

Fair Pay for Southern California Nonprofits: The 2025 Compensation & Benefits Survey

New jobs for 2025 are shown in red type.

Jobs with modified job titles and/or job descriptions for 2025 are shown in blue type.

| Job Code | Category/Job Title | Job Description |
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| Executive Positions | | |
| 005 | Executive Director/ Chief Executive Officer | Responsible to the Board of Directors for management of the entire nonprofit organization including fundraising/development, human resources, strategic planning, programs, finance, communications. Represents organization to government agencies, community and the public. |
| 006 | Co-Executive Director | Shares Executive Director responsibilities (see job #005) with one or more other Co-Executive Director(s). Specific areas of management may include fundraising/development, human resources, strategic planning, programs, finance and/or communications. Represents organization to government agencies, community and the public and is responsible to the organization's Board of Directors. |
| 010 | Associate Director/ Chief Operating Officer | Provides direction and day-to-day management of several key functions other than programs such as finance, administration, human resources, and/or development; assumes responsibility for major projects; assumes responsibility for organization in absence of Executive Director. Participates as a member of the senior management team to formulate and implement policies and plans to meet the organization's short- and long-term objectives. |
| 015 | Chief Programs Officer | Directs delivery of programs in accordance with the organization's goals and objectives. May write or participate in writing of grant applications, depending on structure of organization. Ensures program activities comply with contracts. Supervises program staff either directly or through intermediary supervisors. Acts as liaison with government agencies, the community and the public relative to funding, contracts and delivery of services. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success. This is a single-incumbent position. Report others in the Program Management section or other sections below (e.g. jobs 805, 810, 853, 856, 421, 430, 431). |
| 020 | Chief Communications Officer | The organization's top communications employee. This position is found only in relatively large organizations that have a communications executive on the senior management team. Has overall responsibility for all aspects of the organization's communications functions. Supervises communications staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on communications-related issues. |
| 025 | Chief Development Officer | The organization's top development employee. This position is found only in relatively large organizations that have a development executive on the senior management team. Has overall responsibility for all aspects of the organization's development functions. Supervises development staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on development-related issues. |
| 030 | Chief Human Resources Officer | The organization's top human resources employee. This position is found only in relatively large organizations that have a human resources executive on the senior management team. Has overall responsibility for all aspects of the organization's human resources functions. Supervises human resources staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on human resources-related issues. |
| 035 | Chief Information Officer | The organization's top information technology employee. This position is found only in relatively large organizations that have an IT executive on the senior management team. Has overall responsibility for all aspects of the organization's IT functions. Supervises IT staff, some of whom supervise lower-level department employees. Advises other top executives and the organization's board of directors on IT-related issues. |
| 040 | Chief Strategy Officer | The organization's top executive with responsibility for developing and implementing the organization's strategic initiatives. This position is found only in relatively large organizations with an executive in this area on the senior management team. Has overall responsibility for all aspects of the organization's strategic planning. Supervises employees who carry out organization's strategic plans. Advises other top executives and the organization's board of directors on issues related to strategy development and execution. |
| 105 | Chief Financial Officer | Manages the financial resources of the organization including accounting, finance, organization-wide budgets, investments, and treasury in accordance with generally accepted accounting principles and organization/contract policies and procedures; safeguards assets through the maintenance of proper controls. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success. |

Administrative Positions

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| 055 | Director, Administration/ Operations | Directs a group of functions for the organization including any or all of the following: human resources, information technology, office services, facilities and grounds, transportation, food service, and purchasing. Manages department budgets. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success. Jobs that include management of the organization's financial department are reported in job #106 (Director of Finance & Administration). |
| 057 | Operations Manager | Oversees organization's operations functions and procedures, including both high-level planning and daily management. Develops and maintains operational guidelines and procedures. Coordinates with departments such as HR and IT to facilitate effective management. May oversee facilities and safety functions. |
| 060 | Regional Manager/ Center Manager | Manages the day-to-day operations of a regional facility that delivers program services in accordance with organization goals and objectives. Functions include: program development and implementation, staffing, volunteer coordination, community relations, budgeting, record keeping and facility maintenance. May participate in or lead fundraising activities for the region. |
| 065 | Office Manager | Provides direct supervision of the organization's office services including mail pick up and distribution; records maintenance; copy/print services; reception; office maintenance and cleaning services; communications/telephones; and similar. |
| 070 | Executive Assistant | Provides a wide variety of skilled administrative and clerical support for chief executive, directors or other senior management staff. Responsibilities involve exposure to sensitive information and require considerable use of tact, diplomacy, discretion and judgment. Assumes responsibility for special projects; attends board or similar meetings to take, transcribe and distribute minutes; prepares board packets; maintains databases; researches/analyzes data and develops reports for management decision-making; may follow up on projects assigned to managers by senior executive. |
| 075 | Administrative Assistant, Senior Level | Provides a variety of administrative and clerical support to managers and/or other staff. Duties may include researching/compiling information; coordinating activities between departments and/or outside services. Maintains data; generates and formats reports and other documents using a full range of computer software skills including spreadsheets, word processing, desktop publishing, database management, presentation software, etc. May assume responsibility for special projects relating to department functions. |
| 080 | Administrative Assistant, Intermediate Level | Performs clerical duties including answering telephones, screening calls, taking messages and acting as receptionist; sets up and maintains files of information; uses computer skills to enter and maintain data; prepares correspondence and develops other routine documents; may make appointments and travel arrangements, coordinates activities relative to department functions. |
| 085 | Administrative Assistant, Junior Level | Performs routine clerical duties such as answering telephone, taking and delivering messages, setting up and maintaining files, sorting/delivering mail, entering data into the computer, preparing routine correspondence. |
| 090 | Receptionist | Receives and greets visitors, determines nature of their visit and notifies appropriate staff members; answers and transfers telephone calls using multiple-line equipment; represents organization to callers and visitors in a friendly, professional manner; may issue security badges; maintains logs; calls for communications and other equipment service; may perform routine clerical duties such as filing, word processing, sorting and distributing the mail. See Receptionist, Medical (job #752) in Medical & Clinic Services section for those responsible for scheduling patient appointments, facilitating patient flow, and referring patients to other resources. |
| 093 | Business Development Manager | Responsible for researching and identifying new business opportunities for the organization in support of its mission and goals. Identifies potential projects, analyzes and reports on feasibility, prepares proposals, researches funding sources. Cultivates relationships with potential stakeholders to further organization's growth and impact. |
| 094 | Contracts Administrator | Oversees organization's contractual agreements related to delivery of program services. Is responsible for maintaining documentation in compliance with the specific requirements of each contract. Monitors contract budgets, expiration dates, reporting dates and documentation. Communicates with organization's program directors/managers and representatives of funding agencies. |
| 095 | Quality Assurance Manager | Designs and implements quality-control program to ensure that organization's programs and services meet its standards. Works with Program Managers to develop quality assurance policies, collecting data for analysis by program, department and organization-wide. Produces reports showing outcome achievement and customer/client satisfaction. Trains staff on related policies and procedures. |
| 096 | Quality Assurance Specialist | Performs a variety of quality assurance assessments of organization's programs and services to ensure that standards and regulations are met. Records and analyzes data. Documents results to indicate degree that standards are met. Recommends modifications to existing standards, or suggests new standards, methods and procedures. Typically reports to Quality Assurance Manager or equivalent. |

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| 098 | Diversity, Equity & Inclusion Director | Responsible for the organization's diversity, equity and inclusion vision, strategy and initiatives. Develops a comprehensive DEI strategy, with involvement from the executive team, board of directors, and other stakeholders. Leads efforts to integrate DEI goals throughout the organization in both programmatic and operational areas. Designs and implements procedures to assess and report DEI metrics and outcomes. Works closely with departments throughout the organization to strengthen policies and practices with respect to racial equity and accessibility, creating opportunities for staff participation. Develops communications strategy and internal training materials related to DEI efforts. |
| 099 | Compliance Specialist | Monitors organization's programs and policies to ensure legal compliance. Works with employees across departments to develop and maintain documentation for compliance-related processes. Reviews existing documentation for accuracy, updating as necessary. Identifies potential areas of vulnerability and risk, provides guidance on handling such situations and consults with legal counsel as necessary. |
| Accounting/Finance Positions | | |
| 106 | Director of Finance & Administration | Responsible for the organization's financial operations as well as other administrative functions such as human resources, operations, facilities and information technology. Develops and maintains effective administrative systems. Oversees accounting operations including bookkeeping, financial statements and reporting. Supervises staff in accounting/finance as well as any additional functional areas. This job is most often found at organizations that do not have an executive-level CFO. Jobs that oversee multiple functions but not including management of the organization's financial department are reported in job #055 (Director, Administration/Operations). |
| 110 | Controller | Manages the accounting operations of the organization including budgeting, auditing, payroll, accounts payable and receivable, general ledger and financial reporting in accordance with generally accepted accounting principles and internal policies and procedures. Oversees development and implementation of financial systems. May interpret accounting reports to management and board. Assumes responsibility for the financial function in the absence of the Chief Financial Officer. |
| 115 | Accounting Manager | Manages and performs various accounting activities including developing, implementing and maintaining the accounting systems, policies and procedures; compiling, analyzing and reporting accounting data for management reports and decision-making purposes; may act as primary liaison with outside auditors and government agencies on contract issues. Manages monthly closings. Typically supervises more than three staff members. |
| 120 | Accounting Supervisor | Provides day-to-day supervision to one or more general accounting functions such as accounts payable, accounts receivable or payroll. Ensures accuracy and compliance with accounting policies and procedures. Researches and resolves related problems. Typically supervises from one to five hourly accounting staff. |
| 124 | Senior Accountant | Working under only general supervision, performs relatively complex accounting duties including maintenance and analysis of accounting records, preparation of accounting schedules, reports and financial statements; prepares journal entries and reconciles ledger accounts; ensures compliance with generally accepted accounting principles and organization's policies, procedures and contracts. May prepare federal, state and local tax returns. Does not supervise but may advise less experienced accounting staff. |
| 125 | Staff Accountant | Performs various professional accounting duties including maintenance and analysis of accounting records, preparation of accounting schedules, reports and financial statements; prepares journal entries and reconciles ledger accounts; ensures compliance with generally accepted accounting principles and organization's policies, procedures and contracts. May prepare federal, state and local tax returns. |
| 126 | Payroll Specialist | Performs various clerical payroll and accounting tasks such as processing semi-monthly payrolls, entering payroll data into the system database, verifying accuracy of figures and computations, and balancing and reconciling accounts. |
| 130 | Accounting Clerk | Processes/posts a variety of accounting transactions such as invoices, payments, and expenses in accordance with department procedures. Maintains accounting files. Checks and verifies accounting data; enters data into computerized accounting system and uses system to research questions and generate reports. Performs related general clerical duties. |
| 135 | Cashier | Receives and accounts for cash, credit card and check payments received for sales of goods, services or similar. Makes change. Counts and balances receipts as scheduled, ensuring accuracy. May assist in providing information to customers or clients. |

Animal Care/Control Positions

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| 780 | Veterinarian | Responsible for providing diagnostic and therapeutic veterinary medical services and surgery. Assists in training and supervising organization staff regarding diagnostic, therapeutic, surgical and animal handling procedures. Licensed veterinarian certification required. |
| 781 | Director of Animal Services | Responsible for a complex animal services operation, including shelter and clinic services, animal-related law enforcement and advocacy and emergency preparedness. Is a member of the organization's management team. Provides strategic oversight of programs and services, directly supervises key employees who in turn supervise departments and/or programs. Represents the organization in dealings with government agencies, community organizations and the public. |
| 782 | Veterinary Clinic Manager | Responsible for overall management and daily preparation of clinic, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach. |
| 784 | Humane Officer | Performs duties involving the protection of animals and enforcement of animal-related codes. Completes reports and maintains documents in accordance with state and local laws. Responds to complaints regarding mistreatment of animals. Educates the public about humane treatment of animals. |
| 785 | Senior Registered Veterinary Technician | This position refers to a senior-level professionally licensed employee responsible for handling and treating animals that may be injured, wild or vicious. Assists veterinary staff in examining, handling and treating animals. Assists veterinarians in administering anesthesia and preparing animals for surgery. Maintains veterinarian patient records and supply inventories. Administers first aid treatments and medications to domestic animals as directed by veterinary staff. The senior-level RVT also performs procedures requiring a high level of skill independently. |
| 786 | Registered Veterinary Technician | This position refers to professionally licensed employees responsible for handling and treating animals that may be injured, wild or vicious. Assists veterinary staff in examining, handling and treating animals. Assists veterinarians in administering anesthesia and preparing animals for surgery. Maintains veterinarian patient records and supply inventories. Administers first aid treatments and medications to domestic animals as directed by veterinary staff. Employees who are not professionally licensed employees but do similar work are classified under job #788, Veterinary Technician. |
| 788 | Veterinary Technician | Responsible for handling animals which may be injured, wild or vicious. Assists veterinary staff in examining, handling and treating animals. Assists veterinarians in administering anesthesia and preparing animals for surgery. Maintains veterinarian patient records and supply inventories. Administers first aid treatments and medications to domestic animals as directed by veterinary staff. |
| 789 | Animal Care Manager | Responsible for the organization's animal care programs and services. Hires and supervises animal care staff. Oversees the humane handling, housing and socialization of all animals by staff and volunteers. Ensures that all animals receive proper daily care, feeding and medicating; that medical or behavioral conditions are referred for treatment; that documentation of animal care procedures are maintained; and that supplies, food and equipment are tracked and stocked as needed. |
| 790 | Animal Care Worker | Responsible for handling, caring and feeding all animal patients. Identifies problems to be brought to the attention of the veterinary staff. Records daily patient information. Takes animals for walks or provides exercise regimen. Bathes and clips animals. Keeps animal care facilities clean and sanitary. |
| 791 | Animal Adoption Counselor | Counsels, educates and screens potential adopters of animals. Assists prospective adopters with the selection of a pet best suited to their circumstances, placing pets into loving, permanent homes that are mutually compatible for the pet and adoptive family. |
| 792 | Animal Adoption Manager | Responsible for the organization's animal adoptions programs and services. Hires and supervises animal adoption staff. Ensures that intake and adoption goals are met through adequate staffing, effective training and excellent customer service. Partners with other organizations such as veterinary hospitals, shelters and rescue organizations. Develops creative marketing campaigns to promote adoption programs that successfully match adopters with animals. Works with outreach staff on community events including mobile adoption opportunities. Participates in the development of department budgets. Compiles and reports adoption-related data. |
| 793 | Animal Intake Manager | Manages the intake function of an animal shelter. Manages relationships, schedules and coordinates appointments with rescue partners and transporters. Gathers background information about each animal and assesses animal suitability for the shelter's program. Introduces new animals into the shelter's existing population. Participates in development of organization's policies to further effectiveness of animal care, intake and adoption programs. |
| 795 | Animal Shelter Manager | Responsible for overall management and daily preparation of shelter, including staffing, operations, budgeting, funding, developing reports and policies, and community outreach. |

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| 797 | Animal Behaviorist | Assesses and works with animals on behavioral issues within a shelter environment. Performs intake assessment of new animals, evaluates animals for possible behavioral needs, makes recommendations with respect to placement for adoption. Designs behavior programs for individual animals to enhance their adoptability and quality of life. Maintains detailed records and documentation of all behavior assessment information. Works with staff and volunteers to further organization's goals related to positive behavior modification. |
| 799 | Humane Educator | Develops curricula and conducts training programs to teach members of the public how to interact with animals in a compassionate and considerate way. Develops and presents educational programs to a wide variety of community groups with audiences of varying ages and backgrounds on such topics as animal welfare, animal rights, and animal behavior; arranges schedules and space; identifies community needs and participates in development of new education programs. Typically, this position requires a degree (or equivalent) in education, animal science or a related field. |
| Cultural, Artistic, Performing Arts Positions | | |
| 154 | Artistic Director | Responsible for setting the artistic direction and programming of a performing arts or cultural organization. Organizations reporting this position will also have a CEO/Executive Director who has overall responsibility for running the organization's administrative functions. Both the Artistic Director and CEO/Executive Director report to the Board of Directors. |
| 155 | Curator | Directs, coordinates and may participate in the activities involved in operating a museum, art gallery or zoo. Directs instructional activities, acquisition of new items, special and standing exhibits, safekeeping, research and public service objectives of the organization. |
| 156 | Resident Director | Responsible for the creative decisions of a performing arts production. Approves design elements including sets, costumes, lighting, sound, and music. |
| 157 | Resident Designer | Responsible for overall design and coordination of one or more creative elements of a performing arts production, such as costumes, lighting, sound, props, or scenery. Works closely with production team to ensure designs are within team's overall ideas and within the production budget. Some examples of Resident Designers are costume designers, lighting designers, scenic designers, and properties directors. |
| 160 | Production Manager/ Coordinator | Supervises all technical elements of a performing arts production including sets, props, costumes, lighting, sound system and movement. |
| 162 | Stage Manager | Organizes and coordinates rehearsals and performances, ensures props and equipment are available and maintained, disseminates information to other theater departments. Acts as liaison between theater management, box office, director, and technical personnel. |
| 163 | Costume Shop Manager | Plans and supervises the operation of a costume shop for a performing arts organization. Supervises purchase, construction, alteration, and storage of costumes. Manages and controls costume budget. |
| 165 | Box Office/Sales Manager | Supervises sale of individual, group and subscription tickets by staff and/or volunteers. Maintains accurate and complete database of sales and financial records. Coordinates use of charge card services. |
| 166 | Technical Staff | Participates in the construction and fabrication of one or more creative elements of a performing arts production, such as costumes, lighting, sound, props, or scenery. Works with Resident Designer to implement creative decisions. Responsible for equipment and property related to their field. Some examples of technical staff are wardrobe supervisors, cutters, electricians, carpenters, and set crew. |
| 167 | Production Assistant | Provides general support and assistance in all aspects of a performing arts production. Tasks may include general office and administrative work, scheduling meetings, working on sets, assisting with crowd control, delivering messages, and running errands. |
| 168 | Box Office Assistant | Performs clerical and administrative tasks related to box office operations. Processes ticket orders. Handles phone calls, emails and in-person registration for events and programs. Sends confirmation emails and letters. Maintains documentation and runs reports as needed. |
| 180 | Actor | Rehearses and performs in a performing arts production. |
| 181 | Instrumental Musician | Rehearses and performs in a performing arts production either as a soloist or as a member of an ensemble. |
| 185 | Visitor Services Manager | Manages visitor access and services at a museum, gallery, theater or other cultural venue to ensure that visitors have a positive experience. Arranges group tours and event rentals. Oversees venue's master calendar. Coordinates program needs with organization's education and volunteer departments. Supervises visitor services staff and volunteers. May be involved with organization's retail and membership operations. |
| 186 | Visitor Services Specialist | Welcomes visitors to museum, gallery, theater or other cultural venue. Provides information about programs, answering general phone and email questions. May also participate in retail sales of goods and memberships. |

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| 190 | Director of Exhibits | Has overall responsibility for development and production of museum exhibits. Supervises exhibit staff and manages museum facility. Collaborates and communicates effectively across organization's departments to support museum projects and financial goals, manages budgets and deadlines for museum projects. Fosters creative partnerships to build strong community relations, participates in resource development efforts. |
| 192 | Exhibit Developer | Responsible for conception and creation of museum exhibits. Uses broad knowledge of exhibit fabrication methods and materials; exhibit prototyping and production skills; experience in researching and writing exhibit content, text and narratives; strong organizational and project management skills with ability to oversee production; computer graphic and mechanical design skills; and communication and presentation skills. Generally requires a college degree in science, engineering, industrial design, or architecture and several years of experience in the design and development of museum exhibits. |
| 194 | Exhibit Designer | Creates museum exhibits using architectural, scenic, interactive, and graphic components. Requires skill in sketching, drawing, drafting, computer based design and graphics applications; knowledge of exhibit fabrication methods and materials; prototyping; project management/communication skills and the ability to oversee production. Generally requires a degree in design, engineering, industrial design, or architecture and several years of experience in exhibit design. |
| 195 | Exhibit Graphic Designer | Responsible for creating the visual look and feel for exhibits and developing a visual and graphic strategy that successfully communicates the exhibit content to the intended audience. Designs environmental and interpretive printed graphics and user interfaces and graphics for screen. Prepares graphics specifications and production files, manages production process with printers and other graphics vendors. Generally requires a degree in design and advanced skills in computer-based graphics applications. |
| 196 | Exhibit Fabricator | Responsible for fabrication of exhibits; evaluation, redesign, refurbishment, modification and improvement of existing exhibits; and installation and break-down of traveling exhibitions. May require skills include metal working, machining, woodworking, and plastics techniques; basic drawing, sketching, and CAD skills. Generally requires several years of experience in a professional production workshop. |
| 197 | Archivist | Responsible for processing, arranging, and documenting items in a museum collection according to archival processing standards. Updates and maintains procedures and policies; provides reports for use in grant writing and strategic planning. Manages project staff, supervising archival assistants. Participates in public programs and represents the museum in professional organizations. |
| 198 | Exhibit Guide/Docent | Actively interacts with museum visitors to enhance their enjoyment and learning experiences, and speaks about museum exhibits to groups of visitors. Understands and demonstrates his/her knowledge of the museum's general themes and exhibits. Assists in the opening/closing procedures of the museum. |

Development Positions

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| 205 | Director, Development | Provides leadership to the organization's efforts to obtain financial and other support to sustain its work, including planned, annual and deferred giving; approaches to individuals, foundations and corporations. Manages the overall marketing and promotional functions to construct and market an appropriate image, develop ties with the community, and achieve membership/participation goals. Manages department budgets. Formulates and implements policies and plans to meet the organization's short- and long-term objectives. May report to the Executive Director/CEO, or in the case of larger organizations, to an executive-level development employee (see job #025). |
| 210 | Development Manager, General | Manages one or more functions within development such as foundation and corporate grants, direct mail, special events, communications, annual giving, major gifts, planned/deferred giving, etc. Supervises grant writers and administrative/support staff. |
| 211 | Development Manager: Annual Giving | Manages organization's annual giving campaign. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff. |
| 212 | Development Manager: Major Gifts | Manages organization's major gifts program. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff. |
| 213 | Development Manager: Capital Campaign | Manages organization's capital campaign program. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff. |
| 214 | Development Manager: Planned Giving | Manages organization's planned giving program. Responsible for overall strategy and execution, long-range planning, donor relations, data management, supervision of administrative/support staff. |

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| 215 | Grant Proposal Writer, All Types of Funding | Researches grant opportunities that match the goals and objectives of the organization. Gathers information from various departments and coordinates/writes grant proposals for government, corporate and foundation funds. Develops/maintains effective, long-term working relationships with grantors to facilitate approval of grants. Follows up with grantors to determine/monitor grant status. Report grant writers responsible for government funding only in job #216 below. |
| 216 | Grant Proposal Writer, Government Funding | Researches funding opportunities from government sources that match the goals and objectives of the organization. Gathers information from various departments and coordinates/writes grant proposals for government funds. Develops/maintains effective, long-term working relationships with government agencies to facilitate approval of grants. Follows up with grantors to determine/monitor grant status. May participate in contract administration to ensure spending is in accordance with funding requirements. |
| 217 | Development Officer | Manages one or more fund development functions. Works under general supervision, exercising significant independent judgment. Generally does not have supervisory responsibility for administrative/support staff. |
| 218 | Donor Database Manager | Maintains organization's donor database, supervising the accurate entry of pledges and gifts. Develops acknowledgement correspondence. Responsible for monitoring accounts, processing matching gifts, tracking organization's various campaigns and appeals. Creates and produces reports, collaborates with colleagues to provide documentation as needed by other departments. |
| 219 | Events Manager | Leads organization's events-related activities. Responsible for creating event programs, developing timelines and budgets, managing publicity and logistics, coordinating with vendors and supervising event staff and volunteers. May represent the organization with potential event sponsors. |
| 220 | Special Event Coordinator | Develops and coordinates special events to generate funds, attendance, and/or increased membership, volunteers and/or clients for the organization. Identifies types of special events appropriate to the organization's image and purpose; plans budget, locates and books facilities, food, entertainment and equipment; solicits donations and participation; plans and organizes ticket sales; attends events to resolve problems, coordinates activities and ensure the events run smoothly; oversees promotion and marketing of the event. Conducts an appraisal after the event to determine its success, improvements needed the next time the events occur. Develops and maintains donor and participant databases. |
| 222 | Direct Mail Coordinator | Responsible for the organization's direct mail efforts, including designing and implementing direct mail strategies for existing and prospective donors. Participates in creation of materials. Maintains direct mail database, provides reports as needed assess performance of direct mail campaigns. |
| 225 | Development Associate | Performs a variety of skilled administrative and clerical duties directly related to development activities. These include maintaining donor databases, developing/sending mass mailings, coordinating placement of advertisements, assisting and participating in special events, arranging for pick up of donated items, acknowledging gifts and donations, developing effective working relationships with donors, volunteers, government and foundation representatives and others to nurture their connection to the organization. May provide secretarial support to development staff. |
| 226 | Events Aide | Assists in providing a safe and memorable event for patrons and guests of the organization. Serves as first point of contact for event attendees. Sets up and breaks down event space. Ensures readiness of facility with respect to safety and patron experience and compliance with safety rules, regulations and policies. Responds to public safety incidents and alerts appropriate personnel. |

Education & Recreation Positions

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| 250 | School Principal | Lead educational administrator of a primary and/or secondary school comprised of grades within the range of K-12. Reports to the governing board of the school. Responsible for overall operations, including academic standards, curriculum development, hiring of faculty and staff, extracurricular activities and safety. Ensures that the school complies with all relevant regulations as well as board policies. |
| 251 | Director, Early Childhood Programs | Oversees early childhood initiatives, ensuring program quality, compliance, and alignment with mission goals. Responsible for management of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in applying for funds/grants, coordinating/integrating programs with other initiatives of the organization. |
| 253 | Director, Education | Develops, organizes and implements community education programs and activities for targeted clients including adult education programs, school-aged programs and pre-school activities. Ensures programs meet needs of community and goals and objectives of organization. Manages program budgets. Participates as a member of the senior management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success. |
| 254 | Admissions Director | Responsible for administering school's admissions procedures to maintain the desired level of enrollment. Tracks enrollment changes in order to anticipate and promptly fill vacant slots, manages touring procedures for visiting prospective families. Ensures that all inquiries from prospective and waitlisted families are properly directed and promptly responded to, and that that accepted students and their families receive a comprehensive orientation. |

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| 255 | Curriculum Specialist | Develops instructional material, coordinate educational content, and incorporate current technology into educational programs. Monitor progress of students and teachers to assess effectiveness of programs. Requires instructional experience and teacher credential. |
| 256 | Educator or Teacher, Adult Education | Determines needs of adult clients and develops/implements appropriate curricula to meet those needs. Conducts educational sessions with adult clients to improve skills and functioning. May provide supervision to teaching assistants. |
| 257 | Academic Counselor | Provides educational guidance for students in a school setting. Works with students to choose courses and plan schedules, recommending appropriate educational plans for students based on their unique interests and strengths. Advises students and families throughout the school year both academically and socially to ensure students are on track to achieve their educational goals. |
| 258 | Site Supervisor | Responsible for all facets of operation of an educational program site. Assures compliance with state, local and federal regulations. Conveys program policies and expectations to staff and the community. Supervises and coaches staff, ensuring effective program delivery. Develops and implements staff training and performance evaluations. |
| 259 | Teacher, K - 12 | Develops and implements grade appropriate curricula to meet the academic and other needs of children in a K - 12 classroom setting. Ensures safety and health of students. Participates in development and implementation of IEP's for specific students, as needed. Assesses and documents students' progress. May participate in implementing therapeutic programs for students. May supervise teaching assistant(s). |
| 262 | Teacher, Pre-School | Provides a safe, nurturing environment for pre-school children. Develops and implements a curricula program with the goal of developing kindergarten-readiness skills. Ensures the safety and health of students. Assists children with physical needs. Maintains effective communications with parents and guardians. May supervise a teacher's assistant. |
| 265 | Teaching Assistant, K-12 | Assists the teacher in implementing educational plans and curricula in a classroom with special emphasis on maintenance of discipline and tutoring one on one with students. Reviews lesson plans with teacher to contribute information and ideas as appropriate. Supervises and works with students in small group learning situations. Implements behavior management techniques. Corrects/grades completed work. |
| 268 | Teaching Assistant, Pre-School | Under the supervision of a teacher, participates in the direct supervision of children to ensure their health and safety. Provides nurture, care, and guidance to each child. Interacts with the children in the implementation of learning programs and activities. Assists children with physical needs. Supervises children in play areas. |
| 269 | Special Education Teacher | Develops and implements curricula to meet the academic and other needs of children with cognitive, emotional and/or physical disabilities. Ensures safety and health of students. Participates in development and implementation of IEP's for specific students, as needed. Assesses and documents students' progress. May participate in implementing therapeutic programs for students. May supervise teaching assistant(s). |
| 270 | Tutor | Provides academic instruction to individuals or small groups of students. Meets with students on a regular basis to assists with academic coursework. Requires thorough knowledge of specific subject areas and teaching experience. |
| 271 | Child Care Provider | Provides a safe, nurturing, welcoming environment for young children; attends to physical needs of children; serves snacks and drinks; plays indoor and/or outdoor games with children; reads to children; supervises children playing. Maintains communications with parents and guardians. |
| 272 | Community Educator | Works collaboratively with staff to design, coordinate and present educational programs on behalf on the organization to school and/or community groups. Presentations may be either at organization's facilities or elsewhere in the community. May assist with administration of educational program including marketing, fundraising, managing supplies, creating assessments and supervising volunteers. |
| 273 | Recreation Program Manager | Responsible for organizing and staffing youth and adult sports leagues and recreational programs, managing the schedule for facilities required, overseeing open recreation and sports programs, and coordinating facility rentals, as well as supervision of facility staff. Develops, promotes, coordinates and implements sports and/or recreation programs, including leagues and clinics. Manages enrollment process and participant communications, participates in development of budgets, coordinates publicity materials and manages the facilities' schedules. Hires, manages and schedules program support staff. Maintains records, compiles and submits reports as required related to program development and participation, employment and payroll, marketing and departmental goals. |
| 274 | Life Guard/Swim Instructor | Ensures a safe, secure pool environment for clients using the organization's swimming pool or other water facilities. Provides continuous observation of clients in the pool to ensure their safety. Provides active supervision and feedback to swimmers when they act in a manner unsafe to self or others. Rescues individuals experiencing difficulty; administers CPR and other first aid treatment as necessary. Teaches water safety and swimming to individuals and groups. Maintains active lifeguard and CPR certification. |
| 275 | After School Instructor | Leads academic and enrichment activities for school-age children or youth in an after school program. Plans and facilitates academic skill-building activities writes lesson plans. Provides homework and academic support for participants. Promotes a safe and supportive classroom environment. Maintains accurate attendance records, participates in staff meetings and trainings. |

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| 276 | Instructional Aide | Provides support to teachers and other staff members in a school setting serving special needs students. Assists with implementation of educational programs, classroom behavior management, small group instruction, and recess/lunchtime supervision. May participate in transportation of students. |
| 277 | Recreation or Activity Leader, Children or Youth | Develops program content, organizes and leads recreation activities to enhance the social development of clients (children or youth). Activities may include individual or group sports, arts and crafts, music, dance, drama, or similar. Teaches and participates in activities, assesses/reports progress toward goals. Does not include Recreation or Activity leaders whose primary function is to work with seniors or adults. Depending upon their specific duties, some of these employees may be reported under Children or Youth Program Assistant (Job #890). |
| 278 | Recreation or Activity Leader, Adults | Develops program content, organizes and leads recreation activities to enhance the social development of adult clients. Activities may include individual or group sports, arts and crafts, music, dance and drama. Teaches and participates in activities, assesses/reports progress toward goals. Depending upon their specific duties, some of these employees may be reported under Senior or Adult Program Assistant (Job #889). |
| 280 | Fitness Instructor | Develops physical fitness program content to meet needs of adults to improve general or specific health and fitness. Conducts classes/instructs individuals and groups in such programs. Provides continuous observation of clients to ensure their health and safety. Participates in keeping records. Promotes participation of current and prospective clients in fitness programs. May determine specific goals for participants and assess/report progress towards goals. |
| 282 | Camp Director | Responsible for the coordination, program development, budget management and execution of camp programs, including the hiring, training, and management of seasonal camp staff. Designs camp programs, coordinating with organization's other program services as appropriate. Oversees camp program marketing and promotional materials. Completes and maintains all program-related documentation and reports. Maintains compliance with accreditation standards. |
| 284 | Assistant Camp Director | Responsible for assisting in the coordination, program development and execution of organization's camp programs, including the hiring, training, and management of seasonal camp staff, with direction from the Camp Director. May oversee programming for specific camps. Assists with the development and monitoring of program budgets. Assists with development of marketing and promotional materials. Performs other duties as assigned by the Camp Director. |
| 285 | Teaching Artist | Provides visual or performing arts instruction to adults or children. Uses personal experience and accomplishment in an artistic field to develop curricula and lesson plans, creating a creative and engaging artistic learning environment. |
| 286 | Childcare Provider Coach | Responsible for providing quality improvement services to licensed child care providers. Develop coaching work plans for individual sites and Professional Learning Communities. Facilitates and develops curriculum. Compiles reports, plans and implements deliverables, participates in required meetings/trainings. Provides information to funders. Participates in organization's outreach and recruitment efforts. Maintains certifications necessary for coaching and training. |
| 287 | Playgroup Facilitator | Plans, implements and executes regular playgroup experiences for children 0-5 years old and their caregivers at the organization's location and/or in the community. Works collaboratively to develop community partners and secure playgroup space in the community. Recruits and engages caregivers as well as parents to participate in playgroups utilizing the program curriculum. Plans for and guides both caregiver and child learning in each playgroup session. Completes administrative tasks with respect to evaluations, intake forms and sign-in sheets. Works with communications department to develop marketing materials. |
| 288 | Family Resource Coordinator | Supports families in engaging with early childhood programs, often bridging the gap between families and services. |
| 289 | Home Visitor/Early Learning Specialist | Provides in-home support and early education, often focusing on parental guidance and child development. |
| 290 | Child Development Specialist | Works with children and families, assessing developmental needs and offering targeted interventions. Manages communication, consultation, and skill-sharing to support service delivery and promote effective partnerships with families. |
| 291 | After School Assistant Instructor | Supports After School Instructors to deliver in-person lessons to school-age students. Actively builds relationships with students, focusing on socio-emotional development and individual strengths |

Employment/Work Training Positions

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| 305 | Job Developer | Locates and develops job openings for placement of clients through personal visits to companies, telephone calls and other communication. Develops and maintains effective working relationships with representatives of employment agencies, companies, sheltered workshops and other sources of employment. |
| 310 | Vocational Counselor | Provides individual and group vocational guidance services. Assesses client interests, aptitudes, abilities, and personality characteristics for vocational planning purposes. Assists clients in understanding and overcoming social and emotional issues through counseling. Ensures accurate, complete files are established and maintained. Prepares associated reports. Develops and implements client habilitation plans. |
| 315 | Job Coach | Works with employers to determine skills and behavioral requirements for a job that will be filled by a client. Coaches the employee/client prior to reporting for the job on expectations including transportation to job, behavior at work, required job skills and work production. Coaches employee/client on-the-job in meeting production and behavioral expectations of employer. Sets goals for employee/client and works with him/her to achieve those goals. Periodically assesses employee/client achievement. Maintains associated records. Maintains effective working relationship with employer to promote placement of other clients. Note: Employer may be a sheltered workshop or other company in the community. |
| 318 | Vocational Instructor | Provides instruction in a specific field to prepare students for a career in that industry with a sufficient level of practical knowledge-based readiness to enter the workforce and retain a job. Develops and revises curriculum as necessary to maintain relevance, adapts curriculum to student needs, assesses student learning outcomes. |

Environmental/Conservation Positions

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| 320 | Director of Conservation | Responsible for the overall development and implementation of the organization's conservation goals. Provides leadership on science-based project evaluation, stewardship and land management planning and implementation, public agency fundraising and the development of relationships with partner organizations. Oversees conservation and restoration projects. Manages project budgets. Participates in the development and implementation of strategic plans. Directs and supervises conservation staff as well as contractors and consultants. |
| 325 | Land Stewardship Manager | Responsible for the overall management of the organization's land stewardship efforts. Manages professionals, contractors, maintenance crews, volunteers and others in stewardship projects. Maintains up-to-date and accurate records. Fosters and maintains positive relationships with neighbors and partners of properties. Participates in the prioritization of stewardship projects and the development of grants to fund them. |
| 330 | Land Acquisition Manager | Develops and implements the organization's land acquisition goals. Negotiates land transactions projects. Works to establish and advance partnerships with the local community, other conservation organizations and political leaders. Conducts outreach to landowners and initiates land protection projects that are identified as priorities for the organization. Leads the grant writing efforts for land acquisition projects and manages grants that are funded. Coordinates the work of consultants in the land acquisition process. |
| 333 | Stewardship Project Manager | Under the supervision of the Land Stewardship Manager, establishes and maintains positive relationships and communications with landowners, agricultural producers and organizational partners. Monitors properties protected by easements according to organizational policies and procedures. Prepares documentation for new projects, supervises the work of professional consultants. Utilizes and updates property databases and GIS data and output, creates maps for stewardship projects and other organizational needs. Does not generally supervise other staff. |
| 335 | Restoration Specialist | Supports the development and implementation of conservation projects. Participates in planning project objectives, identifying issues and risks. Maintains relationships with partners and communities involved. Reports progress while project is in process. Compiles and analyzes data collected on-site, reports progress to colleagues. Writes reports and articles based on project research. |
| 340 | Tree Technician | Responsible for tree care and light pruning, inspection and acceptance of trees, delivery of trees to planting sites, and planting of tree including installation of stakes and ties. On-going maintenance as required. Provides instruction in support of tree planting at schools, parks and other public agencies. Requires effective communication skills, California driver's license and ability to safely lift 80 pounds. |
| 342 | Field Crew Supervisor | Responsible for the completion of work projects through the direct daily supervision of field crew members. Provides daily support and supervision to crew members at project sites to complete projects on time and on budget. Conducts project-specific trainings. Supervises crew members with respect to workplace safety procedures, hands-on tool use and teamwork. Perform day-to-day administrative tasks associated with reporting, project data tracking, and disciplinary matters. |
| 343 | Field Crew Member | Responsible for hand piling and thinning of small trees and brush, operating chainsaws, tree flagging, GPS mapping and other forestry technician duties as needed. |
| 345 | Weatherization/Energy Program Assessor/Inspector | Performs a variety of duties related to client homes for a home energy assistance program. Determines needs and assesses characteristics of each home, completes forms, writes reports, makes recommendations for repair work, provides information to clients, performs safety checks. Requires specialized training and certification. |

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| 348 | Weatherization/Energy Program Crew Leader | Supervises a work crew for a home energy assistance program. Establishes daily plans, procedures and priorities. Trains and assigns work to crew members, participates in performance evaluations. Tracks supplies, tools and equipment. Prepares production reports. Ensures that installations are performed in compliance with program standards and requirements. |
| 350 | Weatherization/Energy Program Crew Member | Provides home energy assistance services as a crew member. Participates in the development of daily work plans, assesses field supply and equipment requirements, maintains tools and equipment. Performs installation of a variety of energy program measures according to program standards. Completes documentation related to installation projects. |
| 352 | Naturalist/Environmental Educator | Develops curricula and presents educational programs about environmental issues and the natural world to student groups and/or the general public. Leads discussions and group activities; arranges schedules and space; develops educational materials; identifies community/student needs and participates in development of new education programs; may supervise volunteers or others. Typically, this position requires a degree (or equivalent) in environmental science or a related field. |

Food Service Positions

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| 355 | Food Service Manager or Supervisor | Supervises food preparation facilities to ensure the preparation and serving of nutritionally balanced meals for clients, staff and others; ensures kitchen activities comply with licensing, sanitation and safety regulations; ensures quality of food. Participates in preparing menus. Selects and orders food and supplies. Recommends purchase of new equipment. Supervises kitchen staff in the safe preparation and serving of food. |
| 360 | Registered Dietician | Assesses nutritional needs of clients and determines an appropriate diet; instructs clients in applying proper nutrition for optimal health and/or to resolve medical problems. May supervise and/or develop menus for clients for use by kitchen staff. Requires registration with the Committee for Dietetic Registration. |
| 361 | Nutritionist | Provides nutrition counseling and education to organization's clients. Screens clients for nutrition risk factors, develops individual nutrition plans, designs educational materials, maintains relevant documentation. Generally requires a BA in Nutrition Science or related field. |
| 363 | Nutrition Assistant | Assists with client screening for nutrition-related risk factors, provides individual and group nutrition counseling and education. Assists clients with appointment scheduling, refers clients to other staff as needed. Participates in outreach activities to target populations and community groups. Performs clerical tasks related to organization's nutrition-related programs and services. |
| 365 | Cook | Prepares, cooks and serves nutritionally balanced meals for clients and employees of organization, ensuring health and safety standards are met. Plans menus. Maintains inventory of stock and orders more as necessary. Prepares food (e.g., chops, peels, bakes); cooks using deep fryers, grills, ovens and stove tops; hand mixes small items; bakes breads and pastry; cuts meat; cooks foodstuffs in quantities according to menu and number of persons to be served; may wash dishes. |
| 370 | Food Service Assistant/Worker | Assists cooks in preparation and serving of foods, including washing and chopping vegetables. Receives and stores supplies and food. Performs a wide variety of cleaning duties including mopping floors, bussing and cleaning tables and kitchen equipment; loads/unloads dishwashers; washes large items by hand. May assist in serving food to clients, employees and others. |
| 372 | Concessions Manager | Plans, coordinates, and manages opening and closing procedures for events. Manages concession operations and staff. May assist as needed before and on event day to ensure adequate staffing, production levels, quality control and timely service. |
| 375 | Bartender | As a concessions team member, prepares and provides beverages and snacks to event attendees in a courteous, friendly and timely manner. |

Foundation/Philanthropy Positions

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

Gift/Thrift Shop, Warehouse & Food Bank Positions

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| 453 | Director of Retail Operations | Leads organization's retail and/or e-commerce operations. Determines and implements sales standards and procedures. Responsible for selection of inventory, preparation of budgets, compilation and reporting of sales data. Plans promotions and events. Hires and supervises staff. Collaborates with other departments of organization such as IT and communications to achieve the organization's goals. |
| 455 | Gift/Thrift Shop Manager | Responsible for managing the gift/thrift shop consistent with the organization's goals and ensuring reasonable profits. In a gift shop, plans and purchases mix of merchandise that will sell profitably. In a thrift shop, evaluates sale patterns to determine customer preferences and locates more, similar items. Receives, checks and shelves inventory; maintains attractive displays of items; ensures the store is maintained in a clean, neat and attractive manner. Supervises retail clerks and volunteers who staff the shop; provides training and guidance to employees and volunteers to ensure high levels of customer service, promotion and sale of products. Maintains financial and other records. Monitors budgets. Promotes store throughout the community. |
| 460 | Gift/Thrift Shop Retail Sales Clerk | Checks, shelves and prices stock. Maintains store in a neat, attractive manner. Provides service to customers, helping them locate needed items, operating cash register and credit card machine to take money and make change, wrapping and bagging merchandise. |
| 461 | Warehouse Operations Director | Provides leadership for all warehouse operations, including planning, development and implementation and evaluation. Responsible for effective supply chain management, direct supervision of warehouse management staff, and vendor and consultant contracts. May oversee warehouse-related IT needs, ensuring data accuracy and security. Maintains safety and regulatory compliance. |
| 462 | Warehouse Manager | Directs organization's warehouse activities. Develops procedures for incoming and outgoing shipments, material handling, and inventory control so that the warehouse functions are efficient and cost-effective. Ensures that materials are received, stored, shipped, and documented properly. Recommends improvements when possible. Supervises and trains warehouse workers. |
| 463 | Logistics Manager | Responsible for developing and maintaining an efficient routing and scheduling system for pick-ups, deliveries and organization's events. Supervises drivers, ensuring that they meet all safety policies and food safety requirements if applicable. Maintains records relating to vehicle use and maintenance. Oversees incoming donations, loading and unloading of products. Works with other departments to maximize distribution of products and ensure high standards of customer service. |
| 465 | Warehouse Worker | Receives, sorts and stocks materials onto warehouse shelves. Maintains records of inventory. Maintains warehouse in a neat and clean manner. May drive panel, stake-bed or other small truck to pick up and deliver items. |
| 480 | Food Bank Manager | Manages a food bank to provide food and other consumer items to those in need. Supervises or performs needs assessment of applicants for food and ensures maintenance of associated records. Develops and maintains contacts in the community to develop sources of foods and other items. Coordinates and participates in fund-raising activities and drives for donations. Recruits, trains, schedules and supervises volunteers and paid staff. Ensures food bank activities comply with applicable health and safety regulations. |
| 485 | Food Bank Assistant/Clerk | Fills client grocery orders. Oversees the work of volunteers including training them in procedures for receiving, storing and maintaining stock and filling orders for food bank clients. Enters data relative to distribution of food and other consumer items to clients into computer. Generates associated reports. Helps with pick up and deliveries of food and supplies. Assists volunteers with food drives. Receives, sorts and stocks food and other supplies onto warehouse shelves. Maintains records of inventory. Ensures warehouse is maintained in a neat and clean manner Ensures food bank activities meet applicable health and safety regulations. |
| 490 | Agency Partnerships Director | Responsible for a food bank's relationships with partner organizations that are instrumental to the distribution of food throughout the community. This may include leading specific programs such as food rescue operations. Ensures that partner organizations are in compliance with all relevant regulations and that mandated monitoring visits are conducted. Responsible for the maintenance of up-to-date records and documentation. |
| 491 | Wellness & Nutrition Director | Leads a variety of community wellness and nutrition programs, including strategy, planning, assessment, implementation and supervision of program employees. |
| 492 | E-Commerce Sales Specialist | Contributes to the organization's online retail business by evaluating and posting merchandise for online sale. Researches information about specific merchandise to determine its suitability for online sale. Responsible for creating and positing photos and sales copy about items. Keeps accurate records. Responds to customers' phone and email inquiries. |

Government Affairs & Research Positions

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| 380 | Director or Manager, Government Affairs | Directs government affairs and advocacy activities for the agency. Manages staff involved in advocating for government policies and laws supporting the agency's field(s) of interest. This includes research and analysis of proposed and current legislation, budgets, ballot initiatives and state programs. Directs agency's grassroots activities including building and participating in coalitions. Develops and maintains effective working relationships with state, local and/or federal elected officials and advocates on behalf of the agency's interests and goals. |
| 381 | Advocacy Manager | Responsible for developing and implementing the organization's advocacy strategy, maintaining a comprehensive knowledge of public policy and legislation related to key issue areas related to the organization's mission and programs. Translates policy developments into advocacy actions to present and engage to stakeholders. Develops and maintains relationships with community partners to further organization's advocacy goals and efforts. |
| 382 | Data Manager | Responsible for managing the organization's research-related database system, reporting and analytics tools and software, document handling applications, and web applications. Facilitates collaboration between non-technical users and technical staff to define the strategy and implementation of projects. Supervises data/research analysts and/or assistants in this area. |
| 383 | Lobbyist | Develops and maintains effective working relationships with state and other elected officials and lobbies on behalf of the agency's interests and goals. Develops and maintains a working knowledge of proposed legislation and analyzes its impact on the agency's programs. Develops and maintains relationships with lobbyists from other community-based organizations to promote common goals. May speak at community events to promote participation in grassroots activities. Participates in grassroots lobbying events and provides leadership to volunteer participants. |
| 384 | Policy Analyst | Responsible for advocacy and public policy planning, strategy, and research on behalf of the organization. Requires familiarity with government programs and policies on local, state and/or national levels. Develops the organization's advocacy strategy, facilitates staff and board processes to determine priority issues, monitors relevant legislation and policy developments, provides advice and strategy assistance to organization staff, conducts formal public policy presentations to staff and board of directors, drafts written statements on specific policy issues. |
| 385 | Staff Scientist | Designs, performs, analyzes and documents scientific projects that further the organization's mission and goals. May involve regular travel to execute projects in the field. Requires a Master's degree in a scientific discipline closely related to the focus of organization's research as well as some prior related work experience. |
| 386 | Senior Scientist | Directs and guides scientific projects in support of the organization's mission and goals. Responsible for the development and execution of organization's scientific projects. Represents organization to clients/partner organizations and the community, responsible for obtaining funds/grants. Supervises and trains staff scientists. Requires a Ph.D. in a scientific discipline closely related to the focus of the organization's research. |
| 387 | Research Analyst: Social Sciences | Participates in planning research projects in a social science discipline including drafting all/part of grant applications, determining most appropriate methods for research, gathering and analyzing data and preparing/publishing the final report. Recruits participants for research and evaluation projects. Determines methods for interviewing techniques and the protocols to be observed. Interviews and/or trains others to interview participants. Manages compilation of data including the establishment and maintenance of databases, compiling and cleaning quantitative and qualitative data and storage of completed surveys. Drafts comprehensive research reports. Presents findings. Conducts literature searches on topics. |
| 388 | Research Analyst: Technology | Participates in planning research projects in technology including drafting all/part of grant applications, determining most appropriate methods for research, gathering and analyzing data and preparing/publishing the final report. Determines research techniques and the protocols to be observed. Manages compilation of data including the establishment and maintenance of databases, compiling and cleaning quantitative and qualitative data. Drafts comprehensive research reports. Presents findings. Conducts literature searches on topics. |
| 389 | Scientific Data Analyst | Processes, integrates, and interprets scientific data to support the organization's mission & goals. Generates products derived from data which may include statistics, graphs, maps, or software applications. Determines data standards and protocols to promote data integrity. Manages compilation of data including the establishment and maintenance of databases, compiling and cleaning data. May work closely with Scientists to ensure integrity of scientific interpretation. Work usually occurs under limited supervision. Requires a Bachelor's degree, and typically includes subject matter expertise in specific data science area. |
| 390 | Research Assistant | Assists in the recruitment of participants for research projects. May interview participants in accordance with protocols. Cleans and enters qualitative and quantitative data into the database. Maintains and updates information in the database. Assists with analyses of data (e.g. runs frequency reports and cross-tabulations on data) and report preparation. Maintains resource and information libraries. |

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| 391 | Science Analyst | Makes scientific contributions to and supports projects, tasks, and processes in support of the organization's mission & goals. Participates in some combination of field work, data management, scientific research, scientific meetings and planning, project management and/or project tracking. Work usually occurs under direct supervision. Requires a Bachelor's degree. |
| 393 | Librarian | Responsible for the design and administration of library services and policies. Plans, organizes and develops collections and resources, including books, multimedia, serials and archival materials. Provides reference advice and assistance to library users. Serves as a liaison to organization staff. |
| 396 | Library Assistant | Under general supervision, assists with library services and resources. Helps to manage collections, process and monitor serials, locate library material for patrons, check books in and out, re-shelve returned materials, and answer basic reference questions. |
| 397 | Regulatory Director | Develops and implements strategies to further organization's policy goals with respect to regulatory agencies and legislative bodies. Participates in regulatory proceedings, provides expert testimony and thought leadership and builds relationships with external stakeholders. |
| 398 | Planner | Develops and oversees the organization's policies related to economic development, planning-related public policy, neighborhood improvement and/or community land use. Coordinates work with other program-related departments and staff. Represents organization with government agencies, civic |
| 399 | Senior Policy Analyst | Senior-level employee in the field of advocacy and public policy planning, strategy, and research on behalf of the organization. Compared with the survey's Policy Analyst job (#384), requires a higher degree or experience and knowledge of government programs and policies on local, state and/or national levels in order to handle relatively complex issues. Develops the organization's advocacy strategy, facilitates staff and board processes to determine priority issues, monitors relevant legislation and policy developments, provides advice and strategy assistance to organization staff, conducts formal public policy presentations to staff and board of directors, drafts written statements on specific policy issues. |

Housing/Community Development Positions

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

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| 410 | Director of Real Estate Development | Provides overall management and direction to one or more real estate development programs including management of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. |
| 411 | Project Developer | Performs development tasks associated with the acquisition of land, buildings, construction and/or rehabilitation of housing units and other real estate. Carries out job task with final review by senior level developer or director of real estate development, and/or executive director. Demonstrated ability to communicate clearly and relate to a variety of diverse individuals and groups. Ability to produce financial spreadsheets. |
| 412 | Construction Manager | Serves as the in-house expert on rehabilitation projects during the construction phase of projects under development. Under supervision of the Director of Property Management and/or the Director of Real Estate Development, the Construction Manager oversees the project development, design, bidding, contract document development and construction phases of both capital improvement and construction rehabilitation projects. The Construction Manager will work with outside contractors and vendors from time to time. In addition, he or she will communicate with regulatory agencies and lender representatives in conjunction with property management staff regarding building improvements. |
| 413 | Construction Site Supervisor | Serves as the on-site supervisor of construction activities. Responsible for the successful, on-time completion of building projects. Provides building expertise, coordinates with subcontractors, directs volunteers if applicable. |
| 420 | Director of Resident/Community Services | Provides overall management and direction to multiple social service programs including management of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. |
| 421 | Program Manager, Resident/Community Services | Provides overall management and supervision to one (or two) social service program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. |
| 422 | Resident Services Coordinator | Provides a wide range of support and community services for an assigned group of apartment residents. Orients new residents on services and activities available within the community and on-site. Assists residents in obtaining and coordinating needed service in such areas as employment, transportation, education, and in-home health. Develops and maintains resource guide for use by residents. Organizes and conducts community activities and participates in community groups relevant to resident needs. Handles crisis intervention actions until appropriate emergency agency arrives. Maintains confidential records of all resident transactions. |

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| 423 | Director of Property Management | Provides overall management and direction to residential and commercial property operations, including management of staff, developing/controlling the budget, developing/ implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position reports to the Executive Director/Chief Executive Officer and directly or indirectly manages a minimum of ten staff. Develops and implements short and long range plans to take advantage of business opportunities and to ensure maintenance of property values. Directs efforts to ensure compliance with lenders and investors. Directs programs to develop and train site staff and supervisors. |
| 424 | Property Supervisor | Provides overall management to the general operations of multiple residential and/or commercial facilities including staffing, daily operations, budgeting, funding, developing policies and community outreach. Manages construction and/or renovations during design, construction, completion and occupancy. Reports on the status of sites, programs, and residents. |
| 425 | Site Administrator | Responsible for day-to-day operations of an assigned apartment complex. Processes apartment lease applications, move-in and move-out actions, and related certifications. Sets-up and maintains the integrity of resident files and application and waiting lists. Collects rents, makes bank deposits, and orients new residents to building, policies, and regulations. Conducts physical site inspections and written reviews. Responds to resident grievances and provides problem resolution assistance. |
| 426 | Shelter Manager | Provides overall management to the general operations of the organization's shelter and/or residential facilities including staffing, daily operations, budgeting, funding, developing policies and community outreach. Manages construction and/or renovations during design, construction, completion and occupancy. |
| 427 | Shelter Supervisor | Supervises the day-to-day operations of a shelter or residential facility including food service, cleaning, maintenance, assigning rooms/space, day care and related activities. Ensures safe, secure living conditions for residents and staff. Supervises facility assistants and maintenance staff. May assist in implementing therapeutic program for residents. |
| 428 | Occupancy Specialist | Provides information to participants and applicants of housing programs and provides technical staff assistance. May assess eligibility, analyze income and assets, and maintain associated records. |
| 429 | Desk Clerk | Provides security at a residential property. May also assist with other tasks, such as office work or cleaning, as assigned. Answers the telephone and greets residents and guests. Assures doors are closed and locked. Contacts appropriate personnel during an emergency. Documents incidents that occur at the site in logbook. |
| 430 | Program Manager: Housing | Provides overall management and supervision to one (or two) program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. |
| 431 | Program Manager: Economic Development | Provides overall management and supervision to one (or two) program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. |
| 432 | Asset Manager (Compliance & Monitoring) | Ensures that each property developed has legal document summaries, with the financial responsibilities of each partnership and project loan summarized as well as rent restrictions. Monitors compliance with governing documents and works with appropriate staff to make sure that compliance is maintained. Establishes tickler system for reporting. |
| 433 | Asset Manager (Financial Analyst) | Reviews and monitors capital accounts, reserve accounts, and losses to determine capital planning strategies. Performs in-depth analysis of real estate portfolio. Develops strategies for financial restructuring and/or amendment of regulatory agreements as needed. Coordinates with broker on insurance; may also be responsible for organization's overall risk management strategies. |
| 434 | Shelter Coordinator | Supports the routine operation of each shelter. Administers resident intake, monitors the facility for safety and order. Orients participants about the shelter program, engages them in shelter activities, and provides information to assist them in accessing services. Helps to maintain a safe, clean, and comfortable environment. |
| 435 | Assistant Site Administrator | Determines clients' initial and continuing eligibility for housing programs. Interprets and explains rules, documents, policies and services to program applicants. Sets up and maintains comprehensive records. |
| 436 | Overnight Assistant | In a supportive living environment, provides overnight coverage for residents. Works to create a safe and positive living environment. Engages in crisis prevention and intervention as necessary. Responds to overnight emergencies. Maintains safety standards, regulations and policies. |

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| 437 | Housing Outreach Specialist | Working in the community, conducts outreach and housing navigation activities with a focus on chronically unhoused and highly vulnerable individuals. With other team members, provides services to clients on the streets and in encampments. Provides behavioral health assessments and crisis intervention. Addresses clients' immediate needs and works to engage them in the housing navigation process. |
| 438 | Loan Officer | A credit professional who participates in the organization's community development lending effort. Primary responsibilities are to source and underwrite loan requests and provide technical assistance to clients. Initiates and develops relationships with borrowers, builds and manages a base of referral sources and strategic partnerships to advance the organization's mission and impact. |

Human Resources Positions

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| 505 | Director, Human Resources | Directs human resources functions including employment, compensation, benefits, training, affirmative action/equal employment, employee relations and services in support of organization objectives. Advises management on labor and other legal issues relative to employment. Develops and implements organization-wide policies and programs that will contribute to its overall success. Typically reports to either the Executive Director/CEO or, in the case of larger organizations, to an executive-level Human Resources employee (see job #030). The primary differences between the Director and Manager position (see job #510) are that the Manager position may be the sole human resources practitioner in a small organization, may supervise just one or two staff members, and may have responsibility for implementing the human resources program but be less involved in the design of human resources strategy. |
| 510 | Human Resources Manager | Manages several functions in the human resources department such as employment, compensation, benefits, training, and employee relations. Advises managers and staff on employment laws, policies and practices. Ensures organization practices are in compliance with laws. Participates in the development and implementation of new policies and practices. May manage hourly positions, or is the sole human resources practitioner in a smaller organization. The primary differences between the Director (see job #505) and Manager position are that the Manager position may be the sole human resources practitioner in a small organization, may supervise just one or two staff members, and may have responsibility for implementing the human resources program but be less involved in the design of human resources strategy. |
| 512 | Human Resources Generalist | Under limited supervision by a senior Human Resources staff member, is responsible for several functions in the Human Resources department such as employment, compensation, benefits, training, and employee relations. Advises managers and staff on employment laws, policies and practices. Ensures organization practices are in compliance with laws. Participates in the development and implementation of new policies and practices. This position does not generally have a supervisory role over other department employees. |
| 513 | HRIS Manager | Under general supervision, manages the information systems of the organization's human resources department to collect and maintain data internal employment-related data. Responsible for determining needs, communicating with vendors, implementing and maintaining systems, integrating technology into the functions of the HR department, trouble-shooting and training staff to use technology effectively. |
| 514 | Benefits Manager | Under general supervision, develops and administers organization's employee benefits program, including health insurance and retirement plans. Assists in developing an overall benefits philosophy for the organization. Researches, designs and evaluates benefits options. Serve as liaison between organization and various benefits vendors. Manages employee enrollment process. |
| 515 | Human Resources Representative or Specialist | Under general supervision, performs a wide variety of professional level human resources functions including recruiting, interviewing and hiring staff; administering benefits and/or compensation programs; resolving employee relations issues; counseling staff and advising managers and supervisors; conducting exit interviews; interpreting human resources policies and laws. |
| 516 | Recruiter | Works under the general supervision of a Human Resources Director or Manager. Assesses the organization's employment needs, sources & interviews job candidates, checks references, coordinates interviews with hiring managers, makes recommendations, conducts exit interviews, compiles statistics. Requires knowledge of organization's employment practices as well as legal compliance issues. |
| 517 | Training & Development Manager | Under general supervision, designs & implements employee orientation, management development, and on-the-job training programs to ensure that employees have the skills and knowledge to meet the organization's goals. Maintains records and helps evaluate impact of these programs. |
| 520 | Human Resources Assistant | Performs a variety of skilled administrative and clerical duties directly related to human resources activities. These include maintaining employee databases and files; processing status changes; assisting employees to sign up/apply for benefits; screening resumes/application forms; scheduling interviews for others; checking references; compiling data and preparing routine and special reports; providing information to employees on policies and procedures; participating in employee activities; etc. May provide secretarial support to human resources managers and staff. |

Information Technology Positions

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| 555 | Director, Information Technology/Services | Determines organization needs for information management and manages the development and implementation systems and programs to meet those needs in a cost-effective, timely manner. Manages information technology functions including systems applications and development, database administration, financial systems, desktop support, web site development and maintenance, intra- and inter-networks, and internal telecommunications. Advises on purchase of new computer hardware and software. May report to the Executive Director/CEO, the CFO, or in the case of larger organizations, to an executive-level IT employee (see job #035). |
| 560 | Information Technology Manager | Provides day-to-day management of information technology functions including computer operations, applications and systems programming and networks. Analyzes the needs of departments and plans, organizes and implements new and/or modified systems to handle those needs; determines costs and budgets for information technology projects and controls costs to approved budgets; identifies training needs among staff and develops/implements training programs to enhance computer skills throughout the organization. |
| 562 | Systems Administrator | Responsible for the organization's IT operations with respect to computer operating systems and related software. Recommends, implements and maintains systems. Performs tests, troubleshoots and resolves software and networking problems. Performs and monitors systems backups. Works under limited direction, regularly exercising independent judgment. |
| 563 | Software Engineer | Develops, codes, tests, debugs, implements and documents software program applications. Uses technical resources such as utility software, development software, and diagnostic software. Performs engineering duties for projects of moderate complexity. Works under limited director, regularly exercising independent judgment. |
| 565 | Database Administrator | Develops and maintains computerized databases including base definition, structure, documentation, operations and security. Sets up master files and ensures accuracy and completeness of all data; participates in exchanges of data (e.g. the "Big List"). Protects integrity of data using proper security controls. |
| 570 | Network Technician | Installs, modifies, tests and maintains the organization's data communication network equipment; Responds to network problems, troubleshoots and performs repairs in a timely manner; maintains associated records detailing downtime, changes, updates and related information. |
| 575 | Personal Computer Technician | Installs, modifies, and maintains the organization's personal computers and related systems. Installs, upgrades and backs-up software and hardware applications. Troubleshoots software and hardware failures and resolves as appropriate; trains users in resolving routine problems, using new software and providing advice and guidance as needed. |
| 576 | Tech Support Specialist | Supports staff in use of organization's technology systems. Responds to helpdesk questions and resolves problems. Develops training materials, performs one-on-one and/or group training. Creates documentation for users. May perform routine software updates. |
| 580 | Data Entry Operator | Enters data from source documents into computer databases; verifies information and makes changes where necessary; may run routine reports and perform related clerical duties. |
| 585 | Web Site Developer | Develops and maintains web site content that will motivate, inform and intrigue users so that they regularly access the site and use it for information and decision making. Seeks out users to gather feedback for improvement and enhancements. Maintains technical integrity of web site. Maintains and upgrades hardware and software. Communicates router configuration changes, troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs. Monitors site for user accessibility. Establishes back-ups and monitors site security. |

Legal Services/Community Organizing Positions

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| 598 | Director of Legal Services | Responsible for the development and supervision of the organization's legal services programs. Implements best practices, develops policies and procedures, and oversees evaluation of the services with regular outcomes measurement and analysis. Supervises a team of manager-level attorneys who in turn supervise staff-level attorneys. Coordinates the training needs of all staff ensuring compliance with continuing legal education requirements for attorneys. Establishes and maintains strategic partnerships with other organizations. Represents the organization in the community. |
| 600 | Managing Attorney | Leads a team of staff attorneys in support of organization's mission and goals. Responsible for development and execution of organization's litigation efforts. Represents organization to clients/partner organizations and the community. Supervises and trains staff attorneys and organization's other legal staff. |
| 601 | Senior Staff Attorney | Responsible for advocacy, research and litigation in support of organization's policy and advocacy goals. Has a generally higher level of responsibility than the staff attorney position with respect to development of policy agenda, community coalition building, communications, litigation and the organization's strategic direction. May assist managing attorneys in supervising staff attorneys as well as paralegals, legal secretaries, assistants and interns. Requires admission to practice law/membership in the State Bar Association. |
| 602 | Staff Attorney | Responsible for advocacy, research and litigation in support of organization's policy and advocacy goals. May supervise paralegals, legal secretaries, assistants and interns. Requires admission to practice law/membership in the State Bar Association. |
| 605 | Attorney, Legal Aid/Advocacy | Provides a wide variety of legal services to clients of an advocacy or legal aid-type of organization. Represents clients in court and other venues as necessary. Requires admission to practice law/membership in the State Bar Association. |
| 610 | Attorney, Corporate | Provides legal counsel to organization on assigned projects or cases. Advises on cases involving the organization and may represent it in court. Draws up contracts involving leases, licenses, purchases, sales, real estate, insurance, employment and other issues. Examines legal data to determine advisability of defending or prosecuting lawsuits. Requires admission to practice law/membership in the State Bar Association. |
| 615 | Paralegal | Assists attorneys in research activities and preparing routine legal documents such as agreements, leases, pleadings related to litigation or non-litigation matters. Incumbent typically has completed paralegal education/training. |
| 620 | Legal Secretary/Assistant | Performs all the duties of an Administrative Assistant in a legal environment that requires a working knowledge of legal terminology and formatting of legal documents such as pleadings, court forms, contracts, etc. Requires working knowledge of law library, state and federal regulations, code sections, and related matters. |
| 624 | Senior Community Organizer | Organizes, mobilizes and informs organization's target population. May recruit and train volunteers to assist within the realm of the organization's mission statement. Creates campaigns and makes presentations to community, business and media leaders. Works under only general supervision, using a high degree of independent judgement. Represents the organization to the public, government agencies, and the media. May be responsible for project budgets, and may supervise junior community organizing staff. |
| 625 | Community Organizer | Organizes, mobilizes and informs organization's target population. May recruit and train volunteers to assist within the realm of the organization's mission statement. Creates campaigns and makes presentations to community, business and media leaders. |
| 630 | Campaign Director | Provides overall management and direction to one or more large issue-based campaigns including management of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position reports to the Executive Director/Chief Executive Officer or the Chief Programs Officer and directly or indirectly manages a minimum of ten staff. Smaller programs are reported in job #632. |
| 632 | Campaign Manager | Provides overall management and supervision to one or two issue-based campaigns including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position directly or indirectly manages fewer than ten staff. Larger programs are reported in job #630. |
| 635 | Campaign Coordinator | Assumes responsibility for the implementation of a single issue-based campaign ensuring compliance with the stated objectives of the project. Coordinates the work of others within the program or project; works with other departments as necessary. |
| 638 | Campaign Assistant | Performs a variety of skilled administrative and clerical duties directly related to issue-based campaign management activities. These include maintaining databases, preparing routine correspondence, providing customer service to clients; and assisting and participating in program events. |

Media/Journalism Positions

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| 642 | Editor in Chief | Has primary responsibility for the development and production of the organization's media publications, including the maintenance and efficient functioning of the production systems. Responsible for the conceptualization of content, development of editorial calendar, development of story ideas, preparing stories for publication, obtaining graphic content, supervising copy editing and proofreading. |
| 645 | Digital Editor | Develops the strategy, production, and presentation of content for organization's media publication(s). Participates in the creation and presentation of content, which may encompass print, digital, video, and audio. Produces original content for publication through reporting, as directed by the Editor in Chief. Participates in discussions about the future of the production and dissemination of editorial content for the organization as a whole. |
| 650 | Media Producer | Creates a wide range of video productions. Responsible for filming, editing, and generally assisting with production management of video products for all departments. Works with the media lab's content management system to ensure effective tracking, and metadata creation to make media assets easily accessible. |
| 652 | Digital Content Developer | Produces a wide variety of content (online, audio, video etc.) in support of the organization's mission-driven goals. Works with program staff on writing projects such as project deliverables, case studies, and blog posts. Develops and writes stories, testimonials, and case studies, working with staff or external partners as needed. Works with senior staff to identify, write, and pitch media pieces, such as op-eds, LTEs, or blog posts for partner sites. |

Medical & Clinic Services Positions

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

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| 716 | Nurse Practitioner | Provides primary care to clinic patients including taking histories; performing physical examinations; conducting laboratory tests; prescribing medications; diagnosing and determining/providing appropriate treatment for common illnesses and injuries. Performs duties independently within the scope and limitations of licensure. Position requires a master's degree in nursing and advanced education in the primary care of patients. |
| 718 | Physician Assistant | Under the direct supervision of a physician with a Physician Assistant Supervisory license, provides primary care to clinic patients including taking histories and performing routine physicals, diagnosing and treating common illnesses and injuries. Position requires California licensure as a Physician Assistant. |
| 720 | Licensed Vocational Nurse | Interviews patients and documents patient histories; assists physicians in examinations; provides treatment in accordance with physician's instructions; administers medications; draws blood; provides health care instruction to patients. Requires licensure by the State of California as a Licensed Vocational Nurse. |
| 721 | Licensed Psychiatric Technician | Working as a member of a medical team, provides therapeutic care to clients. Assists with daily activities, observes and notes behavior, gives medication under the supervision of medical professionals. Requires licensure by the State of California as a Licensed Psychiatric Technician. |
| 722 | Medical Assistant, Certified | Meets with patient to take history, check and record vital signs; ensures physician or nurse has needed supplies, instruments and equipment; sterilizes/cleans equipment; prepares/sets-up treatment rooms; ensures treatment rooms are maintained in a clean and orderly manner; assists physicians and nurses in providing treatment. Requires technical school certification as a medical assistant or equivalent working experience. Must be certified through an accredited program. |
| 723 | Medical Assistant, Non-Certified | Meets with patient to take history, check and record vital signs; ensures physician or nurse has needed supplies, instruments and equipment; sterilizes/cleans equipment; prepares/sets-up treatment rooms; ensures treatment rooms are maintained in a clean and orderly manner; assists physicians and nurses in providing treatment. |
| 724 | Health Educator | Develops curricula and conducts training programs in response to the health care needs of the general community in such topics as substance abuse, HIV/AIDS, violence prevention, and pregnancy/family planning; leads discussions and group activities; arranges schedules and space; develops or orders educational materials; identifies community needs and participates in development of new education programs; may supervise volunteers or others. Typically, this position requires a degree (or equivalent) in health education, psychology, social work, education or a related field. |
| 726 | Dental Director | Provides leadership and oversight to an organization's dental program(s); provides supervision and leadership to hygienists, students and volunteers; develops clinic policies and protocols to ensure quality patient services and care; oversees and ensures compliance with risk management policies, grants, and regulating agencies. Provides direct patient care within the scope of general dentistry including endodontia and exodontia. Requires licensure as a doctor of dentistry. |
| 728 | Dentist | Provides direct patient care within the scope of general dentistry including endodontia and exodontia; provides supervision and leadership to hygienists, students and volunteers. Requires licensure as a doctor of dentistry. |
| 729 | Registered Dental Hygienist | Performs a variety of skilled dental health procedures, which may include patient screening and education, taking of x-rays, teeth cleaning, application of sealants, and making impressions of teeth for evaluation. Requires state licensing as a Registered Dental Hygienist. |
| 730 | Registered Dental Assistant | Assists dentists in dental procedures, post-operative procedures, patient education and record-keeping; prepares dental trays; takes and mounts x-rays; cleans/sterilizes instruments and work areas ensuring compliance with OSHA and CDC guidelines; explains post-operative care and hygiene methods to patients. Must have California RDA credential. |
| 731 | Dental Assistant | Assists dentists in dental procedures, post-operative procedures, patient education and record-keeping; performs other related tasks as required. This position does not require California RDA credential. |
| 732 | Laboratory Technician/ Technologist | Performs a wide variety of laboratory testing including urinalysis, pregnancy testing, spun hematocrits, gram stains, wet mount, mono-spot, strep tests, and tuberculin skin tests; performs phlebotomy; reads and reports results for use by clinicians; maintains laboratory equipment and solutions; ensures activities comply with standard protocols and standards for prevention of disease transmission. Requires California license as Clinical Laboratory Technologist or Scientist. |
| 733 | Laboratory Assistant | Responsible for the processing, storage, labeling, release to distribution, and disposal of laboratory specimens such as blood or urine. May also assist in testing laboratory specimens under the supervision of a licensed technician or technologist. |
| 734 | Phlebotomist | Performs venipuncture and related duties; draws blood ensuring compliance with health and safety regulations and protocols; and maintains associated records in an accurate and complete manner. Position requires phlebotomy certification. |

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| 736 | Radiology Technician | Sets up and performs all diagnostic medical imaging procedures for clinic patients; processes and reviews results for clarity and forwards to clinicians for diagnosis and treatment; assists with patient registration, maintains associated records. Requires State licensure as a radiology technician. |
| 738 | Community Health Worker | Participates in the delivery of health care services to patients; schedules clinic appointments (both patients and health care practitioners); refers and follows up with patients to ensure they received appropriate care; maintains accurate and complete medical records; processes/records test results; coordinates services with other clinic departments; counsels patients in where/how to obtain needed services; may perform crisis intervention. This position typically requires a bachelor's degree (or equivalent) in a health-related field and Community Health Worker certification. |
| 740 | Case Manager, Medical | Facilitates and actively participates in the delivery of psycho-social and health-related services for clients of the clinic. Assesses needs of individuals for family planning, health risk education, HIV counseling, pregnancy education, psychological services, medical or dental care, social services, etc; determines eligibility for various services and links/assists clients in obtaining various services within and outside of the clinic. Maintains accurate and complete records; participates in case conferences. Typically, this position requires a bachelor's degree (or equivalent) in social services or health field and Community Health Worker certification. |
| 742 | Patient Financial Services Manager | Responsible for all credit and collections on patient accounts including insurances, government programs, patient payments; provides financial counseling to patients; creates special accounts; supervises Patient Accounts Representatives. |
| 744 | Patient Accounts Representative | Interviews and assists patients in making claims for payments for medical services; works with insurance carrier and government agencies to determine available benefits; prepares and submits documents for reimbursement; bills patients and follows up to collect on delinquent accounts; works with patient to determine payment schedules. |
| 745 | Health Information Coordinator | Compiles, processes, and manages health information records by ensuring patient records remain accurate, complete, current, confidential, and are compliant with federal and state regulations, HIPAA, and organization's policies and procedures. |
| 748 | Medical Records Clerk | Maintains accurate and complete medical records files on patients; sets up files in accordance with standard procedures; files all documents relating to a client; pulls and prepares files for daily clinic sessions; responds to requests for medical records in accordance with clinic protocols/procedures. |
| 750 | Billing Clerk | Processes patient-related billing; processes and submits billings for reimbursement; verifies patient charts for accuracy and completeness, signatures and assembly in accordance with reimbursing agency requirements; routes charts for follow-up; performs data entry; prepares statistical and other reports related to billings. The position typically requires prior experience in medical billing. |
| 752 | Receptionist (Medical) | Receives and registers patients; makes/cancels appointments; provides referrals to other departments or services; helps walk-in patients obtain appropriate appointments or services; facilitates patient flow; assists patients to complete required documents. (Report receptionists working outside of medical services programs in the Receptionist job in the Administrative Positions section, job #090.) |
| 761 | Physical Therapist | Under the direction of a physician, works with clients to overcome disabilities through therapeutic exercise, massage and other methods. Responsibilities include reviewing and evaluating patients' conditions and medical records, performing tests or measurements, developing programs for treatment plans, helping patients attain maximum muscle strength and motor skills as well as accepting and adjusting to the limiting effects of their disabilities. |
| 762 | Occupational Therapist | Under the direction of a physician, works with mentally, emotionally and physically disabled clients to gain self-sufficiency. Designs programs that include educational, vocational and rehabilitative activities. Helps clients re-learn daily living routines, designs special equipment to help clients perform tasks, directs activities that help clients perform tasks. |
| 763 | Speech Pathologist | Helps children and adults with language and hearing disorders develop the communication skills needed for self-expression, social interaction, academic success, and employment. Diagnoses and treats such disorders as stuttering, delayed or impaired language, and voice and speaking problems. Observes and tests speech, language, hearing, and perception. |
| 764 | Physical Rehabilitation Assistant | Under the supervision of an Occupational Therapist, Physical Therapist or Registered Nurse, provides therapeutic exercise services for clients. Assists, encourages and directs clients using exercise program established by therapists. Maintains treatment areas and equipment, performs related clerical duties, assists as requested with other supportive services. |
| 765 | Certified Massage Therapist | Performs therapeutic massage for clients based on individual needs. Requires knowledge in assessing and administering massage therapy for the organization's client population. |

Operations Positions

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| 655 | Facilities Manager | Manages the construction and maintenance of facilities, grounds and equipment. Plans, budgets and schedules facility modifications. Ensures compliance with government health and safety standards. Reviews/analyzes proposals for capital projects and advises senior management on acceptance. Manages capital projects to ensure compliance with budgets and contracts. Manages service contracts. Supervises maintenance and technical staff. May have responsibility for maintenance of organization's vehicles. |
| 660 | Maintenance Supervisor | Manages and coordinates the organization's housekeeping operations to ensure facilities are maintained in a clean, safe manner. Ensures custodial and maintenance activities comply with health, fire and other safety regulations. Tours facilities to identify custodial needs. Emphasizes preventive maintenance. Ensures adequate stock of cleaning tools and supplies. Coordinates cleaning and maintenance activities with departments and responds quickly to emergency problems. Supervises and trains staff. |
| 665 | Maintenance Technician or Specialist | Performs a wide variety of semi-skilled maintenance duties related to the organization's residential, program, and office facilities. Duties include: routine maintenance of office equipment, painting of facilities, routine plumbing (e.g. repair/replace leaking faucets, unplug blockages), light construction (e.g. shelves, door repair, replacing ceiling tiles), routine electrical (e.g. replace light switches and electric outlets, troubleshooting/repairing fuse outages), preventive maintenance (e.g. clean furnace and air conditioning screens, oil motors and moving parts) and similar activities. |
| 670 | Gardener | Maintains planted areas or gardens in an attractive, neat manner. Selects and plants appropriate annuals and perennials, shrubs and trees. Tends gardens and grounds with an emphasis on land conservation and care of plant life. Weeds, prunes, trims trees, maintains sprinkler system; controls pests. May maintain parking lots, driveways and other areas. |
| 675 | Janitor or Custodian | Cleans facilities and work areas including furnishings, bathrooms, fixtures, walls and floors to ensure they meet health and safety standards and present an attractive appearance. Uses maintenance supplies; removes waste material; maintains inventory of tools and supplies. May perform routine repair of equipment and facilities and load/unload deliveries. |
| 676 | Housekeeper | Cleans personal and common areas in a residential setting. Collects, sorts, cleans and folds laundry. Reports needs for supplies or equipment maintenance to supervisor. Cleans floors and furniture as scheduled. Follows workspace safety procedures. |
| 679 | Transit Driver | Operates buses (up to 30 passengers) to transport clients and the general public to assigned destinations. Performs general clean-up and routine maintenance. May assist passengers entering or exiting the vehicle as necessary. A valid California Class B driver's license with a passenger endorsement is required. |
| 680 | Driver | Operates vehicles such as cars, vans and pickup trucks to transport clients, materials, merchandise and equipment to assigned destinations. Loads/unloads vehicles as necessary. Cleans, services and maintains vehicles and performs minor repairs. May assist clients unable to enter or exit vehicle independently. A valid California driver's license is required. |
| 683 | Security Manager | Develops and implements security policies, procedures and programs. Responsible for staffing and training security guards or monitors and directing their activities. Develops system for visitor control and employee property and identification. |
| 685 | Security Guard or Officer | Patrols organization premises to control access to those having legitimate business with the organization. Investigates unusual or suspicious situations. Maintains visitor and other records. Enforces organization policies and procedures during and after normal working hours. Escorts staff and clients to vehicles after hours. Assists in emergencies. May operate fire equipment and radios. May administer CPR and first aid. May act as reception and provide identification cards. |
| 688 | Purchasing Manager | Plans, directs & coordinates procurement of materials, components, supplies and services based on optimal timing, quality & price. Supervises Purchasing Coordinator or Specialist and/or clerical staff. |
| 690 | Purchasing Coordinator or Specialist | Purchases supplies and materials from vendors. Researches prices and buys items based on best price commensurate with quality and/or volume. Communicates and negotiates with vendors and outside sales representatives regarding rates, vendor discounts, incorrect orders. Maintains invoice files and other related records. |
| 691 | Inventory Coordinator | Assists in the recordkeeping of materials received and delivered by the organization. Responsible for accurate inventory levels through the processing of orders and invoices, and physical inventory counts. Supports weekly, monthly and quarterly reporting on distribution and inventory records for various programs and relevant agencies. Makes recommendations for improved efficiency and accuracy. |
| 692 | Workplace Safety Coordinator | Ensures a safe and healthy workplace for the organization's employees and visitors. Develops, implements, monitors and evaluates policies for promoting occupational health and safety (OSH) in order to prevent safety issues. Responsible for accident reporting and investigation, maintaining records of safety-related incidents, employee training and interfacing with regulatory agencies. |

Interfaces with facilities-related vendors to maximize optimal performance for infrastructure systems such as access, HVAC, lighting, electrical, security and landscape. May oversee vehicle safety and maintenance upkeep. Participates in regular review of safety and security procedures. Maintains logs of equipment warranties and related preventative maintenance. Troubleshoots building-related repairs.

Program Management Positions, Other than Social Services/Behavioral Health

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

Social Services & Behavioral Health Positions

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| 853 | Program Director/Administrator, Social Services/Behavioral Health | Provides overall management and direction to one or more large social service or behavioral health programs including management of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position reports to the Executive Director/Chief Executive Officer or Chief Programs Officer and directly or indirectly manages a minimum of ten staff. Report smaller programs in job #856 below. |
| 856 | Program Manager/Administrator, Social Services/Behavioral Health | Provides overall management and supervision to one (or two) social service or behavioral health program(s) including supervision of staff, developing/controlling the budget, developing/implementing policies and procedures, participating in obtaining funds/grants, coordinating/integrating program with others in the organization. Typically, this position directly or indirectly manages fewer than ten staff. Report larger programs in job #853 above. |
| 859 | Program Coordinator, Social Services/Behavioral Health | Assumes responsibility for the implementation of a single social services or behavioral health program ensuring compliance with the stated objectives of the project. Coordinates the work of others within the program or project; works with other departments as necessary. |
| 862 | Program Assistant, Social Services/Behavioral Health | Performs a variety of skilled administrative and clerical duties directly related to program management activities. These include maintaining databases, preparing routine correspondence, providing customer service to clients, assisting and participating in program events. |
| 865 | Psychiatrist | Provides primary psychiatric assessment and care to clients of the organization including comprehensive examinations, making diagnoses, determining course of treatment, providing/supervising appropriate treatment, prescribing medications, documenting patient files. Provides consultation and supervision to psychiatric/social service professionals, technicians and other staff. Requires licensure by the State of California as a Medical Doctor and board certification in psychiatry. |
| 867 | Clinical Supervisor | Supervises clinical mental health staff who are in the process of acquiring their professional licenses, as required by licensing boards. Provides regular supervision of trainees both individually and in groups. Oversees trainee client record-keeping of client cases. Evaluates trainees as required by their academic institutions. Conducts assessment interviews of new clients and participates in the process of assigning new clients to trainees. Meets directly with trainees' clients as needed. This position requires a Master's degree or PhD, licensing in the appropriate discipline, and several years of work experience while licensed. |
| 868 | Licensed Clinical Social Worker | Evaluates needs of clients and develops treatment plan in coordination with others; implements counseling and mental health services in accordance with treatment plans; provides individual, marital, group and family psychotherapy; provides drug and/or alcohol counseling services; may develop and implement specialized therapy programs; maintains accurate and complete client records. Requires California State licensure (LCSW). |

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| 871 | Psychiatric Social Worker | Provides counseling to clients with a variety of psychological and psychosocial problems; performs intake assessments, determines clinical needs and provides information and referral services as appropriate. Maintains accurate and complete client records. Requires California State licensure as a Psychiatric Social Worker. |
| 874 | Psychologist | Provides professional, clinical psychological services, such as assessments, biofeedback therapies, group and individual therapy, crisis intervention, consulting and educational workshops and programs. Provides consultation to other counseling and technical staff. Requires a Ph.D. in clinical psychology and valid California license in psychology. |
| 875 | Chaplain/Clergy | Provides pastoral care and ministering to the spiritual needs of individuals, including the sick, bereaved, and troubled. Organizes and leads regular and special religious services, provides and supervises religious education, leads individuals in prayer, administers sacraments. |
| 876 | Behavior Analyst | Uses principles of applied behavior analysis to address the behavioral needs of organization's clients. This includes developing and implementing individual behavioral support plans to build the skills of clients and their family members. Works with program staff to develop and monitor evidence-based individual treatment plans for clients. Conducts functional assessments of challenging behaviors. Collects data and maintains comprehensive records on client progress. Serves as trainer for behavioral safety training throughout the organization. May make home visits to clients as well as working on premises of organization. Requires Master's degree and BCBA (Board Certified Behavior Analyst) credential. |
| 877 | Marriage & Family Therapist (MFT) | Provides individual and/or group counseling to assist clients in achieving more effective personal, educational, vocational development and adjustment. Provides safe, supportive environment for organization's clients. Maintains observation and progress records. Provides crisis intervention and conflict resolution services. Requires certification as a Marriage and Family Counselor. |
| 878 | Clinician (Pre-license MFT/ACSW) | Responsible for providing therapeutic services to clients individually and in groups including assessing clients' needs, developing and helping clients implement treatment plans, providing crisis intervention, case-management and advocacy for clients. Has completed a Master's degree in psychology or closely related behavioral science field and is registered as an intern (MFTI or ACSW) with the California Board of Behavioral Sciences. |
| 879 | Case Manager/Social Worker, Master Level | Counsels and aids individuals and families requiring social service organization assistance. Interviews and evaluates applicants for services, formulates and implements treatment plan of action and goals; assists applicants in applying for and obtaining social and other services. Requires a MSW degree. Positions not requiring a MSW degree should be reported in job #880. (Case Managers/Social Workers working in a medical setting are reported in the Case Manager, Medical position in the Medical & Clinic Services section.) |
| 880 | Case Manager/Social Worker | Counsels and aids individuals and families requiring social service organization assistance. Interviews and evaluates applicants for services, formulates and implements treatment plan of action and goals; assists applicants in applying for and obtaining social and other services. Most Case Manager positions require a bachelor's degree in psychology or other behavioral science. Report positions requiring a MSW in job #879. (Case Managers/Social Workers working in a medical setting are reported in the Case Manager, Medical position in the Medical & Clinic Services section.) |
| 882 | Counselor, Master Level | Responsible for providing a safe and supportive environment for organization's clientele. Adheres to laws regarding confidentiality and reporting requirements. Maintains observation and progress records as needed. Provides crisis intervention and/or conflict resolution to individuals and groups. Requires a Master degree. Positions not requiring a Master degree should be reported in job #883. |
| 883 | Counselor | Responsible for providing a safe and supportive environment for organization's clientele. Adheres to laws regarding confidentiality and reporting requirements. Maintains observation and progress records as needed. Provides crisis intervention and/or conflict resolution to individuals and groups. |
| 884 | Substance Abuse Counselor | Responsible for providing a safe and supportive environment for organization's clientele in the area of substance abuse. Facilitates treatment groups, conducts intake and provides individual care management in the area of substance abuse. Adheres to laws regarding confidentiality and reporting requirements. Maintains observation and progress records as needed. Requires state certification as an Alcohol Drug Counselor. |
| 885 | Family Advocate | Promotes effectiveness of program services for clients by acting as liaison between program site and home. Communicates with program staff and family members with respect to goals, concerns and progress. Promotes family involvement through home visits, phone calls or written communication. Maintains program participant files. Provides referrals for community resources as needed. |
| 886 | Eligibility Specialist | Interviews clients/prospective clients to determine their eligibility for a wide range of social services. Gathers and verifies information. Assists clients to complete application forms for government and other social services and submits for approval. (Eligibility Specialists working in housing eligibility programs are reported under the Occupancy Specialist position in Housing/Shelter section.) |

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| 887 | Intake Coordinator | Meets with possible client/parents/guardians for entrance into organization's clinical program. Assesses suitability of program for individual client. Explains policies, procedures and fees. Completes intake documentation to register a new case into the program. Interacts with any relevant government agencies. Facilitates the assignment of new case to organization's clinical staff. Maintains clinical forms, revising as necessary. |
| 888 | Resource & Referral Counselor | Provides resource and referral counseling to clients with respect to social services and educational programs. Develops and maintains relationships with community organizations to provide off-site referrals. Plans and hosts outreach events. Maintains documentation, runs reports related to services. Collaborates with staff in other departments to further organization's goals. May provide technical assistance to service providers. |
| 889 | Senior or Adult Program Assistant | Provides support services to adults or senior clients in residence or day programs. Duties include any or all of the following: provides training and assistance with personal skills and care such as hygiene, clothing care, mobility, taking medicines, managing money, meal preparation, household maintenance, etc. Assists adults with transportation, making and meeting medical and other appointments, community participation, communication, meals, etc. |
| 890 | Children or Youth Program Assistant | Provides support services to children or youth in residence or day programs. Duties include any or all of the following: provides training and assistance with personal and communication skills. Report jobs exclusively involved with education and/or recreation at job numbers 259-277. |
| 891 | Personal Attendant/Home Health Care Worker | Provides personal assistance (i.e. cooking, shopping, housekeeping) and care (i.e. bathing, grooming, feeding, dressing) to elderly and people with disabilities in their homes. |
| 892 | Direct Care Counselor | Provides personal assistance (i.e. cooking, shopping, housekeeping) and care (i.e. bathing, grooming, feeding, dressing) to elderly and people with disabilities in an residential program or group home. |
| 893 | Rehabilitation Specialist | Provides direct, in-home services to seriously emotionally disturbed clients and their families. Rehabilitative services are provided one-to-one or in a group, in accordance with a treatment plan. Services are designed to enhance the client's positive development, impulse control and skills and competency development. Provides family members with therapeutic techniques to manage client's behavior through family education and resource linkages in the community. Requires an Associate's degree or higher and several years of related experience. |
| 894 | Behavior Therapist | Provides individualized intensive behavior therapy based on the science of Applied Behavior Analysis (ABA) to children 18 months and older in home, school, clinic, and/or community settings. Works in a highly collaborative environment under the direction of a Board Certified Behavior Analyst and is responsible for implementing individualized student behavior plans that typically focus on improving receptive and expressive language skills, social behavior, and adaptive behavior. |
| 895 | Peer Support Group Facilitator | Under supervision, facilitates support groups for a wide variety of program clients. Develops supportive relationships with peer clients using active listening and open dialogue. Serves as a role model and empowers peers to advocate for themselves, resolve problems, develop practical coping skills and plan for their futures. |
| 896 | Certified Peer Specialist | Uses lived experience in recovery from substance use, mental health and/or other trauma to support people in crisis to increase social support networks, resiliency and recovery resources. Uses peer listening and disclosing and recovery planning to help people access self-help support groups, health care, housing, family support and educational and vocational goals. This position requires certification by the state of California. |
| 897 | Supervisor of Peer Services | Uses lived experience in recovery (substance use, mental health and/or other trauma) and expertise in Peer Services to supervise Peer Staff in the delivery of Peer Support Services, ensuring effective outcomes for people receiving services, contract compliance and staff development. May also be someone without lived experience. |
| 898 | Patients' Rights Advocate | Responsible for protecting the rights of individuals receiving mental/behavioral health treatment through informing patients about their rights, responding to complaints, conducting investigations, monitoring facilities for statutory compliance with laws governing mental/behavioral health treatment and patients' rights, providing hearing representation, and educating staff who provide mental/behavioral health staff services. |
| 899 | Client Advocate | Provides supportive services to clients, including advocacy, crisis intervention, emotional support and resource referrals. Coordinates clients' participation in organization's programs. Maintains client records. Develops cooperative relationships with community partners. May facilitate educational and support group meetings. |

Volunteer, Membership & Marketing

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| 905 | Volunteer Director | Recruits, trains and coordinates the activities of the organization's volunteers. Maintains volunteer database. Nurtures volunteers to improve their connection to the organization. Identifies work throughout the organization that can be accomplished by volunteers and promotes their services. Recognizes volunteer service on a regular basis, both formally and informally. Identifies leaders among the volunteers and recruits them for additional responsibilities. |
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| 906 | Volunteer Coordinator | Responsible for recruiting new volunteers, training and coordinating the organization's volunteer staff. Provides administrative support to program. |
| 910 | Communications Director | Acts as spokesperson for the organization within the community, to government, prospective funders and others. Markets and promotes the organization's goals and objectives in order to develop grass-roots support within the community. Coordinates media and public relations activities, and supervises public relations staff. May report to the Executive Director/CEO, or in the case of larger organizations, to an executive-level communications employee (see job #020). |
| 911 | Communications Manager | Under general supervision, speaks for the organization within the community, to government, prospective funders and others. Designs and implements communications strategy for some aspect(s) of the organization's programs or services. Establishes procedures for evaluating results. May supervise supporting communications staff. |
| 915 | Public Relations Manager | Plans and produces print and other advertising programs; develops and implements promotional, publicity and marketing programs; represents the organization to the community, government and media to publicize its programs and needs; seeks and develops opportunities to enhance the image of the organization in the community. Develops public relations budget and controls costs to approved budgets. |
| 916 | Content Marketing Manager | Responsible for sourcing, writing, producing and distributing content for online and/or offline marketing needs. Uses written, multimedia and video storytelling to create innovative and engaging content in support of the organization's marketing goals. Contributes to content marketing initiatives, coordinating with communications and fund development departments to develop materials and presentations. May manage organization's presence on social media platforms. |
| 917 | Marketing Coordinator | Performs a variety of marketing-related tasks under general supervision, including development of advertising materials, direct mail campaigns and events. Prepares proposals, presentations and reports. |
| 918 | Social Media Coordinator | Develops and implements a social media strategy for the organization. Researches social media outlets that are conducive to the organization's program and service goals. Oversees blogs, podcasts, and other online communication, including fundraising, marketing and advocacy efforts. |
| 919 | Communications Coordinator | Creates media content and graphics, compiles daily news clips, manages and updates press lists, and supports outreach to media. Supports the creation and dissemination of organization's communications, including press releases, action alerts, and newsletters. May support the planning and execution of organization's events and contribute to development of grant proposals. |
| 920 | Graphic Artist | Uses desktop publishing and related software/hardware to design and develop attractive formats supportive of the organization's mission for all printed materials including stationery, marketing brochures, fundraising materials, grant applications, annual reports, newsletters, posters, advertisements, packaging, etc. May coordinate production of finished products with printers/publishers. May also develop and illustrate materials with other media (e.g. drawings, photographs, paintings). |
| 921 | Writer/Editor | Writes and edits internal and external materials, including printed and web materials, speeches, opinion pieces, essays, issue papers, background documents, conference materials, and other publications. For grant writers, please see positions #215 and #216 in Development section. Report positions involved with writing and/or editing for an organization's regular media publications in the Media/Journalism position group. |
| 925 | Membership Director or Manager | Develops and implements programs to attract and retain members of the organization; manages the database; oversees regular communications to members including newsletter, invitations to events and activities, and solicitations; ensures members' inquiries and problems are responded to promptly; researches and develops new methods to increase membership. |
| 930 | Membership Assistant | Performs a variety of skilled administrative and clerical duties directly related to membership activities. These include maintaining databases, preparing routine correspondence, developing/sending mass mailings, assisting and participating in special events for members, developing effective working relationships with members to nurture their connection to the organization. |
| 931 | Customer Service Representative | Following guidelines and procedures, performs office support duties which involve providing information to the public, receiving payments, addressing customer questions, preparing and maintaining records. |
| 932 | Customer Service Supervisor | Responsible for overseeing daily operations of the customer service staff. Participates in hiring, training, directing and evaluating. Provides leadership within the department. Ensures a high standard of service and compliance with organizational and department policies and procedures. |
| 935 | Community Outreach Coordinator | Responsible for connecting people in the broader community to the organization's programs. Plans and represents the organization at community events and other communication opportunities. Creates outreach materials for distribution to the organization's target population. Develops and maintains relationships with collaborative partners. May oversee organization's community engagement budget. |