

Index of Professional (Administrative) Classifications

FINANCE / ACCOUNTING

- 5. Cost Accountant
- 10. Cost Accountant, Senior
- 15. General Accountant
- 20. General Accountant, Senior
- 25. Internal Auditor
- 30. Internal Auditor, Senior
- 35. Internal Auditor, Lead
- 40. Business (Information) Systems Auditor
- 45. Business (Information) Systems Auditor, Senior
- 50. Budget Analyst
- 55. Budget Analyst, Senior
- 60. Financial Analyst
- 65. Financial Analyst, Senior
- 70. Financial Analyst, Lead
- 75. Tax Accountant
- 80. Tax Accountant, Senior
- 85. Credit Analyst
- 90. Credit Analyst, Senior
- 91. Payroll Administrator

LEGAL

- 105. Entry Level Attorney
- 110. Attorney
- 115. Senior Attorney
- 120. Tax Attorney

BANKING

- 125. Accounts Representative
- 130. Personal Banker I
- 135. Personal Banker II
- 140. Banking Credit Analyst I
- 145. Banking Credit Analyst II

HUMAN RESOURCES

- 150. Facility HR Administrator
- 155. Employment Representative
- 160. HR Representative/Generalist
- 165. HR Representative/Generalist, Senior
- 170. Employment Recruiter
- 171. Employment Recruiter, Senior
- 175. Technical Recruiter
- 180. Employee Trainer

- 181. Employee Trainer, Senior
- 185. Trainer, Technical
- 195. Compensation Analyst
- 200. Compensation Analyst, Senior
- 205. EEO Representative
- 210. Personnel / Industrial Relations Rep
- 215. Benefits Administrator
- 220. Benefits Administrator, Senior
- 225. Benefits Analyst
- 230. Benefits Analyst, Senior
- 235. Compensation Administrator
- 240. Compensation/Benefits Administrator
- 245. Benefits / Compensation Analyst
- 250. HRIS Analyst
- 255. Employee Assistance Program Coordinator

GENERAL SERVICES

- 260. Relocation Administrator
- 265. Security Specialist
- 270. Safety Specialist
- 275. Occupational Health Nurse Practitioner (Registered)
- 280. Occupational Health Nurse (Registered)
- 285. Senior Occupational Health Nurse (Registered)
- 290. Events Planner / Coordinator
- 295. Workers' Compensation Administrator
- 300. Management Analyst
- 305. Contract Administrator
- 310. Executive Asst./Administrative Asst.
- 315. Librarian

MARKETING & COMMUNICATIONS

- 320. Social Media Coordinator
- 325. Social Media Specialist
- 330. Social Media Specialist, Senior
- 350. Retail/Wholesale Buyer
- 355. Marketing Administrator
- 360. Marketing Specialist
- 365. Market Research Analyst
- 370. Market Research Analyst, Senior

- 375. Database Marketing Analyst
- 380. Product Manager
- 385. Writer
- 390. Copywriter
- 395. Publications Editor
- 400. Public Relations Representative
- 405. Advertising Specialist
- 410. Advertising/Marketing Communications Specialist

CREATIVE MEDIA SERVICES

- 415. Production Artist
- 420. Technical Illustrator
- 425. Graphic Designer/Artist
- 430. Graphic Designer/Artist, Specialist
- 435. Desktop Publisher – Intermediate
- 440. Desktop Publisher Specialist

PRODUCTION / LOGISTICS

- 445. Buyer
- 450. Buyer, Senior
- 455. Buyer, Lead
- 460. Buyer/Material Planner
- 465. Buyer/Material Planner, Senior
- 470. Material Planner
- 475. Material Planner, Senior
- 480. Production Planner/Scheduler
- 485. Production Traffic Coordinator
- 490. Traffic Analyst
- 495. Cost/Materials Estimator
- 500. Purchasing Expediter
- 505. Tool Designer
- 510. Programmer (N. C. /C. N. C.)
- 515. Programmer, Senior (N. C. /C. N. C.)
- 520. Journey Machinist
- 525. Construction Inspector
- 526. Facilities Planner

SCIENCE & RESEARCH

- 530. Research Scientist
- 535. Scientist, Senior
- 540. Scientist
- 545. Research Associate
- 550. Research Assistant, Senior
- 555. Research Assistant

Index of Professional (Sales) Classifications

SALES MANAGEMENT

- 10. Top Sales Executive
- 20. International Sales Manager
- 30. General Sales Manager
- 50. Sales Manager
- 60. District Sales Manager
- 70. Sales Trainer

OUTSIDE SALES

- 100. Field Sales Supervisor
- 110. National Accounts Manager
- 120. Sales Engineer
- 130. Sales Representative / Account

- Executive – Senior (Outside)
- 150. Sales Representative / Account Executive (Outside)
- 160. Sales Representative – Junior (Outside)
- 170. Sales Trainee (Outside)

INSIDE SALES

- 200. Telephone Sales Representative / Inside Sales Representative
- 210. Order Processing Supervisor
- 220. Telephone Order Processing Representative

CUSTOMER SERVICE

- 300. Customer Service Manager
- 310. Customer Service Supervisor
- 320. Customer Service Representative III (Technical Advisor)
- 330. Customer Service Representative II (Experienced)
- 350. Customer Service Representative I (Entry Level)
- 360. Retail Salesperson

FINANCE / ACCOUNTING

5. COST ACCOUNTANT - Under general supervision applies knowledge of concepts, practices and procedures to perform professional cost accounting functions. Computes unit cost of company products or services and establishes cost standards, adjusting them periodically as necessitated by changes in material and/or overhead costs. May compare actual cost to cost standards and prepare reports on variances. Assists in other aspects of cost finding and may provide data for purposes of estimating, budgeting, etc. Usually reports to Senior Accountant or department manager.

10. COST ACCOUNTANT, SENIOR - Performs professional cost accounting functions requiring thorough knowledge of cost accounting methods, principles and practices, the ability to apply this knowledge creatively in situations where procedures may not be prescribed or well defined, and a broad understanding of overall company operations. Typical projects might include determination of product cost and cost of research and product development, projecting costs of new processes, construction, tooling, etc. Compares actual cost with estimates or standards and analyzes variances. May develop budget data and assist with preparing of company operating budgets. May direct the work of others. However, personnel whose primary activity is supervision are excluded. Within general departmental guidelines possesses latitude to make un-reviewed decisions or actions. Usually reports to Accounting Manager.

15. GENERAL ACCOUNTANT - Performs professional accounting functions involving the application of established accounting standards, principles and practices. Is concerned with one or several aspects of general and subsidiary ledger maintenance and preparation of operating and financial statements. Typical functions would include verifying of contracts, orders and vouchers, account coding, establishing and reconciling control figures for posting, reconciliation of bank statements, assisting with trial balance and preparing statements and reports. Usually reports to Senior Accountant or Department Manager.

20. GENERAL ACCOUNTANT, SENIOR - Performs professional accounting functions requiring thorough knowledge of general accounting methods, principles and practices, the ability to apply this knowledge creatively in situations where procedures may not be prescribed or well defined, and a broad understanding of overall company operations. Typical functions would include taking trial balance, preparing financial reports pertinent to assigned areas, preparing management reports and recommending new systems or modifications of existing systems to provide better financial control. May direct the work of employees engaged in such activities as recording disbursements, receipts, tax payments, etc., however, those whose primary activity is supervision are excluded. Within general departmental guidelines possesses latitude to make unreviewed decisions or actions. Usually reports to Accounting Manager.

25. INTERNAL AUDITOR - Under general supervision applies knowledge of concepts, practices and procedures to conduct audits of various company departments and locations to verify accuracy. Checks reports against source documents and records, audits work procedures and methods for specified groups of employees, checks cash, bank balances, etc. Assists in the preparation of audit reports, drawing conclusions about necessary improvements and recommendations in the areas audited. Usually reports to Senior Auditor or Department Manager.

30. INTERNAL AUDITOR, SENIOR - Working under minimal supervision, conducts audits of various company departments and locations to verify the accuracy of records, compliance with prescribed plans, policies and procedures, and accurate accountability for physical and financial assets. Possesses and applies a broad knowledge of auditing principles, practices and procedures. Prepares audit reports, with the assistance of lower level auditors, and makes recommendations for improvements and modifications in the systems and procedures of the areas audited. May have responsibility for guiding audit teams in major corporate or divisional audits. Within general departmental guidelines possesses latitude to make unreviewed decisions or actions. Usually reports to Auditing Manager.

35. INTERNAL AUDITOR, LEAD - Following general company policies, performs auditing procedures of considerable complexity while providing lead direction to a section or group of auditors. Will initiate audits of various company departments and locations to verify the accuracy of records, compliance with prescribed plans, policies and procedures, and accurate accountability for physical and financial assets. Possesses and applies a broad knowledge of auditing principles, practices, and procedures. Prepares audit reports with the assistance of lower level auditors and makes recommendations for improvements and modifications in the systems and procedures of the areas audited. Within general departmental guidelines possesses latitude to make unreviewed decisions or actions. Usually reports to Auditing Manager.

40. BUSINESS (INFORMATION) SYSTEMS AUDITOR - Under general supervision, is responsible for performing activities related to the audit of information systems procedure and systems. Audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate and that systems and procedures are in compliance with corporate standards. Assists in preparing activity and project progress reports relating to the information systems audit function. May assist top management in developing information systems audit programs and control guidelines. Competent to work in most phases of information systems auditing. Typically has a Bachelors degree in one of the following areas: Information systems, Finance, Computer Science, or related. Usually requires at least three to four years of related of progressive experience. Exclude Business Analysts or Systems Analysts.

45. BUSINESS (INFORMATION) SYSTEMS AUDITOR, SENIOR - Under minimum direction, is responsible for performing activities related to the audit of information systems procedure and systems. Audits the most complex new and existing information system applications to ensure that appropriate controls exist, that processing is efficient and accurate and that information systems procedures are in compliance with corporate standards. Prepares activity and project progress reports relating to the information systems audit function. May assist top management in developing information systems audit programs and control guidelines. May advise subordinates on administrative policies and methods. Fully competent to work at the highest level of all phases of information systems auditing. Typically has a Bachelors degree in one of the following areas: Information systems, Finance, Computer Science, or related. Usually requires at least five to six years of related of progressive experience. Exclude Business Analysts or Systems Analysts.

50. BUDGET ANALYST - Under general supervision, prepares operating budgets for units or departments, or assists individual department heads in this process. Makes continuing comparison between budgeted and actual performance and prepares reports outlining financial performance and explaining budget deviations. Will follow company policy in recommending actions to remedy deviations from plan. May participate in the preparation of operating budget for the total organization, in the formulation of projected sales and income figures, and in the assembly of inventory and capital expenditure budgets. May participate in the installation and maintenance of budgetary control systems. Typically has three to four years of experience.

55. BUDGET ANALYST, SENIOR - Under minimal direction, will review and assist in preparing operating budgets for units or departments. Makes continuing comparison between budgeted and actual performance and prepares reports outlining financial performance and explaining budget deviations. Will typically be involved in all aspects of budgeting including training or directing less experienced staff members. May recommend suitable actions to remedy deviations from plan. May participate in preparing operating budget for the total organization, in the formulation of projected sales and income figures, and in the assembly of inventory and capital expenditure budgets. May participate in the installation and maintenance of budgetary control systems. Typically has four to six years of experience.

60. FINANCIAL ANALYST - Under general supervision applies knowledge of concepts, practices and procedures to analyze financial information. Analyzes trends and assists in preparing forecasts for manufacturing, sales, finance, and general business conditions. May use PC and other systems to create and display reports, graphs, charts, and financial models pertaining to the operations of the organization. Usually reports to the Senior Financial Analyst or department manager.

65. FINANCIAL ANALYST, SENIOR - Working under minimal supervision, analyzes financial information relating to the rate of return, depreciation, working capital, investments, and financial and expense performance comparisons to compile and prepare reports, charts and graphs. Possesses and applies a broad knowledge of financial principles, practices and procedures. With the assistance of lower level analysts, analyzes trends and prepares forecasts for manufacturing, sales, finance, and general business conditions. Recommends changes in company economic policies and conducts special studies for various departments within the company. Within general departmental guidelines possesses latitude to make unreviewed decisions or actions. Usually reports to Manager of Finance.

70. FINANCIAL ANALYST, LEAD - Responsible for coordinating, conducting, and documenting financial analysis projects. In addition, will provide advice and direction to less experienced financial analysts. Works under minimal supervision. Will analyze financial information relating to the rate of return, depreciation, working capital, investments, and financial and expense performance comparisons to compile and prepare reports, charts, and graphs. Possesses and applies a broad knowledge of financial principles, practices and procedures. Will lead lower level analysts in the analysis and preparation of forecasts for manufacturing, sales, finance, and general business conditions. May recommend changes in company economic policies and conducts special studies for various departments within the company. May serve as the financial contact with outside firms. Within general departmental guidelines, possesses latitude to make unreviewed decisions or actions. Typically has eight or more years of significant experience with two years of supervisory experience. Usually reports to Manager of Finance.

75. TAX ACCOUNTANT - Under general supervision applies knowledge of concepts, practices and procedures to prepare federal, state, or local tax returns for individuals, businesses, and other organizations. Examines accounts and records and computes taxes owed according to prescribed rates, laws, and regulations. Ensures that the organization complies with periodic tax payments, information reporting, and other taxing requirements. May devise and install tax record systems. May use computer systems to input, retrieve and display tax information. Usually reports to Senior Accountant or department manager.

80. TAX ACCOUNTANT, SENIOR - Working under minimal supervision prepares federal, state or local tax returns for individuals, businesses or other organizations with the assistance of lower level accountants. Possesses and applies a broad knowledge of accounting principles, practices and procedures. Examines accounts and records and computes taxes owed according to prescribed rates, laws and regulations. Advises management regarding the effects of business activities on taxes, and on strategies for minimizing tax liability. Ensures that organization complies with periodic tax payments, information reporting, and other taxing requirements. Represents organization before taxing bodies. May devise and install tax record systems. Within general departmental guidelines possesses latitude to make unreviewed decisions or actions. Usually reports to Accounting Manager.

85. CREDIT ANALYST - Under general supervision and following set policies and procedures, will analyze credit data to estimate degree of risk involved in extending credit or lending money to firms or individuals. Contacts banks, trade and credit associations, salespeople, and others to obtain credit information. Studies economic trends in firm's industry to predict probable success of new customer. Visits establishments to determine condition of plant and equipment and to compare methods of operation with accepted practices in industry. Will prepare reports of findings, and suggests credit limitations to management. Will have limited authority to deviate from the company's credit and collection guidelines. Will typically have three to four years of credit and/or related experience.

90. CREDIT ANALYST, SENIOR - Under general direction, is responsible for reviewing and analyzing credit cases to estimate the degree of risk involved in extending credit or lending money to firms or individuals. Depending on circumstances evaluates pertinent information involving cases of unusual complexity and difficulty and may have discretionary authority to recommend action that may be outside the department's guidelines. Will establish and maintain contacts with banks, trade and credit associations, salespeople, and others to obtain credit information. Studies economic trends in firm's industry to predict probable success of new customer. Will review reports from less senior staff members and advice on action plans. May visits establishments to determine condition of plant and equipment and to compare methods of operation with accepted practices in industry. Evaluates results of investigations, prepares reports of findings, and suggests credit limitations to management. May assist management in the corporate development of credit guidelines and policies. Will typically have five to six years of credit and/or related experience.

91. PAYROLL ADMINISTRATOR - Under minimal supervision, compiles payroll data and calculates payroll. Will calculate hours worked, overtime earnings, if any, gross pay, deductions, required withholdings, and net earnings. May review changes to the basic payroll file and process corrections. Will apply advance knowledge in payroll, relative to calculating withholdings and deductions where multi-state tax laws are involved, payment on sales draws and commissions, and other cases that require knowledge that exceeds lower-level clerks. Reports payroll and related information to Federal, State, and local agencies as required. Provides guidance to staff and management on payroll issues; within limits of delegated responsibility, counsels employees when special payroll problems are involved. May coordinate payroll with outside service providers. May administer the distribution of paychecks throughout the company and divisions. Position is generally exempt with no management or supervisory responsibilities.

LEGAL

105. ENTRY LEVEL ATTORNEY - Working under immediate supervision, performs basic legal assignments of a routine nature in which precedents are clear and/or well established and matters are not of critical importance to the organization. Carries out such assignments as preparation of briefs or drawing up of contracts for review and evaluation by others. Work requires completion of law school with a J.D. degree (or equivalent) and admission to the California Bar. Excludes those performing work for which legal training and bar memberships are not essential.

110. ATTORNEY - Working under general supervision, performs professional legal assignments that are varied and require research and analysis of applicable precedents on matters of importance to the organization. May also undertake assignments of greater complexity and of substantial importance to the organization where work is subject to review by more senior attorneys. Work requires completion of law school with a J.D. degree (or equivalent) and admission to the California Bar. Excludes those performing work for which legal training and bar memberships are not essential.

115. SENIOR ATTORNEY - Working under minimum supervision, performs professional legal work of considerable difficulty and of major importance to the organization. Questions are typically characterized by absence or ambiguity of legal precedents, requiring extensive research, analysis and creative legal work in their solution. Determinations are subject to review only for consistency with company policy, possible precedent effect and overall effectiveness. May direct and/or review work of several lower-level attorneys, but this is an incidental rather than primary responsibility. Does not include attorneys who serve as officers of the organization and are responsible for participating in the overall management and formulation of policy for the company. Also excludes those performing work for which legal training and bar membership is not essential.

120. TAX ATTORNEY - Represents the organization regarding any business with local, state and federal taxing agencies. Develops tax savings plans contingent upon short and long-term goals and activities, and prepares legal documents regarding tax liabilities. Advises management about new tax laws and about various company tax activities. Work requires completion of law school with a J.D. degree (or equivalent) and admission to the California Bar. Excludes those performing work for which legal training and bar memberships are not essential.

BANKING

125. ACCOUNTS REPRESENTATIVE - Under limited supervision and following established procedures, opens and processes new accounts for customers. Provides new customers with associated account information including savings, investment and loan rates, banking service charges, limits or restrictions, etc. Advises customers on other banking services. Incumbents in this position usually have at least 2-3 years of retail customer banking experience.

130. PERSONAL BANKER I - Under direct supervision and following established procedures, offers banking services to individual clients with an emphasis on personal financial counseling, lending, and customer service. Works with a limited degree of credit authority. Usually exempt, this position is typically the entry level into the Personal Banking job family. Incumbents in this position usually have at least 2-3 years of related experience.

135. PERSONAL BANKER II - Under limited supervision, offers a full range of banking services to individual clients with an emphasis on personal financial counseling, lending, and customer service. Works with a limited degree of credit authority. Usually exempt, incumbents in this position usually have at least four years of related work experience.

140. BANKING CREDIT ANALYST I - Working within established guidelines and under direct supervision, investigates and analyzes credit risks. Responsible for resolving credit problems of moderate complexity. Will usually elevate more sensitive accounts to Credit Manager or Supervisor. Will also assist in the follow up and collection of overdue accounts. Will follow bank's procedures in granting additional credit extensions. Incumbents in this position usually have a college degree in finance and at least two years of related experience. Normally reports to the Credit Manager.

145. BANKING CREDIT ANALYST II - Working within established guidelines and limited supervision, investigates and analyzes credit risks. Responsible for resolving credit problems of moderate complexity usually referring more complex cases to supervisor. Will also assist in the follow up and collection of overdue accounts. Will follow bank's procedures in granting additional credit extensions. Incumbents in this position usually have a college degree in finance and at least four years of related experience. Normally reports to the Credit Manager.

HUMAN RESOURCES

150. FACILITY HUMAN RESOURCE ADMINISTRATOR - Is responsible for administering policies and programs covering any of the following: employment interviewing for salaried and hourly jobs, compensation, personnel administration (records and reports), training, safety, benefits and services, labor relations, and personnel research. This is typically an exempt position.

155. EMPLOYMENT REPRESENTATIVE - Interviews applicants for employment, answers questions concerning job requirements and company policies, administers pre-employment tests, checks references, processes changes in employee status, and conducts exit interviews. On a judgmental level, screens applicants, rejects, hires, or refers qualified applicants to department managers for further consideration. May do some recruiting through advertisements or agencies. Makes job offers and conducts new employee orientations.

160. HUMAN RESOURCES REPRESENTATIVE/GENERALIST - Under general supervision applies knowledge of concepts, practices and procedures to interpret and apply company personnel policies and regulations. Is responsible for compliance with wage-hour regulations as they affect the employees in his/her assigned area. Where there is a union contract, may provide day-to-day administration of contract provisions, working out questions of interpretation with union representatives, however, this is not a full-time Personnel/Industrial Relations position. Usually reports to the Senior HR Representative or department manager.

165. HUMAN RESOURCES REPRESENTATIVE/GENERALIST, SENIOR - Working under minimal supervision maintains responsibility for the interpretation and application of company personnel policies and regulations with the assistance of lower level representatives. Possesses and applies a broad knowledge of human resources principles, practices and procedures. Advises line supervision about the application of rules and policies, handles employee complaints, and may handle second step grievances. Is responsible for compliance with wage-hour regulations as they affect the employees in his/her assigned area. May have responsibility within designated area of activity for employee counseling, employment interviewing, and some aspects of wage and benefit administration. When there is a union contract, may provide day-to-day administration of contract provisions, working out questions of interpretation with union representatives, however, this is not a full-time Personnel/Industrial Relations position. Within general department guidelines possesses latitude to make unreviewed decisions or actions. Usually reports to the HR Manager.

170. EMPLOYMENT RECRUITER - Responsible for the general recruitment efforts of personnel for the organization. Interviews prospective applicants, answers their questions about the job and the company, and evaluates their qualifications. May record additional knowledge, skills, abilities, interests, test results, and other data pertinent to selection and referral of applicants. Checks references of candidates or evaluates reference checks performed by subordinates. Based on detailed evaluations between candidate's qualifications and job requirements, makes recommendations to management as to whether or not candidate should be hired. May be authorized to make an offer of employment in the case of entry level positions or those for which requirements are clear-cut. Is familiar with equal employment opportunity regulations and the company's affirmative action program (if any). Does not include technical positions or others who have supervisory responsibility. Incumbents in this position usually have 2 to 3 years of experience.

171. EMPLOYMENT RECRUITER, SENIOR - Responsible for the recruitment efforts of specialized personnel, including senior level positions which may include a management-level position. Interviews prospective applicants, answers their questions about the job and the company, and evaluates their qualifications. Records and evaluates additional knowledge, skills, abilities, interests, test results, and other data pertinent to selection and referral of applicants. Checks references of candidates or evaluates reference checks performed by subordinates. Usually is the initial-contact in the recruitment of critical and/or upper management positions. Based on detailed evaluations between candidate's qualifications and job requirements, makes recommendation to management as to whether or not candidate should be hired. May be authorized to make an offer of employment in the case of entry level positions or those for which requirements are clear-cut. Is thoroughly familiar with equal employment opportunity regulations and the company's affirmative action program (if any). May conduct exit interviews. Does not include technical positions or others who have supervisory responsibility. Incumbents in this position usually have 4 to 6 years of experience.

175. TECHNICAL RECRUITER - Responsible for the recruitment of candidates for technical positions, such as high level engineering and computer-related personnel. Consults with managers of technical fields to determine employer needs. Will attend employment fairs, college campuses, and other events to find a suitable pool of candidates. Interviews prospective applicants, answers their questions about the job and the company, and evaluates their qualifications. Checks candidates' references or evaluates reference checks performed by subordinates. Makes recommendations as to whether or not candidate should be hired. Must be capable of evaluating the technical qualifications of candidates, since much of work is performed in the field. Establishes relationships with sources in technical fields to facilitate future contacts. Has familiarity with equal employment opportunity regulations and the company's affirmative action program (if any). Typically has a technical degree education or background. Does not include Employment Managers or others with supervisory responsibility.

180. EMPLOYEE TRAINER – Conducts in-house training for general and specific courses. Is responsible for providing orientation and training on new course materials, selecting appropriate training aids, preparing lesson plans relevant to training material, and maintaining training records. Based on course evaluations, assesses the effectiveness of training sessions; may suggest course improvements to manager and managers. May provide direction to entry level trainers. Usually has 2-3 years of comparable experience. Usually reports to Training Manager.

181. EMPLOYEE TRAINER, SPECIALIST – Is responsible for either developing instructional materials such as training manuals/aids or coordinating the development of materials by outside suppliers. Formulates teaching outline and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops. May plan and coordinate management inventories, appraisals, placement, counseling, and training. Assists training staff in organizing and conducting training and educational programs. Coordinates participation in outside training programs by company employees. Usually has 3 – 5 years of comparable experience. Normally reports to Training Manager.

185. TRAINER, TECHNICAL - Conducts in-house technical training for general and specific courses. Is responsible for providing orientation and training on new course materials, selecting appropriate training aids, preparing lesson plans relevant to training material, and maintaining training records. Analyzes course evaluations to judge effectiveness of training sessions and to execute suggestions for improvements. May provide direction to entry level technical trainers. Usually reports to Training Manager.

195. COMPENSATION ANALYST - Under general supervision applies knowledge of concepts, practices and procedures to collect information concerning wage and salaried jobs for use in determining equitable compensation of employees. Assists in studying and analyzing assigned jobs, writing job descriptions or summaries, and evaluating jobs in terms of an established evaluation plan. May determine job comparability and prepare input for surveys conducted by other organizations. Usually reports to Senior Analyst or department manager.

200. COMPENSATION ANALYST, SENIOR - Working under minimal supervision, collects information concerning wage and salaried jobs for use in determining equitable compensation of employees, with the assistance of lower level analysts. Possesses and applies a broad knowledge of compensation principles, practices and procedures. Studies and analyzes assigned jobs, may prepare written job descriptions or summaries, and evaluates jobs in terms of an established plan. Performs audits periodically or on request to determine whether jobs have changed significantly from the original evaluation. May analyze and set-up executive pay plans, skill-based pay, or plans that typically require an extensive knowledge in a specialized compensation area. May conduct wage, salary or benefit surveys for the purpose of determining competitive compensation levels. Within general departmental guidelines has latitude to make unreviewed decisions and actions. Usually reports to Compensation Manager.

205. EEO REPRESENTATIVE - Carries out corporate Affirmative Action/Equal Employment Opportunity Programs for minority, female and handicapped employment and advancement, in compliance with government legislation and management's directives. Maintains contact with female, minority and handicapped employees and investigates grievances for all employees. Conducts internal audits of corporate practices to identify possible violations, and compiles and submits required AAP/EEO statistical reports.

210. PERSONNEL/INDUSTRIAL RELATIONS REPRESENTATIVE - Responsible for the interpretation and application of company personnel policies and regulations and/or of the terms of a union contract as they apply to a designated employee group, department, or other subdivision of the company (other than a full-fledged, profit-responsible division). Advises line supervision on application of rules and policies, handles employee complaints and may handle second step grievances. Is responsible for compliance with wage-hour regulations as they affect the employees in his assigned area. May have responsibility within designated area of activity for employee counseling, employment interviewing and some aspects of wage and benefit administration. Where there is a union contract, provides day-to-day administration of contract provisions, working out questions of interpretation with union representatives. May also prepare arbitration cases, represent the company in arbitration and participate in contract negotiation. Does not include those who perform a significant amount of clerical work, such as personnel records maintenance. Also excludes those with supervisory or policy making responsibility.

215. BENEFITS ADMINISTRATOR - Under general supervision applies knowledge of concepts, practices and procedures to assist in coordinating the administration of employee benefits programs, including medical coverage, dental insurance, group life insurance, pension plans, etc. Assists in the modification of benefit plans, and discusses eligibility with employees. Usually maintains benefits records and documentation with the aid of a personal computer. May assist in the consultation of company benefit policies by preparing employee booklets, memos, and related documentation. Usually reports to Senior Benefits Administrator.

220. BENEFITS ADMINISTRATOR, SENIOR - Working under minimal supervision, coordinates and administers employee benefits programs including medical coverage, dental insurance, group life insurance, pension plans, etc., with the assistance of lower level administrators. Possesses and applies a broad knowledge of the principles, practices and procedures of benefits administration. Modifies benefits plans and consults with and advises employees about their eligibility for these and other plans. May maintain benefits records and documentation with the aid of a personal computer. May do consultation of company policies by preparing employee booklets, memos, and related documentation. Within general departmental guidelines possesses latitude to make unreviewed decisions and actions. Usually reports to Benefits Manager.

225. BENEFITS ANALYST - Under general supervision, is responsible for the design, evaluation, and communication of innovative, competitive and cost efficient benefit plans including: medical, dental, drug, life insurance, pension, disability insurance, and miscellaneous benefit programs that are supportive of the company's strategic objectives. Additional responsibilities include benefit consultation to the organization; program design and modification to address specific problems; policy clarification; responding to and addressing benefit appeals and reviews; and maintaining vendor contracts and relationships. Determines and maintains equity with current benefit trends and legislated requirements and programs. May report to a Compensation/Benefits Manager or to an Employee Benefits Manager.

230. BENEFITS ANALYST, SENIOR - Under minimal supervision, is responsible for the design, evaluation, and communication of innovative, competitive, and cost efficient benefit plans including medical, dental, drug, life insurance, pension, accident and health insurance coverage, disability insurance, and miscellaneous benefit programs that are supportive of the company's strategic objectives. Additional responsibilities include benefit consultation to the organization, program design and modification to address specific problems, policy clarification, responding to and addressing benefit appeals and reviews, providing direction to lower level benefits analysts, and maintaining vendor contracts and relationships. Determines and maintains equity with current benefit trends and legislated requirements and programs. Incumbent generally has five years related experience. May report to a Compensation/Benefits Manager or to an Employee Benefits Manager.

235. COMPENSATION ADMINISTRATOR – Provides assistance in the managing and administering of compensation programs such as wage and salary administration, sales compensation, supplemental cash compensation, executive compensation, and other similar programs. This may extend to educating employees about these programs. May also be responsible for training and/or payroll. Typically reports to Top Corporate Compensation Executive or Compensation Manager.

240. COMPENSATION/BENEFITS ADMINISTRATOR - Coordinates the administration of company compensation and benefit programs. Prepares written job descriptions, evaluates positions via established systems, conducts and/or participates in compensation surveys. Examines changes in wages or salaries and audits job evaluations. Oversees company's merit budget. Aids in the administration of performance appraisal programs. Helps to administer various benefit programs and advises employees about different plans. Participates in the preparation of employee books regarding compensation/benefits subjects. Maintains files and records and submits periodic reports as required. Works as liaison between the organization and outside agencies and insurance carriers. Reports to either Compensation Manager or Benefits Manager.

245. BENEFITS / COMPENSATION ANALYST - Responsible for the design, evaluation, and communication of benefits and compensation programs that support the company's strategic objectives. Typical compensation duties may include calculation, accrual and payment of annual and long-term incentive awards, job evaluations, compensation plan designs, maintenance of the compensation system, monitoring of pay equity between different classifications, and consultation with employees in regards to their compensation plans. Benefits responsibilities include the design and evaluation of benefit plans such as medical, dental, pension, disability, etc. Typically has responsibilities for the company's time reporting system as well as for the financial reporting of existing employment expenses and projections. Typically develops internal controls for compensation and benefit plans; preparation for internal and external audits; benefits cost analysis and other projects of a financial nature.

250. HRIS ANALYST - Researches, examines, designs and maintains computer systems to support human resources administration and projects. Monitors HR information needs on a continuing basis and updates or designs systems to meet the changing requirements of the company. Works as a liaison with the information systems department to resolve programming and system problems. Proposes changes regarding new equipment and/or software to remain current with new HR trends.

255. EMPLOYEE ASSISTANCE PROGRAM COORDINATOR – Is responsible for coordinating the employee assistance program functions within the organization. Evaluates, recommends, and maintains a good working relationship with inpatient and outpatient counseling/treatment facilities. Evaluates employee counseling and treatment needs and makes recommendations for changes or additions to appropriate programs. May help design and conduct training and educational seminars. Usually reports to Employee Assistance Program (EAP) Manager.

GENERAL SERVICES

260. RELOCATION ADMINISTRATOR – Is responsible for coordinating employee relocation via cost control, paperwork processing, and aiding the employee in the physical sale and transfer of employee possessions. May help the employee in the sale of existing real estate, rental or purchase of new residence, transportation of household goods, and the transfer of office equipment, supplies, and other activities related to the relocation. Processes cost estimates, expense vouchers, and relocation reimbursements, cash advances, allowances, and bonuses. Typically reports to the Relocation Services Manager.

265. SECURITY SPECIALIST - Is responsible for maintaining the company's physical security system. Systems supervised may encompass plant and office physical security, automated security systems, and employee identification card or other similar systems. Typically reports to the Security Manager or Plant Manager.

270. SAFETY SPECIALIST – Is responsible for executing corporate-wide safety policies to comply with OSHA and other safety and health requirements. Detailed duties may include administering safety training to supervisors and employees; maintaining records and assembling reports on lost time accidents; and implementing hazardous waste control and disposal activities such as training, collection, disposal and record maintenance, and conservation programs. Typically reports to the Safety Manager or Plant Manager.

275. OCCUPATIONAL HEALTH NURSE PRACTITIONER (REGISTERED) –Prepared for the advanced practice of nursing through a formal organized program that advances beyond basic nursing education. Is highly skilled in physical assessment and the administering of comprehensive healthcare. Responsibilities may include appraising the physical and psychosocial health status of employees through the collection and analysis of health data; identifying problems based upon the interpretation of findings; evaluating the need for immediate nursing intervention, consultation and referral to other health team members. Participate with the physician in the formulation of policies, procedures, and protocols for the management of various defined health problems. Under general direction, monitors and manages the care of stabilized chronic conditions. Teaches, counsels and guides employees on healthcare management. May also plan, implement and evaluate health education programs. Holds a current license to practice in the state of employment and is certified as a Nurse Practitioner. Other titles may include Nurse Practitioner, Clinician, or Specialist.

280. OCCUPATIONAL HEALTH NURSE (REGISTERED) – Is responsible for providing nursing care for occupational injuries and illnesses including emergency care and referral based upon nursing assessments, nursing diagnosis, and medical directives. May perform pre-employment physicals and evaluate employee's suitability to perform work activities. Performs screening examinations such as vision screening, tonometry, EKG, venipuncture, audiometry, and spirometry. Refers abnormal or questionable findings to appropriate individuals for further evaluation. Assists with obtaining health and work history, interpreting results, and making appropriate referrals for positive findings. Participates in the implementation and administration of healthcare programs that enhance wellness through disease and accident prevention. Maintains a nursing record keeping system that meets legal requirements and assures confidentiality. Holds a current license to practice in the state of employment. Incumbents in this position can range from entry level through intermediate levels in the nurse job family.

285. SENIOR OCCUPATIONAL HEALTH NURSE (REGISTERED) – Is responsible for administering primary nursing care of occupational injuries and illnesses, including emergency care and referral based upon nursing assessment, diagnosis, and established medical directives. Aids in the resolution of physical and emotional problems via interviewing and counseling of employees. Manages medical cases ranging from initiation to closure including data collection and analysis, physical assessment, diagnosing illnesses in the nursing capacity, interfacing with private care providers, and developing a plan of action. May work with line management, safety and industrial hygienists, and human resources regarding case resolution. May assist physicians and supervising nurse in the handling of complex health problems by providing recommendations and taking responsibility for follow-up. In conjunction with supervising nurse, coordinates department services and works with upper management to develop, implement, and evaluate health programs. May help train nurse staff and/or may act as lead nurse. Holds a current license to practice in the state of employment. Incumbents in this position usually have a minimum of five years of corporate experience.

290. EVENTS PLANNER / COORDINATOR - Is responsible for the logistical planning and organization of company special events, meetings and related activities. Typical duties include facility selection, menu planning, transportation arrangements, and audio/visual equipment retrieval and setup. Ensures that protocol is followed. Incumbents in this position usually require strong communications and organizational skills with at least two years of experience. Typically reports to a Special Events Manager or Director.

295. WORKERS' COMPENSATION ADMINISTRATOR – Is responsible for administering the workers' compensation program. Negotiates and manages the relationship with workers' compensation insurers. May monitor claims, develop and administer loss prevention and rehabilitation management/monitoring programs, maintain files, and provide documentation in defense of claims. May maintain OSHA records. Coordinates among company managers, insurance administrations, physicians and employees to investigate and process claims.

300. MANAGEMENT ANALYST - Performs difficult to complex administrative, budgetary, statistical, systems and other management analyses in a variety of professional areas such as general management, administration, information technology, and budget and finance. Makes recommendations on the basis of completed studies and analyses; requires four-year degree in a related field and two to five years of professional administrative experience.

305. CONTRACT ADMINISTRATOR - Represents the company in the procurement, negotiation, and administration of contracts for goods or services. Typical duties include providing interpretation of contract provisions, screening and processing customer inquiries to insure prompt handling, monitoring progress of work performed under the contract and preparing periodic reports and estimates of completion dates. May also participate in the development of sales proposals, negotiation of new contracts and renegotiation of existing contracts, and provide support to the sales function.

310. EXECUTIVE ASSISTANT/ADMINISTRATIVE ASSISTANT (EXEMPT) - Performs a broad range of administrative duties for a major executive. Works closely with executive on a day-to-day basis, relieving him/her minor administrative details and maintaining the workflow in the area of responsibility during executive's absence. Exercising frequent independent judgment, within agreed upon limitations makes administrative decisions and takes action on behalf of superior based on knowledge of company's organization, policies and personnel. Is responsible for scheduling and preparing agenda for regular and special meetings, for securing requested information and for compiling various reports and studies. Exercises considerable judgment and discretion in handling requests for appointments and telephone calls for superior, routing them to others or dealing with them on own initiative when appropriate. Handles on own initiative all correspondence not requiring personal attention of superior. May take and/or transcribe confidential or highly technical dictation, keep minutes of meetings and perform other secretarial functions, but this is a minor part of responsibilities. May assign work to and instruct other secretarial and clerical employees.

315. LIBRARIAN - Collects, organizes and disseminates research materials in a company library. Reviews current literature to determine what material may be of value for the company. Makes recommendations for acquisitions and reviews acquisition requests received from various departments for cost, urgency and pertinence. May have the authority to purchase materials, subject to budgetary constraints. Catalogs new materials according to approved or standardized procedures. Maintains storage arrangement of materials, which will facilitate retrieval. Responsible for providing research support in gathering materials on requested topics from library files and, when necessary, from other sources such as interlibrary loan. May prepare abstracts requested by researchers. May have responsibility for microfilm, audio-visual files and other resources as well as books, periodicals, pamphlets and reports. Does not require a degree in Library Science, but has technical expertise in research methodology and the particular areas of activity of the company to evaluate research materials and provide effective assistance to researchers.

MARKETING & COMMUNICATIONS

320. SOCIAL MEDIA COORDINATOR - Supports the organization's efforts to effectively reach out to targeted audience via Social Media mediums. Applies Social Media Management skills to coordinate feedback to customer's views and word of mouth stemming from the company's marketing and outreach efforts. Searches for innovative and constantly evolving techniques and gives insight to other company resources into the most effective factors affecting the company's Social Media efforts. Posts, publishes, and pushes out existing content (video footage, photographs etc.) to the appropriate social media channels. May converse with fan base and moderate existing conversations in order to educate potential consumers. Monitors traffic via critical Social Media forums for real time customer opinions and feedback on forums, blogs, and social media sites. Act as a back-up to the Social Media Specialist for monitoring and responding to inquiries, etc. Relevant experience interfacing with and utilizing social media tools sets: e.g. (Facebook, Linked-In, YouTube, Twitter, Google+ and others), mobile applications and widgets. May have a BA in English, Journalism, Communications, or Marketing plus 1 year in social networking and online marketing. Able to use Web Content Management (WCM) software and use social media tactfully and creatively.

325. SOCIAL MEDIA SPECIALIST - Responsible for leading the organization's efforts to effectively reach out to targeted audience via social media mediums. Applies Social Media Management experience and knowledge to manage and control word of mouth marketing and outreach efforts. Develops content, including video, photo, copy, articles and stories and publishes them in appropriate social media channels. Monitors traffic via critical and relevant and influential blogs/social media platforms and when appropriate, responds appropriately on behalf of the company or utilize experts, maintaining consistency of answers and minimizing legal and brand image risk. Follows the company's Social Media search engine optimization (SEO) strategy. Has relevant experience interfacing with and utilizing social media tools sets: e.g. (Facebook, Linked-In, YouTube, Twitter, Google+ and others), mobile applications and widgets. Incumbents have a BA in English, Journalism, Communications, or Marketing plus 3 years in social networking and online marketing. Has strong social media presence plus previous professional experience in digital media and online communications including Web Content Management (WCM) software, Search Engine Optimization (SEO) tools, and superior writing and verbal communication skills along with the ability to use social media tactfully and creatively.

330. SOCIAL MEDIA SPECIALIST, SENIOR - Responsible for leading the organization's most critical efforts to effectively reach out to targeted audience via social media mediums. Applies Social Media Management experience and knowledge to manage and control word of mouth marketing and outreach efforts. Establishes social measurement KPIs, and track achievement via comprehensive set of success metrics. Develops content, including video, photo, copy, articles and stories and publishes them in appropriate social media channels. Advances original content to instantly reach targeted audiences of all sizes, helping to brand the company and create effective word of mouth marketing. Oversees most sensitive relevant and influential blogs/social media platforms and when appropriate, responds appropriately on behalf of the company or utilize experts, maintaining consistency of answers and minimizing legal and brand image risk. Usually oversees the Social Media search engine optimization (SEO) strategy. Has specialized experience interfacing with and utilizing social media tools sets: e.g. (Facebook, Linked-In, YouTube, Twitter, Google+ and others), mobile applications and widgets. Incumbents generally have a BA in English, Journalism, Communications, or Marketing plus 3+ years in social networking and online marketing and a proven track record of success in metrics-driven, high velocity environment. Has strong social media presence plus previous professional experience in digital media and online communications including Web Content Management (WCM) software, Search Engine Optimization (SEO) tools, and superior writing and verbal communication skills along with the ability to use social media tactfully and creatively.

350. RETAIL/WHOLESALE BUYER - Purchases merchandise for resale. Inspects and appraises merchandise offered for sale to determine value and yield. Selects and orders merchandise and arranges for transportation of purchases. Authorizes payment of invoices or return of merchandise. Approves advertising copy for newspaper. Gives markers information regarding price mark-ups or markdowns, manufacturer number, season code, and style number to print on tickets. Conducts staff meeting with sales personnel to introduce new merchandise. Prices items for resale. May sell merchandise to become more familiarized with customers' attitudes and preferences.

355. MARKETING ADMINISTRATOR - Is responsible for marketing functions such as managing marketing projects and organizing and maintaining written graphic materials. Depending on assignment, may coordinate trade shows and produce reports and graphic presentations. May develop and maintain company-wide database. May serve as administrative assistant to higher levels and coordinates marketing, business development and public relations services. Typically has BS/BA degree in marketing, business or related area. Usually requires at least 3-4 years of marketing experience.

360. MARKETING SPECIALIST - Under limited supervision, is responsible for achieving marketing goals for one or more areas, product lines, or market segments by analyzing, recommending, and implementing strategies. May also support sales and advertising programs including proposal generation. Carries out market research projects. Typically reports to the Advertising/Marketing Communications Manager. Incumbents in this position usually require a four-year degree in a related field and at least two years experience.

365. MARKET RESEARCH ANALYST - Under general supervision applies knowledge of concepts, practices and procedures to conduct research studies. Collects data on purchasing power, buying habits and preferences of potential customers. Gathers data on the market position of competitors and may collect and analyze data to determine sales trends. Usually reports to Senior Research Analyst or department manager.

370. MARKET RESEARCH ANALYST, SENIOR - Working under minimal supervision, conducts research studies to determine the potential effect of price changes, evaluate marketing techniques, and provide other research support for the sales and marketing function. Possesses and applies a broad knowledge of marketing principles, practices and procedures. Collects data on purchasing power, buying habits and preferences of potential customers with the assistance of lower level analysts. Gathers data on the market position of competitors, analyzing their prices, sales, and marketing techniques. May collect and analyze data to determine sales trends to be used in making sales forecasts. Within general departmental guidelines possesses latitude to make unreviewed decisions and actions. Usually reports to Marketing Manager.

375. DATABASE MARKETING ANALYST - Is responsible for the analysis of marketing data through databases and related systems. Will access marketing information from numerous computer sources and provide specialized reports and marketing forecasts to management and other internal customers. Will interface with managers and staff to develop administrative and programming solutions to marketing projects. Will study and analyze marketing data such as marketing trends, sales history, demographic information, and related databases to formulate marketing strategies, prepare proposals, and conduct cost-analysis for particular projects. From assembled data, may format and document reports, brochures, and other marketing materials. Typically has responsibilities for all statistical and programming concepts associated with specific projects. Incumbents typically have a BA in marketing plus 3 to 5 years of market research with databases, word processors, spreadsheets, statistical software, and marketing packages.

380. PRODUCT MANAGER - Manages the sales promotional activities and profit margins of company product lines, including marketing research studies and new product development activities. Accountable for product advertising, pricing, inventory and marketing activities. Determines product selection and specifications. Coordinates internal and external activities related to the management of products. Controls program performance according to plan. Establishes long range sales forecasts. Researches markets and provides inputs for developing programs to support marketing objectives.

385. WRITER – Develops and executes a wide range of editorial projects for both in-house and public audiences. Writes and edits departmental publications as well as monthly newsletters and magazines. Provides guidance to in-house personnel on editorial matters. Usually reports to a Creative Managing Editor. Incumbents in this position typically require a college degree in communications, journalism, or English and at least three to four years of experience.

390. COPYWRITER - Is responsible for providing descriptive copy for corporate publications, internal communications, promotional materials, and other pertinent publications to the organization. Incumbents in this position usually require a college degree in journalism or communications and two to four years of copywriting experience.

395. PUBLICATIONS EDITOR - Directs and coordinates the publication of the house organization and other company bulletins. Contacts different departments and company locations to obtain items for publication. Selects and writes articles and editorials, plans layouts, coordinates printing and artwork, and arranges for production and distribution of the publication. May prepare material for public relations purposes, but majority of time is spent with the house organ. Does not include secretaries or employees in the personnel department who may become involved with this function.

400. PUBLIC RELATIONS REPRESENTATIVE - Plans and conducts public relations programs designed to create and maintain a favorable public image for employer or client. Prepares and distributes fact sheets, news releases, photographs, scripts, motion pictures, or tape recordings to media representatives. Purchases advertising space and time as required. Promotes goodwill through such publicity efforts as speeches, exhibits, films, tours, and question/answer sessions. Represents employer during community projects and at public, social, and business gatherings. Researches data, creates ideas, writes copy, lays out artwork, contacts media representatives, and represents employer directly before general public.

405. ADVERTISING SPECIALIST - Coordinates production of advertising and sales promotion materials. Develops time schedules and monitors progress of material production, ensuring deadlines are met. Writes script and layout advertisements and logos for a variety of promotional materials and media. Proofreads and edits materials. Coordinates efforts with outside agencies and media sources. Maintains logs and directory listings for distribution. May obtain price quotes and select printers.

410. ADVERTISING/MARKETING COMMUNICATIONS SPECIALIST – Under limited supervision, supports the marketing-related communications needs of specific company departments and/or work areas. Provides product advertising guidance to businesses and aids in the development and execution of their communications programs. Normally reports to the Advertising/Marketing Communications Manager. Incumbents in this position usually require a four-year degree in a related field and five or more years of experience.

CREATIVE MEDIA SERVICES

415. PRODUCTION ARTIST - Produces graphic material to be used in advertising and promoting the company and its goods and services. Executes assigned projects, producing sketches, drawings and other illustrative material according to instructions and specific parameters developed by others. Works in various media, such as pen and ink, tempera, watercolor, oils, etc. Must be familiar with various reproduction processes in order to produce artwork, which will reproduce effectively in the process specified for each assignment. May be required to do special lettering and to use airbrush equipment to produce special effects. Excluded are those who create and plan the overall graphic concepts of projects or technical illustrators.

420. TECHNICAL ILLUSTRATOR - Under general supervision, produces graphic material by performing a variety of support tasks in the planning, layout and preparation of commercial art work for inclusion in proposals, technical manuals, product brochures, displays, presentations, slides and similar graphics applications. Executes assigned projects, producing sketches, drawings and other illustrative material according to instructions and specific parameters developed by others. Works from general guidelines using considerable creative judgment regarding composition, media selection and the like. Will select techniques best suited to produce desired visual effects in conformance with specified quality standards. Uses various types of graphics production equipment and supplies including personal computers and desktop publishing/graphics software. Determines composition, views angles, perspective, projections, etc. Utilizes and applies a variety of graphic techniques including line illustrations, isometrics, perspectives, orthographic, block diagrams, renderings, graphs, schematics and the like. Plans complete layouts for finished graphics. Will work with customers to determine illustrative objectives and translate them into graphic terms. May assist graphic production efforts from preparation through production and publication.

425. GRAPHIC DESIGNER/ARTIST - Under general supervision, uses desktop publishing equipment and software to perform professional level layout work including formats, camera read, advertising material, catalogs & brochures. Based on concept, studies illustrations and photographs to plan presentation of material, product or service. Determines size and arrangement, selects style and size of type, and arranges layout based on space and design concepts. Will use technical knowledge of hardware and software publishing equipment (Quark, Photoshop, Illustrator, and FrameMaker) for digital photo manipulations, photo art direction & digital production. Has working knowledge of graphic imaging systems, scanning devices, print production, as well as experience with Macintosh hardware and supporting software. May work individually or as part of a team to produce and edit a document. Typically has a BA in Graphic Design and 2 - 4 years of related experience in graphic arts and electronic publishing or equivalent combination of related education and experience.

430. GRAPHIC DESIGNER/ARTIST, SPECIALIST - Responsible for the design, creation and management of the entire marketing mix from conception to completion. Will work with design personnel, product managers, and editors to design and lay out technical publications, advertisements, promotions, exhibits and collateral for consumer and corporate markets. Will create designs and format layouts using Quark, Photoshop, Illustrator, FrameMaker and other graphics software. Will use technical knowledge of hardware and software publishing equipment for digital photo manipulations, photo art direction & digital production. Possesses working knowledge of graphic imaging systems, scanning devices, print production, as well as experience with Macintosh hardware and supporting software. May have knowledge of interactive multimedia and WEB development. However, such activities are considered secondary functions. Typically has a BA in Graphic Design and 5 + years of related experience in graphic arts and electronic publishing, or equivalent combination of related education and experience.

435. DESKTOP PUBLISHER, INTERMEDIATE - Under general supervision, uses desktop publishing packages to perform professional level layout work including formats, camera ready pages, book sets, and documentation. Based on desired results, will select best method to accomplish assignment considering source of document, layout specifications, deadlines, and software capabilities. May work individually or as part of team to produce and edit a document. Will maintain files and documentation by archiving project files as needed according to department procedures. Will observe deadlines and milestones and will inform appropriate party of possible problems in meeting them. Typically requires a technical degree and two years of experience with personal computers, desktop publishing software and printing technology. Educational background may be substituted by at least a technical degree and two additional years of experience. Familiarity with typography conventions required.

440. DESKTOP PUBLISHER, SPECIALIST - Under minimal supervision, uses desktop publishing packages to perform professional layouts including forma, camera ready pages, book sets, and documentation. Based on desired results, will select best method to accomplish assignment considering source of document, layout specifications, deadlines, and software capabilities. May work individually or in a team to produce and edit a document. Due to level of expertise, may act as team leader on some assignments, with authority to delegate and review work and assist in editing the work of team members. Maintains files and documentation by archiving project files as needed according to department procedures. Will follow deadlines and milestones and solve problems in meeting them. Typically requires a Bachelor's degree in English, Computer Science and three years of experience with personal computers, desktop publishing software and printing technology. Educational background may be substituted by at least a technical degree and two additional years of experience. Familiarity with typography conventions required.

PRODUCTION / LOGISTICS

445. BUYER - Responsible for routine purchasing activities. Under the detailed supervision of the purchasing agent or head buyer, performs purchasing duties of limited scope and authority, including taking bids and making purchases of a limited number of commodities in designated amounts and specified value. Materials purchased are processed, consumed, or used in the firm and are not purchased for direct resale. Does not include clerical assistants to a Senior Buyer. Also excludes employees whose primary responsibility is supervision or single individuals responsible for the entire purchasing function.

450. BUYER, SENIOR - Has the authority to purchase at the most favorable price consistent with quality, quantity, delivery, and other factors. Venders are typically pre-qualified by management but may have limited latitude to seek other bids. Incumbents have considerable latitude in determining acceptable price. Materials purchased are processed, consumed, or used in the firm and are not purchased for direct resale. May include outside production buying. Excludes persons whose primary function is supervision or management of a purchasing department.

455. BUYER, LEAD - Has the authority to purchase at the most favorable price consistent with quality, quantity, delivery, and other factors. In addition to purchasing activities, approves and qualifies vendors, authorizes purchase orders, and has lead responsibilities for the activities of other buyers and expeditors. Incumbent has considerable latitude in determining acceptable price. Materials purchased are processed, consumed, or used in the firm and are not purchased for direct resale. May include outside production buying. Excludes persons whose primary function is supervision or management of a purchasing department.

460. BUYER/MATERIAL PLANNER - Following prescribed methods and procedures, will select and negotiate the purchase of materials/services with approved vendors and places the order to meet material requirements relative to quantity and timing. Will follow a master production schedule to determine the quantity and order date for materials needed. Incumbents in this position typically require two to four years of experience. Usually reports to a lead buyer or manager.

465. BUYER/MATERIAL PLANNER, SENIOR - Responsible for selecting and negotiating with approved vendors and placing purchase or production requisitions in response to product requirements established by various departments within the company. Will select and negotiate with approved vendors and place purchase orders to meet material requirements relative to quantity and timing. Will follow a master production schedule to determine the quantity and order date for materials needed. May give some guidance and direction to other Buyers/Material Planners. Reports to manager and typically requires five or more years of experience.

470. MATERIAL PLANNER - Under general supervision and based on the master production schedule, determines the quantity and order date for needed materials and/or services. Will initiate purchase or production requisitions, as appropriate. Incumbents in this position normally have five or more years of experience. Usually reports to a lead buyer or manager.

475. MATERIAL PLANNER, SENIOR - Based on the master production schedule, determines the quantity and order date for needed materials and/or services. Will initiate purchase or production requisitions as appropriate. May give direction and guidance to other material planners. Incumbents in this position normally have five or more years of experience. Usually reports to a lead buyer or manager.

480. PRODUCTION PLANNER/SCHEDULER - Under general direction, performs a variety of complex planning activities required to attain production objectives. Reviews engineering plans and product specifications to determine raw material requirements to support manufacturing schedules. Works with Purchasing to obtain and schedule materials based on production forecasts. Works with Engineering and related areas to develop tools and procedures to maximize facility and equipment utilization. Assignments are generally the most complex within planning activities and include the attainment of planning objectives where products and/or production processes are new or manufacturing processes are variable. May direct and assist lower planners. Typically incumbent has a B.S. in Business Administration or related field, or equivalent to 5 - 6 years of directly related experience, providing a thorough knowledge of a variety of manufacturing activities including purchasing, materials, production processes and engineering.

485. PRODUCTION TRAFFIC COORDINATOR - Is responsible for coordinating the production of many types of projects by acting as a liaison between internal departments and outside vendors including printers and designers. Typical duties include developing project schedules and time frames, prioritizing assignments, and ensuring that deadlines are met. Usually reports to a Creative Managing Editor. Incumbents in this position typically require two years experience.

490. TRAFFIC ANALYST - Performs continuing analysis of the company's use of various modes of transporting its products, and recommends ways to achieve greater efficiency and economy. Reviews the classifications of goods to be shipped, makes recommendations for reclassification and may actually handle the negotiation of new rate classifications. Performs continuing analysis of the cost/effectiveness of various carriers and routings and determines the most advantageous methods of shipment. May be required to maintain familiarity with rules of applicable regulatory agencies and act as a consultant in assuring company shipments are not in violation. Does not include Traffic Clerks or others who merely requisition transportation and route shipments according to predetermined procedures.

495. COST/MATERIALS ESTIMATOR - Prepares estimates of all labor, material, and equipment costs involved in assigned projects, including tentative and preliminary estimates for planning purposes based on sketches, etc., and detailed and itemized estimates based on final plans and specifications. Prepares comparative estimates based on alternative methods and materials. Revises estimates as a result of changes in labor, material, and other costs.

500. PURCHASING EXPEDITER - Audits purchase orders for delivery dates and maintains contact with vendors to insure delivery of materials when promised. May return unacceptable products to vendors and have contact with engineering or other departments originating orders to keep them informed regarding status of order.

505. TOOL DESIGNER - Designs tools, jigs, fixtures and other special devices for specified operations in the production function. Analyzes engineering blueprints, operation specifications and other engineering or shop data to determine the proper design of the requested tool and prepares design drawings and specifications, making sure that the design is compatible with specified fabrication procedures and with the limitations of the equipment to be employed. Provides liaison service with tool fabrication agencies for interpretation and correction of design application. May also review or correct design of existing tools to conform to engineering and production changes.

510. PROGRAMMER (N.C./C.N.C.) - Translates and converts methods data to prepare programs for C.N.C. or numerical control machining operations largely through the application of established and predetermined reference data. Organizes operational data as submitted by engineers; or when so directed, utilizes documented standard data as it applies to align and code operations, tooling identification, indexing sequences, speeds and feeds for data entry. Documents established program standards. Prepares instruction sheets for machine operators, maintains library records and references incidental to the assignment.

515. PROGRAMMER, SENIOR (N.C./C.N.C.) - Translates and converts methods data to prepare programs for multiple and complex machining operations on a diversified line of work for C.N.C. or numerical control machines. Analyzes operational data submitted by engineers; or when so directed, utilizes documented standard data, as it applies to the organization of machine operational methods. Aligns and translates operations, tooling identification, indexing sequences, speeds and feeds to conform with prescribed engineering data. Codes steps for data entry. Assists to prove-out programs on machines to test accuracy of methods and sequences. Makes recommendations relative to corrections, modifications, improvements, etc. regarding the accuracy of programs or reduction of costs. Prepares instruction sheets for machine operators. Organizes and maintains library records and references. Documents and establishes standards; modifies, adjusts and corrects existing standards to incorporate engineering changes.

520. JOURNEY MACHINIST - Under general supervision, works from blueprints, rough sketches, production diagrams, engineering drawings verbal instructions to fabricate a variety of complex machined components. Performs non-repetitive assignments of a complex and difficult nature involving the set-up and operation of a wide variety of machine tool equipment such as drill press, punch press, brake, shear, grinders, numerically-controlled equipment and other hand and power machines of similar complexity. Determines operating methods and sequences; lays out, sets up and fabricates precision parts, tooling and fixtures to exacting tolerances and dimensions for production, development and short-run requirements. Makes complex shop calculations using handbook formulas to layout difficult patterns and determine tooling feeds and speeds. Knows the working qualities of a wide variety of materials including aluminum, steel, copper, brass, other metals, plastics and exotics. May provide support prototype development activities, working with design engineers and mechanical designers on the design feasibility of prototype machine parts and assemblies relative to form, fit and function. Checks height, depth and thickness using micrometers, dial indicators, calipers, gauges and other precision-measuring instruments. Inspects work form conformance to specifications. May set-up and make "first-article" check on difficult production runs. May provide programming support for numerically controlled (NC) equipment to obtain optimum machine utilization and minimize scrap loss ensuring proper tool usage. May prepare recommendations for improvements in methods or processes relative to improved productivity and quality. This is the fully qualified journey level.

525. CONSTRUCTION INSPECTOR - Performs field inspection of contract and in-house construction work to ensure compliance with plans and specifications; reviews plans, specifications, and job drawings; notes errors, omissions, and potential problem areas; requires two to five years of related experience.

526. FACILITIES PLANNER - Responsible for evaluating the organization in regards to needs of existing or new facilities. Inspects buildings and office areas to evaluate suitability for occupancy, considering such factors as air circulation, lighting, location, and size. Coordinates or directs workers engaged in measurement of facilities to determine total square footage available for occupancy. Computes square footage available for each member of staff to determine whether minimum space restrictions can be met. Draws design layout, showing location of furniture, equipment, doorways, electrical and telephone outlets, and other facilities. Follows real estate contracts for compliance with government specifications and suitability for occupancy. May direct the move and placement of furniture and equipment and prepare facilities for occupancy.

SCIENCE & RESEARCH

530. RESEARCH SCIENTIST - Supervises the activities of a group or team of research scientists working on single and multiple project levels. Normally works within a single discipline or closely related field of study. Formulates, recommends and directs research or development programs in a major segment or subdivision of the overall research function. Evaluates research proposals and participates in selection of projects to which resources are committed. Normally requires Ph.D. and 5-8 years experience, including Post Doctorate studies with progressive responsibility in scientific field with demonstrated supervisory, organizational and administrative skills. Multiple awards or research grants, publications and/or patents evidence levels of competence. Reports to Research Director. Supervises Senior Scientists and below. Also referred to as Team Leader, Team Supervisor, Program Manager, and Program Coordinator.

535. SCIENTIST, SENIOR - Fully competent research scientist versed in all conventional aspects of the subject matter or the functional area of the assignments. Plans and conducts work requiring a mastery of specialized techniques or ingenuity in selection and evaluates approaches to unforeseen or novel problems. Normally requires Ph.D. with 3-6 years experience including Post Doctorate studies with sufficient professional experience to assure competence as evidenced by one or more research grants, publication and/or patents. Reports to Research Scientist. May coordinate work of junior personnel including directing work of Research Associates and Technicians. Also known as Senior Chemist or Principal Investigator.

540. SCIENTIST - Performs independent research on assigned projects. Evaluates, selects and applies standard scientific techniques and procedures consistent with directed corporate policy. Assignments have clear and specific objectives and require the investigation of a limited number of variables. Generally requires Ph.D. and 0-2 years-related fieldwork including post doctorate studies. Also referred to as Research Chemist Biologist, Research Microbiologist.

545. RESEARCH ASSOCIATE - Designs major experiments, evaluates test data and prepares associated paperwork in the conduct of assigned research activities. Works within narrowly defined scope and under general instructions as to assigned tasks and results expected. May perform independent work of limited scope or time frame on a specific phase of a research project. Generally requires application of standard technology and procedures and ability to validate new techniques and procedures. Normally requires a Masters Degree in related field or study or scientific discipline plus 3-5 years related experience. Reports to Scientist or above. Also referred to as Assistant Scientist, Junior Scientist or Assistant Chemist.

550. RESEARCH ASSISTANT, SENIOR - Performs complex experiments, evaluates test data and prepares associated paperwork under general supervisory direction in support of research programs. Receives objectives and technical advice from supervisor or project scientist. Directs and coordinates activities for lower level lab technicians and research assistants. May provide project direction. Maintains records of test procedures and results, and prepares data tabulations and summarizes test results for supervising scientist. Under specific direction, performs scale-up work or routine procedures and formulates conversion to on-line or mass production levels. Normally requires BS plus 3-5 years or MS with 1-2 years of progressive, related experience. Also referred to as Senior Laboratory Technician "A" or Laboratory Specialist.

555. RESEARCH ASSISTANT - Performs entry level, routine laboratory experiments and other tasks in support of a research function. Works under direct and close supervision or from detailed or fully controlled lab procedures. Performs routine record keeping and reporting, including tabulation or summarization of procedures used and experimental results achieved, according to defined or classified headings. Excludes all basic analysis and interpretation. Normally requires Bachelors degree in a related field plus 0-2 years-related experience. Also referred to as Junior Laboratory Technician "B."

SALES MANAGEMENT

10. TOP SALES EXECUTIVE - Generally reports to President or Executive V.P. level, may be called Vice President of Sales, Vice President of Sales and Marketing, Director of Sales, etc. Responsible for the overall management and direction of the sales functions and the entire range of sales planning and development, sales promotion and sales activities of the organizational unit. Formulates, recommends, and implements policies and programs in the areas of forecasting, sales, pricing, marketing and product or service acceptance research, and related activities. May also have responsibility for marketing programs, customer relations or advertising. NOTE: This is an executive level position. Do not report your highest earning sales rep in this position. Also, do not report Presidents or Owners of smaller companies that may perform sales duties.

20. INTERNATIONAL SALES MANAGER - Reports to top sales executive or directly to President or Executive V.P., may be called International Sales Manager, V.P. of International Sales, etc. Responsible for establishing and maintaining sales outside of the United States. Establishes intercontinental dealer-sales organizations, distribution channels and service arrangements. Formulates sales objectives, policies and advertising programs designed to achieve maximum sales volume and profit goals. Establishes an effective sales organization and develop programs to promote international sales and the company's business image. May prepare sales forecasts and operating budget proposals; approve conditions of sales when not in concert with regularly applied policies.

30. GENERAL SALES MANAGER - Reports to top sales executive, may be called General Sales Manager, Vice President of Sales, etc. Responsible for management and direction of field sales, sales manager and/or sales supervisory personnel. Generally provides direction, counsel, and guidance for plans in marketing, advertising, sales promotion, sales training, etc. Implements sales policies and ensures communication of new products or services, variations and changes, and sales promotion and activities of a division or unit. May be responsible for creating and implementing sales / marketing programs.

50. SALES MANAGER - Reports to second level sales manager or top sales executive, may be called Regional Sales Manager, Territory Sales Manager, Product or Brand Sales Manager, etc. Responsible for management and direction of a large segment of the overall sales volume. Direct staffing, training, and performance evaluations of Sales Reps, Inside Sales Reps, or Manufacturing Reps to develop and control sales program. Coordinates sales distribution by establishing sales territories, quotas, and goals, and advises dealers and distributors concerning sales and advertising techniques. Analyzes sales statistics to formulate policy and promote sales. Reviews market analyses to determine customer needs, volume potential, price schedules and discount rates.

60. DISTRICT SALES MANAGER - Reports to second level sales manager or regional sales manager. Responsible for managing the sale of products and/or services in a district. Directs staffing, training, and performance evaluations of assigned sales reps, inside sales reps, manufacturing reps and/or administrative office personnel. Develops relationships with local dealers or other distributors. Analyzes sales volume and monitors competitor activities in the district.

70. SALES TRAINER - Develops and administers sales training programs to the organization's sales trainees and sales personnel. Presents established and effective sales training methods, techniques, and ideas. Schedules and introduces presentations by internal or outside lecturers, motivational speakers, and sales or product specialists. Reports on progress of sales trainees and sales personnel. Assists in developing new training courses associated with the introduction of new products or services.

OUTSIDE SALES

100. FIELD SALES SUPERVISOR - Supervises the training and assignments of the field sales personnel in one or more territories. Directs sales campaigns in new territories, new industries or with new products or services. Provides assistance to Sales Representatives in the promotion of new major accounts. Coordinates and assists with the technical engineering services to determine customers' needs. Supervises the development of quotations, installations, warranty service obligations and various details to ensure conformance with company marketing policies. Investigates major account warranty claims and ensure appropriate services and resolution of complaints. Conducts sales staff meetings to ensure current knowledge of sales promotion and advertising programs, new products or services, marketing polices, etc. Evaluates orders, sales activity reports, expense accounts, etc., and develops recommendations relative to sales techniques, programs, etc.

110. NATIONAL ACCOUNTS MANAGER - Reports to top sales executive or second level sales manager. Develops and implements national sales strategies for increasing sales and profits through national customers. Manages only national or major (key) accounts. Calls on national accounts, presents sales material and follows up on sales service.

120. SALES ENGINEER - Promotes the sale of company products or services requiring knowledge of engineering principles. Serves as liaison between customer and company on engineering matters regarding product application, sales, installation and services. Examines and analyzes customers' needs, prepare specifications, design modifications, recommendations, etc. pertinent to the proposed installation. May lead installation and servicing of products where engineering is required.

130. SALES REPRESENTATIVE / ACCOUNT EXECUTIVE – SENIOR (OUTSIDE SALES) - Performs field promotional work to sell and develop new business. May include work with current major accounts, development of new territories, new industries, or with customers where the full market potential or product acceptance has not been established. Demonstrates products / services and provides assistance in the best application to the product. Coordinates company technical engineering services to determine customers' needs. Prepares price quotations, terms of sales, delivery dates, etc., and writes orders subject to company policy. Investigates product / service warranty claims and ensures resolution of customer complaints following marketing policies. Develops data relative to marketing trends, competitive products and pricing, and submits marketing reports to management. As required, prepares and submits reports on sales and marketing activities. Trains, instructs and orients new personnel and trainees.

150. SALES REPRESENTATIVE / ACCOUNT EXECUTIVE (OUTSIDE SALES) - Performs field promotional work to sell and develop new business accounts. Usually assigned to established territories or industries where company product lines are accepted. Demonstrates products / services and provides assistance in the best application of the product. May coordinate company technical engineering services to determine customers' needs. Subject to company approval, quotes prices, terms of sales, delivery dates, etc. Investigates product / service warranty claims and ensures resolution of customer complaints following marketing policies. As required, informs the company relative to marketing trends, competitive products and pricing. Completes required activity and expense reports.

160. SALES REPRESENTATIVE - JUNIOR (OUTSIDE SALES) May be called Junior Account Executive - Under the supervision of the Sales Supervisor or Sales Representative - Senior, performs field promotional work to obtain sales in an assigned territory where the company and product line are established. May canvas out prospective new accounts. Demonstrates products / services and assists in the selection of products / services most applicable to customers' needs. Demonstrates and familiarizes established accounts with new products / services and developments. Quotes prices, terms, delivery dates, etc. on new or repeat orders subject to the approval of company sales supervisor. May investigate and report on warranty claims and complaints. Prepares periodic activity and expense reports.

170. SALES TRAINEE (OUTSIDE SALES) - Attends company training sessions to learn product promotional and selling techniques, the company's marketing and sales policies and to become familiar with the company's product / service lines as they relate to the purpose, basic design, models, etc. Upon successful completion of the training program, usually assigned to a Senior Sales Representative or Sales Supervisor as a Junior Sales Representative to acquire actual field selling experience before assignment to a sales area or territory.

INSIDE SALES

200. TELEPHONE SALES REPRESENTATIVE / INSIDE SALES REPRESENTATIVE - Experienced telephone sales representative sometimes called In-house Sales Reps, Incumbents are required to have strong communications skills and product/service knowledge. Duties include selling product or services to existing and new accounts using the telephone, e-mail, or mail as the primary media for contact and negotiation. May partner with outside sales staff to serve larger accounts. Do not report outbound telemarketers or telephone order takers here.

210. ORDER PROCESSING SUPERVISOR - Supervisor in charge of order processing, typically requiring a two year degree in business and 3+ years of order processing experience, or equivalent. Responsible for managing non-exempt order processing staff. Specific tasks performed in the department include receiving orders by mail, telephone, fax, internet, city desk or direct sales staff and processing orders to the point of authorizing order fulfillment. Verifies credit, records payment receipts, processes credit card payments, quotes prices, and verifies product availability. Forwards processed orders to the proper department or vendor for fulfillment to a designated client and address.

220. TELEPHONE ORDER PROCESSING REPRESENTATIVE - Inbound order taker requiring good verbal skills and the ability to accurately enter order information in the order management system. Typically requires a high school education or GED and less than one year of related experience, or equivalent. Incumbents may inform callers of product availability and pricing. Generally callers are predisposed to making a purchase or issuing an order when they call.

CUSTOMER SERVICE

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

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

320. CUSTOMER SERVICE REPRESENTATIVE III (TECHNICAL ADVISOR) - Advanced level of customer service work, typically requiring a bachelor's degree with 2+ years of experience, or equivalent. Handles the more technical or complex service questions from customers and applies judgment in resolving service, warranty or technical problems falling within established limits of authority and knowledge. Issues of greater impact or technical complexity are researched and presented to management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application or service information, pricing or adjustments. May provide work direction to others.

330. CUSTOMER SERVICE REPRESENTATIVE II (EXPERIENCED) - Experienced level of customer service work, typically requiring reading, communication, math and problem solving skills equivalent to a high school education or GED and 2+ years of training and experience. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents have limited supervision. Report four-year degree level customer service professionals, with higher levels of authority and technical knowledge requirements, in Customer Service Representative III (Technical Advisor) position above.

350. CUSTOMER SERVICE REPRESENTATIVE I (ENTRY LEVEL) - First level of customer service work, typically requiring reading, communication, math and problem solving skills equivalent to a high school education or GED and no previous experience. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents follow established procedures and have readily available supervision.

360. RETAIL SALESPERSON - Obtains or receives merchandise, totals bill, accepts payment, and makes change for customers in a retail store. Sets up advertising displays to promote sales. Assists customers and answers any questions regarding location, price, and use of merchandise. Prices merchandise and totals bill at time of purchase. Accepts payment and makes change. Removes and records amount of cash in register at end of shift. Keeps record of sales, prepares inventory of stock, and orders merchandise. May routinely update stock of merchandise within the store.