

## Job Descriptions Used in the 2014 Report

### Group 100 - Administration and Management:

- 110 Executive Director:** Provides overall management, planning, and leadership of the organization. Reports directly to the Board of Directors. Works with the Board and Committees to establish policies and programs and administers such programs. Interprets the organization's purpose and programs to outside organizations and the public. Develops and administers standards and procedures related to human resources (including staff development), budget, and physical facilities. Prepares, distributes, and maintains a variety of reports. May direct or coordinate fundraising. *Typical Requirements:* Master's degree plus five or more years of related management experience.
- 120 Deputy Director:** Manages a range of internal organizational operations depending on the size of the organization, including one or more of the following areas: human resources, financial systems and budgeting, Board communications, information systems, and support staff. Reports to the Executive Director. Assists the Executive Director in management functions and may act in the Director's absence. Supervises at least one other employee. *Typical Requirements:* Bachelor's degree (Master's degree preferred) plus five or more years of related experience.
- 130 Program or Division Director:** Manages a set of inter-related programs or a specific division of the organization. Analyzes community needs to develop new programs and enhance current programs. Selects, trains and evaluates the performance of the division's staff. Communicates the division's programs and services to the community. Develops and manages the division's budget. *Typical Requirements:* Bachelor's degree or equivalent (Master's degree or equivalent preferred) plus three to five years of program related experience.

### Group 200 - Administrative Support Services:

- 210 Executive Secretary:** Provides professional administrative support to the Executive Director or another member of the senior management staff. Composes, transcribes, edits, and disseminates reports, memos, and other senior level correspondence. Coordinates meetings and maintains calendars. Prepares materials for meetings and records meeting minutes. Establishes and maintains filing systems. Assists with special projects and record keeping. *Typical Requirements:* Associate's degree plus two to four years of experience.
- 220 Office Manager:** Supervises, hires, trains, and evaluates clerical support staff. Ensures that support functions are effective, efficient, and responsive to the needs of the organization. Establishes administrative procedures. Maintains supplies and equipment. Maintains vendor records in the absence of a Business Manager. May also perform clerical functions as needed. *Typical Requirements:* Associate's degree plus four to six years of experience.

- 230 Receptionist:** Receives telephone calls and routes calls and visitors to appropriate parties. Records and conveys appropriate messages. Performs typing and other routine clerical work as assigned. May also retrieve and distribute mail. *Typical Requirements:* High school diploma or equivalent plus six months to one year of experience.
- 240 Secretary:** Performs clerical and administrative support functions. Types, distributes and files a variety of reports, correspondence, and memos. Operates office equipment, including personal computers, copiers, fax and postage machines. (NOTE: In some organizations, this position may be combined with the duties of a Receptionist. However, only those incumbents who are also assigned the duties of Secretary as described here should be reported under this survey position.) *Typical Requirements:* High School diploma or equivalent plus either secretarial training or one to two years experience.
- 250 Research Assistant:** Performs in number of basic research functions and activities that support the Director of Research and Evaluation. Responsible for gathering, compilation and analysis of various types of data. Drafts research reports and conducts literature searches. *Typical Requirements:* Bachelors or Master's degree with three to five years experience.

### Group 300 - Direct Services:

- 310 Case Manager:** Helps individuals and families requiring assistance from a social service agency. Conducts interviews and gathers physical, psychological, and social information to determine the client's needs. Counsels clients privately, with the family, or in a group. Refers clients to appropriate community resources. Note: This is a non-supervisory position, even though the word "Manager" appears in the position title. *Typical Requirements:* Bachelor's degree in social work or related field plus one to three years of related experience.
- 320 Child Day Care Teacher:** Develops and leads activities for children to promote social, physical, and intellectual growth in a preschool, day care center, or other child development facility. Plans individual and group activities to stimulate growth in language, social, and motor skills, such as following directions, playing with others, and using play equipment. *Typical Requirements:* Bachelor's degree in early childhood education or related field with no previous experience.
- 330 Counselor:** Provides services to assist individuals or groups achieve more effective personal, educational, or vocational development. Works with clients individually or in a group setting to identify and resolve issues including personal and/or emotional problems, substance abuse, family issues, and educational and/or career problems. *Typical Requirements:* Bachelor's degree or equivalent in human services or a related discipline plus three to five years of related experience, or Master's degree in counseling plus one to three years of related experience.
- 340 Social Worker (Bachelor's Level):** Helps provide counseling to clients to address educational, social, behavioral, medical, or other issues. Interviews clients to assess social and emotional capabilities. Consults with other professionals and families to determine causes of problems and their possible solutions. Refers clients to other community resources when needed. *Typical Requirements:* Bachelor's degree in social work and license plus one to three years of related experience.
- 350 Social Worker (Master's Level):** Counsels clients and helps them address

educational, social, behavioral, medical, or other issues. Works with clients to determine causes of problems and their possible solutions, then helps clients pursue the best course of action. Refers clients to other community resources when needed. *Typical Requirements:* Master's degree in social work and license plus three to five years of related experience.

**360 Teacher (Certified):** Plans and implements a developmentally appropriate curriculum for the assigned student group. Supervises students in the classroom. Develops and maintains teaching resources. Maintains relationships among students, parents, or guardians, volunteers, staff, and the community. *Typical Requirements:* Bachelor's degree and must have a Maine State Teaching Certificate for assigned grade level.

**370 Direct Care Worker:** Interacts with consumers in a variety of potential settings, including community homes, family and individual homes and generic community settings, providing personal care, instruction, guidance, mentoring and companionship, under the direction of supervisory staff. The direct care worker provides a level of care that enhances the health, safety and contentment of the individuals served. *Typical Requirements:* Certification required. Age 18 or older with High School Diploma or G.E.D., and Criminal and Child Abuse Clearance. A valid driver's license may or may not be required.

**380 Certified Nurses Aide:** Provides basic patient care under direction of nursing staff. Perform duties, such as feed, bathe, dress, groom, or move patients, or change linens. *Typical Requirements:* Certification required. Age 18 or older with High School Diploma or G.E.D., and Criminal and Child Abuse Clearance. A valid driver's license may or may not be required.

## Group 400 - Facilities Management

**410 Cook:** Performs food production activities, including food preparation, supplies and equipment care, packaging, storage, and reporting. Plans menus in response to supplies available and to special dietary requirements when appropriate. May also serve food and clean up the food preparation site. *Typical Requirements:* High school diploma plus one to three years of experience.

**420 Driver:** Drives vehicles, adheres to driving schedules, and may attend to passengers' needs. Maintains vehicles in proper and safe working condition. *Typical Requirements:* High school diploma or equivalent plus any specialized vehicle licenses needed.

**430 Janitor/Custodian:** Maintains the organization's facility in clean and orderly condition. Sweeps, mops, and empties trash, tends to recycling and may perform minor upkeep of environmental systems including heating and air conditioning. May perform repairs and other upkeep functions to maintain the organization's physical facility. May also assist with moving furniture and equipment. *Typical Requirements:* High school diploma or equivalent with no previous experience.

**440 Property/Site Supervisor:** Oversees the maintenance of a single property, including janitorial services, repair and upkeep, and personal and building security. *Typical Requirements:* High school diploma plus one to three years of experience.

## Group 500 - Financial Management:

**510 Accountant:** Utilizes accounting and spreadsheet software to accurately maintain all

general ledger accounts, reconcile bank statements, conduct monthly and year-end closing procedures, and prepare monthly financial statements using generally accepted accounting principles. Assists with the audit preparation of state and federal financial filings. *Typical Requirements:* Bachelor's degree in accounting or related field plus two to four years of experience.

- 520 Bookkeeper:** Keeps records of financial transactions for the organization. Reconciles and balances accounts. May perform various other duties pertaining to financial transactions. *Typical Requirements:* Associate's degree in accounting or bookkeeping plus no experience, or two years of previous related experience.
- 530 Business Manager:** Oversees operations including purchasing, insurance, and billing. Ensures that the organization meets its budget targets for operational income and expenses. Maintains vendor and bid records. Complies with required filings by local, state, and federal agencies for agency licensure and management. *Typical Requirements:* Bachelor's degree in management or related field with no previous experience, or Associates degree and two to four years of related experience.
- 540 Finance Director:** Provides overall direction for all financial management, accounting, and budgeting functions on behalf of the Executive Director. Develops financial procedures and directs their implementation. Manages all financial and accounting activities. Performs financial planning as part of the management team. Manages business and accounting staff. *Typical Requirements:* MBA or equivalent plus two to four years of experience.

### Group 600 - Middle management:

- 610 Computer Systems Manager:** Manages one or more aspects of the organization's computer systems, including local area network (LAN), database, or Internet communications. Purchases and maintains computer hardware. Installs and configures operating and ancillary software. Assists and trains system users. *Typical Requirements:* Bachelor's degree in computer science or equivalent plus one to three years of computer systems experience.
- 620 Development Director:** Works closely with the Executive Director and the Board of Directors to develop a comprehensive fundraising strategy to expand philanthropic support for the organization. Manages all components of the fundraising plan including (but not limited to): annual giving, planned giving, corporate and foundation grants, major individual and corporate gifts, and special fundraising events. Manages (either directly or indirectly) all staff members of the development department. *Typical Requirements:* Bachelor's degree or equivalent with additional professional development training in fundraising plus three to five years of fund development experience.
- 630 Human Resource Director:** Develops and organizes all human resources activities of the organization. Develops and implements recruitment, selection, compensation, benefits, employee relations, and training and development programs. Develops human resources policies and procedures and ensures compliance with applicable legislation and regulations. *Typical Requirements:* Bachelor's degree in human resources, industrial relations or related field plus three to five years of experience.
- 640 PR/Communications Director:** Designs, develops, and implements the communications and public relations program to build awareness of the organization's

mission, programs, and achievements. Manages and coordinates all media relations, special community events, and external publications. Represents the organization at public events. *Typical Requirements:* Bachelor's degree or equivalent plus three to five years of related experience.

- 650 Project Manager:** Organizes and coordinates one or more projects undertaken by the organization as the only staff person assigned to manage the projects. Develops activities and related timelines to meet established project goals. Tracks project expenses to ensure they do not exceed the projects' budgets. Evaluates projects' results and prepares related reports for the management of the projects. *Typical Requirements:* Bachelor's degree or equivalent plus one to three years of project related experience.
- 655 Public Policy Director/Lobbyist –** Coordinates organization's public policy and lobbying activities, in coordination with Executive Director and / or Board. Researches and develops policy positions. Develops and implements grassroots and / or direct lobbying strategies. Develops relationships with policy-makers, media, and activists. *Typical requirements:* BA +5 or more years or Masters / Law + 3 years.
- 660 Volunteer Coordinator:** Coordinates the organization's student and community volunteer program. Consults with staff to determine the organization's needs. Interviews, screens, and places volunteers in appropriate programs and activities. Prepares appropriate volunteer training and procedure manuals. Conducts volunteer orientation and training sessions. Speaks to community groups to explain the organization's activities and recruit potential volunteers. Prepares reports on the extent, nature, and value of the organization's volunteer program. *Typical Requirements:* Bachelor's degree or equivalent plus one to three years of related experience.
- 670 Director of Research and Evaluation (Senior Researcher):** Manages the organization's research efforts, including project management, designing and implementing evaluations and data analyses. Expertise in both quantitative and qualitative evaluation methods. Works closely with the Executive Director and Development Director to meet all funding requirements. *Typical Requirements:* Ph. D in program evaluation or related field with six to ten years program evaluation experience.