

ASU Lodestar Center Compensation Survey 2015 - Job Descriptions

Job Position	Job Description	Alternate Titles
Executives		
Chief Executive Officer	This position serves as the top-paid administrator and executive officer of the organization. It is responsible to the board of directors for the organization's overall operation and management in all areas of operation. It represents the organization in the community.	Executive Director, President and CEO, Director, President
Chief Operating Officer	Reporting to the CEO, the Chief Operating Officer oversees all or a significant aspect of administration, such as finance, human resources, office administration, and information systems. Supervises departments and/or other paid staff.	Associate Director, Vice President, Chief Administrative Officer, Director of Operations, Deputy Chief Officer
Chief Financial Officer	Reporting to the CEO, the Chief Financial Officer is responsible for the direction, supervision, and managerial oversight of all financial operations including treasury, accounting, budgeting, reporting and forecasting, financial systems internal controls, audit activities, and payroll.	Director of Finance, Vice President of Finance.
Chief Development Officer	Reporting to the CEO, the Chief Development Officer leads staff and volunteers to institutionalize philanthropy and fund development within the organization. Plans, coordinates and assures implementation of strategies to develop donors and contributions to support the organization. Assures development and maintenance of appropriate systems to fund development including but not limited to volunteer and donor management, research and cultivation, gift processing and recognition. Maintains accountability and compliance standards for donors and funding sources. Note: Development Director is a different position and is listed under Fundraising and Fund Development.	Vice President of Development
Financial Management		
Finance Director/Controller	Responsible for all financial management, accounting, budget and cost controls, internal controls, and financial reporting. Develops and implements financial procedures. Analyzes and interprets financial data and makes recommendations to the organization's leadership. Supervises business and accounting staff.	Finance Director, Finance Manager, Director of Finance, Controller
Accounting or Business Manager	Oversees one or more business or financial operations such as purchasing, insurance, or billing. Ensures that the organization meets budget targets for operational income and expenses. May supervise accounting, billing, or other financial personnel.	Operations Manager, Finance Manager
Accountant	Utilizes accounting and spreadsheet software to maintain the organization's financial records. Prepares and maintains accounting records and budget data using accounting principles. Examines, analyzes and interprets accounting records for the purpose of giving advice or preparing statements for use by management.	Accounting Manager, Financial Analyst, Staff Accountant, Senior Accountant
Bookkeeper	Responsible for some part of the organization's business transactions and records maintenance. Posts, verifies, and reconciles accounts payable, accounts receivable, expenses, payroll, or other ledger accounts.	Store Clerk, Accounting Clerk, Clerk, Accounting Assistant, Payroll Administrator, Records Manager
Fundraising and Fund Development		
Director of Development	Responsible for all fundraising programs and goals within the organization, such as annual giving, corporate fundraising, direct mail, special events, proposal writing, and planned giving.	Development Director, Community Development Manager, Director of Fund Development
Development Manager	Administers and supervises one or more fundraising programs and goals within an agency, such as annual giving, corporate fundraising, direct mail, special events, proposal writing, and planned giving. Has supervisory responsibilities within the department.	Community Development Manager, Annual Fund Director, Development Manager
Development Professional	Reports to the Development Manager and does not have supervisory responsibilities. Assists with the implementation of one or more fundraising programs and goals within an agency, such as annual giving, corporate fundraising, direct mail, special events, proposal writing, and planned giving.	Development Associate, Development Coordinator, Development Officer
Grant Writer	Researches funding sources and writes proposals to a variety of prospective funding organization. Works under general supervision and typically reports to the development manager or development director.	Grants Manager
Special Events Coordinator	Responsible for planning, organizing, and implementing special and fundraising events. May have other general fundraising duties in addition to event coordination.	Events Manager, Director of Special Events
Public Relations, Marketing and Communications		
Public Relations / Marketing Manager	Plans, develops, and leads the implementation of the organization's marketing, communications, and/or public relations activities. Responsible for the representation of a positive organizational image to the general public, clients, shareholders and the community. Promotes awareness of organization through communication with media, organizations, and local businesses.	Marketing Director, Marketing Manager, Marketing and Communications Director, Public Relations Manager, Communications, Vice-President of Marketing and Communications
Public Relations / Marketing Professional	Under the leadership of a marketing or communications manager, implements one or more aspects of the organization's marketing and public relations activities. Assists in providing a positive organizational image to the general public, clients, stakeholders and the community.	Communications Coordinator, Marketing Coordinator, Public Relations Assistant, Community Relations Manager, Marketing
Communications Professional	Develops, coordinates, and maintains the organization's printed or online materials, such as a web site, newsletters, brochures and reports. May also help with strategy and activities related to media relations, donor communications, and digital/social media presence. Works under the supervision of the Public Relations/Marketing Director or other member of the management staff.	Communications Specialist, Public Relations and Marketing Specialist, Communications Coordinator, Online Communications Manager
Graphic Designer	Oversees the artistic and graphic design of print and/or media materials. Plans, and creates visual pieces to communicate the organization's mission and accomplishments.	Art Director, Graphic Artist.
Human Resources		
Human Resources Director	Manages the organization's human resource services, including benefits, classification and evaluation, wage and salary administration, discipline, employee and labor relations, legal compliance, operations, performance appraisals, recruiting, training, and safety.	Human Resources Director, Human Resources Manager, Human Resources Generalist, Vice-President of Human Resources
Human Resources Professional	Administers human resource functions under the direction of a manager. Functions may include benefits, classification and evaluation, wage and salary administration, discipline, employee and labor relations, legal compliance, operations, performance appraisals, recruiting, training, and safety.	Human Resources Assistant, Human Resources Coordinator, Human Resources Specialist.

Information Technology		
Director of Information Technology	Manages and conducts activities related to the operations and maintenance of computer hardware and software. Responsible for planning regarding technology and systems, considering developments in information systems technology, and anticipating organizational modifications. Establishes long-term needs for information systems, and plans strategy for developing systems and acquisition of hardware and software.	Director of Technology, Director of Information Systems, Information Technology Manager
Information Technology Professional	Supports computer users within the organization by trouble-shooting and helping others use computers and software. May offer assistance in identifying and planning technology needs and acquisition for the organization. May supervise other staff.	Computer Services Manager, Database Specialist, Network Administrator, Project Manager
Data Entry Specialist	Responsible for keypunching accounting, program, or research information.	Data Entry Clerk, Account Clerk, Data Processor.
Program Management		
Director of Program Services	Responsible for all programs related to the organization's mission and either directly or indirectly manages all program staff and volunteers. Analyzes community needs to develop new programs and enhance current programs. Directs selection and training of staff. Assigns work and evaluates performance of staff members. Assists staff through individual and group meetings to analyze specific programs and outcomes, understand program development, and increase use of individual skills. Interprets the organization's programs and services to the community. Develops and manages the organization's total program budget.	Program Director, Director of Programs, Vice-President of Programs, Director of Services
Program Manager/Director	Manages one or more of the organization's programs, including staff working with the specific program(s). Ensures that the program's activities meet the specified objectives/outcomes. Plans and develops methods and procedures for implementing the program. Directs and coordinates all activities related to the specific program. Evaluates program performance and reports program activities to a director. Controls program expenditures in accordance with the program budget.	Assistant Program Director, Artistic Director, Curator, Membership Director,
Program Coordinator	Under the direction of a program director or manager, has responsibility for a specific program or program area within the organization. Responsibilities include planning, developing, and coordinating programs.	Program Specialist, Program Coordinator, Program Manager
Program Assistant	Works for a specific program or program area under the direction of a program coordinator or director. Generally has less responsibility for program direction and outcomes than a program coordinator.	Program Staff, Assistant Program Coordinator, Youth Worker, Program Specialist
Legal and Public Policy		
Public Policy Director	Sets legislative priorities for the organization. Contacts and confers with members of the legislature and other elected and appointed officials to persuade them to support public policies consistent with the organization's priorities. Analyzes proposed legislation to determine the possible impact on the organization and/or its constituencies.	Government Relations Manager, Advocacy Director, Senior Lobbyist.
Policy Advocate/Analyst	Working under a the direction of a policy supervisor, provides research, analysis, and/or activities that contribute to policy development and public communications that support the interests of the organization and stakeholders. Develops relationships with elected officials and staff. Assists with preparing and distributing communications (including fact sheets, press releases, and reports) about the organization's issue and policy positions and activities.	
Community Organizer	Under the direction of a program director or supervisor, plans, organizes, and coordinates community initiatives that aim for a high degree of community engagement and involvement. Helps build community leadership and political representation. Assists with the identifying developing strategies to address community issues. May also be involved in fund development for projects.	Community Developer
Staff Attorney	Investigates legal issues and formulates views about potential legal problems or the impact of recent legislation. Provides legal opinions or suggestions to management and furnishes written results of problem investigation.	Attorney, Staff Bar Counsel, Senior Bar Counsel, Litigation Director.
Facilities and Properties		
Facilities or Property Manager	Responsible for the care and upkeep of facilities. Provides work direction and supervision for workers or contractors involved in maintenance and repair work of facilities. Utilizes knowledge of mechanical, electrical, carpentry or plumbing skills in performing or delegating such assignments.	Director of Facilities, Facilities Manager, Facilities Operations Manager, Property Manager
Maintenance Supervisor	Provides work direction and supervision for workers or contractors involved in maintenance and repair work of facilities and equipment. Utilizes knowledge in mechanical, electrical, carpentry and plumbing skills to be able to execute or delegate such activities.	Maintenance Supervisor Maintenance Manager, Operations Manager
Maintenance, Facilities, or Property Worker	Under the direction of a supervisor, utilizes knowledge of fundamental mechanical, electrical, carpentry, and plumbing skills in performing maintenance assignments. Operates common hand or power tools.	Maintenance Worker, Maintenance Technician, Property Technician
Janitor / Custodian	Responsible for housekeeping services in a facility, including cleaning and maintenance. Assists with setup of facilities for meetings and events.	Housekeeper
Head Cook	Plans, prepares and serves meals. May have supervisory responsibility for other cooks or assistants. Responsible for menu planning, ordering of supplies and food, and maintenance of cafeteria records.	Head Cook, Head Chef, Lead Cook, Kitchen Manager
Assistant Cook/Kitchen Assistant	Under the direction of a supervising cook, performs food preparation tasks and cooks meals. Plans and provides cold or hot food items.	Assistant Cook, Cook, Food Service Worker, Kitchen Aide
Safety Guard	Watches and patrols property to defend against damage, theft or harm caused by intruders. Walks or drives around premises to insure building or gate security. May be stationed at an entrance and perform entry identification checks.	Security Officer, Security Guard, Security Staff, Security Manager, Ranger
Driver	Drives a vehicle, often a mid-to-large size, high capacity vehicle designed to pick up and/or deliver cargo or transport passengers. Records travel and vehicle maintenance information in logs. May prepare driving reports.	Van Driver, Truck Driver, Route Driver

Volunteer Management		
Director of Volunteers	Responsible for creating, implementing, and managing the organization's volunteer program including planning, marketing, recruitment, screening, placement, supervision, motivation, and recognition. Maintains records and reports on volunteer program. This individual supervises other paid staff.	Director of Volunteers, Volunteer Manager, Director of Volunteer Services.
Volunteer Coordinator	Responsible for assisting in the creating, implementing, and managing the organization's volunteer program including planning, marketing, recruitment, screening, placement, supervision, and motivation. Helps to maintain records and reports on volunteer program. This individual does not supervise paid staff.	Volunteer Manager, Volunteer and Outreach Coordinator
Administrative Support Services		
Executive Assistant	Provides administrative and clerical support for the chief executive or other senior executives. Maintains confidential and/or sensitive information and databases. Attends board or similar meetings; transcribes and distributes minutes. Prepares reports for management.	Assistant of the Executive Office
Administrative Assistant	Performs administrative support for the organization as a whole or for a department of the organization. Assists with various administrative tasks, such as budget preparation and control, filing and recordkeeping, preparation of materials and minutes for Board and Committee meetings, and other special projects as assigned. Handles routine correspondence and other requests for information. Compiles, stores, retrieves, and reports organizational and program data as needed. May coordinate bulk mailings.	
Receptionist	Responsible for receiving and routing phone calls, which may include multiple lines. Provides greeting and general information to callers and visitors. May also perform routine clerical duties as needed.	
Health and Medical Services		
Clinical Director	Plans, organizes, staffs, and directs patient care on a daily operational basis. Maintains adequate supply levels for all patient care areas.	Clinical Supervisor, Medical Director, Patient Services Director
Director of Nursing	Administers the nursing program in a health care setting. Supervises nurses and assistants, advises medical staff and administrators in matters related to nursing services.	
Clinician	Provides primary medical care. Usually requires advanced degrees and board certification, license, and insurance.	Practitioner, Physician Assistant, Dentist
Registered Nurse	Licensure clearly identifies the Registered Nurse. Administer medications under the supervision of doctors and keep records of symptoms and progress. Educate patients and the public about various medical conditions, and provide advice and emotional support.	RN, Certified Nurse- Midwives, Certified Registered Nurse Anesthetists.
Licensed Practical Nurse	Licensure clearly identifies the Licensed Practical Nurse. Performs routine nursing duties, makes appointments, maintains patient records, and performs basic clerical duties.	LPN, Licensed Vocational Nurse.
Nursing Assistant	Certified attendant who provides a wide range of patient care duties, including basic caretaking, determination of patient needs, food service, transportation, and cleaning.	Health Aide, Certified Nursing Assistant, Medical Assistant
Health and Human Services		
Counselor / Caseworker (MSW or Master's Level)	Responsible for the delivery of counseling and/or case management for clients. Counseling includes individual, group, and family counseling. Case management includes providing referrals, resources, and coordinating services. May also include crisis intervention and development of strategies to address client needs.	Counselor, Clinician, Therapist, Case Manager, Senior Case Manager, Care Coordinator, Social Worker
Counselor / Caseworker (Bachelor's Level)	Provides counseling and/or case management for clients. Counseling includes individual, group, and family counseling. Case management includes providing referrals, resources, and coordinating services. May also include crisis intervention and development of strategies to address client needs.	Case Manager, Counselor, Clinician, Family Specialist, Prevention Specialist, Social Worker.
Case Aide	Under the direction of a supervisor, provides case management assistance, which may include providing referrals, resources, and coordinating services.	Case Worker, Case Aide, Client Advocate, Medical Assistant
Direct Service/Support Worker	Responsible for the provision of direct health, behavioral, caregiving, or related support services to clients within the scope of the organization's programs and services.	Behavioral Coach, Direct Support Professional, Advocate, Specialist, Direct Service Worker, Clinician, Caregiver
Intake Specialist	Coordinates the referral and intake process for clients. Acts as a resource to clients, outside agencies, and staff. Documents the conditions and concerns of clients.	Intake Coordinator, Admissions Specialist, Health Coordinator
Training and Education		
Director of Education or Training	Responsible for the training and education activities of the organization. Includes the supervision of staff, planning and evaluation of workshops and trainings, and management of both day-to-day details and long-term goals.	Director of Education, Director of Training, Education Services Manager, Training Coordinator
Training Generalist / Training Material Developer	Delivers training and education programs and may participate in the planning and evaluation of the training and education program. Includes positions which develop training and education materials.	Educator, Adult Training Specialist, Program Trainer, Staff Instructor, Training Specialist, Training Manager
Classroom Instructor	Responsible for the planning and implementation of all classroom operations, including teaching lessons, developing academic plans and maintaining a classroom environment conducive to the social, emotional and cognitive development of children. Develops and implements appropriate activities for the children and may also be responsible for communication with parents.	Teacher, Instructor, Preschool Teacher
Day Care Teacher / Aide	Under the direction of a teacher or supervisor, provides supervision of children in a classroom or day care setting. Helps provide a safe and educational environment that supports children's development. Helps plan and implements activities and lessons.	Teachers Aide, Teaching Assistant, Assistant Teacher.