rehearses and performs in a performing arts production.
181	Instrumental Musician	Rehearses and performs in a performing arts production either as a soloist or as a member of an ensemble.

185	Visitor Services Manager	Manages visitor access and services at a museum, gallery, theater or other cultural venue to ensure that visitors have a positive experience. Arranges group tours and event rentals. Oversees venue's master calendar. Coordinates program needs with organization's education and volunteer departments. Supervises visitor services staff and volunteers. May be involved with organization's retail and membership operations.
186	Visitor Services Specialist	Welcomes visitors to museum, gallery, theater or other cultural venue. Provides information about programs, answering general phone and email questions. May also participate in retail sales of goods and memberships.
190	Director of Exhibits	Has overall responsibility for development and production of museum exhibits. Supervises exhibit staff and manages museum facility. Collaborates and communicates effectively across organization's departments to support museum projects and financial goals, manages budgets and deadlines for museum projects. Fosters creative partnerships to build strong community relations, participates in resource development efforts.
192	Exhibit Developer	Responsible for conception and creation of museum exhibits. Uses broad knowledge of exhibit fabrication methods and materials; exhibit prototyping and production skills; experience in researching and writing exhibit content, text and narratives; strong organizational and project management skills with ability to oversee production; computer graphic and mechanical design skills; and communication and presentation skills. Generally requires a college degree in science, engineering, industrial design, or architecture and several years of experience in the design and development of museum exhibits.
192	Exhibit Designer	Creates museum exhibits using architectural, scenic, interactive, and graphic components. Requires skill in sketching, drawing, drafting, computer based design and graphics applications; knowledge of exhibit fabrication methods and materials; prototyping; project management/communication skills and the ability to oversee production. Generally requires a degree in design, engineering, industrial design, or architecture and several years of experience in exhibit design.
194	Exhibit Fabricator	Responsible for fabrication of exhibits; evaluation, redesign, refurbishment, modification and improvement of existing exhibits; and installation and break-down of traveling exhibitions. May require skills include metal working, machining, woodworking, and plastics techniques; basic drawing, sketching, and CAD skills. Generally requires several years of experience in a professional production workshop.
196	Exhibit Guide/Docent	Actively interacts with museum visitors to enhance their enjoyment and learning experiences, and speaks about museum exhibits to groups of visitors. Understands and demonstrates his/her knowledge of the museum's general themes and exhibits. Assists in the opening/closing procedures of the museum.

Development Positions

205	Director, Development	Provides leadership to the organization's efforts to obtain financial and other support to sustain its work, including planned, annual and deferred giving; approaches to individuals, foundations and corporations. Manages the overall marketing and promotional functions to construct and market an appropriate image, develop ties with the community, and achieve membership/participation goals. Manages department budgets. Formulate and implements policies and plans to meet the organization's short- and long-term objectives. May report to the Executive Director/CEO, or in the case of larger organizations, to an executive-level development employee (see job #025).
210	Development Manager, General	Manages one or more functions within development such as foundation and corporate grants, direct mail, special events, communications, annual giving, major gifts, planned/deferred giving, etc. Supervises grant writers and administrative/support staff.
211	Development Manager: Annual Giving	Manages organization's annual giving campaign. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff.
212	Development Manager: Major Gifts	Manages organization's major gifts program. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff.

213	Development Manager: Capital Campaign	Manages organization's capital campaign program. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff.
214	Development Manager: Planned Giving	Manages organization's planned giving program. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff.
215	Grant Writer, All Types of Funding	Researches grant opportunities that match the goals and objectives of the organization. Gathers information from various departments and coordinates/writes grant proposals for government, corporate and foundation funds. Develops/maintains effective, long-term working relationships with grantors to facilitate approvals of grants. Follows up with grantors to determine/monitor grant status. Report grant writers responsible for government funding only in job #216 below.
216	Grant Writer, Government Funding	Researches funding opportunities from government sources that match the goals and objectives of the organization. Gathers information from various departments and coordinates/writes grant proposals for government funds. Develops/maintains effective, long-term working relationships with government agencies to facilitate approvals of grants. Follows up with grantors to determine/monitor grant status. May participate in contract administration to ensure spending is in accordance with funding requirements.
220	Special Event Coordinator	Develops and coordinates special events to generate funds, attendance, and/or increased membership, volunteers and/or clients for the organization. Identifies types of special events appropriate to the organization's image and purpose; plans budget, locates and books facilities, food, entertainment and equipment; solicits donations and participation; plans and organizes ticket sales; attends events to resolve problems, coordinates activities and ensure the event runs smoothly; oversees promotion and marketing of the event. Conducts an appraisal after the event to determine its success, improvements needed the next time the event occurs. Develops and maintains donor and participant databases.
222	Direct Mail Coordinator	Responsible for the organization's direct mail efforts, including designing and implementing direct mail strategies for existing and prospective donors. Participates in creation of materials. Maintains direct mail database, provides reports as needed assess performance of direct mail campaigns.
225	Development Associate	Performs a variety of skilled administrative and clerical duties directly related to development activities. These include maintaining donor databases, developing/sending mass mailings, coordinating placement of advertisements, assisting and participating in special events, arranging for pick up of donated items, acknowledging gifts and donations, developing effective working relationships with donors, volunteers, government and foundation representatives and others to nurture their connection to the organization. May provide secretarial support to development managers and staff.

Education & Recreation Positions

250	School Principal	Lead educational administrator of a primary and/or secondary school comprised of grades within the range of K-12. Reports to the governing board of the school. Responsible for overall operations, including academic standards, curriculum development, hiring of faculty and staff, extracurricular activities and safety. Ensures that the school complies with all relevant regulations as well as board policies.
253	Director, Education	Develops, organizes and implements community education programs and activities for targeted clients including adult education programs, school-aged programs and pre-school activities. Ensures programs meet needs of community and goals and objectives of organization. Manages program budgets. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success.
254	Admissions Director	Responsible for administering school's admissions procedures to maintain the desired level of enrollment. Tracks enrollment changes in order to anticipate and promptly fill vacant slots, manages touring procedures for visiting prospective families. Ensures that all inquiries from prospective and waitlisted families are properly directed and promptly responded to, and that that accepted students and their families receive a comprehensive orientation.

255	Curriculum Specialist	Develops instructional material, coordinate educational content, and incorporate current technology into educational programs. Monitor progress of students and teachers to assess effectiveness of programs. Requires instructional experience and teacher credential.
256	Educator or Teacher, Adult Education	Determines needs of adult clients and develops/implements appropriate curricula to meet those needs. Conducts educational sessions with adult clients to improve skills and functioning. May provide supervision to teaching assistants.
258	Site Supervisor	Responsible for all facets of operation of an educational program site. Assures compliance with state, local and federal regulations. Conveys program policies and expectations to staff and the community. Supervises and coaches staff, ensuring effective program delivery. Develops and implements staff training and performance evaluations.
259	Teacher, K - 12	Develops and implements grade appropriate curricula to meet the academic and other needs of children in a K - 12 classroom setting. Ensures safety and health of students. Participates in development and implementation of IEP's for specific students, as needed. Assesses and documents students' progress. May participate in implementing therapeutic programs for students. May supervise teaching assistant(s).
262	Teacher, Pre-School	Provides a safe, nurturing environment for pre-school children. Develops and implements a curricula program with the goal of developing kindergarten-readiness skills. Ensures the safety and health of students. Assists children with physical needs. Maintains effective communications with parents and guardians. May supervise a teacher's assistant.
265	Teaching Assistant, K-12	Assists the teacher in implementing educational plans and curricula in a classroom with special emphasis on maintenance of discipline and tutoring one on one with students. Reviews lesson plans with teacher to contribute information and ideas as appropriate. Supervises and works with students in small group learning situations. Implements behavior management techniques. Corrects/grades completed work.
268	Teaching Assistant, Pre-School	Under the supervision of a teacher, participates in the direct supervision of children to ensure their health and safety. Provides nurture, care, and guidance to each child. Interacts with the children in the implementation of learning programs and activities. Assists children with physical needs. Supervises children in play areas.
269	Special Education Teacher, K-12	Develops and implements curricula to meet the academic and other needs of school-age children with cognitive, emotional and/or physical disabilities. Ensures safety and health of students. Participates in development and implementation of IEP's for specific students, as needed. Assesses and documents students' progress. May participate in implementing therapeutic programs for students. May supervise teaching assistant(s).
270	Tutor	Provides academic instruction to individuals or small groups of students. Meets with students on a regular basis to assists with academic coursework. Requires thorough knowledge of specific subject areas and teaching experience.
271	Child Care Assistant	Provides a safe, nurturing, welcoming environment for young children; attends to physical needs of children; serves snacks and drinks; plays indoor and/or outdoor games with children; reads to children; supervises children playing. Maintains communications with parents and guardians.
272	Community Educator	Works collaboratively with staff to designs, coordinate and present educational programs on behalf on the organization to school and/or community groups. Presentations may be either at organization's facilities or elsewhere in the community. May assist with administration of educational program including marketing, fund raising, managing supplies, creating assessments, and supervising volunteers.
273	Recreation Program Manager	Responsible for organizing and staffing youth and adult sports leagues and recreational programs, managing the schedule for facilities required, overseeing open recreation and sports programs, and coordinating facility rentals, as well as supervision of facility staff. Develops, promotes, coordinates and implements sports and/or recreation programs, including leagues and clinics. Manages enrollment process and participant communications, participates in development of budgets, coordinates publicity materials and manages the facilities' schedules. Hires, manages and schedules program support staff. Maintains records, compiles and submits reports as required related to program development and participation, employment and payroll, marketing and departmental goals.

274	Life Guard/Swim Instructor	Ensures a safe, secure pool environment for clients using the organization's swimming pool or other water facilities. Provides continuous observation of clients in the pool to ensure their safety. Provides active supervision and feedback to swimmers when they act in a manner unsafe to self or others. Rescues individuals experiencing difficulty; administers CPR and other first aid treatment as necessary. Teaches water safety and swimming to individuals and groups. Maintains active lifeguard and CPR certification.
277	Recreation or Activity Leader, Children or Youth	Develops program content, organizes and leads recreation activities to enhance the social development of clients (children or youth). Activities may include individual or group sports, arts and crafts, music, dance, drama. Teaches and participates in activities, assesses/reports progress toward goals.
278	Recreation or Activity Leader, Adults	Develops program content, organizes and leads recreation activities to enhance the social development of adult clients. Activities may include individual or group sports, arts and crafts, music, dance, drama. Teaches and participates in activities, assesses/reports progress toward goals.
280	Fitness Instructor	Develops physical fitness program content to meet needs of adults to improve general or specific health and fitness. Conducts classes/instructs individuals and groups in such programs. Provides continuous observation of clients to ensure their health and safety. Participates in keeping records. Promotes participation of current and prospective clients in fitness programs. May determine specific goals for participants and assess/report progress towards goals.

Employment/Work Training Positions

305	Job Developer	Locates and develops job openings for placement of clients through personal visits to companies, telephone calls and other communication. Develops and maintains effective working relationships with representatives of employment agencies, companies, sheltered workshops and other sources of employment.
310	Vocational Counselor	Provides individual and group vocational guidance services. Assesses client interests, aptitudes, abilities, and personality characteristics for vocational planning purposes. Assists clients in understanding and overcoming social and emotional issues through counseling. Ensures accurate, complete files are established and maintained. Prepares associated reports. Develops and implements client habilitation plans.
315	Job Coach	Works with employers to determine skills and behavioral requirements for a job that will be filled by a client. Coaches the employee/client prior to reporting for the job on expectations including transportation to job, behavior at work, required job skills and work production. Coaches employee/client on-the-job in meeting production and behavioral expectations of employer. Sets goals for employee/client and works with him/her to achieve those goals. Periodically assesses employee/client achievement. Maintains associated records. Maintains effective working relationship with employer to promote placement of other clients. Note: Employer may be a sheltered workshop or other company in the community.

Food Service Positions

355	Food Service Manager or Supervisor	Supervises food preparation facilities to ensure the preparation and serving of nutritionally balanced meals for clients, staff and others; ensures kitchen activities comply with licensing, sanitation and safety regulations; ensures quality of food. Participates in preparing menus. Selects and orders food and supplies. Recommends purchase of new equipment. Supervises kitchen staff in the safe preparation and serving of food.
360	Nutritionist/Dietician	Assesses nutritional needs of clients and determines an appropriate diet; instructs clients in applying proper nutrition for optimal health and/or to resolve medical problems. May supervise and/or develop menus for clients for use by kitchen staff. Requires registration and membership in the American Dietetic Association.
365	Cook	Prepares, cooks and serves nutritionally balanced meals for clients and employees of organization, ensuring health and safety standards are met. Plans menus. Maintains inventory of stock and orders more as necessary. Prepares food (e.g., chops, peels, bakes); cooks using deep fryers, grills, ovens and stove tops; hand mixes small items; bakes breads and pastry; cuts meat; cooks foodstuffs in quantities according to menu and number of persons to be served; may wash dishes.

370	Food Service Assistant/Worker	Assists cooks in preparation and serving of foods, including washing and chopping vegetables. Receives and stores supplies and food. Performs a wide variety of cleaning duties including mopping floors, bussing and cleaning tables and kitchen equipment; loads/unloads dishwashers; washes large items by hand. May assist in serving food to clients, employees and others.
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Foundation/Philanthropy Positions

960	Program Officer	Plans the short-term and long-term development of respective program area, encourages grant proposals that advance Foundation grantmaking goals. Maintains current, working knowledge in particular field(s), performs assessments of grant/loan proposals, develops funding recommendations, develops program and policy recommendations, monitors grants once awarded, and maintains community outreach.
965	Program Associate	Assists Program Officer by providing administrative and clerical support and works as a team member to meet the foundation objectives. Processes proposals through the grantmaking cycle, monitors grants, projects and budgets, maintain a working knowledge of assigned program areas. Responds to inquiries or problems from applicants, grantees and the general public. Conduct program-related research and prepares reports for Program Officer.
970	Grants Manager/Administrator	Responsible for tracking grant awards, verifying and tracking due diligence materials, and processing grant distributions.

Gift/Thrift Shop, Warehouse & Food Bank/Pantry Positions

455	Gift/Thrift Shop Manager	Responsible for managing the gift/thrift shop consistent with the organization's goals and ensuring reasonable profits. In a gift shop, plans, and purchases mix of merchandise that will sell profitably. In a thrift shop, evaluates sale patterns to determine customer preferences and locates more, similar items. Receives, checks and shelves inventory; maintains attractive displays of items; ensures the store is maintained in a clean, neat and attractive manner. Supervises retail clerks and volunteers who staff the shop; provides training and guidance to employees and volunteers to ensure high levels of customer service, promotion and sale of products. Maintains financial and other records. Monitors budgets. Promotes store throughout the community.
460	Gift/Thrift Shop Retail Sales Clerk	Checks, shelves and prices stock. Maintains store in a neat, attractive manner. Provides service to customers, helping them locate needed items, operating cash register and credit card machine to take money and make change, wrapping and bagging merchandise.
462	Warehouse Manager	Directs organization's warehouse activities. Develops procedures for incoming and outgoing shipments, material handling, and inventory control so that the warehouse functions are efficient and cost-effective. Ensures that materials are received, stored, shipped, and documented properly. Recommends improvements when possible. Supervises and trains warehouse workers.
465	Warehouse Worker	Receives, sorts and stocks materials onto warehouse shelves. Maintains records of inventory. Maintains warehouse in a neat and clean manner. May drive panel, stake-bed or other small truck to pick up and deliver items.
480	Food Bank/Pantry Manager	Manages a food bank or pantry to provide food and other consumer items to those in need. Supervises or performs needs assessment of applicants for food and ensures maintenance of associated records. Develops and maintains contacts in the community to develop sources of foods and other items. Coordinates and participates in fund-raising activities and drives for donations. Recruits, trains, schedules and supervises volunteers and paid staff. Ensures activities comply with applicable health and safety regulations.
485	Food Bank/Pantry Assistant/Clerk	Fills client grocery orders. Oversees the work of volunteers including training them in procedures for receiving, storing and maintaining stock and filling orders for food bank or pantry clients. Enters data relative to distribution of food and other consumer items to clients into computer. Generates associated reports. Helps with pick up and deliveries of food and supplies. Assists volunteers with food drives. May participate in fund raising events. Receives, sorts and stocks food and other supplies onto warehouse shelves. Maintains records of inventory. Ensures warehouse is maintained in a neat and clean manner Ensures activities meet applicable health and safety regulations.

Government Affairs Advocacy & Research Positions

380	Director or Manager, Government Affairs	Directs government affairs and advocacy activities for the agency. Manages staff involved in advocating for government policies and laws supporting the agency's field(s) of interest. This includes research and analysis of proposed and current legislation, budgets, ballot initiatives and state programs. Directs agency's grassroots activities including building and participating in coalitions. Develops and maintains effective working relationships with state, local and/or federal elected officials and advocates on behalf of the agency's interests and goals.
382	Data Manager	Responsible for managing the organization's research-related database system, reporting and analytics tools and software, document handling applications, and web applications. Facilitates collaboration between non-technical users and technical staff to define the strategy and implementation of projects. Supervises data/research analysts and/or assistants in this area.
385	Staff Scientist	Designs, performs, analyzes and documents scientific projects that further the organization's mission and goals. May involve regular travel to execute projects in the field. Requires a Bachelor's degree in a scientific discipline closely related to the focus of organization's research as well as some prior related work experience.
387	Research Analyst: Social Sciences	Participates in planning research projects in a social science discipline including drafting all/part of grant applications, determining most appropriate methods for research, gathering and analyzing data and preparing/publishing the final report. Recruits participants for research and evaluation projects. Determines methods for interviewing techniques and the protocols to be observed. Interviews and/or trains others to interview participants. Manages compilation of data including the establishment and maintenance of databases, compiling and cleaning quantitative and qualitative data and storage of completed surveys. Drafts comprehensive research reports. Presents findings. Conducts literature searches on topics.
388	Research Analyst: Technology/Life Sciences	Participates in planning research projects in technology or life sciences including drafting all/part of grant applications, determining most appropriate methods for research, gathering and analyzing data and preparing/publishing the final report. Recruits participants for research and evaluation projects. Determines methods for interviewing techniques and the protocols to be observed. Interviews and/or trains others to interview participants. Manages compilation of data including the establishment and maintenance of databases, compiling and cleaning quantitative and qualitative data and storage of completed surveys. Drafts comprehensive research reports. Presents findings. Conducts literature searches on topics.
390	Research Assistant	Assists in the recruitment of participants for research projects. May interview participants in accordance with protocols. Cleans and enters qualitative and quantitative data into the database. Maintains and updates information in the database. Assists with analyses of data (e.g. runs frequency reports and cross-tabulations on data) and report preparation. Maintains resource and information libraries.

Housing/Community Development Positions

Please note: Do not list employees who receive housing or discounted housing as part of their compensation.

410	Director of Real Estate Development	Provides overall management and direction to one or more real estate development programs including management of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization.
411	Project Developer	Performs development tasks associated with the acquisition of land, buildings, construction and/or rehabilitation of housing units and other real estate. Carries out job task with final review by senior level developer or director of real estate development, and/or executive director. Demonstrated ability to communicate clearly and relate to a variety of diverse individuals and groups. Ability to produce financial spreadsheets.
412	Construction Manager	Serves as the in-house expert on rehabilitation projects during the construction phase of projects under development. Under supervision of the Director of Property Management and/or the Director of Real Estate Development, the Construction Manager oversees the project development, design, bidding, contract document development and construction phases of both capital improvement and construction rehabilitation projects. The Construction Manager will work with outside contractors and vendors from time to time. In addition, he or she will communicate with regulatory agencies and lender representatives in conjunction with property management staff regarding building improvements.
420	Director of Resident/Community Services	Provides overall management and direction to multiple social service programs including management of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization.
421	Program Manager, Resident/Community Services	Provides overall management and supervision to one (or two) social service program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization.
422	Resident Services Coordinator	Provides a wide range of support and community services for an assigned group of apartment residents. Orients new residents on services and activities available within the community and on-site. Assists residents in obtaining and coordinating needed service in such areas as employment, transportation, education, and in-home health. Develops and maintains resource guide for use by residents. Organizes and conducts community activities and participates in community groups relevant to resident needs. Handles crisis intervention actions until appropriate emergency agency arrives. Maintains confidential records of all resident transactions.
423	Director of Property Management	Provides overall management and direction to residential and commercial property operations, including management of staff, developing/controlling the budget, developing/ implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position reports to the Executive Director/Chief Executive Officer, is a member of the senior executive team and directly or indirectly manages a minimum of ten staff. Develops and implements short and long range plans to take advantage of business opportunities and to ensure maintenance of property values. Directs efforts to ensure compliance with lenders and investors. Directs programs to develop and train site staff and supervisors.
424	Property Supervisor	Provides overall management to the general operations of multiple residential and/or commercial facilities including staffing, daily operations, budgeting, funding, developing policies and community outreach. Manages construction and/or renovations during design, construction, completion and occupancy. Reports on the status of sites, programs, and residents.
425	Site Administrator	Responsible for day-to-day operations of an assigned apartment complex. Processes apartment lease applications, move-in and move-out actions, and related certifications. Sets-up and maintains the integrity of resident files and application and waiting lists. Collects rents, makes bank deposits, and orients new residents to building, policies, and regulations. Conducts physical site inspections and written reviews. Responds to resident grievances and provides problem resolution assistance.

426	Shelter Manager	Provides overall management to the general operations of the organization's shelter and/or residential facilities including staffing, daily operations, budgeting, funding, developing policies and community outreach. Manages construction and/or renovations during design, construction, completion and occupancy.
427	Shelter Supervisor	Supervises the day-to-day operations of a shelter or residential facility including food service, cleaning, maintenance, assigning rooms/space, day care and related activities. Ensures safe, secure living conditions for residents and staff. Supervises facility assistants and maintenance staff. May assist in implementing therapeutic program for residents.
428	Occupancy Specialist	Provides information to participants and applicants of housing programs and provides technical staff assistance. May assess eligibility, analyze income and assets, and maintain associated records.
429	Desk Clerk	Provides security at a residential property. May also assist with other tasks, such as office work or cleaning, as assigned. Answers the telephone and greets residents and guests. Assures doors are closed and locked. Contacts appropriate personnel during an emergency. Documents incidents that occur at the site in logbook.
430	Program Manager: Housing	Provides overall management and supervision to one (or two) program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization.
431	Program Manager: Economic Development	Provides overall management and supervision to one (or two) program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization.
432	Asset Manager (Compliance & Monitoring)	Ensures that each property developed has legal document summaries, with the financial responsibilities of each partnership and project loan summarized as well as rent restrictions. Monitors compliance with governing documents and works with appropriate staff to make sure that compliance is maintained. Establishes tickler system for reporting.
433	Asset Manager (Financial Analyst)	Reviews and monitors capital accounts, reserve accounts, and losses to determine capital planning strategies. Performs in-depth analysis of real estate portfolio. Develops strategies for financial restructuring and/or amendment of regulatory agreements as needed. Coordinates with broker on insurance; may also be responsible for organization's overall risk management strategies.
434	Shelter Coordinator	Supports the routine operation of each shelter. Administers resident intake, monitors the facility for safety and order. Orients participants about the shelter program, engages them in shelter activities, and provides information to assist them in accessing services. Helps to maintain a safe, clean, and comfortable environment.

Human Resources Positions

505	Director, Human Resources	Directs human resources functions including employment, compensation, benefits, training, affirmative action/equal employment, employee relations and services in support of organization objectives. Advises management on labor and other legal issues relative to employment. Develops and implements organization-wide policies and programs that will contribute to its overall success. Typically reports to either the Executive Director/CEO or, in the case of larger organizations, to an executive-level Human Resources employee (see job #030). The primary differences between the Director and Manager position (see job #510) are that the Manager position may be the sole human resources practitioner in a small organization, may supervise just one or two staff members, and may have responsibility for implementing the human resources program but be less involved in the design of human resources strategy.
510	Human Resources Manager	Manages several functions in the human resources department such as employment, compensation, benefits, training, and employee relations. Advises managers and staff on employment laws, policies and practices. Ensures organization practices are in compliance with laws. Participates in the development and implementation of new policies and practices. May manage hourly positions, or is the sole human resources practitioner in a smaller organization. The primary differences between the Director (see job #505) and Manager position are that the Manager position may be the sole human resources practitioner in a small organization, may supervise just one or two staff members, and may have responsibility for implementing the human resources program but be less involved in the design of human resources strategy.

512	Human Resources Generalist	Under limited supervision by a senior Human Resources staff member, is responsible for several functions in the Human Resources department such as employment, compensation, benefits, training, and employee relations. Advises managers and staff on employment laws, policies and practices. Ensures organization practices are in compliance with laws. Participates in the development and implementation of new policies and practices. This position do not generally have a supervisory role over other department employees.
514	Benefits Manager	Under general supervision, develops and administers organization's employee benefits program, including health insurance and retirement plans. Assists in developing an overall benefits philosophy for the organization. Researches, designs and evaluates benefits options. Serve as liaison between organization and various benefits vendors. Manages employee enrollment process.
515	Human Resources Representative or Specialist	Performs a wide variety of professional level human resources functions including recruiting, interviewing and hiring staff; administering benefits and/or compensation programs; resolving employee relations issues; counseling staff and advising managers and supervisors; conducting exit interviews; interpreting human resources policies and laws.
520	Human Resources Assistant	Performs a variety of skilled administrative and clerical duties directly related to human resources activities. These include maintaining employee databases and files; processing status changes; assisting employees to sign up/apply for benefits; screening resumes/application forms; scheduling interviews for others; checking references; compiling data and preparing routine and special reports; providing information to employees on policies and procedures; participating in employee activities; etc. May provide secretarial support to human resources managers and staff.

Information Technology Positions

555	Director, Information Technology/Services	Determines organization needs for information management and manages the development and implementation systems and programs to meet those needs in a cost-effective, timely manner. Manages information technology functions including systems applications and development, database administration, financial systems, desktop support, web site development and maintenance, intra- and inter-networks, and internal telecommunications. Advises on purchase of new computer hardware and software. May report to the Executive Director/CEO, the CFO, or in the case of larger organizations, to an executive-level IT employee (see job #035).
560	Information Technology Manager	Provides day-to-day management of information technology functions including computer operations, applications and systems programming and networks. Analyzes the needs of departments and plans, organizes and implements new and/or modified systems to handle those needs; determines costs and budgets for information technology projects and controls costs to approved budgets; identifies training needs among staff and develops/implements training programs to enhance computer skills throughout the organization.
562	Systems Administrator	Responsible for the organization's IT operations with respect to computer operating systems and related software. Recommends, implements and maintains systems. Performs tests, troubleshoots and resolves software and networking problems. Performs and monitors systems backups. Works under limited direction, regularly exercising independent judgment.
565	Database Administrator	Develops and maintains computerized databases including base definition, structure, documentation, operations and security. Sets up master files and ensures accuracy and completeness of all data; participates in exchanges of data (e.g. the "Big List"). Protects integrity of data using proper security controls.
570	Network Technician	Installs, modifies, tests and maintains the organization's data communication network equipment; Responds to network problems, troubleshoots and performs repairs in a timely manner; maintains associated records detailing downtime, changes, updates and related information.
575	Personal Computer Technician	Installs, modifies, and maintains the organization's personal computers and related systems. Installs, upgrades and backs-up software and hardware applications. Troubleshoots software and hardware failures and resolves as appropriate; trains users in resolving routine problems, using new software and providing advice and guidance as needed.

576	Tech Support Specialist	Supports staff in use of organization's technology systems. Responds to helpdesk questions and resolves problems. Develops training materials, performs one-on-one and/or group training. Creates documentation for users. May perform routine software updates.
580	Data Entry Operator	Enters data from source documents into computer databases; verifies information and makes changes where necessary; may run routine reports and perform related clerical duties.
585	Web Site Developer	Develops and maintains web site content that will motivate, inform and intrigue users so that they regularly access the site and use it for information and decision making. Seeks out users to gather feedback for improvement and enhancements. Maintains technical integrity of web site. Maintains and upgrades hardware and software. Communicates router configuration changes, troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs. Monitors site for user accessibility. Establishes back-ups and monitors site security.
590	Accidental Techie	The Accidental Techie is typically found in smaller to mid-size nonprofits. The organization usually has a full array of electronic equipment including telecommunications, telephones, computers (with sophisticated and complex software), printers, copiers, fax machines, scanning devices, etc., but does not have the finances to hire a fully-qualified staff member to maintain them. Under these circumstances, an employee with the background and some of the skills evolves into an "Accidental Techie": the person who troubleshoots software and hardware problems and fixes them; installs new software and hardware and provides training to other staff. He or she may also maintain the donor and member database and/or the web site, research the Internet for information, and provide advice when purchasing new equipment or software.

Legal Services & Community Organizing Positions

600	Managing Attorney	Leads a team of staff attorneys in support of organization's mission and goals. Responsible for development and execution of organization's litigation efforts. Represents organization to clients/partner organizations and the community. Supervises and trains staff attorneys and organization's other legal staff.
602	Staff Attorney	Responsible for advocacy, research and litigation in support of organization's policy and advocacy goals. May supervise paralegals, legal secretaries, assistants and interns. Requires admission to practice law/membership in the State Bar Association.
605	Attorney, Legal Aid/ Advocacy	Provides a wide variety of legal services to clients of an advocacy or legal aid-type of organization. Represents clients in court and other venues as necessary. Requires admission to practice law/membership in the State Bar Association.
610	Attorney, Corporate	Provides legal counsel to organization on assigned projects or cases. Advises on cases involving the organization and may represent it in court. Draws up contracts involving leases, licenses, purchases, sales, real estate, insurance, employment and other issues. Examines legal data to determine advisability of defending or prosecuting lawsuits. Requires admission to practice law/membership in the State Bar Association.
615	Paralegal	Assists attorneys in research activities and preparing routine legal documents. Advises organization on routine legal matters. Prepares documents such as agreements, leases, pleadings related to litigation or non-litigation matters. Incumbent typically has completed paralegal education/training.
620	Legal Secretary/Assistant	Performs all the duties of an Administrative Assistant in a legal environment that requires a working knowledge of legal terminology and formatting of legal documents such as pleadings, court forms, contracts, etc. Requires working knowledge of law library, state and federal regulations, code sections, and related matters.
625	Community Organizer	Organizes, mobilizes and informs organization's target population. May recruit and train volunteers to assist within the realm of the organization's mission statement. Creates campaigns and makes presentations to community, business and media leaders.

Library Positions

441	Library Director	This is the top position of the library or library system. Responsible for coordinating or directing the work of all library functions and/or departments. Serves as or oversees personnel officer for library, library budget preparation and administration, and coordination of library's technology functions. Monitors library building to ensure physical plant meets library needs. Plans and evaluates library services to meet community needs. Creates and develops partnerships with community organizations and agencies in order to deliver public programs, displays, and services. Coordinates fundraising and library development. Writes and administers grants. Cooperates with other libraries to improve library service. Represents the library's interests at meetings and events.
442	Assistant Library Director	Under the direction of the Library Director, manages key functions or departments of the library. Plans and coordinates significant projects involving library service across the system. Responsible for library services in the Library Director's absence. Works as member of senior leadership team to coordinate, plan, and develop the library overall.
443	Library Department Head	Plans, organizes, directs, supervises, and reviews all operations of a library department. Provides written and oral reports to the director. Prepares schedules and expedites workflow. Handles personnel issues within the department. Handles patron grievances. Performs reader's advisory tasks and finds answers to meet patron information needs. Teaches cataloging and other library resource skills to library staff and patrons. Develops partnerships with community organizations and agencies in order to deliver public programs, displays, and services. Develops and maintains effective community relations. Participates in advising and assisting the director in creating and promoting grants and fundraisers.
444	Library Branch Manager	Responsible for daily operations at the library branch. Supervises branch staff. Responsible for staff scheduling and training. Ensures that staff provides excellent customer service and information to patrons. Manages the branch budget. Attends relevant meetings, schedules special events, and monitors building appearance. May be responsible for the selection and cataloging of new materials.
445	Librarian (MLS)	Performs some or all of the following duties: Provides reference and reader advisory services. Assists the public in finding information and in using library materials, equipment, and computers. Understands and is able to teach technological skills that may help the patron in his/her search for information. Understands customer needs and preferences for information which build and drive the selection of resources and services. Promotes literacy, intellectual freedom, and equal access to information. Searches literature, compiles lists, annotates, and abstracts materials. Develops and delivers public displays, programs, and services. Develops partnerships with community organizations and agencies. Selects books, audio-visual materials, microfilms, journal reprints, or other materials appropriate to the subject areas and patron age levels. Catalogs and classifies books, audio-visual, and other materials. Gives direction to and supervises clerks and pages. May work within a specific department, such as Adult Services, Youth Services, Reference, Outreach, etc. Requires MLS (Master of Library Science) or higher education.
446	Librarian (formerly survey job #393, revised job description)	Performs some or all of the following duties: Provides reference and reader advisory services. Assists the public in finding information and in using library materials, equipment, and computers. Understands and is able to teach technological skills that may help the patron in his/her search for information. Understands customer needs and preferences for information which build and drive the selection of resources and services. Promotes literacy, intellectual freedom, and equal access to information. Searches literature, compiles lists, annotates, and abstracts materials. Develops and delivers public displays, programs, and services. Develops partnerships with community organizations and agencies. Selects books, audio-visual materials, microfilms, journal reprints, or other materials appropriate to the subject areas and patron age levels. Catalogs and classifies books, audio-visual, and other materials. Gives direction to and supervises clerks and pages. May work within a specific department, such as Adult Services, Youth Services, Reference, Outreach, etc.
447	Library Program and Services Coordinator	Responsible for the administration, implementation, and service delivery of a library program. Coordinates work within program and provides training or consultation to a variety of library staff members. Works with other departments as necessary. Acts as an advocate for the program and represents the system and library services to community agencies and partners. Develops plans and schedules for system programming needs. Promotes publicity effort for program activities by writing articles, speaking publicly, conducting press interviews, and participating in appropriate social media efforts.

448	Library Assistant/Customer Service Assistant (formerly survey job #396, revised job description)	Responsible for providing information to patron, addressing questions, receiving payments for fines, and registering new members. Helps patrons select appropriate tools for finding information, but typically refers requests for in-depth research to Librarians. Organizes records, sorts, and shelves books. Issues library materials for circulation. Follows guidelines and procedures to perform library support activities. Assists patrons with use of library equipment.
449	Library Clerk	Shelves materials. Handles the checking in and checking out of materials. Issues library cards. Provides basic and appropriate assistance to patrons at circulation desk. Provides support activities such as copying, mailing, filing, and word processing. Processes books and other materials for circulation. Answers telephone and refers inquiries to appropriate person.
Maintenance, Grounds & Purchasing Positions		
655	Facilities Manager	Manages the construction and maintenance of facilities, grounds and equipment. Plans, budgets and schedules facility modifications. Ensures compliance with government health and safety standards. Reviews/analyzes proposals for capital projects and advises senior management on acceptance. Manages capital projects to ensure compliance with budgets and contracts. Manages service contracts. Supervises maintenance and technical staff. May have responsibility for maintenance of organization's vehicles.
660	Maintenance Supervisor	Manages and coordinates the organization's housekeeping operations to ensure facilities are maintained in a clean, safe manner. Ensures custodial and maintenance activities comply with health, fire and other safety regulations. Tours facilities to identify custodial needs. Emphasizes preventive maintenance. Ensures adequate stock of cleaning tools and supplies. Coordinates cleaning and maintenance activities with departments and responds quickly to emergency problems. Supervises and trains staff.
665	Maintenance Technician or Specialist	Performs a wide variety of semi-skilled maintenance duties related to the organization's residential, program, and office facilities. Duties include: routine maintenance of office equipment, painting of facilities, routine plumbing (e.g. repair/replace leaking faucets, unplug blockages), light construction (e.g. shelves, door repair, replacing ceiling tiles), routine electrical (e.g. replace light switches and electric outlets, troubleshooting/repairing fuse outages), preventive maintenance (e.g. clean furnace and air conditioning screens, oil motors and moving parts) and similar activities.
670	Gardener	Maintains planted areas or gardens in an attractive, neat manner. Selects and plants appropriate annuals and perennials, shrubs and trees. Tends garden and grounds with an emphasis on land conservation and care of plant life. Weeds, prunes, trims trees, maintains sprinkler system; controls pests. May maintain parking lots, driveways and other areas.
675	Janitor or Custodian	Cleans facilities and work areas including furnishings, bathrooms, fixtures, walls and floors to ensure they meet health and safety standards and present an attractive appearance. Uses maintenance supplies; removes waste material; maintains inventory of tools and supplies. May perform routine repair of equipment and facilities and load/unload deliveries.
680	Driver	Operates vehicles such as cars, vans and pickup trucks to transport clients, materials, merchandise and equipment to assigned destinations. Loads/unloads vehicles as necessary. Cleans, services and maintains vehicles and performs minor repairs. May assist clients unable to enter or exit vehicle independently. A valid Pennsylvania driver's license is required.
685	Security Guard or Officer	Patrols organization premises to control access to those having legitimate business with the organization. Investigates unusual or suspicious situations. Maintains visitor and other records. Enforces organization policies and procedures during and after normal working hours. Escorts staff and clients to vehicles after hours. Assists in emergencies. May operate fire equipment and radios. May administer CPR and first aid. May act as reception and provide identification cards.
690	Purchasing Coordinator or Specialist	Purchases supplies and materials from vendors. Researches prices and buys items based on best price commensurate with quality and/or volume. Communicates and negotiates with vendors and outside sales representatives regarding rates, vendor discounts, incorrect orders. Maintains invoice files and other related records.

Medical & Clinic Services Positions

702	Director, Medical Services	Provides leadership and oversight to an organization's medical and health service programs; provides direction, consultation and support to medical practitioners; oversees the quality assurance program; ensures compliance with medical risk management and health care related regulations and policies; develops and implements in-service training programs for clinical programs and services; develops policies and protocols to ensure quality client/patient services and care; may provide direct patient care (e.g. conduct physical examination, determine course of treatment, provide appropriate treatment, document patient files). Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success. Requires State of Pennsylvania licensure as a Medical Doctor.
704	Clinic Director	Provides direction and supervision of the day-to-day activities of the clinic's medical programs; manages, implements and monitors the quality assurance programs; develops and implements programs to retain volunteers and clinical staff; implements credentialing, re-credentialing and in-service training programs; assists in long- and short-term planning.
706	Physician, Family/General Practice	Provides primary care to clinic outpatients including physical examinations, making diagnoses, determining course of treatment, providing/supervising appropriate treatment, prescribing medications, and documenting patient files. Participates in and supports quality assurance programs; supervises patient care professionals, technicians and other staff. Requires licensure by the State of Pennsylvania as a Medical Doctor. Note: Report physicians with specialty practices in internal medicine, obstetrics & gynecology, pediatrics, or other specialty in job codes 707, 708, 709 and 710 (below).
707	Physician, Internal Medicine	See job #706 above for description.
708	Physician, Obstetrics & Gynecology	See job #706 above for description.
709	Physician, Pediatrics	See job #706 above for description.
710	Physician, Other Specialty	See job #706 above for description.
712	Director of Nursing	Manages patient care services; ensures high quality of nursing care and compliance with clinic policies, government regulations and accreditation standards; supervises/utilizes professional, technical and support nursing staff; oversees development and implementation of patient care goals and objectives. Position typically requires a current Pennsylvania Registered Nurse' license, and a bachelor's or master's degree in a related discipline.
714	Registered Nurse	Assesses patient's condition; plans and provides professional nursing care to clinic patients; performs medical examinations; evaluates and documents progress; provides health care instruction to patients; may dispense and administer medications; may provide leadership within area of expertise and/or direct supervision to para-professionals and support staff. Position requires a current Pennsylvania Registered Nurse's license.
716	Nurse Practitioner	Provides primary care to clinic patients including taking histories; performing physical examinations; conducting laboratory tests; diagnosing and determining/providing appropriate treatment for common illnesses and injuries. Prescribes medications with furnishing license. Performs duties independently within the scope and limitations of licensure. Position requires a master's degree in nursing and advanced education in the primary care of patients.
718	Physician's Assistant	Under the direct supervision of a physician with a Physician's Assistant Supervisory license, provides primary care to clinic patients including taking histories and performing routine physicals, diagnosing and treating common illnesses and injuries. Position requires Pennsylvania licensure as a Physician's Assistant.
720	Licensed Vocational/ Practical Nurse	Interviews patients and documents patient histories; assists physicians in examinations; provides treatment in accordance with physician's instructions; administers medications; draws blood; provides health care instruction to patients. Requires licensure by the State of Pennsylvania as a Licensed Vocational Nurse or a Licensed Practical Nurse.

722	Medical Assistant	Meets with patient to take history, check and record vital signs; ensures physician or nurse has needed supplies, instruments and equipment; sterilizes/cleans equipment; prepares/sets-up treatment rooms; ensures treatment rooms are maintained in a clean and orderly manner; assists physicians and nurses in providing treatment. Requires technical school certification as a medical assistant or equivalent working experience.
724	Health Educator	Develops curricula and conducts training programs in response to the health care needs of the general community in such topics as substance abuse, HIV/AIDS, violence prevention, and pregnancy/family planning; leads discussions and group activities; arranges schedules and space; develops or orders educational materials; identifies community needs and participates in development of new education programs; may supervise volunteers or others. Typically, this position requires a degree (or equivalent) in health education, psychology, social work, education or a related field.
726	Dental Director	Provides leadership and oversight to an organization's dental program(s); provides supervision and leadership to hygienists, students and volunteers; develops clinic policies and protocols to ensure quality patient services and care; oversees and ensures compliance with risk management policies, grants, and regulating agencies. Provides direct patient care within the scope of general dentistry including endodontia and exodontia. Requires licensure as a doctor of dentistry.
728	Dentist	Provides direct patient care within the scope of general dentistry including endodontia and exodontia; provides supervision and leadership to hygienists, students and volunteers. Requires licensure as a doctor of dentistry.
729	Registered Dental Hygienist	Performs a variety of skilled dental health procedures, which may include patient screening and education, taking of x-rays, teeth cleaning, application of sealants, and making impressions of teeth for evaluation. Requires state licensing as a Registered Dental Hygienist.
730	Dental Assistant	Assists dentists in dental procedures, post-operative procedures, patient education and record-keeping; prepares dental trays; takes and mounts x-rays; cleans/sterilizes instruments and work areas ensuring compliance with OSHA and CDC guidelines; explains post-operative care and hygiene methods to patients. Position typically requires dental assistant training and x-ray certification.
732	Laboratory Technician/ Technologist	Performs a wide variety of laboratory testing including urinalysis, pregnancy testing, spun hematocrits, gram stains, wet mount, mono-spot, strep tests, and tuberculin skin tests; performs phlebotomy; reads and reports results for use by clinicians; maintains laboratory equipment and solutions; ensures activities comply with standard protocols and standards for prevention of disease transmission. Requires Pennsylvania license as Clinical Laboratory Technologist or Scientist.
734	Phlebotomist	Performs venipuncture and related duties; draws blood ensuring compliance with health and safety regulations and protocols; and maintains associated records in an accurate and complete manner. Position requires phlebotomy certification.
736	Radiology Technician	Sets up and performs all diagnostic medical imaging procedures for clinic patients; processes and reviews results for clarity and forwards to clinicians for diagnosis and treatment; assists with patient registration, maintains associated records. Requires State licensure as a radiology technician.
738	Community Health Worker	Participates in the delivery of health care services to patients; schedules clinic appointments (both patients and health care practitioners); refers and follows up with patients to ensure they received appropriate care; maintains accurate and complete medical records; processes/records test results; coordinates services with other clinic departments; counsels patients in where/how to obtain needed services; may perform crisis intervention. This position typically requires a bachelor's degree (or equivalent) in a health-related field and Community Health Worker certification.
740	Case Manager, Medical	Facilitates and actively participates in the delivery of psycho-social and health-related services for clients of the clinic. Assesses needs of individuals for family planning, health risk education, HIV counseling, pregnancy education, psychological services, medical or dental care, social services, etc; determines eligibility for various services and links/assists clients in obtaining various services within and outside of the clinic. Maintains accurate and complete records; participates in case conferences. Typically, this position requires a bachelor's degree (or equivalent) in social services or health field and Community Health Worker certification.

742	Patient Financial Services Manager	Responsible for all credit and collections on patient accounts including insurances, government programs, patient payments; provides financial counseling to patients; creates special accounts; supervises Patient Accounts Representatives.
744	Patient Accounts Representative	Interviews and assists patients in making claims for payments for medical services; works with insurance carrier and government agencies to determine available benefits; prepares and submits documents for reimbursement; bills patients and follows up to collect on delinquent accounts; works with patient to determine payment schedules.
746	Medical Records Transcriber	Transcribes/types recorded dictation for physicians and others including information relating to patient histories, surgical procedures, medical treatment, radiology and laboratory results, consultations, discharge summaries, etc. Position requires working knowledge of medical terminology and standard medical records methods.
748	Medical Records Clerk	Maintains accurate and complete medical records files on patients; sets up files in accordance with standard procedures; files all documents relating to a client; pulls and prepares files for daily clinic sessions; responds to requests for medical records in accordance with clinic protocols/procedures.
750	Billing Clerk	Processes patient-related billing; processes and submits billings for reimbursement from Medi-Cal, CPSP, EAPC, CVR's for family planning, Public-Private partnership and other sources; verifies patient charts for accuracy and completeness, signatures and assembly in accordance with reimbursing agency requirements; routes charts for follow-up; performs data entry; prepares statistical and other reports related to billings. The position typically requires prior experience in Medi-Cal billings.
752	Receptionist (Medical)	Receives and registers patients; makes/cancels appointments; provides referrals to other departments or services; helps walk-in patients obtain appropriate appointments or services; facilitates patient flow; assists patients to complete required documents. (Report receptionists working outside of medical services programs in the Receptionist job in the Administrative Positions section, job #090.)
761	Physical Therapist	Under the direction of a physician, works with clients to overcome disabilities through therapeutic exercise, massage and other methods. Responsibilities include reviewing and evaluating patients' conditions and medical records, performing tests or measurements, developing programs for treatment plans, helping patients attain maximum muscle strength and motor skills as well as accepting and adjusting to the limiting effects of their disabilities.
762	Occupational Therapist	Under the direction of a physician, works with mentally, emotionally and physically disabled clients to gain self-sufficiency. Designs programs that include educational, vocational and rehabilitative activities. Helps clients re-learn daily living routines, designs special equipment to help clients perform tasks, directs activities that help clients perform tasks.
763	Speech Pathologist	Helps children and adults with language and hearing disorders develop the communication skills needed for self expression, social interaction, academic success, and employment. Diagnoses and treats such disorders as stuttering, delayed or impaired language, and voice and speaking problems. Observes and tests speech, language, hearing, and perception.

Program Management Positions, Other than Social Services/Mental Health

805	Program Director/ Administrator, Other	Provides overall management and direction to one or more large programs including management of staff, developing/controlling the budget, developing/ implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position reports to the Executive Director/Chief Executive Officer, is a member of the senior executive team and directly or indirectly manages a minimum of ten staff. Report smaller programs in job #810 below.
810	Program Manager/ Administrator, Other	Provides overall management and supervision to one or two program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position directly or indirectly manages fewer than ten staff. Report larger programs in job #805 above.
815	Program Coordinator, Other	Assumes responsibility for the implementation of a single program ensuring compliance with the stated objectives of the project. Coordinates the work of others within the program or project; works with other departments as necessary.
820	Program Assistant, Other	Performs a variety of skilled administrative and clerical duties directly related to program management activities. These include maintaining databases, preparing routine correspondence, providing customer service to clients; and assisting and participating in program events.

Social Services & Mental Health Positions

853	Program Director/ Administrator, Social Services/Mental Health	Provides overall management and direction to one or more large social service or mental health programs including management of staff, developing/controlling the budget, developing/ implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position reports to the Executive Director/Chief Executive Officer, is a member of the senior executive team and directly or indirectly manages a minimum of ten staff. Report smaller programs in job #856 below.
856	Program Manager/ Administrator, Social Services/Mental Health	Provides overall management and supervision to one or two social service or mental health program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position directly or indirectly manages fewer than ten staff. Report larger programs in job #853 above.
859	Program Coordinator, Social Services/Mental Health	Assumes responsibility for the implementation of a single social services or mental health program ensuring compliance with the stated objectives of the project. Coordinates the work of others within the program or project; works with other departments as necessary.
862	Program Assistant, Social Services/Mental Health	Performs a variety of skilled administrative and clerical duties directly related to program management activities. These include maintaining databases, preparing routine correspondence, providing customer service to clients, assisting and participating in program events.
865	Psychiatrist	Provides primary psychiatric assessment and care to clients of the organization including comprehensive examinations, making diagnoses, determining course of treatment, providing/supervising appropriate treatment, prescribing medications, documenting patient files. Provides consultation and supervision to psychiatric/social service professionals, technicians and other staff. Requires licensure by the State of Pennsylvania as a Medical Doctor and board certification in psychiatry.
867	Clinical Supervisor	Supervises clinical mental health staff who are in the process of acquiring their professional licenses, as required by licensing boards. Provides regular supervision of trainees both individually and in groups. Oversees trainee client record-keeping of client cases. Evaluates trainees as required by their academic institutions. Conducts assessment interviews of new clients and participates in the process of assigning new clients to trainees. Meets directly with trainees' clients as needed. This position requires a Master's degree or PhD, licensing in the appropriate discipline, and several years of work experience while licensed.

868	Licensed Clinical Social Worker	Evaluates needs of clients and develops treatment plan in coordination with others; implements counseling and mental health services in accordance with treatment plans; provides individual, marital, group and family psychotherapy; provides drug and/or alcohol counseling services; may develop and implement specialized therapy programs; maintains accurate and complete client records. Requires Pennsylvania State licensure (LCSW).
871	Psychiatric Social Worker	Provides counseling to clients with a variety of psychological and psychosocial problems; performs intake assessments, determines clinical needs and provides information and referral services as appropriate. Maintains accurate and complete client records. Requires Pennsylvania State licensure as a Psychiatric Social Worker.
874	Psychologist	Provides professional, clinical psychological services, such as assessments, biofeedback therapies, group and individual therapy, crisis intervention, consulting and educational workshops and programs. Provides consultation to other counseling and technical staff. Requires a Ph.D. in clinical psychology and valid Pennsylvania license in psychology.
875	Chaplain/Clergy	Provides pastoral care and ministering to the spiritual needs of individuals, including the sick, bereaved, and troubled. Organizes and leads regular and special religious services, provides and supervises religious education, leads individuals in prayer, administers sacraments.
876	Behavior Analyst	Uses principles of applied behavior analysis to address the behavioral needs of organization's clients. This includes developing and implementing individual behavioral support plans to build the skills of clients and their family members. Works with program staff to develop and monitor evidence-based individual treatment plans for clients. Conducts functional assessments of challenging behaviors. Collects data and maintains comprehensive records on client progress. Serves as trainer for behavioral safety training throughout the organization. May make home visits to clients as well as working on premises of organization. Requires Master's degree and BCBA (Board Certified Behavior Analyst) credential.
877	Therapeutic Counselor, MFCC/MFT	Provides individual and/or group counseling to assist clients in achieving more effective personal, educational, vocational development and adjustment. Provides safe, supportive environment for organization's clients. Maintains observation and progress records. Provides crisis intervention and conflict resolution services. Requires certification as a Marriage, Family and Child Counselor or as a Marriage and Family Therapist.
878	Clinician (Pre-license)	Responsible for providing therapeutic services to clients individually and in groups including assessing clients' needs, developing and helping clients implement treatment plans, providing crisis intervention, case-management and advocacy for clients. Has completed a Master's degree in psychology or closely related behavioral science field and is registered as an intern with the State Board of Social Workers, Marriage and Family Therapists and Professional Counselors.
879	Case Manager, Master Level	Counsels and aids individuals and families requiring social service organization assistance. Interviews and evaluates applicants for services, formulates and implements treatment plan of action and goals; assists applicants in applying for and obtaining social and other services. Requires a MSW degree. Positions not requiring a MSW degree should be reported in job #880. (Case Managers working in a medical setting are reported in the Case Manager, Medical position in the Medical & Clinic Services section.)
880	Case Manager	Counsels and aids individuals and families requiring social service organization assistance. Interviews and evaluates applicants for services, formulates and implements treatment plan of action and goals; assists applicants in applying for and obtaining social and other services. Most Case Manager positions require a bachelor's degree in psychology or other behavioral science. Senior-level positions requiring a MSW degree should be reported in job #879. (Case Managers working in a medical setting are reported in the Case Manager, Medical position in the Medical & Clinic Services section.)
882	Counselor, Master Level	Responsible for providing a safe and supportive environment for organization's clientele. Adheres to laws regarding confidentiality and reporting requirements. Maintains observation and progress records as needed. Provides crisis intervention and/or conflict resolution to individuals and groups. Requires a Master degree. Positions not requiring a Master degree should be reported in job #883.

883	Counselor	Responsible for providing a safe and supportive environment for organization's clientele. Adheres to laws regarding confidentiality and reporting requirements. Maintains observation and progress records as needed. Provides crisis intervention and/or conflict resolution to individuals and groups. Senior-level positions requiring a Master degree should be reported in job #882.
885	Family Advocate	Promotes effectiveness of program services for clients by acting as liaison between program site and home. Communicate with program staff and family members with respect to goals, concerns and progress. Promotes family involvement through home visits, phone calls or written communication to promote family involvement. Maintains program participant files. Provides referrals for community resources as needed.
886	Eligibility Specialist	Interviews clients/prospective clients to determine their eligibility for a wide range of social services. Gathers and verifies information. Assists clients to complete application forms for government and other social services and submits for approval. (Eligibility Specialists working in housing eligibility programs are reported under the Occupancy Specialist position in Housing/Shelter section.)
887	Intake Coordinator	Meets with possible client/parents/guardians for entrance into organization's clinical program. Assesses suitability of program for individual client. Explains policies, procedures and fees. Completes intake documentation to register a new case into the program. Interacts with any relevant government agencies. Facilitates the assignment of new case to organization's clinical staff. Maintains clinical forms, revising as necessary.
889	Senior or Adult Program Assistant	Provides support services to adults or senior clients in residence or day programs. Duties include any or all of the following: provides training and assistance with personal skills and care such as hygiene, clothing care, mobility, taking medicines, managing money, meal preparation, household maintenance, etc. Assists adults with transportation, making and meeting medical and other appointments, community participation, communication, meals, etc.
890	Children or Youth Program Assistant	Provides support services to children or youth in residence or day programs. Duties include any or all of the following: provides training and assistance with personal and communication skills. Report jobs exclusively involved with education and/or recreation at job numbers 259 - 277.
891	Personal Attendant/Home Health Care Worker	Provides personal assistance (i.e. cooking, shopping, housekeeping) and care (i.e. bathing, grooming, feeding, dressing) to elderly and people with disabilities in their homes.
892	Direct Care Counselor	Provides personal assistance (i.e. cooking, shopping, housekeeping) and care (i.e. bathing, grooming, feeding, dressing) to elderly and people with disabilities in an residential program or group home.
893	Rehabilitation Specialist	Provides direct, in-home services to seriously emotionally disturbed clients and their families. Rehabilitative services are provided one-to-one or in a group, in accordance with a treatment plan. Services are designed to enhance the client's positive development, impulse control and skills and competency development. Provides family members with therapeutic techniques to manage client's behavior through family education and resource linkages in the community. Requires an Associate's degree or higher and several years of related experience.
894	Behavior Therapist	Provides individualized intensive behavior therapy based on the science of Applied Behavior Analysis (ABA) to children 18 months and older in home, school, clinic, and/or community settings. Works in a highly collaborative environment under the direction of a Board Certified Behavior Analyst and is responsible for implementing individualized student behavior plans that typically focus on improving receptive and expressive language skills, social behavior, and adaptive behavior.

Volunteer, Membership & Marketing Positions

905	Volunteer Director	Recruits, trains and coordinates the activities of the organization's volunteers. Maintains volunteer database. Nurtures volunteers to improve their connection to the organization. Identifies work throughout the organization that can be accomplished by volunteers and promotes their services. Recognizes volunteer service on a regular basis, both formally and informally. Identifies leaders among the volunteers and recruits them for additional responsibilities.
906	Volunteer Coordinator	Responsible for recruiting new volunteers, training and coordinating the organization's volunteer staff. Provides administrative support to program.
910	Communications Director or Manager	Acts as spokesperson for the organization within the community, to government, prospective funders and others. Markets and promotes the organization's goals and objectives in order to develop grass-roots support within the community. Coordinates media and public relations activities, and supervises public relations staff. May report to the Executive Director/CEO, or in the case of larger organizations, to an executive-level communications employee (see job #020).
915	Public Relations Manager	Plans and produces print and other advertising programs; develops and implements promotional, publicity and marketing programs; represents the organization to the community, government and media to publicize its programs and needs; seeks and develops opportunities to enhance the image of the organization in the community. Develops public relations budget and controls costs to approved budgets.
916	Marketing Director or Manager	Has overall responsibility to develop programs and campaigns designed to increase brand awareness, ticket sales, sponsorships, and donations. Also creates and directs strategic marketing plans for the organization, including print, web, visual/signage, social media, and other electronic methods.
917	Marketing Coordinator	Performs a variety of marketing-related tasks under general supervision, including development of advertising materials, direct mail campaigns and events. Prepares proposals, presentations and reports.
918	Social Media Coordinator	Develops and implements a social media strategy for the organization. Researches social media outlets that are conducive to the organization's program and service goals. Oversees blogs, podcasts, and other online communication, including fundraising, marketing and advocacy efforts.
920	Graphic Artist	Uses desktop publishing and related software/hardware to design and develop attractive formats supportive of the organization's mission for all printed materials including stationery, marketing brochures, fundraising materials, grant applications, annual reports, newsletters, posters, advertisements, packaging, etc. May coordinate production of finished products with printers/publishers. May also develop and illustrate materials with other media (e.g. drawings, photographs, paintings).
921	Writer/Editor	Writes and edits internal and external materials, including printed and web materials, speeches, opinion pieces, essays, issue papers, background documents, conference materials, and other publications. For grant writers, please see positions #215 and #216 in Development section.
925	Membership Director or Manager	Develops and implements programs to attract and retain members of the organization; manages the database; oversees regular communications to members including newsletter, invitations to events and activities, and solicitations; ensures members' inquiries and problems are responded to promptly; researches and develops new methods to increase membership.
930	Membership Assistant	Performs a variety of skilled administrative and clerical duties directly related to membership activities. These include maintaining databases, preparing routine correspondence, developing/sending mass mailings, assisting and participating in special events for members, developing effective working relationships with members to nurture their connection to the organization.
931	Customer Service Representative	Following guidelines and procedures, performs office support duties which involve providing information to the public, receiving payments, addressing customer questions, preparing and maintaining records.
935	Community Outreach Coordinator	Responsible for connecting people in the broader community to the organization's programs. Plans and represents the organization at community events and other communication opportunities. Creates outreach materials for distribution to the organization's target population. Develops and maintains relationships with collaborative partners. May oversee organization's community engagement budget.