

Western Compensation & Benefits Survey

EMPLOYMENT CATEGORY DEFINITIONS

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Employment Category Definitions

Executive Suite

Executive Director/CEO

Provides overall management, planning and leadership of the organization. Reports directly to the board of directors. Works with the board and committees to establish policies and programs and administers such programs. Interprets the organization's purpose and programs to outside organizations and the public. Develops and administers standards and procedures related to human resources (including staff development), budget, and physical facilities. Prepares, distributes, and maintains a variety of reports. May direct or coordinate fund raising.

Associate/Deputy Director/COO

Manages a range of internal organizational operations depending on the size of the organization, including one or more of the following areas: human resources, financial systems and budgeting, board communications, information systems, and support staff. Reports to the Executive Director/CEO and acts on behalf of the organization in the director's absence. Supervises at least one other employee.

Finance Director/CFO

Provides overall direction for all financial management, accounting, and budgeting functions on behalf of the Executive Director. Develops financial procedures and directs their implementation. Manages all financial and accounting activities. Performs financial planning as part of the management team. Manages business and accounting staff.

Program and/or Project management staff

Manages a program(s) of the organization. Selects, trains, and evaluates the performance of the program's staff. Communicates the program's services to the community. Develops and manages the program budget.

Program Coordinator

This position is responsible for service coordination, scheduling of staff, team effectiveness, service provision, fiscal management of program and individual resources and supervision of team members. Typically requires an undergraduate degree, plus two years direct service and at least six months supervision experience.

Program Director

May be responsible for a single program or oversee the development and implementation of multiple programs. This position is responsible for the direction and functioning of the

program(s), and overall services provided to clients/participants. Provides guidance and direction for short- and long-term goals.

Program Manager

This position is responsible for the supervision of the day-to-day activities of staff ensuring the desired outcome is in line with the agency's goals and objectives; will monitor activities, organization, and costs of the program and proceed to modify them as necessary. This position will also be the point of contact between staff, the program director and senior management; Typically requires 5 or more years of related experience.

Project Coordinator

This position is responsible for service coordination, scheduling of staff, team effectiveness, service provision, fiscal management of program and individual resources and supervision of team members. Typically requires an undergraduate degree in related field, plus two years direct service and at least six months supervision experience.

Project Manager

Leads projects from initiation to completion, coordinates resources, monitors progress and quality. Typically requires an undergraduate degree in related field, plus two 5 or more years of related experience.

Finance/Bookkeeping related positions

Keeps records of financial transactions for the organization. Reconciles and balances accounts. May perform various other duties pertaining to financial transactions.

Accounting Specialist

This mid-level administrative support position is primarily responsible for maintaining financial reports. This includes, but is not limited to, preparation of monthly billings for member companies, year-end closings for federal tax return preparation, re-determination of membership percentages, W-2's, 401(k) and pension plan balancing. Typically requires a two-year accounting degree or equivalent experience.

Bookkeeper

Maintains financial records by recording daily transactions and reconciles accounts. Generally, includes accounts payable and receivable, may process payroll, generate invoices and prepare basic financial reports. Non-degreed.

Finance Manager

Responsible for managing the day-to-day finance operations, controls its financial resources and ensures that all financial transactions, systems and procedures comply with regulations, accounting principles and standards. Typically requires a bachelors degree and 5 or more years of experience.

Office Managers/Coordinators

Supervises, hires, trains and evaluates clerical support staff. Ensures that support functions are effective, efficient, and responsive to the needs of the organization. Establishes administrative procedures. Maintains supplies and equipment. Maintains vendor records. May also perform clerical functions as needed.

Office Manager

Responsible for administrative support services of an organization including reception, word processing, mail, office supplies, database maintenance, filing systems, development and implementation of office procedures, mechanisms for efficient internal and external communication, interface with vendors providing or maintaining office equipment and related activities. Typically supervises other staff.

Office Coordinator

Responsible for a variety of general administrative responsibilities such as scheduling, organizing meetings, and office support. Typically, non-degreed.

Administrative Assistants

Assists other positions including those related to senior administration, fund development, marketing, communications, public policy, etc.

Administrative Assistant

This position provides a full range of administrative services to one or two managers or a larger group of staff members, depending upon the level of experience of the incumbent and the organizational structure. Incumbents are skilled with various software applications including spreadsheet, word processing, database and internet. Administrative efforts relieve supervisors and/or staff members of detailed support activities.

Executive Assistant

This position is responsible for coordinating and scheduling meetings, appointments, and travel for the executive director and board of directors; prepares executive correspondence, memos, reports, documents, records, and forms for the ED's signature; accepts and prioritizes phone calls; provides information to callers and visitors directing them to the appropriate agency department; maintains official board meeting minutes including attendance, voting, and resolutions.

Development staff

Works closely with the Executive Director and the board of directors to develop a comprehensive fundraising strategy to expand philanthropic support for the organization. Manages all components of the fundraising plan including (but not limited to): annual giving,

planned giving, corporate and foundation grants, major individual and corporate gifts, and special fundraising events. Manages (either directly or indirectly) all staff members of the development department.

Development Coordinator

Provides administrative support to related to fundraising. Non-degreed.

Development Director

This position has senior level responsibility for all fundraising and development activities; plans, designs and executes annual development plan in consultation with the executive director and board development committee; supervises all fundraising activities, including solicitation of corporate and individual gifts, planned giving, special projects, and sponsored events.

Development Manager

Manages development projects from planning to launch, leads teams and coordinates with stakeholders.

Grant Writer

Position develops resources, researches funding sources, and writes proposals to a variety of organizations. Typically, 3-5 years of experience is required.

Event staff

Plans, organizes, and implements events to raise funds for and build awareness of the organization's mission, programs, and achievements.

Events Coordinator

Provides administrative support for events, logistics coordination, volunteers, cause advocacy and community engagement support.

Events Manager

Plans, organizes and oversees various events interna and external to the organization. Manges logistical details, timelines and budgets.

Marketing/Communications staff

Designs, develops, and implements the marketing and communications program to build awareness of the organization's mission, programs, and achievements. Manages and coordinates all media relations, community outreach events, and external publications. Represents the organization at public events.

Marketing/Communication Coordinator

Develops and executes marketing campaigns, creates promotional material, assists with social media and online content.

Marketing/Communication Director

This senior level management position is responsible for all marketing activity; develops and maintains agency brand and marketing strategy; develops media and other campaign programs; creates and/or oversees communication programs; has primary responsibility for getting appropriately-packaged agency “message” to existing and potential clients, customers, community partners, members, community and broader supporters, potential volunteers and funding sources.

Marketing/Communication Manager

Plans and directs marketing plans, manages digital channels, creates content and analyzes performance.

Volunteer management staff

Directs, organizes, and manages the organization's volunteer programs. Manages staff and/or volunteers to fulfill the organization's needs. Interviews, screens, and places volunteers in appropriate programs and activities. Develops volunteer training and procedure manuals. May conduct volunteer orientation and training sessions. Works with community groups to provide information concerning the organization's activities and to recruit potential volunteers.

Volunteer Coordinator

This position is responsible for supporting the development, implementation, and expansion of a volunteer services program. This includes volunteer recruitment, screening, placement, orientation, training, evaluation, recognition, tracking, and community relations.

Volunteer Director

Directs the organization's volunteer programs, design strategies and program effectiveness.

Volunteer Manager

Manages the staff and/or volunteers, develops staff and training, and monitor the volunteer lifecycle.

Human Resources (HR) management staff

Develops and administers policies, plans, and procedures related to personnel management, including salaries, benefits, recruitment, hiring, and evaluation.

HR Coordinator

This position compiles and maintains records such as employee information, employee orientation checklist, compensation, benefits and tax data, attendance, scheduling and receipt of performance reviews and termination information; compiles related reports from employee and applicant data. The position typically performs support work for human resource processes such as screening out non-competitive applicants, notifications to applicants, benefit coverage information, and account reconciliations.

HR Director

This top-level position is accountable for a full-range of HR activities including, but not limited to: defining, developing, and implementing human resource initiatives consistent with the organization's business plans; supporting the management team in a diverse range of issues including organizational design, recruitment, compensation program development and management, leadership development, performance management, employee relations and benefit program administration. Typically requires an undergraduate degree plus eight to ten years of experience.

HR Manager

Manages the human resource function including talent acquisition, employee relations, benefits, training and compliance.

Information Technology (IT) staff

IT staff monitor and maintain organization computer systems, install and configure hardware and software, and solve technical problems.

IT Director

This position is responsible to manage a comprehensive agency-wide information technology program to ensure ongoing effective and efficient use of computer technology and information systems. Develops and implements strategic plans for information systems. Conceptualizes, evaluates, and implements information technology strategies, plans, and priorities for a comprehensive agency-wide information technology program.

IT Manager

Plans and manages the organization's computer-related activities, technology systems, IT infrastructure and data security.

IT Systems Administrator

Manages and maintains the organization's computers systems, networks and software to support IT operations. Installs and configures hardware, software, troubleshooting and user support.

Facilities related positions

May oversee security, parking, cleaning, catering, maintenance, and groundskeeping. May also allocate and manage space and utilities. (Note: If warehousing is one of your organization's main programmatic activities, add this information under program positions.)

Custodian

This position provides cleaning and janitorial services for the organization; ensures the lobbies, bathrooms, offices and other spaces are maintained in a clean and attractive manner for clients and employees.

Facilities Manager

This position is responsible for planning, organizing, and controlling operations and facilities, physical plant systems, security, and custodial services to assure a safe, reliable environment for staff, visitors and clientele. Also administers the planning, design, construction, maintenance, and alteration programs of all facilities and related machinery, systems and equipment. Typically requires five or more years of experience with a construction/facility background.

Maintenance Worker

This position is responsible for maintaining buildings, grounds, building mechanical systems and components efficiently and safely to support all uses and events. Systems tested and maintained include heating, cooling, electrical, plumbing, fire detection, roof, exterior and generator; performs moderate to complex repairs and troubleshooting on communications, electrical, mechanical, plumbing, and HVAC systems; monitors and performs preventive maintenance on systems. Position typically requires certification in skilled trades or equivalent experience.

Human and social services staff

Clinical Supervisor or Licensed Clinical Social Worker

Responsible for direct care, client assessment, diagnosis, and treatment for mental, behavior and emotional issues. Requires a Licensed Clinical Social Worker (LCSW) license and applicable clinical experience. A clinical supervisor is responsible for clinical and administrative supervision of behavioral staff, managing day to day work and carrying a caseload. Requires a Licensed Clinical Social Worker (LCSW) and generally three plus years of clinical practice experience.

Case Manager/Social Worker/Substance Abuse Counselor (non MSW)

Under supervision, Case Managers are responsible for coordinating services on behalf of clients and their families within the home and community. Duties include crisis intervention, advocacy, treatment planning and service coordination within an interdisciplinary team

framework. Case Manager I's are typically required to hold a bachelors degree and have one to three years experience working with clients.

Case Manager/Social Worker/Substance Abuse Counselor (MSW)

Under supervision and in addition to the job duties identified in Case Manager I, this level is expected to: mentor entry level Case Managers; maintain higher billing expectations; assist with client assessments; and provide training when appropriate. Typically requires an undergraduate degree plus three to five years of experience.

Family, Senior, or Youth Advocate

Position serves as a liaison between medical and social services and the community as a patient advocate, includes outreach, education, informal counseling and social support and advocacy. May require an undergraduate degree in health care field.

Resource & Referral Counselor

Under general supervision, provides technical assistance, support, education and information to parents and/or child care home providers, and other professionals in identifying, locating and evaluating quality child care, early childhood education programs and resources. . Typically requires education in early childhood or related field, and 2 or more years of related experience.

Eligibility Specialist

Under general supervision, maintains and reviews applicable regulations, determines client's eligibility for services, assists and/or refers clients to other resources, and provides outreach services. Typically requires registered nurse or a licensed clinical social worker education and 2 or more years of related experience.

Rehabilitation Specialist

Works directly with individuals who have physical, mental, or emotional disabilities or injuries. assists individuals in achieving their rehabilitation goals through tailored treatment plans, therapies and support. Typically requires a Master's degree in physical therapy, occupation therapy, or a related field, certification may be required, and 2 or more years of related experience.

Peer Support Group Facilitator

Facilitates and builds peer support groups, helping people to access mutual support for mental health and well-being. Typically requires a Bachelor's degree in a related field, and 2 or more years of related experience.

Peer Specialist (Certified)

Under supervision, provides peer support services, supports consumer advocate, provides consumer information and peer support for consumers in a variety of settings. Typically requires a high school diploma or GED, personal experience with a mental health condition, substance use, or both, and being in recovery and completion of specialized training and certification of a state-specific certification exam.

Shelter staff

Shelter staff work to provide a safe and structured environment for individuals or families experiencing homelessness or crisis. Their roles are focused on the direct, day-to-day operations of the facility and the well-being of its residents. This involves a range of responsibilities, such as overseeing daily intake and exit procedures, managing the facility's budget and resources, and ensuring compliance with safety regulations and organizational policies. They are responsible for providing immediate support, connecting residents to essential services like housing, healthcare, and employment assistance, and mediating conflicts.

Shelter Director

Provides overall operational responsibility for shelter services and programs, including management of direct service staff and shelter operational functions. Typically requires an undergraduate degree plus eight to ten years of experience.

Shelter Manager

Oversees the day-to-day operational needs of the shelter, ensuring program objectives and safety of the shelter. Typically requires an undergraduate degree plus five or more years of experience.

Shelter Coordinator

Works with staff, volunteers, and residents to triage, and assess those who are seeking shelter and housing. Typically requires an undergraduate degree plus two or more years of experience.

Community engagement staff

Community engagement staff in the nonprofit sector work to build and maintain relationships with individuals, groups, and organizations within a community. Their primary goal is to mobilize community members and involve them in the nonprofit's work, ensuring that programs and services are relevant and responsive to the community's needs. This can involve organizing public meetings, workshops, and events, creating volunteer programs, and establishing partnerships with local businesses or other nonprofits. They act as a crucial link between the organization and the people it serves, facilitating two-way communication to gather feedback, address concerns, and empower community members to take an active role in shaping their own outcomes.

Community Engagement Director

Develops and establishes outreach, engagement, and community relation initiatives to promote community service programs. Implements development plans and outreach. Typically requires an undergraduate degree plus eight to ten years of experience.

Community Engagement Manager

Plans, directs or coordinates activities designed to create or maintain a favorable public image or raise awareness issues. Typically requires an undergraduate degree plus five or more years of experience.

Community Engagement Specialist

Cultivates and promotes positive relationships with members and partners to increase engagement. Typically requires an undergraduate degree plus two or more years of experience.

Advocacy/Policy Staff

Policy and advocacy staff in the nonprofit sector work to influence public policy and practices. Their role involves researching issues, analyzing existing laws and regulations, and developing policy recommendations that align with their organization's mission. They engage with a range of stakeholders, including government officials, community leaders, and the public, to build support and raise awareness for their cause. These professionals may also work to mobilize supporters through grassroots campaigns or public education initiatives, with the goal of promoting the interests of the communities or causes they represent.

Policy & Advocacy Director

Leads the legislative advocacy efforts, including developing, advancing and implementing the organization's policy priorities and building key relationships. Typically requires an undergraduate degree plus eight to ten years of experience.

Policy & Advocacy Manager

Monitors and analyzes relevant legislative, rule-making, or general administrative activity and develops appropriate strategies to advance or counter such activities. Typically requires an undergraduate degree plus five or more years of experience.

Policy & Advocacy Coordinator

Monitors legislation, develops summaries and policy briefs, researches and maintains documentation and databases. Typically requires an undergraduate degree plus two or more years of experience.

Staff dedicated specifically to Diversity, Equity & Inclusion (DEI) work

DEI staff focus on actively helping the organization be inclusive and equitable in every aspect of work and interactions. Unlike other staff that might include DEI in their scope (i.e. Executive Director, HR Manager), these job positions are intended to focus on moving the organization forward in the areas of diversity, equity and inclusion.

DEI Director

Responsible for developing and implementing strategies and initiatives that fosters a work environment that encourages, practices and safeguards diversity. Typically requires an undergraduate degree plus eight to ten years of experience.

Department Director(s) who were not listed previously

Manages a set of inter-related programs or a specific division of the organization. Analyzes community needs to develop new programs and enhance current programs. Selects, trains, and evaluates the performance of the division's staff. Communicates the division's programs and services to the community. Develops and manages the division budget.

Department Director

Oversees a department or function, includes developing departmental plans and budgets, strategic planning, overseeing the daily operations and managing staff. Typically requires an undergraduate degree plus eight to ten years of experience.

Department Lead

Oversees a team and specific departmental operations, includes leading teams and projects. Typically requires an undergraduate degree plus two or more years of experience.

Department Manager

Leads and manages day-to-day operations of a department or unit, develops and implements strategic initiatives and leads teams to achieve departmental goals. Typically requires an undergraduate degree plus five or more years of experience.