2020 SALARY GUIDE

THE ROAD AHEAD
MAP YOUR COMPENSATION SUCCESS
WITH SALARY & DATA INSIGHTS

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ORGANIZATIONAL SUPPORT  MARKETING  HUMAN RESOURCES
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As businesses look to hire today—and into the future—they’re finding themselves in uncharted territory, as record-low unemployment heightens competition for top talent. The journey to acquire and retain qualified professionals is even greater within the following specialties: non-clinical healthcare, administrative services, human resources, non-profits and supply chain and logistics. Organizational leaders seeking talent to fill these roles are adjusting their hiring and retention strategies to adapt to an increasingly intense labor landscape.

Low unemployment numbers, paired with a rising demand for specialized talent, means that candidates with these niche skills have more options than ever before. They know they’re highly sought-after, so they’re not afraid to explore their options in order to maximize their salaries, their benefits and their opportunities.

As your strategic partner, we can help take you where you want to go—starting with the talent it takes to get you there. How do we do it? We’re connected to thousands of professionals and know exactly what they want—things like work-life balance, community involvement, benefits and the right salaries. By building bridges between you and the qualified professionals you want, who possess the experience you need, we help you overcome talent gaps that threaten to stifle growth.

With tools like the 2020 Salary Guide, we can help you navigate the complex labor market and offer the right salaries to the right people so you stay ahead of your competition. Included in this guide is the most up-to-date compensation information for administrative and professional positions across many industries. You’ll also get detailed job descriptions for the positions you may not even know you need yet. With this guide, consider yourself equipped with the most up-to-date hiring and retention information. We’re confident our Salary Guide—and our partnership—will help you lead the way in 2020 and beyond.

– DAVID ALEXANDER, PRESIDENT
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WADING THROUGH A SHALLOW TALENT POOL

For the third year in a row, our Salary Guide is coming out as total U.S. unemployment reaches a new low: 3.6 percent in April of 2019, the lowest rate since December 1969.1

What does this mean for hiring and retention? With unemployment low and job creation on the rise, there’s a shallower talent pool than most employers have dealt with in the past. To deal with the current talent shortage, business leaders need to focus on hiring the right talent and taking care of their existing staff.

GET THE SALARY RIGHT

Employers who don’t get the salary right will find that nothing else matters.

A 2018 study conducted by Harris Poll found that salary is the number-one motivator for 67 percent of job seekers and employees considering new job opportunities.2 Research from LinkedIn backs this up. When the professional networking site asked 450 users to look over a sample job advertisement to discover which details attracted them, over 70 percent of candidates were drawn immediately to pay and benefits.3

If you don’t get the salary right, you’ll miss opportunities to attract qualified candidates and have issues prioritizing other employee demands that make working for you seem more appealing, such as:

- Work/life balance
- Community involvement
- Flex time and/or telecommuting options
- Employee benefits
- Professional development opportunities

However, if you get salaries right, you’ll have an automatic competitive advantage in the war for talent.

TAKE CARE OF CURRENT STAFF

Getting the salary right is also key to avoid losing your best people to the competition and saving the high cost of turnover.

The average cost of replacing an employee comes in at just over 20 percent of the individual’s annual salary,4 so turnover can cost millions of dollars for some companies. Executives, managers and hiring professionals might want to take a look around their organizations and ensure employees are engaged, challenged and appropriately rewarded because the internal talent pool just might be a lot stronger than the one outside.

BREAKING DOWN BENEFITS

Employee benefits used to be something that helped companies stand out from the crowd. Today, they’ve become vital to recruitment and essential tools for driving engagement and productivity.

BENEFITS EMPLOYEES VALUE MOST

Companies are forking over big bucks for benefits, but there’s good news for employers who can’t afford to treat employees to weekly massages and daily catered lunches: after compensation and traditional benefits such as health insurance and 401(k)s, employees place the highest value on benefits that are relatively low in cost.

According to our research, when employees were asked to rank seven aspects of a job offer in order of importance, the results were as follows:

1. Salary, pay and compensation
2. Traditional benefits such as health insurance and 401(k)
3. Opportunities for growth and development
4. Company culture
5. Alternative benefits such as remote work, flexible schedules, gym memberships and tuition reimbursement
6. Whether the job makes a difference in the world
7. Relocation compensation

With professional development ranking high on employee’s wish lists, how can employers demonstrate a commitment to employee’s growth? Gartner’s Global Talent Monitor recommends:

- **Describing experiences, not positions.** During the recruiting process, share with candidates the different types of experiences employees have across the company rather than just jobs that are currently open. Employee’s perception of opportunity increases when workers feel an employer can offer a variety of experiences.

- **Have proactive conversations.** Have career planning conversations with existing employers more than once or twice a year. According to Gartner, “most employees make career decisions around personal milestones, birthdays, and family or friend reunions when they are forced to compare themselves to other people.” Have frequent, proactive conversations with employees about what they want to do next so your team knows you’re considering their future along with your own.

- **Motivate with employability, not title increase.** Hyper-inflated job titles have gone from a recruitment tool to fodder for comedy sketches. Employees care less about titles and more about promotions that demonstrate real career progression. If you can’t offer promotions to retain talent, show employees how their current role will prepare them for their next job—even if it’s not with your company.

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**TACKLING THE BONUS QUESTION**

With the U.S. economy on a roll, strong company earnings, and a lighter corporate tax load thanks to tax reform, employees expect their companies to share the wealth and hand out bonuses.

A recent survey from Korn Ferry found that a whopping 83 percent of employees expect to receive a bonus in 2019, and 51 percent expect the bonus they receive to be bigger than the one they received last year.

As your organization revisits compensation planning this year, it’s a good idea to factor in these employee expectations to remain competitive and avoid losing your best talent to the competition.

6. SHRM. Employees Have High Hopes for Bonuses This Year. 14 January 2019, https://www.shrm.org/resourcesandtools/hr-topics/compensation/pages/employees-high-hopes-for-bonuses.aspx
HIRING STRATEGY SHIFTS DURING RECORD LOW UNEMPLOYMENT

Record low employment is great for job seekers looking for the next opportunity but makes hiring extra challenging for employers.

Most top talent is already employed and not actively looking for new opportunities, so it’s critical to be more strategic about your hiring efforts and have a plan for drawing in passive candidates.

Passive candidates are employees who are not actively seeking a new job by reaching out to their professional networks, answering job ads or sending out resumes. They already have jobs and are generally satisfied with their positions but would be willing to consider the right offer if it came along. And passive candidates make up one of the largest talent pools in the labor force. According to our research, more than half (54.9 percent) of the workforce is passively open to other job opportunities, but are not currently checking job listings or applying to jobs on their own.

It may seem as though passive candidates are difficult to engage, but it’s worth it to seek them out. Passive candidates have the right skill set and are less likely to inflate their qualifications than those who are actively looking for a job.

STRATEGIES FOR RECRUITING PASSIVE CANDIDATES

Hiring passive candidates takes finesse, as their motivation differs from that of active job seekers. You’ll need to polish your power of persuasion and your sales skills, since they may not be familiar with your company. Here are some more ideas:

• **Showcase growth opportunities.** Modern job candidates have access to a wealth of information about your company, and they will use it. Work with your marketing department to create specific content that prioritizes growth opportunities at your company—a message passive candidates find especially appealing.

• **Emphasize company culture.** Passive candidates who are satisfied in their current company need to feel confident they’ll be just as happy working somewhere else. Take advantage of social media and your company website to share photos, videos and stories of your employees having fun at events, interacting in the office and volunteering in the community. Show off your company’s culture and show what makes your organization a great place to work.

• **Offer a flexible interview process.** Remember that passive candidates will have to take time out of their schedule to interview with you. Let them know you can be flexible, conduct initial interviews via the phone or video conference. You’ll want to meet in person eventually, but offer to meet outside of their regular working hours.

Wherever you find your talent, you’ll need to offer a competitive salary and positions they desire to motivate them to make the leap.
JUMPING THE WAGE GAP

The average woman working full-time in the U.S. makes just 80.5 percent of what her male counterpart makes. While individual choices and personal preference contribute to that disparity, and the overall gap contains women across the American workforce and in low-paid industries, the gap remains substantial across virtually all industries.

Research shows that when companies commit themselves to diversity, they are more successful. In fact, McKinsey’s Diversity Matters report found that companies who invest in gender diversity are 15 percent more likely to have financial returns above the industry average. They’re also more likely to improve employee satisfaction and win top talent.

Despite an abundance of research proving how diversity can benefit an organization’s bottom line, many companies are still struggling to get it right. In a recent Ellevate Network survey, women said they are tired of companies paying lip service to diversity and want to start seeing real change with more women in leadership.

How can your company close the gender wage gap? The Lean In Foundation recommends the following steps:

- **Conduct a pay audit.** Analyze compensation by gender so you can see and address pay gaps.

- **Be transparent about compensation.** When companies are clear about how the organization determines salaries, employees don’t have to guess what factors are driving their pay.

- **Ensure hiring and promotions are fair.** Review employee evaluations and promotions regularly to ensure managers and supervisors are not systematically rating men more highly and promoting them quicker. Train managers on the impact of gender bias in their decision making and put consistent criteria in place to reduce bias.

- **Ensure women have equal opportunities for advancement.** In most organizations, women receive less feedback, get fewer high-profile assignments and have less access to mentors. Ensure women in your organization are not left out of opportunities to accelerate their careers.

- **Encourage women to negotiate.** Women are often undermined socially for negotiating. Make sure women in your company are encouraged to negotiate and not penalized when they do.

Several states and the federal government are considering measures to close the gender wage gap, but don’t wait for the laws to catch up. Create a competitive advantage in your hiring and retention efforts by closing the gender wage gap in your organization now.

HOW DO WE GET OUR DATA?

Our accurate, up-to-date salary figures represent national averages compiled in partnership with Emsi. Starting with regional estimates pulled from government data sources like the Bureau of Labor Statistics’ Occupational Employment Statistics (OES) which allows us to extrapolate accurate, comprehensive compensation data for positions across all industries. To supplement the data—and to provide informed estimates on niche job titles not covered in detail by the BLS—we leveraged 40 million compensation observations from Emsi’s proprietary dataset.

We provided job titles and categories, and ran them through a job title normalization process to match titles within Emsi’s taxonomy of approximately 8,000 job titles. Then both the title and description were re-run in a more comprehensive processing to ensure the greatest matching accuracy possible. These job titles were then cross-referenced with a larger set of BLS-identified job descriptions and roles that contained comparable job duties.

By pulling these compensation observations from a proprietary data source, we combine the strengths of each data set to arrive at the most detailed and reliable compensation estimates available.

COST OF LIVING FOR SPECIFIC JOB MARKETS

We realize that salaries in your city may not be the same as salaries in other areas of the country. That’s why we’ve provided the Cost of Living estimate for all of the key markets throughout the U.S. You can use the Cost of Living to calculate average base salary ranges for your specific job market. To do that, simply take the average base salary for the position you are researching and multiply by the Cost of Living. However, keep in mind that Cost of Living is not the only factor in determining salary in a job market.

Here’s an example:

A Business Analyst has a national average base salary of $71,624. An offer from a company based in San Diego, CA, which has a Cost of Living of 129.1, should be in the proximity of $92,467 ($71,624 x 1.291).

While these variances provide a high-level estimation of market salaries, they do not reflect the nuances of the individual job titles and local demand. Our local market salary guide inserts provide a more detailed view of salaries, taking into account the supply and demand for individual job titles in your area.

To obtain your local market insert(s), visit ajilon.com/local-salary-guide or contact your local branch today by visiting ajilon.com/locations.
HOW TO READ OUR DATA:

Base salary

**10TH PERCENTILE**
Only 10% of the national workforce—across all industries and company sizes—is paid below this figure.

**90TH PERCENTILE**
Only 10% of the national workforce—across all industries and company sizes—is paid above this figure.

**AVERAGE**
Only 50% of the national workforce—across all industries and company sizes—is paid in proximity to this figure.

Average base salary by experience level*

**LOW EXPERIENCE**
The average base salary for the national workforce with 0-1 years of experience.

**MEDIUM EXPERIENCE**
The average base salary for the national workforce with 2-10 years of experience.

**HIGH EXPERIENCE**
The average base salary for the national workforce with more than 10 years of experience.

*In some cases, Directors and Managers are classified into the same occupation category, which can cause overlap in compensation estimates. Directors’ experience levels are based on experience of 6 years and above. “Low” experience used 6-8 years of experience, “Medium” experience used 9-12 years of experience, and “High” experience used 13+ years of experience.
## 2020 SALARIES

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### Customer Care

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</table>

## Insights for 2020

- Discuss insights and trends in customer care salaries.

## About the Salaries

- Summary of base salary ranges for various positions.

## Organizational Support

- Focus on support roles.

## Customer Care

- Detailed salary data for customer care positions.

## Human Resources

- Overview of human resources salary information.

## Non-Clinical Healthcare

- Specific salary information for non-clinical healthcare roles.

## Marketing

- Marketing-related salary data.

## Supply Chain & Logistics/Operations

- Logistics and supply chain salary trends.

## Non-Profit

- Non-profit sector salary statistics.

## Job Descriptions

- In-depth job descriptions and salary expectations.

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**Note:** This table provides a breakdown of base salaries and average salaries by experience level for various customer care positions in 2020.
Human resources is often tasked with recruiting new workers, but that task has become tougher these days with stiff competition for talent and a 3.6 percent unemployment rate. Not only do job candidates often receive multiple offers, they may even “ghost” employers by not showing up for job interviews.

However, the good news is that our Secret Workforce Report shows that nearly 55 percent of employees who aren’t looking for work are open to new opportunities, about the same from 2018. With the 3.3 percent actively looking for work, human resources still has opportunities to attract workers.

As for the human resources industry itself, the Bureau of Labor Statistics reports that the job outlook for human resource specialists is about as fast as average—7 percent—through 2026. Much of this growth is attributed to the need for such specialists to deal with more complex employment laws and healthcare coverage options. For those who want to go into human resource management, the pay can jump to an annual average of $113,300, with a faster job growth of 9 percent a year through 2026.

Human resources is expected to take on a bigger role as companies place a greater emphasis on people analytics, according to the Deloitte Global Human Capital Trends report. The report finds that 84 percent of executives say that people analytics is a high priority for their organizations.

This increasing focus on analytics means that human resources needs to ensure the C-suite sees a clear connection between the data and the bottom line, explains Puja Lalwani, Editor of HR Technologist.

“The C-suite may not be interested in the number of people who have left the organization voluntarily. What might interest them is how many of these employees were in strategic positions or were highly skilled, the duration of their employment, what led to their exit, the cost of replacing these employees, and finally, how all these events affect company profits,” she writes.

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7. **Marketing**
8. **Supply Chain & Logistics/Operations**
9. **Non-Profit**
10. **Job Descriptions**

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#### HUMAN RESOURCES

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<thead>
<tr>
<th>Position</th>
<th>10TH PERCENTILE</th>
<th>90TH PERCENTILE</th>
<th>AVERAGE</th>
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NON-CLINICAL HEALTHCARE

Demand for non-clinical healthcare employees continues to grow as the population ages and employers need workers who can do a wide variety of jobs. From helping patients schedule appointments to filing insurance claims to dealing with medical records, these non-clinical healthcare workers serve as a critical underpinning to a functioning healthcare system.

The Bureau of Labor Statistics reports non-clinical healthcare jobs can generate $30,000 to $100,000 per year, depending on the position, experience and skills.17

In addition, robust growth means that competition for such workers will continue to grow. For example, medical records and health information technicians are expected to see a faster-than-average job growth of 13 percent annually.18 The job growth for a medical assistant is also higher than average at 29 percent annually through 2026.19

Further, workers can be attracted to jobs such as a medical assistant because they’re promoted as positions that offer a variety of work settings and offer continual learning, serving as a “stepping stone” to another healthcare field, notes the Pima Medical Institute.20 “Medical assisting is always changing as the healthcare field advances with new innovations arising frequently,” Kasey Bowser of Pima writes.

The appeal of continually evolving to another job is also revealed in our Secret Workforce Report, as 50.4 percent of respondents say it’s appropriate to start looking for a job after being someplace for one to two years.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>10TH PERCENTILE</th>
<th>90TH PERCENTILE</th>
<th>AVERAGE</th>
<th>Average base salary by experience level</th>
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<tr>
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# Healthcare: Revenue Cycle/Provider

| Position                              | 10th Percentile | 90th Percentile | Average | 90th Percentile | Average | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average | 10th Percentile | 90th Percentile | Average |
|---------------------------------------|-----------------|-----------------|---------|-----------------|---------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|-----------------|-----------------|---------|
| Clinical Outcomes Analyst             | $45,115         | $131,056        | $62,077 | $54,616         | $69,048 | $84,040 |
| Sr. Clinical Outcomes Analyst         | $50,992         | $160,514        | $86,008 | $62,016         | $80,048 | $94,032 |
| Credentialed Medical Coder            | $33,304         | $72,056         | $48,024 | $41,080         | $45,016 | $56,008 |
| Insurance Follow-Up Specialist        | $30,008         | $85,048         | $37,320 | $33,008         | $41,624 | $46,008 |
| Medical Bill Reviewer                 | $28,992         | $59,016         | $40,016 | $33,296         | $36,016 | $54,016 |
| Medical Biller                       | $26,888         | $57,024         | $38,024 | $30,008         | $33,304 | $52,464 |
| Medical Billing Manager               | $27,048         | $88,264         | $48,776 | $38,208         | $51,384 | $72,024 |
| Medical Cash Applications Specialist  | $28,088         | $93,048         | $68,488 | $46,208         | $66,504 | $83,768 |
| Medical Coding Manager                | $31,208         | $79,096         | $52,864 | $39,544         | $42,008 | $70,016 |
| Medical Collections Representative    | $24,968         | $75,928         | $42,384 | $30,008         | $38,016 | $64,008 |
| Medical Collections Manager           | $26,008         | $104,184        | $48,144 | $38,208         | $61,968 | $94,464 |
| Medical Credentialing Specialist      | $60,024         | $171,000        | $73,032 | $65,016         | $79,096 | $90,040 |
| Medical Customer Service Representative| $22,888         | $63,008         | $39,016 | $33,000         | $41,208 | $53,008 |
| Medical Payment Poster                | $28,920         | $49,944         | $37,144 | $31,208         | $35,384 | $42,464 |
| Patient Accounts Representative       | $27,048         | $56,008         | $36,408 | $31,208         | $34,328 | $48,464 |
| Patient Accounts Supervisor           | $35,384         | $105,056        | $72,024 | $48,016         | $75,016 | $96,008 |
| Payment Recovery Specialist           | $26,000         | $92,992         | $48,376 | $42,992         | $54,352 | $78,008 |
| Referral Specialist                   | $26,008         | $90,024         | $46,384 | $30,008         | $34,008 | $72,016 |
| Reimbursement Specialist              | $32,008         | $72,824         | $47,864 | $40,024         | $54,024 | $66,144 |
| Revenue Cycle Manager                 | $48,048         | $275,184        | $72,024 | $54,024         | $78,008 | $100,040 |
| Director of Revenue Cycle             | $62,032         | $300,024        | $96,008 | $74,048         | $120,048| $135,024 |
| Self-Pay Collections Specialist       | $28,920         | $69,104         | $37,464 | $32,792         | $35,384 | $57,008 |
| Director of Patient Financial Services| $68,024         | $295,152        | $87,016 | $76,016         | $104,048| $146,032 |
MARKETING

When it comes to opportunities for marketing professionals, fields like advertising, marketing and promotions are holding strong. According to the latest Occupational Outlook Handbook, published by the U.S. Department of Labor’s Bureau of Labor Statistics, jobs in these industries are expected to increase by 10 percent until the year 2026, a growth rate that’s faster than average for all occupations. “Advertising, promotions and marketing campaigns will continue to be essential for organizations as they seek to maintain and expand their share of the market,” the BLS says. There is one exception, though: Creative jobs in the newspaper industry are projected to decrease due to competition with digital content.

In general, though, those working in advertising and marketing have it good—and that goes for their average annual wage, too. Marketing managers are bringing in $84,040 while specialists earn an average of $53,016. If you’re looking to climb the marketing ladder, you could earn an average of $119,072 as a vice president.

<table>
<thead>
<tr>
<th>Role</th>
<th>10th Percentile</th>
<th>90th Percentile</th>
<th>Average</th>
<th>Base salary by experience level</th>
</tr>
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</table>

Sources:
SUPPLY CHAIN & LOGISTICS/OPERATIONS

The greater reliance on global markets, the drive by companies to deliver products faster and the ongoing consumer love affair with having products brought to their door means that those who handle the supply chain are becoming even more important. Jobs for logisticians are available in nearly every industry, from aerospace to energy.24

Such workers earn about $74,600 annually with a job growth at about 7 percent a year, driven by the needs for logistics in transporting products in a global marketplace. There are many options within the supply chain industry, such as a business analyst, director of operations and distribution manager.25

For those who aspire to be a supply chain manager, the salary can jump to $97,048 annually.

While there is a talent shortage in the supply chain industry, companies that move to develop existing employees and leverage technology to automate some tasks will gain an advantage, predicts Robert DeNardo and Mark Hermans of PwC.26

Another critical move: Taking advantage of expanding data sources and analytics tools “to better target and tune” supply chains, they write.

“Many supply chain functions will shift to a more analytical vs. transactional focus,” they write. “The resulting ecosystem will be prepared to respond quickly to customer demands, disruptive technology and economic uncertainty.”

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<th>Table of Contents</th>
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<td>Human Resources</td>
</tr>
<tr>
<td>Non-Clinical Healthcare</td>
</tr>
<tr>
<td>Marketing</td>
</tr>
<tr>
<td>Supply Chain &amp; Logistics/Operations</td>
</tr>
<tr>
<td>Non-Profit</td>
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<tr>
<td>Job Descriptions</td>
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## 2020 SALARY GUIDE

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<table>
<thead>
<tr>
<th>SUPPLY CHAIN &amp; LOGISTICS /OPERATIONS</th>
<th>Base salary</th>
<th>Average base salary by experience level</th>
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</table>
NON-PROFIT

Just as in a for-profit organization, there are a variety of jobs available for different skills levels in non-profit organizations. For example, receptionists, administrative assistants, human resource personnel, data-entry workers and project managers are needed by non-profit employers, as well as those who are bilingual or can work with Raiser’s Edge software.

Some examples of non-profit work can include advocacy director and development director who both earn more than $80,000 per year on average.

“A growing elderly population and rising demand for social services is expected to drive demand for these workers,” says the Bureau of Labor Statistics.

Working for a non-profit can have many advantages, such as offering workers more opportunities to work in various capacities at a quicker pace than at some for-profit organizations. In addition, working in a non-profit can give employees a real sense of doing, one that improves the lives of others. In our Secret Workforce Report, employees cited loyalty to a team or boss or organization as a top reason that keeps them from quitting their jobs.

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### 2020 Salary Guide

#### Base Salary Average

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<tr>
<th>Position</th>
<th>10th Percentile</th>
<th>90th Percentile</th>
<th>Average</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
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<thead>
<tr>
<th>Insights for 2020</th>
<th>About the Salaries</th>
<th>Organizational Support</th>
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<th>Human Resources</th>
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<th>Non-Profit</th>
<th>Job Descriptions</th>
</tr>
</thead>
</table>

### 2020 SALARY GUIDE

#### Non-Profit

<table>
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<tr>
<th>Position</th>
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<th>90th Percentile</th>
<th>Average</th>
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**ORGANIZATIONAL SUPPORT**

**Administrative Assistant**
Supports an organization or department by performing administrative services. Requires a high school diploma with 0-2 years of experience in the field or in a related area.

**Administrative Assistant, Bilingual**
Aids and relieves officials of clerical work and minor administrative and business details, frequently using a foreign language, including basic correspondence, filing and inputting data for reports. Requires a high school diploma or its equivalent and 2-4 years of experience in the field or in a related area.

**Sr. Administrative Assistant**
Composes memos, transcribes notes, and researches and creates presentations. Requires a high school diploma with at least 5 years of experience in the field or in a related area.

**Administrative Services Supervisor**
Oversees and performs clerical and administrative support tasks. May require an associate's degree in business or finance and 2-4 years of experience in the field.

**Administrative Services Manager**
Directs and organizes administrative services, which may include office, clerical and support services, printing, mail distribution and messenger services, telecommunications, maintenance, purchasing, security and cafeteria services. May require an associate's degree in a related area with at least 7 years of experience in the field.

**Business Operations Specialist**
Develops procedures to manage the flow of a workplace in order to optimize day-to-day activities. Maintains company policies and procedures, identifies company and customer needs. Works closely with other business functions to oversee clearance of options and futures activity. Requires a bachelor’s degree and operations or finance experience.

**Sr. Business Operations Specialist**
Develops procedures to manage the flow of a workplace in order to optimize day-to-day activities. Maintains company policies and procedures, identifies company and customer needs. Works closely with other business functions to oversee clearance of options and futures activity. Requires a bachelor’s degree and at least 2+ years of experience in business operations.

**Business Operations Manager**
Manages total facility operations, including staffing, training, evaluation, work schedules, budget planning and tracking, accounting and payroll, inventory control, receiving, merchandising and store inventory. Responsible for the financial and operational management of the organization. Requires a bachelor’s degree and at least 5+ years of experience in business operations.

**Director of Business Operations**
Directs total facility operations, including staffing, training, evaluation, work schedules, budget planning and tracking, accounting and payroll, inventory control, receiving, merchandising and store inventory. Responsible for the financial and operational management of the organization. Requires a bachelor’s degree and at least 10+ years of experience in business operations.

**Vice President of Business Operations**
Builds business plans, works to reduce overall costs, and performs detailed studies to ensure the operational strategic direction of the organization aligns with the company’s goals. This role requires at least 10 years of functional management experience and a bachelor’s degree in a related discipline (e.g., Finance, Business, Operations).

**Contracts Administration Manager**
Manages contract administration operations involving contracts for purchase or sale of equipment, materials, products or services. May direct those who estimate expenditures and submits contract packages to management. Requires a bachelor's degree with at least 5 years of experience in the field.

**Data Entry Clerk**
Using various data entry devices, inputs lists of alphabetic, numeric or symbolic items in computer-readable format. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

**Sr. Data Entry Clerk**
Guides data entry operators in the data entry process and in solving work problems. Requires a high school diploma or its equivalent with at least 5 years of experience in the field or in a related area.

**Executive Assistant**
Aids executive in staff capacity by handling a wide variety of situations involving the administrative functions of the office that cannot be brought to the attention of the executive. Requires an associate's degree or its equivalent with at least 2 years of experience in the field or in a related area.

**Sr. Executive Assistant**
Provides direct support to the leadership executive(s) and/or project teams by handling a wide variety of situations involving the administrative functions of the office. Requires a bachelor's degree or its equivalent with at least 3 years of experience providing executive support.

**C-Level (C-Suite) Executive Assistant**
Works directly with C-level executive(s) and will be responsible for handling a wide variety of administrative duties. The ideal candidate is self-motivated, professional, and organized. Requires a bachelor's degree or its equivalent with at least 4+ years of experience as an Executive Assistant reporting directly to senior management.
Facilities Manager
Manages all facilities and employees, including budgets, schedules, repair buildings, and machinery to keep production moving smoothly. Ensures all utility systems are inspected in accordance with regulations. At least 3 years of experience and a bachelor’s degree is required.

Facilities Director
Directs all facilities and employees, including budgets, schedules, repair buildings, and machinery to keep production moving smoothly. Ensures all utility systems are inspected in accordance with regulations. A bachelor’s degree and a minimum of 10 years’ progressive experience in facilities, maintenance or operations is required.

Director of Global Facilities
Proactively manages on-going operations by leading staff and contractors by planning, constructing, remodeling, repairing, and maintaining a facility. A bachelor’s degree and a minimum of 10 years’ progressive experience in facilities, maintenance or operations is required.

Office Administrator
Aids department in performing any combination of clerical duties requiring general knowledge and application of various work methods and procedures that may be complex. Requires a high school diploma or its equivalent with 0-3 years of experience in the field or in a related area.

Office Manager
Manages and organizes office operations and procedures, such as word processing, bookkeeping, preparation of payrolls, flow of correspondence, filing, requisition of supplies and other clerical services. Requires a high school diploma or its equivalent with at least 7 years of experience in the field.

Presentation Specialist
Creates new templates for PowerPoint decks from various Adobe Creative programs including InDesign. The position involves a combination of sales presentation development and fulfillment. Strong executive admin skills and expert level of proficiency with PowerPoint required.

Project Coordinator
Plans and facilitates communication and orchestrates services working directly with sales, operations and customers throughout workplace service planning and implementation. Manages and directs all staff and volunteers. An associate’s or bachelor’s degree in business or related field of study and at least 2 years of work in a related role is required.

Project Manager
Manages, plans and organizes activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. May require a bachelor’s degree and at least 2 years of work as a Project Coordinator, or in a related role.

Director of Project Management
Develops and executes programs in accordance with program management practices within technical, schedule, and cost requirements, and to meet or exceed all internal financial commitments. Owns responsibility for project goals, objectives, project management guidelines, project standards, project scope, risk identification and mitigation, quality management, project budget, reporting and documentation. A bachelor’s degree and 7 years of related experience is required.

Receptionist
Greets and receives callers or visitors at establishment, and determines nature of business. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

Workplace Services
Carries out various duties within office services, including setting up and supporting hospitality and meeting services while coordinating planning and communications for any events, activities, or day-to-day functions for an organization. A minimum of 1-3 years of related experience and a high school diploma is required.

CUSTOMER CARE

Account Manager
Responsible for prospecting, identifying and developing business through marketing, strategic planning and customer service efforts. Performs all communications and marketing functions and collaborates with professionals at all levels of the organization. A bachelor’s degree in a related field plus one year of related/management experience is required.

Call Center Representative
Handles inbound and outbound calls in a call center with the goal of increasing business, customer satisfaction and customer retention. Requires a high school diploma or its equivalent and 0-2 years of experience in the field or in a related area.
**Sr. Call Center Representative**
Handles inbound and outbound calls in a call center with the goal of increasing business, customer satisfaction and customer retention. May require an associate’s degree and 4-6 years of experience in the field or in a related area.

**Call Center Supervisor**
Supervises and organizes activities of call center representatives and/or telemarketing representatives who solicit orders for merchandise or services over the telephone. May require a bachelor’s degree in area of specialty.

**Call Center Manager**
Manages staff of call center representatives and/or telemarketers. Focus is on staffing, training and monitoring the production of the employees. Requires a bachelor’s degree with at least 7 years of experience in the field.

**Customer Success Specialist**
Assists international and domestic customers by providing fast, accurate and helpful insights to user inquiries in all of our support channels (e.g., phone, messaging, email). Acts as a liaison for customers, resolving any issues with accuracy and efficiency. A bachelor’s degree or 2+ years of customer service experience is required.

**Sr. Customer Success Specialist**
Assists international and domestic customers by providing fast, accurate and helpful insights to user inquiries in all of our support channels (e.g., phone, messaging, email). Acts as a liaison for customers, resolving any issues with accuracy and efficiency. A bachelor’s degree and 5+ years of experience in a customer success role is required.

**Customer Success Manager**
Prepares, analyzes, and presents customer service data (sales, payroll, expenses, etc) using Word, Excel, and PowerPoint (on a daily, weekly, monthly, and quarterly basis). Audits associate performance by training, coaching, and developing them on policies, expectations, and standards of delivering excellence in customer service. A bachelor’s degree and 5 years+ experience in a business-to-business client-facing role is required.

**Director of Customer Success**
Directs and oversees all aspects of an organization's customer service policies, objectives, and initiatives. Develops and establishes procedures and policies governing customer correspondence and the handling of customer complaints. Requires a bachelor's degree with at least 10 years of experience in the field.

**Inside Sales Representative**
Discusses products offered by explaining their features and benefits; employs professional service and sales techniques to ensure customer satisfaction while exploring our product offerings and assisting with customers purchase decisions. A bachelor's degree in Sales or Marketing is preferred. At least 3 years of related experience is required.

**Telemarketer**
Solicits orders for merchandise or services over telephone. May require a bachelor’s degree in area of specialty and 0-2 years of experience in the field.

**Sr. Telemarketer**
Solicits orders for merchandise or services over telephone. Requires an in-depth knowledge of products and services offered. May require a bachelor’s degree in area of specialty and 4-6 years of experience in the field or in a related area.

**Customer Service Representative**
Interacts with customers to provide information in response to inquiries about accounts, products and services. Requires a high school diploma or equivalent and 0-3 years of experience in the field or in a related area.

**Sr. Customer Service Representative**
Processes orders, prepares correspondence and fulfills customer needs to ensure customer satisfaction. Requires a high school diploma or equivalent and at least 5 years of experience in the field or in a related area.

**Customer Service Supervisor**
Supervises and aids in planning, directing and coordinating activities of customer service workers engaged in ensuring customer satisfaction through processing orders and coordination with other departments or functions as required. May require a bachelor's degree in business, marketing, or a related area and at least 6 years of experience in the field.

**Customer Service Manager**
Manages by directing and coordinating subordinate customer service staff in connection with any product or service offered. Requires a bachelor’s degree in business, marketing, or related area and at least 7 years of experience in the field.

**HUMAN RESOURCES**

**Benefits Administrator**
Specializes in human resources at the professional level, and carries out responsibilities in benefits, administering and advising employees and management on the interpretation of benefit policies, programs and procedures. May require an associate’s degree and 2-4 years of experience in the field or in a related area.

**Sr. Benefits Administrator**
Analyzes and provides advice to supervisors and managers on methods and approaches to resolve employee benefit problems. May require an associate’s degree and 4-6 years of experience in the field or in a related area.

**Benefits Specialist**
Screens individuals for service eligibility based on program criteria and priorities for service and collects medical records and assessment information from multiple sources to expedite the application process. Requires an associate’s degree or its equivalent and a minimum of 3 years of related experience preferably in Human Resources or related administrative support environment.
Sr. Benefits Specialist
Screens individuals for service eligibility based on program criteria and priorities for service and collects medical records and assessment information from multiple sources to expedite the application process. Requires an associate’s degree or its equivalent and a minimum of 5 years of experience as a Benefits Specialist.

Benefits Supervisor
Supervises employee benefits program and directs implementation and administration of benefits programs designed to ensure employees against loss of income because of illness, injury, layoff or retirement. May require at least 5 years of experience and a bachelor’s degree in area of specialty.

Benefits Manager
Manages employee benefits program and directs implementation and administration of benefits programs designed to ensure employees against loss of income due to illness, injury, layoff or retirement. Requires a bachelor’s degree in a related area and at least 7 years of experience in the field or in a related area.

Benefits Director
Responsible for the overall design, implementation, communication and administration of health and welfare benefits programs. Requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field or in a related area.

Compensation Analyst
Assesses and performs analysis on collected wage data, and prepares wage and salary data to facilitate compensation and management functions of organization. Requires a bachelor’s degree in a related area and 0-2 years of experience in the field or in a related area.

Sr. Compensation Analyst
Assesses and performs analysis on collected wage data, and prepares wage and salary data to facilitate compensation and management functions of organization. Requires a bachelor’s degree in a related area and 4-8 years of experience in the field or in a related area.

Compensation Supervisor
Supervises the pay practice area of compensation, usually defined as direct pay including wage, salary, incentive and executive compensation. Requires a bachelor’s degree in a related area and 3-5 years of experience in the field or in a related area.

Compensation Manager
Directs development and application of techniques of job analysis, job descriptions, evaluations, grading, and pricing in order to determine and convert relative job worth into monetary values to be administered according to pay-scale guidelines and policy. Requires a bachelor’s degree in a related area and at least 7 years of experience in the field or in a related area.

Compensation Director
Plans, designs, implements, maintains and administers compensation programs. Requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field or in a related area.

Director of Talent Acquisition
Develops, implements and manages a recruiting strategy aimed at attracting the top talent across the world. Requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field or in a related area.

Employee Relations Specialist
Interviews workers to gather information on worker attitudes toward work environment and supervision received to facilitate resolution of employee relations problems. May require a bachelor’s degree in a related area and 0-2 years of experience in the field or in a related area.

HRIS Analyst
Evaluates, analyzes, designs and maintains company Human Resources Information Systems (HRIS). Requires a bachelor’s degree in a related area and 2-5 years of experience in the field or in a related area.

Human Resources Assistant
Performs diversified clerical and administrative support to one or more functional areas within human resources. May require an associate’s degree or its equivalent with 0-2 years of experience in the field or in a related area.

Human Resources Coordinator
Oversees the recruitment, induction and administration of temporary, seasonal and part-time workers, as well as temporary agency partners. Facilitates paperwork and associated processes for proper documentation of temporary agency partnerships. Participates in special projects related to the development and implementation of district, regional and organizational HR business strategies. A bachelor’s degree and 2+ years of experiences in the field or in a related area is required.

Human Resources Generalist
Analyzes human resources data and carries out responsibilities in one or more functional areas, such as staffing, employee relations, compensation, training, employment, labor relations, safety, affirmative action and employment equity programs, and personnel research. May require a bachelor’s degree in a related area and 0-3 years of experience in the field or in a related area.

Sr. Human Resources Generalist
Advises employee and management personnel on the interpretation of personnel policies, programs and procedures. Requires a bachelor’s degree in a related area and 4-8 years of experience in the field or in a related area.

Human Resources Supervisor
Maintains database and files in order to counsel, monitor, and train employees on completion of employment requirements. Oversees training seminars, talent acquisition, and policy compliance. A bachelor’s degree and 5+ years of experiences in human resources is required.
Human Resources Business Partner
Advises and consults with management personnel on the formulation, implementation and assessment of human resources activities, policies, procedures and programs from a strategic perspective. Requires a bachelor’s degree in a related area and at least 5-7 years of experience in the field or in a related area.

Sr. Human Resources Business Partner
Leads in the advising of and consulting with management personnel on the formulation, implementation and assessment of human resources activities, policies, procedures and programs from a strategic perspective. Requires a bachelor’s degree in a related area and at least 7-10 years of experience in the field or in a related area.

Human Resources Manager
Manages and participates in planning, developing, recommending and implementing human resources activities, policies, procedures and programs for an organization. Requires a bachelor’s degree in a related area and at least 7 years of experience in the field.

Human Resources Director
Organizes, plans, develops and directs the implementation and administration of human resources functions and carries out policies and procedures relating to all phases of human resources activities. Requires a bachelor’s degree with at least 7-10 years of direct experience in human resources.

Vice President of Human Resources
Responsible for directing the human resources activities within the center including staff recruitment, training and updating center staff on company personnel policies, procedures, and regulations and monitoring and evaluating human resources systems. A bachelor’s degree and at least 7 years of experience as a human resources generalist, two of which must have been in a management position, is required.

Sr. Vice President of Human Resources
Responsible for directing the human resources activities within the center including staff recruitment, training and updating center staff on company personnel policies, procedures, and regulations and monitoring and evaluating human resources systems. A bachelor’s degree and at least 10 years of experience as a human resources generalist, two of which must have been in a management position, is required.

Onboarding Specialist
Serves as a liaison between payrolled employees and 1099 contractors, the organization and the client. Coordinates the onboarding process while providing high-level customer service and meeting service level agreements. Manages scheduling, coordination and communication of training classes and events in multiple office locations. A bachelor’s degree with at least 5 years of human resources/customer service experience is required.

Chief Human Resources Officer
Oversees the strategic direction of the Human Resources Department to provide leadership and direction for an organization’s HR Policy, employee relations, recruitment, systems development, and benefits. The ideal candidate possesses strong critical thinking skills and is accustomed to a fast-paced environment, with the ability to function well under pressure. A bachelor’s degree is required with 7 years of direct experience in human resources. A master’s degree in a course of study related to the occupational field and experience in human resources in a higher education setting is preferred.

Vice President of Training and Development
Plans, develops and sets the strategic direction of training and recruitment programs to meet organizational and employee development objectives. Ensures that training, recruitment and development initiatives are in compliance with company standards and applicable laws and regulations. Requires a bachelor’s degree with at least 5 years of experience in the field.

Manager of Diversity and Inclusion
Oversees the implementation and evaluation of the equal employment opportunity (EEO) and affirmative action program plans. May require a bachelor’s degree in area of specialty and at least 7 years of experience in the field or in a related area.

Payroll Specialist
Processes, calculates, and maintains records of a variety of payroll actions, including, but not limited to, new-hire set-up, overtime hours, salary adjustments, incentive and/or premium pay, retroactive pay, benefits withholdings, wage garnishments, withholding changes, and final paychecks based on appropriate provisions. Works with the finance staff to generate, review, analyze, and maintain various monthly, quarterly, and annual payroll reports. A bachelor’s degree and 2+ years of experience in Accounting or Payroll related role is required.

Recruiter
Recruits, interviews, checks references, makes offers and conducts orientation for new employees. Typically requires a bachelor’s degree in area of specialty and 2-4 years of experience in the field or in a related area.

Sr. Recruiter
Performs exit interviews and processes change of employee status. May require a bachelor’s degree and 5-8 years of experience in the field or in a related area.
Executive Recruiter
Markets to clients via telephone as well as conduct in-person meetings with key managers to senior-level executives, for the purpose of marketing our services to prospective clients and building on existing client relationships. Manages, counsels and provides performance feedback regarding job placements. A bachelor’s degree or a related field with a minimum of 2 years of experience recruiting top tier, mid- to senior-level candidates or relevant industry experience is required.

Recruiting Coordinator
Assists the recruiting team by scheduling in-person interviews for various offices and interacting closely with recruiters and interviewers across the company to ensure a seamless interview process for candidates. Works with the recruiters, businesses, and candidates to set up interviews, check references, make offers, and communicate relevant details to the appropriate parties. Typically requires a bachelor’s degree in area of specialty and 2-4 years of experience in the field or in a related area.

Recruiting Manager
Implements and manages strategic recruitment and employment programs. Requires a bachelor’s degree in a related area and at least 7 years of experience in the field.

insurance Claims Analyst
Analyzes and reviews claims for accuracy, completeness and eligibility. May require a bachelor’s degree or its equivalent and 2-4 years of experience in the field or in a related area.

Insurance Claims Examiner
Reviews, evaluates and processes claims and makes recommendations for resolution. Has contact with agents, claimants and policyholders. May require a bachelor’s degree or its equivalent and 2-4 years of experience in the field or in a related area.

Healthcare: Health Insurance/Payor

Insurance Claims Director
Provides guidance and sets policies on insurance claims for personal, property or casualty loss based on coverage, appraisal and verifiable damage. Requires a bachelor’s degree in a related area and at least 7 years of experience in the field.

Insurance Claims Processing Clerk
Responsible for inputting new claims, processing payments, conducting billing research and responding to telephone inquiries. Requires a high school diploma or its equivalent and 0-2 years of related experience.

Sr. Insurance Claims Processing Clerk
Responsible for inputting new claims, processing payments, conducting billing research and responding to telephone inquiries. Prepares daily reports for claims management team. Requires a high school diploma or its equivalent and 2-4 years of related experience.

Insurance Claims Supervisor
Oversees the investigation of insurance claims for personal, property or casualty loss based on coverage, appraisal and verifiable damage. May require a bachelor’s degree in area of specialty.

Sr. Insurance Claims Supervisor
Oversees insurance claims for personal, property or casualty loss based on coverage, appraisal and verifiable damage. Requires a bachelor’s degree in a related area and at least 7 years of experience in the field or in a related area.

Insurance Claims Manager
Oversees insurance claims for personal, property or casualty loss based on coverage, appraisal and verifiable damage. Requires a bachelor’s degree in a related area and at least 7 years of experience in the field.

Insurance Pre-Certification Clerk
Verifies details of insurance coverage with commercial or governmental carriers and offers information to patients prior to receiving medical treatment. Works with medical staff, claims representatives, medical billers and patients.

Insurance Verification Specialist
Responsible for the pre-verification of insurance for patients being admitted into the hospital for care. Ensures insurance coverage by telephone, resolves any issues with coverage and escalates complicated issues to a supervisor or manager. May require a bachelor’s degree in area of specialty and 2-4 years of experience in the field or in a related area.

Member Services Representative
Provides available information upon request and escalates issues appropriately. Maintains confidentiality per HIPAA guidelines. Requires a high school diploma or its equivalent and 2-4 years of related experience.

Sr. Member Services Representative
Maintains confidentiality per HIPAA guidelines. Addresses more complex member inquiries, questions and concerns in all areas including enrollment, claims, benefit interpretation and referrals/authorizations for medical care. Requires a high school diploma or its equivalent and 4-6 years of related experience.

Member Services Manager
Responsible for daily activities in the member services function for a health maintenance organization (HMO). Requires a bachelor’s degree in area of specialty and at least 7 years of experience in the field or in a related area.

Member Services Director
Directs and coordinates all aspects of the Health Maintenance Organization (HMO) member services department. May require an advanced degree and at least 10 years of direct experience in the field.
HEALTHCARE: HIM/PROVIDER

Health Information Supervisor
In charge of maintaining and configuring the Automatic Call Distribution (ACD) system to automatically distribute calls uniformly among representatives. Requires a bachelor’s degree in area of specialty and at least 5 years of experience in the field or in a related area.

Health Information Manager
In charge of managing the customer information center staff, activity and goals. Requires a bachelor’s degree in area of specialty and at least 7 years of experience in the field or in a related area.

Health Information Director
Guides and oversees all policies and procedures related to healthcare information management. Requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field or in a related area.

Medical Records Clerk
Compiles, verifies, types and files medical records of hospital or other healthcare facility. Requires a high school diploma or its equivalent and 0-2 years of related experience.

Medical Records Administrator
Plans, develops and administers health information system for healthcare facility consistent with standards of accrediting and regulatory agencies and requirements of healthcare system. May require an associate’s degree or its equivalent and registration as a Registered Health Information Administrator (RHIA) by the American Health Information Management Association.

Medical Records Coding Technician
Compiles and maintains medical records of patients of healthcare delivery system to document patient condition and treatment. Requires an associate’s degree and at least 2 years experience in coding or medical records using ICD and CPT coding systems.

Medical Records Coding Manager
Ensures the accuracy and timeliness of the coding process. May require a bachelor’s degree and at least 6 years of experience in a related field.

Manager of Central Scheduling
Ensures that staff has all necessary information needed to appropriately schedule/distribute work for call center. Requires a bachelor’s degree in area of specialty and at least 5 years of experience in the field or in a related area.

HEALTHCARE: PATIENT ACCESS/PROVIDER

Patient Access Supervisor
Organizes activities and schedules work assignments to meet billing deadlines. May require a bachelor’s degree in area of specialty and at least 4 years of experience in the field or in a related area.

Patient Access Manager
Organizes the flow of patients through the facility. Generally requires a bachelor’s degree in area of specialty, at least 5 years of experience in the field or in a related area and state licensure as a registered nurse (RN).

Patient Access Director
Administers and develops policies and procedures that provide a high level of quality care and services for patients and their families. Requires a bachelor’s degree with at least 7 years of experience in the field.

Patient Appointment Scheduler
In charge of answering phone calls, scheduling patient appointments and may conduct patient pre-certification to ensure coverage for appointments and medical care. Requires a high school diploma or its equivalent and at least 2 years of related experience.

Patient Registrar
Collects information from incoming patients regarding services needed, insurance available or financial status. Requires a high school diploma and 0-2 years of experience in the field or in a related area.

Scheduling Manager
Responsible for scheduling patient testing, procedures, or hospital admissions; obtaining pre-certification or authorization numbers and entering in the scheduling or registration system; obtaining and entering accurate insurance information; answering incoming phone calls. Requires a high school diploma and 0-2 years of experience in the field or in a related area.

Medical Administrative Assistant
Interacts with medical staff, vendors and patients. Previous medical terminology and healthcare office experience generally required.

Medical Executive Assistant
Perform high-level administrative duties for doctors and medical scientists. Responsible for reviewing documents and reports, conducting research, transcribing dictation and scheduling appointments. Must have knowledge of insurance and billing practices, medical terminology and laboratory procedures. Requires a high school diploma or its equivalent with at least 5 years of experience as an administrative assistant or medical secretary.

Medical Secretary/Receptionist
Performs secretarial and administrative duties under general supervision, utilizing knowledge of medical terminology and hospital, clinic or laboratory procedures. Requires a high school diploma or its equivalent and 0-2 years of related experience.

Office Manager
Supervises office activities to achieve maximum expense control and productivity. Requires a high school diploma or its equivalent with at least 7 years of experience in the field.

Patient Financial Counselor
Assists patients and their families with issues related to payment of their medical care and/or treatment. Requires previous experience in patient accounts and/or billing and excellent communication skills.
**Practice Administrator**
Previous medical terminology and healthcare office experience generally required. Interacts with medical staff, vendors and patients. Excellent MS and customer service skills and ability to handle a high degree of confidential information required.

**Practice Administrator II**
Oversees multiple practices. Leads offices in the management of patient services, and motorizes utilization ensuring the quality, financials and service targets are met by each practice. At least 5 years of management experience is required.

**Practice Manager**
Provides leadership, direction, and administrative support to all aspects of physician office/clinic activities to ensure accomplishment of its objectives. Assists in the transactions of practice acquisition and contractual relationships of physicians. Bachelor's or master's degree in business, health management or a related field is required.

**Unit Secretary**
Responsible for providing secretarial support for all employees within an assigned nursing unit. Requires a high school diploma with 0-2 years of experience in the field or in a related area.

**Clinical Outcomes Analyst**
Supports clinical process improvement initiatives, collects clinical outcomes data and performs analysis. Generally requires a bachelor’s degree and 0-3 years of experience in the field or a related area.

**Sr. Clinical Outcomes Analyst**
Supports clinical process improvement initiatives, collects clinical outcomes data and performs analysis. Generally requires a bachelor’s degree and 3-5 years of experience in the field or a related area.

**Credentialed Medical Coder**
Responsible for using print or online manuals to select proper codes needed to classify any procedures performed, diagnostic information and treatment provided. Certification is more often required: CCS-P, CCS-H, CPC, RHIT or RHIA.

**Insurance Follow-Up Specialist**
Responsible for analysis of denied reimbursement claims. Requires a bachelor’s degree in area of specialty and at least 5 years of experience in the field or in a related area.

**Medical Bill Reviewer**
Processes bills on behalf of a healthcare provider to commercial and/or government carriers and works on site at a hospital, physician group, clinic or medical business office. Must be familiar with current ICD-10, CPT-4 and/or HCPS coding systems and have knowledge of insurance submittal procedures and medical forms (including UB04 and HCFA 1500).

**Medical Biler**
Reviews billing data from medical office or hospital records to ensure amounts and account numbers are accurate. Must be familiar with current ICD-10, CPT-4 and/or HCPS coding systems and have knowledge of insurance submittal procedures and medical forms (including UB04 and HCFA 1500).

**Medical Billing Manager**
Manages and oversees the daily operations of the billing department. Knowledgeable in various insurance claims and has prior experience in patient admissions, adjudications, medical billing and medical collections/reimbursement.

**Medical Cash Applications Specialist**
Provides support and service for the cash management needs of business banking clients. Ensures client retention and customer satisfaction. Typically handles general accounts. Requires a bachelor’s degree in area of specialty and 3-5 years of experience in the field or in a related area.

**Medical Coding Manager**
Supervises coding staff and trains employees to ensure that the hospital receives appropriate reimbursement while conforming to applicable guidelines and regulations. Knowledge in ICD-10 and CPT-4 coding required. May require a bachelor’s degree and at least 6 years of experience in a related field.

**Medical Collections Representative**
Responsible for initiating calls to delinquent customers to collect payments and settle accounts. May require an associate’s degree or its equivalent with 2-4 years of experience in the field or in a related area.

**Medical Collections Manager**
Manages department accounts receivable revenue by ensuring timely and accurate reimbursement. Requires previous medical collections experience along with management or supervisory experience within a medical facility.

**Medical Credentialing Specialist**
Responsible for monitoring the verification process for medical staff incumbents. May require a bachelor’s degree in area of specialty and at least 5 years of experience in the field or in a related area.

**Medical Customer Service Representative**
Interacts with customers to provide information and is familiar with standard concepts, practices and procedures within the medical field. Requires a high school diploma or equivalent and 2-5 years of experience in the field or in a related area.

**Medical Payment Poster**
Posts payments and adjustments to patient accounts. Must be familiar and understand an explanation-of-benefits form (EOB). Previous knowledge of insurance companies and contract payers is required.

**Patient Accounts Representative**
Organizes inpatient and outpatient claims for electronic or hard copy mail and forwards to appropriate third party payers. Requires a high school diploma or its equivalent and 2-4 years of related experience.
Patient Accounts Supervisor
Supervises credit, collection, insurance and billing clerks within an inpatient and/or outpatient accounting office. May require a bachelor’s degree in area of specialty and at least 4 years of experience in the field or in a related area.

Payment Recovery Specialist
Responsible for analysis of denied reimbursement claims. Requires a bachelor’s degree in area of specialty and at least 5 years of experience in the field or in a related area.

Referral Specialist
Compiles and records information about temporary job openings, and refers qualified applicants from register of temporary help agency. Requires an associate’s degree or its equivalent and 2-4 years of experience in the field or in a related area.

Reimbursement Specialist
Reviews appropriateness of CPT-4/ICD-10 coding and determines if care provided corresponds to the charges submitted. May require a bachelor’s degree in area of specialty and 2-4 years of experience in the field or in a related area.

Revenue Cycle Manager
Investigates and advises on matters relating to technical billing, coding, or regulatory requirements for documenting, coding, and billing. Oversees billing teams that manage accounts, communication with insurance, collections, contract analysis, cash posting, billing transactions with clients and report creation. Assesses auditing and monitors trends, and coordinates mitigation activities when opportunities for improvement (audit variances) are identified. Monitors and analyzes charge capture trends. A bachelor’s degree in finance or business administration is preferred.

Director of Revenue Cycle
Directs and oversees the overall policies, objectives and initiatives of an organization’s revenue cycle activities to optimize the patient financial interaction along the care continuum. In charge of exploring business opportunities based on careful research, as well as reviewing billing activities and generating ideas for innovative revenue programs. Manages relations with payers and providers to generate high reimbursement rates and a low level of denials. Oversees the completion of financial reports that explain revenue cycles in a clear, concise way. Works with leaders across the organization to identify opportunities to capture all charges efficiently. At least 5+ years of management experience is required.

Self-Pay Collections Specialist
Documents all collection activity, maintains and organizes unit and responds to all correspondence, communication and/or verbal inquiries from all relevant parties. At least two years experience in a specialty or medical environment is required.

Director of Patient Financial Services
Reviews and manages the day-to-day billing, collections, cash application and internal audit functions according to corporate and Medicaid standards by state. Performs chart audits to ensure compliance with company and Medicaid policies, and communicates training needs with Operations and PFS.

Marketing Coordinator
 Leads the coordination of marketing and sales management and execution of product lines, including pricing, promotion, new product support, distribution, budgeting, sales support and special projects. May require a bachelor’s degree in area of specialty and 0-2 years of experience in the field or in a related area.

Marketing Specialist
Encourages sales and creates goodwill for company products or services among customers or prospects, and supports a broad range of marketing activities. Requires a bachelor’s degree in area of specialty and 0-2 years of experience in the field or in a related area.

Marketing Manager
Manages the promotion and direction of the marketing or service activities, improvement of company’s product image, market data and information. Requires a bachelor’s degree with at least 7 years of experience in the field.

Marketing Director
Directs and oversees an organization’s marketing policies, objectives and initiatives. Requires a bachelor’s degree with at least 10 years of experience in the field.

Vice President of Marketing
Plans and directs all aspects of an organization’s marketing policies, objectives and initiatives. Requires a bachelor’s degree with at least 10 years of experience in the field.

Sales Assistant
Processes sales data, prepares correspondence, generates sales progress reports, sales commission reports, routine reports on market trends, and other routine sales related records and reports. May require an associate’s degree or its equivalent with 0-2 years of experience in the field or in a related area.

Sales Manager
Manages, plans, designs, develops and implements an organization’s marketing plan for assigned product by establishing effective selling strategies. May require a bachelor’s degree in area of specialty and 7-10 years of experience in the field or in a related area.

Sales Director
Directs and oversees an organization’s sales policies, objectives and initiatives. Requires a bachelor’s degree with at least 10 years of experience in the field.

Chief Marketing Officer
Responsible for directing the marketing function of the division. Requires a bachelor’s degree and at least 15 years of direct experience in the field.
SUPPLY CHAIN & LOGISTICS/OPERATIONS

Business Analyst
Plans and performs analysis of company functions, processes and activities to improve computer-based business applications for the most effective use of money, materials, equipment and people. Generally requires a bachelor’s degree in a related field such as information technology, finance, computer science, mathematics or business economics and 2-4 years of experience in a related field.

Business Technology Analyst
Analyzes business processes, functions and procedures to determine the most effective business systems software to meet the needs of the organization. Requires a bachelor’s degree and 3-5 years of experience.

Buyer
Procures materials or other goods and/or organizes activities involved with purchasing products and services, such as raw materials, equipment, tools, parts, supplies and advertising for an establishment. May require a bachelor’s degree and 2-4 years of experience in a related field.

Sr. Buyer
Responsible for negotiating long- and short-term transactions with vendors. Incorporates strategic purchasing plans company-wide. Collects and gathers data on potential suppliers and carriers. Schedules shipping times and manages the requirements of freight travel. Negotiates pricing for services and/or products; disperses information about purchasing and sales to necessary team members. Bachelor’s degree is required, with 5+ years of experience in the field.

Category Planner
Responsible for seeking out and securing contracts with other organizations that provide goods and services necessary for the business to operate. May require a bachelor’s degree and 2-4 years of experience in field.

Commodity Buyer
Purchases commodities for use in manufacturing and other business applications. Monitors and analyzes the commodities market and overall economic conditions to ensure that commodities are purchased at competitive prices. Negotiates contracts and ensures orders are correct and comply with quality standards. Bachelor’s degree in area of specialty is required with 2-4 years of experience in the field.

Commodity Manager
Manages and organizes activities of buyers and support staff engaged in purchasing and distributing raw materials, equipment, machinery and supplies in an industrial plant, public utility or other organization. May require a bachelor’s degree and 2-4 years of experience in field.

Cost Estimator
Creates cost estimates, studies, analyses and evaluations at all levels of project development as part of the internal team. Provides a detailed review of all documentation and develops comprehensive cost estimates/models that communicate client projects and strategic goals. Performs quantity take-off and level of detail consistent with the project goals. Inputs estimate data into appropriate software. A bachelor’s degree in an industry-related field is required.

Customer Support Specialist
Processes orders, prepares correspondence and fulfills customer needs to ensure customer satisfaction. Requires a high school diploma or equivalent and at least 5 years of experience in the field or in a related area.

Cost Estimator
Creates cost estimates, studies, analyses and evaluations at all levels of project development as part of the internal team. Provides a detailed review of all documentation and develops comprehensive cost estimates/models that communicate client projects and strategic goals. Performs quantity take-off and level of detail consistent with the project goals. Inputs estimate data into appropriate software. A bachelor’s degree in an industry-related field is required.

Demand Planner
Plans and organizes distribution of goods to ensure that current inventory levels are within set parameters to meet customer demands. Bachelor’s degree may be required along with 2-4 years of experience in the area.

Environmental Health and Safety Coordinator
Implement programs, policies and assessments to ensure company is in compliance with all federal and internal health and safety rules. Investigates any incidences that may result in asset loss and compile findings in reports for further review. Typically require a bachelor’s degree in a related field or 2-4 years of experience in the health and safety field.

Environmental Health and Safety Specialist
Conducts environmental health investigations or inspections for health departments and companies. Responsible for implementing health and safety training programs, collecting environmental health statistics and giving safety protection support to employees within a given workplace. Often supervises field and creates surveys, monitors or tests equipment, and ensures the quality of technology the company is using. Bachelor’s degree is generally required with 4+ years of experience.

Environmental Health and Safety Manager
Work with, and for, organization to promote good working practices for employees. Provide recommendations to protect workers, and help educate employees on how to prevent health problems through training programs. Responsible for investigating accidents to identify causes and create preventative measures of reoccurrence. Oversees operations of various health and safety teams over a larger-scale business; may manage a department. Bachelor’s degree is required with 5+ years of experience in environmental health and safety.

ERP Specialist
Reviews, analyzes and modifies the programming systems including encoding, testing and debugging to support an organization’s Enterprise Resource Planning (ERP) applications. May require a bachelor’s degree in area of specialty and 0-2 years of experience in the field or in a related area.
Export Specialist
Prepares import/export documents in accordance with established procedures and guidelines. May require an associate’s degree or its equivalent and 0-2 years of experience in the field or in a related area.

Export Manager
Manages the import/export process and ensures compliance with U.S. and foreign government laws and regulations. Requires a bachelor’s degree in area of specialty and at least 7 years of experience in the field or in a related area.

Engineering Manager
Plans, organizes and directs engineering to meet company objectives for design, new product development and improvement of existing product lines. Confronts and solves performance/operational issues to improve development efficiency. Leads and develops the engineering team. Oversees a robust projects management process and delivers timelines to keep projects on schedule and on budget. Requires a bachelor’s degree in engineering with 3+ years of management experience.

General Manager
Oversees daily business activities, improving overall business functions, training heads of departments, managing budgets, developing strategic plans, creating policies, and communicating business goals. Creates incentives for employees and evaluates department’s efficiency and productivity. Additionally, will collaborate with company executives to develop strategic plans for business growth based on short- and long-term goals. May require a bachelor’s degree or its equivalent and experience in the field or a related area.

Import Manager
Manages the import/export process and ensures compliance with U.S. and foreign government laws and regulations. Requires a bachelor’s degree in area of specialty and at least 7 years of experience in the field or in a related area.

Inventory Control Specialist
Records and maintains control of all inventory items purchased and produced. Requires a high school diploma with 2-5 years experience.

Inventory Manager
Ensures adequate inventory of materials and products in accordance with inventory cycles and organizational philosophy. Requires a bachelor’s degree with 7 years of experience in the field.

Logistics Clerk
Performs administrative tasks to support the logistics group. Requires a high school diploma or its equivalent and 0-2 years of related experience.

Logistics Coordinator
Coordinates and analyzes a company’s inventory, purchasing, and warehousing by using software systems specifically designed to manage logistical functions. Responsible for directing the movement of people or consumer goods and supplies. Requires a high school diploma or its equivalent.

Logistics Analyst
Determines the most effective means for an organization to use capital, equipment, energy, facilities, information, material, people and other assets to make a product or service. Typically requires a bachelor’s degree and 2-4 years of experience in the field.

Logistics Manager
Oversees and organizes program activities designed to ensure effective and economical support for production of various goods and services. Typically requires a bachelor’s degree and 5-7 years of experience.

Director of Logistics
Directs and oversees operations within the organization’s logistics department, including the transportation and storage of goods, vendor selection and negotiation, distribution and inventory control. Typically requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field.

Director of Global Logistics
Directs and oversees operations within the organization’s logistics department, including the transportation and storage of goods, vendor selection and negotiation, distribution and inventory control. Typically requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field.

Vice President of Logistics
Plans and directs all aspects of an organization’s logistics management program. Requires a bachelor’s degree with at least 10 years of experience in the field.

Vice President of Global Logistics
Develops policies and procedures for logistic processes in order to ensure optimization and compliance with established standards and regulations. Requires a bachelor’s degree with at least 10 years of experience in the field.

Sr. Vice President of Logistics
Provides oversight and maintenance of the operational and personnel activities of one or more processes in the logistics department to ensure consistent, efficient and cost contained services are provided to all internal and external customers. Requires a bachelor’s degree with 15 years of experience in the field.

Sr. Vice President of Global Logistics
Provides oversight and maintenance of the operational and personnel activities of one or more processes in the logistics department to ensure consistent, efficient and cost contained services are provided to all internal and external customers. Requires a bachelor’s degree with 15 years of experience in the field.
Manufacturing Engineer
Plans, directs and organizes manufacturing processes. Requires a bachelor’s degree in engineering and 3-5 years of experience in the field.

Master Scheduler
Organizes and expedites flow of equipment, materials, parts, assemblies and other materials according to schedules or priorities, and compiles and maintains manual or computerized records. Typically requires a bachelor’s degree and 5-7 years of experience in the field.

Materials Manager
Manages and administers materials management functions, such as the planning, procurement, storage, inventory control and distribution of materials and products to meet company objectives and customer requirements. Requires a bachelor’s degree and 4-7 years of experience in the field.

MRP Specialist
Responsible for providing subject matter expertise in a process where companies streamline different operational/ manufacturing departments in one computer system to maximize efficiency. Requires a bachelor’s degree and a minimum of 7 years of experience in the field.

Operations Manager
Manages and organizes branch, plant or department operation strategies and activities. Typically requires a bachelor’s degree and 4-7 years of experience in the field.

Director of Operations
Ensures that a company’s everyday activities run smoothly. Sets parameters to judge how efficiently and effectively the organization is operating. Responsible for streamlining and improving business processes, spearheading long-term business planning and analyzing the effectiveness of existing business factors. Reviews and evaluate business procedures, ranging from office expenses to real estate assets. Bachelor’s degree is required with 8+ years of experience in the field or leadership role.

Vice President of Operations
Supports the growth to add to the bottom line of an organization. Focuses on strategic planning and goal-setting, and directs the operations of the company in support of its goals. May be required to monitor revenue margins for worker productivity, develop guidelines for personnel evaluations, staff advancement and recruitment procedures. Develops strong relationships with outside partners, such as vendors and advisors, as well as internal partners. A bachelor’s degree is required, and a master’s degree is often preferred, with at least 10 years of experience in the field or a leadership role.

Chief Operating Officer
Oversee and handle the day-to-day of a company’s business operations. Designs and implements new systems allowing business to scale by having set processes for management and employees. Establishes policies that promote company culture and vision. Analyzes current and future business operations in order to surpass revenue and profitability targets. Leads specific strategic imperative and executes strategies developed by executive team. A bachelor’s degree is required, and a master’s degree is often preferred with proven experience in a similar role.

Plant Manager
Plant Manager leads plant personnel and ensures safe, cost effective manufacturing operations (receiving, inventory accuracy, schedule execution, shipping and employee training) all while maintaining quality and service standards that meet or exceed customer’s expectations.

Process/Continuous Improvement Specialist
Assesses the effectiveness of a business function and offers recommendations for improvement in accordance with a well-defined body of knowledge. Bachelor’s degree typically required along with a minimum of 7 years of experience in the field.

Director of Process/Continuous Improvement Specialist
Relentlessly pushes to understand customer needs at all management levels and ensures the customer is considered in all quality, efficiency, business and data analysis. Creates an integrated team that is relentlessly focused on improving all aspects of the operational management of the investigation teams. Gathers investigative and other ideas for improvement in their processes. Sets operational, quality and analysis visions with associated road mapping.

Process Engineer
Actively participates in the execution of client engagements in compliance with firms and practice units service delivery standards. Conducts current state assessments by identifying automation opportunities, defining RPA value proposition, re-engineering processes to improve automation potential, and defining the target state solution approach. Develops business requirements for the implementation of future state automation capabilities. Leads the build, test and delivery of robotic automation capabilities using industry leading RPA technology vendor solutions. Contributes thought leadership to the development and evolution of methodologies and intellectual capital including publishing articles, white papers or performing research in support of firm initiatives.

Product Support Specialist
Monitors all aspects of a product life cycle, including long- and short-term development and marketing. Requires a bachelor’s degree and at least 5 years of experience in the field or a related area.

Production Control Manager
Ensures that the company’s products and/or services are kept at a constant rate of production and all inventory levels are managed properly. Involved in purchasing inventory and managing schedules. Ensures that project/ department milestones/goals are met and adhering to approved budgets. Collaborates with other departments to bring a complete, high-quality product to the client. Bachelor’s degree is preferred with 5+ years of experience in the field or in a related area.
Job Descriptions

**Production Manager**
Drives, develops and implements the business plan to achieve facility goals (e.g. production, quality, safety) and implements operational improvements. Forecasts and follows up on staffing, workload and performance results to meet business demands for workload and performance results. Investigates and ensures associate, customer and supplier concerns are resolved, using own judgment or consulting others when needed. Bachelor’s degree is preferred with 5+ years of experience in the field or in a related area.

**Program Manager**
Oversees the development and execution of large projects, called programs. Supervises and organizes activities and ensures that project goals align with the company’s objectives. Responsible for ensuring that every aspect of the program is completed on time and within budget. They assign milestones, develop reporting processes and ensure that every team has what they need to complete their project. Act as a liaison between the individuals working on the program and key stakeholders. Bachelor’s degree is required with 5+ years of experience in the field or in a related area.

**Director of Program Management**
Responsible for ensuring that current company programs are effectively executed. Modify existing program management processes, maintain important documentation regarding methodologies and design phases, and participate in creating timelines for project proposals. Strive to gain new contracts by analyzing supply chain management issues, and provide support to customer projects to verify that operational needs are met. A bachelor’s degree in management, business or a related field is required, with proven experience in a managerial position.

**Project Coordinator**
Plans and facilitates communication and orchestrates services. Assist project manager teams with the coordination of resources, equipment, meetings and information. Organize projects with the goal of getting them completed on time and within budget. An associate’s or bachelor’s degree in a related field of study and at least 2 years of work in a related role is required.

**Project Manager**
Serves as the business representative in projects related to the development, delivery and maintenance of supply chain technology solutions. Manages, plans and organizes activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters. May require a bachelor’s degree and at least 2 years of work as a Project Coordinator, or in a related role.

**Director of Project Management**
Oversees all aspects of supply chain technology solutions. Develops and executes programs in accordance with program management practices within technical, schedule, and cost requirements, and to meet or exceed all internal financial commitments. Owns responsibility for project goals, objectives, project management guidelines, project standards, project scope, risk identification and mitigation, quality management, project budget, reporting and documentation. A bachelor’s degree and 7 years of related experience is required.

**Purchasing/Procurement Clerk**
Creates purchase orders for the acquisition of materials. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

**Purchasing/Procurement Specialist**
Responsible for procuring routine, non-routine and potentially complex supplies, goods, equipment and services, including revenue focused agreements through competitive and non-competitive solicitation process. An individual in this position works with considerable independence and authority and is responsible for ensuring statutory provisions and policies related to purchasing are met.

**Purchasing/Procurement Manager**
Manages the sourcing and purchasing of IT hardware and software for an organization. A bachelor’s degree and at least 7 years of experience typically required.

**Director of Purchasing/Procurement**
Directs and oversees an organization’s purchasing function. Requires a bachelor’s degree with at least 10 years of experience in the field.

**Director of Global Purchasing/Procurement**
Develops policies and procedures related to the procurement of goods and services. Requires a bachelor’s degree with at least 10 years of experience in the field.

**Vice President of Purchasing/Procurement**
Oversees all aspects of an organization’s goods and services purchasing function. Requires a bachelor’s degree with at least 10 years of experience in the field.

**Vice President of Global Purchasing/Procurement**
Responsible for planning and directing materials and supplies to reduce costs and improve quality. Requires a bachelor’s degree with at least 10 years of experience in the field.

**Sr. Vice President of Purchasing/Procurement**
Drives purchasing/procurement transformation strategy to align with operating model. Supports the operation of the purchasing/procurement process and developing business. Drives change across the organization, while incorporating best practices within the organization. Requires a bachelor’s degree with 15 years of experience in the field.

**Sr. Vice President of Global Purchasing/Procurement**
Drives purchasing/procurement transformation strategy to align with a global operating model. Supports the operation of the purchasing/procurement process and developing business. Drives change across the organization, while incorporating best practices within the organization. Requires a bachelor’s degree with 15 years of experience in the field.
**Quality Control Manager**
Manages, plans, organizes and heads the quality control program designed to ensure continuous production/service is consistent with established standards. Generally requires a bachelor's degree and 4-7 years of experience in field.

**Quality Assurance Manager**
Plans, assigns and directs work to ensure product is produced, tested and compliant with quality specifications. Ensures compliance with government guidelines and regulations. Advises on day-to-day operations and projects. Coordinates audits and communicates effectively with external auditing agencies. Effectively communicates cross-departmentally to define quality expectations. Responsible for the training and development of new team members.

**Quality Engineer**
Secures and analyzes data from appropriate sources. Reviews specifications to design test plans, test suites and test cases. Identifies key data, relationships and critical issues. Conducts product testing, documents defects reports and arrives at conclusions; shares recommendations, and develops an alternative course of action. Writes documentation to assist support, upgrade, development and migration efforts.

**Shipping/Receiving Coordinator**
Supervises and organizes the activities of employees engaged in the shipping and receiving of products, components and/or replacement parts. Verifies and keeps records on incoming and outgoing shipments, and prepares items for shipment. Typically requires 1-3 years of experience.

**Sourcing Specialist**
In charge of defined work or projects with moderate complexity within a domestic or international procurement division. Typically requires 1-3 years of experience in field/area.

**Supplier Quality Engineer/Analyst**
Develops, modifies, coordinates and documents the implementation, evaluation, and maintenance of quality assurance programs and systems on one or more projects. Provides advice and guidance in interpreting and adapting quality standards and government regulations. Collaborates with engineering and manufacturing to ensure quality standards are in place. Works on problems of diverse scope where analysis of data requires a review of identifiable factors. Analyzes design reliability and quality to recommend process changes and enhancements.

**Supplier Quality Manager**
Plan, assign and direct work to ensure product is produced, tested and compliant with quality specifications. Ensures compliance with government guidelines and regulations. Advises on day-to-day operations and projects. Coordinates audits and communicates effectively with external auditing agencies. Effectively communicates cross-departmentally to define quality expectations. Responsible for the training and development of new team members.

**Supply Chain Analyst**
Gathers and interprets data related to total supply chain efficiency and cost. May require a bachelor's degree and 2-4 years of experience in a related field.

**Supply Chain Specialist**
In charge of providing supply chain process management and forecast analysis to support both internal and external customers. Generally requires a bachelor’s degree and 4-6 years of experience in the field.

**Supply Chain Manager**
Manages all supply chain functions, which may include, but are not limited to, production planning, forecasting, material procurement, inventory control, warehousing, rate setting, outsourcing, vendor selection and distribution. Most companies require a bachelor’s degree and 5-7 years of related experience.

**Director of Supply Chain**
Directs an organization’s overall supply chain operations, including purchasing and inventory of raw materials, selection of vendors and distribution of finished goods. Requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field or in a related area.

**Director of Global Supply Chain**
Directs an organization’s overall global supply chain operations, including purchasing and inventory of raw materials, selection of vendors and distribution of finished goods. Requires a bachelor’s degree in area of specialty and at least 10 years of experience in the field or in a related area.
Sr. Vice President of Global Supply Chain
Identify and evaluate complex business and technology risks, internal controls which mitigate risks, and related opportunities for internal control improvement. Ability to understand complex business and information technology management processes. Must perform sophisticated data analyses to understand the client’s business and identify risk. Execute advanced services and supervise staff in delivering basic services. Assist in the selection and tailoring of approaches, methods and tools to support service offering or industry projects.

Transportation Specialist
Manages, plans and implements vehicle scheduling, allocation, dispatching, licensing and communication functions in accordance with established policies and objectives to affect economical utilization of vehicle facilities. Typically requires 1-3 years of experience in field.

Transportation Manager
Manages and coordinates the transportation network within an organization. Requires a bachelor's degree in area of specialty and at least 7 years of experience in the field or in a related area.

Warehouse Manager
Manages and controls storage and distribution activities of the company to ensure maximum utilization of facilities. Typically requires a bachelor's degree and 4-7 years of experience in the field.

NON-PROFIT

Administrator for Non-Profit Organizations
Assists in annual budget development, planning, implementation and evaluation of all operations and events of a non-profit organization. The ideal candidate for this role is detail-oriented with strong experience using Microsoft Office, Excel, Word, PowerPoint, as well as excellent interpersonal communication skills (written and verbal). A bachelor’s degree and prior non-profit experience is strongly preferred.

Advocacy Director
Lead a team that acts as the central resource and driving force for annual budget development, planning, implementation and evaluation of all operations and events of a non-profit organization. A bachelor's degree and 7+ years of prior non-profit experience is required.

Campaign Manager
Assists campaign team in the strategic and creative development, marketing, production and evaluation for integrated campaigns. Duties include keeping cross-functional teams updated on campaign development and key milestones and coordinating administrative activities and communications around campaign development, including timelines, call reports, contact sheets, and meeting preparations. A bachelor’s degree and at least 3 years of campaign management experience is required.

Community Outreach Specialist
Responsible for building and managing relationships with members of the community and other potential sources of referrals by completing developmental screens and referrals. Assists the Community Relations Director with the development, establishment and implementation of marketing strategies to promote the organization. A bachelor’s degree or equivalent and a minimum of 2-3 years of experience in similar field is required.

Community Relations Director
Develops and implements program policies and procedures; preparing and monitoring program budgets; and coordinating community development opportunities, initiatives, and incentives. This position supervises a professional and administrative staff of employees. A bachelor’s degree or equivalent and a minimum of 7 years of experience in a similar field is required.

Database Manager
Responsible for storing, organizing, presenting, using, and analyzing data and database management software to maintain and support SIS, LMS, and other data systems. A bachelor’s degree or equivalent and at least 5 years of experience in database coordination is required.

Donor Database Associate
Maintains the administration of the donor database system and assists with system upgrades and updates to dashboards, reports, mailing lists, queries and exports. Provides end-user support to a diverse group of staff to ensure continuous improvement and consistency and completeness of data. A bachelor's degree in Business Administration or Finance is preferred.

Development Associate
Assists in overseeing fundraising activities and recording donations. Involved in contacting and developing relationships with donors and sponsors and in creating grant programs. Development associates work closely with development managers and other staff members to identify potential sources of donations and track the progress of fundraising campaigns.

Development Coordinator
Responsible for organizing and executing fundraising efforts. Develop fundraising plans, participate in solving logistical issues and collaborates with multiple colleagues and departments. A bachelor's degree in a field related to the organization’s mission is preferred.

Development Manager
Responsible for creating, administering and implementing the organization’s long-term development plan. Develops a growth strategy for the future, organizes outreach efforts and manages relationships with the organization’s new and existing donors. Will partner with other departments on initiatives and strategy. A bachelor’s degree and industry experience is required.
Development Director
Creates and implements a development plan entailing how an organization solicits donors and identifies funding sources such as grants, in-kind donations, charitable events and marketing opportunities. Oversees and prepares annual budgets. Responsible for branding and may assist in creating marketing collateral. Works closely with senior leadership and board of directors on development plans and initiatives. A bachelor’s degree is required.

Chief Development Officer
Responsible of an organization’s development and success. Plans, creates and assures implementation of strategies to develop donors and contributions in support of the organization. Recommends short and long term development plans and programs that support the organization’s values, mission, vision and plans. Oversees internal procedures within the organization to ensure progress. Maintains accountability and compliance standards for donors and funding sources. A master’s degree is generally required and management experience is preferred.

Education Coordinator
Oversees and is responsible for all aspects of the education programming. Coordinates educational efforts on behalf of their organization, develops and leads educational programs that meet project requirements, and builds community relationships with individuals and families. Participates in training and mentoring sessions to coach and explain educational programs. Conducts assessments and analysis to identify the development needs of teaching teams and recommends training.

Executive Assistant
Supports high-level officers and their essential job tasks. Strategically coordinates all administrative activities including scheduling and correspondence. Uses diplomacy and sound judgment to receive and respond to external and internal inquiries as appropriate, and engages with external constituents. The ideal candidate is self-motivated, professional, and organized. A bachelor’s degree is preferred with experience working or volunteering within a non-profit agency.

Executive Director
Oversee the organizations operations, including staff management, training, program development and implementation, and customer service. Responsible for the organization’s consistent achievement of its mission and financial objectives. A bachelor’s degree is required with 5+ years of senior management experience.

Foundation Director
Directs and oversees all policies, objectives and initiatives regarding foundation activities for an association. Develops policies designed to maximize foundation funding and develops goals and strategies for all fundraising campaigns. Meets with donors and prospective donors to create and foster relationships. Develops policies for the grant review and approval process. A bachelor’s degree is required with 5+ years of senior management experience.

Fundraising Coordinator
Responsible for coordinating different fundraising tasks on behalf of their organization, including creating strategies for effective fundraising. Helps to identify new potential donors and organizes initiatives to solicit funding. May assist in developing major gift opportunities and writing grant proposals. Completes paperwork, distributes fundraising materials and responds to correspondences. May require a bachelor’s degree or its equivalent with 2-4 years of related experience.

Fundraising Specialist
Helps organizations identify areas most in need of fundraising support. Discover how much money needs to be raised, and which avenues they can raise that money through. Develop strategies for making a case that an organization needs funding. Create relationships with past donors; work closely with Fundraising Coordinators to increase donations and meet funding goals. A bachelor’s degree is preferred with 2-4 years of related experience.

Fundraising Manager
Develops and implements a fundraising strategies to secure revenue for the organization. Identifies business opportunities with non-profit organizations and organizes initiatives to solicit funding. Responsible for developing major gift opportunities and writing grant proposals. A bachelor’s degree is required with at least 5 years of related experience.

Grants Administrator
Assists in the research of grant opportunities. Responsible for providing financial and administrative advice and support services to designated staff. Coordinates the development, administrative management, reporting and closeout of grants and other programmatic investments. A bachelor’s degree is preferred with related experience.

Grants Manager
Researches grant opportunities and prepares and submits grant applications. Plans and implements grant programs, prepares budgets, researches funding opportunities, monitors expenditure, identifies support agencies, tracks results, and analyzes financial data. Performs grant research, writing, design and implementation, compliance and reporting. Bachelor’s degree is required with 3-5 years of related experience.

Director of Grants Administration
Contributes to improved performance and accountability efforts by providing direction and leadership for all grants processes. Responsible for developing and maintaining comprehensive grant programs that align with the vision of the organization. Oversees and seeks to improve the process and workflow by which grants are made. Implements best-practices to continually refine the grants program, monitor grant project processes and accountability, and assures adherence to internal policies and funder requirements. A bachelor’s degree is required with 7-10 years of grants management experience.
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Individual Giving Specialist
Strategically engages a pipeline of new and retained prospects through a defined portfolio of donors. Actively works to create meaningful interactions including gift solicitation and stewardship. Facilitates meaningful interactions, including online giving, direct mail for acquisition or renewal, social media and donor marketing communications. Tracks and analyzes the results of all individual giving programs and recommends changes as needed. Bachelor’s degree or equivalent professional experience is required.

Individual Giving Manager
Responsible for managing the organization’s fundraising programs for individual giving. Typically has a specific dollar, donor and other goals to be met through a variety of donor appeals including online giving, direct mail for acquisition or renewal, social media and donor marketing communications. Tracks and analyzes the results of all individual giving programs and makes recommendations as needed. Bachelor’s degree is required.

Institutional Giving Specialist
Identifies new potential donors through prospect research, cultivation events, professional associations, and networking. Assists with and leads the conceptual and proposal development related to prospective donors, as well as solicitations to donors. Prioritizes and assists in the response to time-sensitive project proposals, grant tracking, project tracking and new opportunities. Bachelor’s degree or equivalent professional experience is required.

Institutional Giving Manager
Actively coordinates and manages fundraising efforts. Collaborates with management to oversee the implementation of long- and short-term development plans. Works with other resource management staff to manage, maintain and grow a diversified funding base. Develops and maintains a development calendar and other major development initiatives. Provides additional development support for staff and projects as directed and supports board members and volunteers to secure, renew and increase gifts. A bachelor’s degree is required with 5+ years of related experience.

Major Gifts Officer
Designs, develops and implements the major gift program. Responsible for managing and cultivating relationships with existing major gift prospects, as well as identifying new prospects. An ability to empathize with donors and clearly communicate the organization’s mission. A bachelor’s degree is required with 5+ years of related experience.

Major Gifts Coordinator
Organizes fundraising activities geared toward potential large donors to the organization. Record all interactions with donors, and acts as a spokesperson and point of contact. Recruits and manages volunteers to work on fundraising initiatives. A bachelor’s degree is required with at least 2 years of related experience.

Senior Director of Major Gifts
Raises funds at major and transformational levels. Responsible for managing a portfolio of current donors and creates and implements new development plans and strategies for the identification, research, cultivation and stewardship of new donors. Must be able to clearly communicate the organization’s mission, and manage direct reports in supporting new business development, sponsorships and grants. A bachelor’s degree is required with at least 3 years of managerial experience and 5+ years of industry experience.

Meeting Planner
Responsible for planning and organizing a meeting or special event for an organization. Coordinates all amenities and accommodations including site selection, food, transportation, and audio visual equipment. Typically requires a bachelor’s degree or its equivalent and at least 2 years of related experience.

Member Services Director
Manages, plans, coordinates and implements strategies and tactics to achieve excellent performance. Plans and directs objectives for addressing member inquiries. Establishes goals for the department and implements strategies to meet set goals. Collaborates across departments to solve constituent concerns and establishes best practices for the organization. A bachelor’s degree is typically required with at least 5 years of managerial experience.

Special Events Coordinator
Assists the management team with the creation and overall strategic planning of events and fundraisers. Coordinates with donors and prospects to increase event sponsorship and align with goals. Works with staff and volunteer leadership to assist with planning, coordinating and implementing events designed to raise funds for and/or to promote community awareness of the organizations programs and services. A bachelor’s degree is required with special events experience.

Specialist Events Manager
Responsible for coordinating the administrative and logistical aspects of all events. Drafts project specific materials, and creates/maintains all project timelines, budgets and revenues. Plans and oversees events designed to raise funds for and/or to promote community awareness of the organizations programs and services. A bachelor’s degree is required with 5+ years of related experience.
Volunteer Coordinator
Responsible for the recruitment and management of volunteers and the arrangement of volunteer programs. Helps train new volunteers, assigns them to particular jobs, tracks volunteer hours, provides support and evaluates progress. Assist to help further the mission of the organization. A bachelor’s degree is preferred.

Volunteer Manager
Responsible for selecting, training and supervising of the volunteer staff of an organization. Oversee high-level activities and is the point of contact with all volunteers, paid staff members and clients. Ensures that the organization has enough volunteers to fulfill its service mission. Responsible for creating program reports to ensure program is meetings its goals. A bachelor’s degree is preferred with related experience.

Volunteer Services Director
Designs, plans and directs a volunteer program to augment the services of the regular staff. Oversees the recruiting, interviewing, hiring, training and scheduling of volunteer workers. Ensures that project/department milestones/goals are met and adheres to approved budgets. Requires a bachelor’s degree with 5+ years of related experience.

Program Assistant
Provides daily assistance in support of one or more programs for a non-profit organization, including fundraising, budgeting, research and community outreach. Schedules meetings or events and answers questions from donors. Assists in the creation of promotional materials or solicitations/informational mailings. May coordinate volunteer schedules or trainings. Typically requires a bachelor’s degree with 0-2 years of experience.

Program Coordinator
Plans and coordinates one or more programs for a non-profit organization, including fundraising, budgeting and community outreach. Develops and implements programs that align with the organization’s mission and support the organization’s goals. Creates program materials, establishes staffing requirements and ensures that program achieves stated objectives. May be responsible for special events that publicize the organization and its programs to the community. Typically requires a bachelor’s degree with 2-4 years of related experience.

Program Manager
Handles the projects of an organization to ensure that they are in line with the stated goals of their organization. Provides quality control for their organization’s programs through methods such as handling the budgets, staff, activities and intended final products. Establishes fundraising and development goals, identifies potential donors or sources of funding, and plans outreach strategies. Schedules and forecasts planning for special events that publicize the organization and its programs to the community. May assist in the development of grants applications or proposals. Responsible for monitoring activities, organization, and costs of an event and modifies them as necessary. Requires a bachelor’s degree with at least 5 years of related experience.

Program Director
Develops and implements a non-profit organization’s programs, and is responsible for the delivery and overall success of each program. Assesses needs and ensures that program objectives are met. Coordinates activities of program committees and/or other groups to plan procedures. Responsible for budgeting and community outreach. Organizes and oversees fundraising events. Creates functional strategies and specific objectives and develops budgets/policies/procedures to support the functional infrastructure. Requires a bachelor’s degree with 5+ years of managerial experience.
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