

State of North Dakota Salary Survey

2011 Compensation Survey – Compiled by Hay Group
Data Effective January, 2011; Data Published April, 2011



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Introduction

Introduction

The State of North Dakota engaged Hay Group to conduct a compensation survey of various benchmark positions among comparable counties, cities, public and private entities

- Salary factors collected include salary range minimum, midpoint and maximum as well as actual annual base salary
 - Bonus/Incentive information was also collected, however very few participants indicated their matched positions were bonus eligible. Bonus data were insufficient for meaningful statistics
- Benchmark positions surveyed include management, professional, clerical, and trades level positions. Participants were asked to complete job matching for positions relevant to their organization/industry
- This report summarizes our survey methodology and findings
- All data are effective January, 2011

Methodology

- One hundred-three (103) benchmark positions were surveyed
- Fifty-four (54) entities, including the State of North Dakota, participated in the survey (listed on the next page)
- Survey participants were requested to match their jobs to the survey benchmark jobs where incumbents spend 80% or more of their time in the role as stated in the summary description
- All data are reported in annual dollars and is based on full-time data
- To ensure significant statistics, we provide 25th and 75th percentile data where seven or more participants reported data, medians where five or more participants reported data, and averages where three or more participants reported data

List of survey participants

Altru Health System	Dickinson State University	North Dakota State College of Science
American Crystal Sugar Company	Essentia Health	North Dakota State University
Anne Carlsen Center	Fargo Jet Center Inc./Weather Modification, Inc.	Reitz Consulting, Ltd.
Applied Engineering, Inc.	Friendship, Inc.	Rommesso Companies
Basin Electric Power Cooperative	Gate City Bank	St. Alexius Medical Center
Bismarck Public Schools	Grand Forks County	St. Joseph's Hospital & Health Center
Bismarck State College	Grand Forks Public School	Stark County
BNI Coal, Ltd.	Hess Corporation	State of North Dakota
Burleigh County	JR Simplot Company	Sykes Enterprises, Incorporated
Cass County Government	Kadrmass, Lee and Jackson, Inc.	TBEI - Rugby Manufacturing
Cetero Research	Killdeer Mountain Manufacturing, Inc.	Tesoro
City of Bismarck	Mayville State University	TMI Systems Design Corporation
City of Dickinson	MDU Resources Group, Inc.	University of North Dakota
City of Fargo	Minn-Dak Farmers Cooperative	Ward County
City of Minot	Montana-Dakota Utilities	Whapelton Public Schools
City of Williston	Morton County, ND	Williams County
ComDel Innovation	National Information Solutions Cooperative	Williston Public School District #1
Dakota Gasification Company	Noridian	Wrigley Mechanical, Inc.

List of benchmark positions

Survey Job Title	Survey Code	Survey Job Title	Survey Code
Office Assistant III	101	Human Resource Technician II	127
Administrative Assistant I	102	Human Resource Officer II	128
Administrative Assistant II	103	Classification & Compensation Manager	129
Director of Information Technology	104	Public Information Specialist II	130
Division Director, IT Department	105	Multi-Media Developer I	131
Information Technology Manager	106	Business Analyst II	132
Programmer	107	Project Manager III	133
Customer Technical Support Specialist II	108	Research Analyst III	134
Programmer Analyst III	109	Administrative Officer I	135
Telecommunications Technician III	110	Administrative Staff Officer III	136
Systems Administrator II	111	Business Manager II	137
Telecommunications Analyst II	112	Licensing Specialist II	138
Computer & Network Specialist II	113	Underwriter	139
Accounting Technician II	114	Teller	140
Accounting/Budget Specialist I	115	Library Associate I	201
Accounting/Budget Specialist III	116	Librarian III	202
Accounting Manager II	117	Education Program Administrator III	203
Auditor I	118	Engineering Technician III	301
Auditor III	119	Transportation Project Manager	302
Collections Officer II	120	Transportation Engineer I	303
Purchasing Agent II	121	Transportation Engineer III	304
Procurement Manager	122	Administrative Transportation Engineer II	305
Storekeeper II	123	Chief Transportation Engineer	306
Legal Assistant II	124	Environmental Engineer III	307
Paralegal	125	Water Resource Engineer II	308
Attorney II	126	Planner III	309

List of benchmark positions (cont'd)

Survey Job Title	Survey Code	Survey Job Title	Survey Code
Geographic Information Systems Specialist II	310	Communications Specialist II	602
Health Care Orderly II	401	Correctional Officer II	603
Licensed Practical Nurse	402	Correctional Supervisor II	604
Registered Nurse I	403	Warden	605
Registered Nurse II	404	Criminal Investigator I	606
Registered Nurse III	405	Environmental Scientist II	607
Nurse Practitioner	406	Environmental Sciences Admin I	608
Director of Nursing	407	Wildlife Technician I	701
Activity Assistant II	408	Biologist II	702
Medical Lab Technician II	409	Water Resource Program Administrator I	703
Pharmacist II	410	Custodian	801
Epidemiologist II	411	Custodial Supervisor II	802
Dietitian II	412	Food Service Assistant	803
Chemist II	413	Cook I	804
Development Disability Case Manager II	501	Physical Plant Director II	901
Behavioral Health Technician II	502	General Trades Maintenance Worker I	902
Direct Training Technician I	503	Painter II	903
Addiction Counselor II	504	Carpenter II	904
Human Relations Counselor	505	Plumber II	905
Community Home Counselor II	506	Electrician II	906
Human Service Aide II	507	Electronics Technician II	907
Vocational Rehabilitation Counselor III	508	Fleet & Equipment Technician III	908
Social Worker II	509	Transportation Technician II	909
Medical Claims Processing Specialist III	510	Transportation Services Supervisor II	910
Claims Adjuster II	511	Highway Maintenance Superintendent	911
Security Officer I	601		

Definition of terms

- Survey job title The survey benchmark position title
- Survey code The job code assigned to the benchmark job
- # of orgs Number of organizations submitting a match to this position
- # of EEs Total number of employees combined for all orgs submitting data
- Match level Match Level is the average size of all matched positions where 1 indicates the participants' positions are smaller, 2 indicates even match, and 3 indicates the participants' positions are larger, when compared to the survey position description
- P25 (Annual base salary) P25 is the 25th Percentile, meaning that 75% of the market data is above this point, and 25% is below
- P50/Median (annual base salary) P50 is the Median, meaning that 50% of the market data is above this point, and 50% is below
- P75 (Annual base salary) P75 is the 75th Percentile, meaning that 25% of the market data is above this point, and 75% is below

Definition of terms (cont'd)

- Average (annual base salary) Average is the sum of the job data for each benchmark position divided by the number of participants for that position (organization weighted)
- Weighted average (annual base salary) Weighted Average is the incumbent weighted average for each benchmark position
- Average (annual range minimum, midpoint, and maximum) The market average, organization weighted, for the participants' salary range data
- P50/Median (annual range midpoint) P50 of the Salary Range Midpoint data, meaning that 50% of the market data is above this point, and 50% is below

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Cash survey results

Cash survey results

Survey Job Title (Benchmark Position)	Survey Code	# of Orgs	# of EEs	Match Level	Annual Base Salary					Annual Salary Range			
					P25	P50	P75	Avg	Wtd Avg	Avg Min	Avg MP	Avg Max	P50 MP
Office Assistant III	101	34	592	2.11	26.9	29.9	31.9	29.7	29.3	25.5	31.1	36.8	31.5
Administrative Assistant I	102	31	404	2.09	31.3	34.8	39.4	36.2	31.7	30.3	36.9	43.9	34.7
Administrative Assistant II	103	32	424	2.21	37.0	39.8	45.6	40.5	39.1	33.0	40.5	48.1	41.1
Director of Information Technology	104	17	17	2.18	84.2	103.8	116.5	111.1	111.1	90.9	116.0	141.2	106.4
Division Director, IT Department	105	12	23	2.00	91.0	104.6	115.9	102.5	101.5	77.9	98.2	118.7	108.7
Information Technology Manager	106	16	23	2.21	60.5	68.3	83.2	75.2	73.0	64.8	80.7	96.7	71.3
Programmer	107	13	31	2.08	46.8	48.5	51.8	48.5	48.3	41.2	51.4	61.7	51.2
Customer Technical Support Specialist II	108	15	59	2.00	42.8	44.5	48.0	45.5	44.1	36.5	45.7	54.8	44.5
Programmer Analyst III	109	16	113	2.18	57.0	63.8	67.2	63.0	60.9	49.8	61.5	73.3	61.8
Telecommunications Technician III	110	12	31	2.08	49.2	51.9	57.9	54.4	56.4	43.5	53.9	65.0	51.9
Systems Administrator II	111	13	59	2.07	52.4	56.3	62.2	57.2	56.5	52.1	64.8	77.7	65.1
Telecommunications Analyst II	112	4	13	1.75	-	-	-	73.0	68.0	53.8	69.7	85.6	-
Computer & Network Specialist II	113	20	82	2.05	43.8	46.1	50.9	49.2	47.8	39.0	48.1	57.2	44.8
Accounting Technician II	114	31	143	2.09	35.0	37.7	42.7	38.4	37.1	32.0	38.7	45.5	37.0
Accounting/Budget Specialist I	115	21	54	2.00	38.5	45.8	50.2	46.7	44.6	37.4	46.4	55.5	44.2
Accounting/Budget Specialist III	116	12	60	2.00	50.0	57.3	69.0	59.5	56.2	50.7	64.9	79.0	59.2
Accounting Manager II	117	24	42	2.20	67.9	80.0	98.3	84.9	82.2	68.0	87.3	106.9	80.0
Auditor I	118	5	15	2.17	-	41.0	-	45.0	43.0	38.5	48.7	59.0	-
Auditor III	119	8	60	2.13	58.5	69.3	88.2	76.4	54.7	59.3	78.3	97.4	67.0
Collections Officer II	120	7	31	1.75	32.4	34.5	35.9	36.3	35.6	30.3	38.6	46.8	36.5
Purchasing Agent II	121	14	25	1.75	38.6	53.5	62.8	56.1	55.0	47.3	60.4	73.5	58.1

Cash survey results (cont'd)

Survey Job Title (Benchmark Position)	Survey Code	# of Orgs	# of EEs	Match Level	Annual Base Salary					Annual Salary Range			
					P25	P50	P75	Avg	Wtd Avg	Avg Min	Avg MP	Avg Max	P50 MP
Procurement Manager	122	13	14	2.29	66.5	80.4	98.2	87.8	85.7	74.6	95.3	115.9	95.1
Storekeeper II	123	9	23	2.45	35.2	43.8	47.3	43.5	40.8	34.9	44.3	53.6	-
Legal Assistant II	124	7	11	1.86	40.0	45.2	50.9	45.3	42.1	36.9	46.7	56.5	44.9
Paralegal	125	5	21	1.80	-	56.3	-	51.4	50.8	41.7	52.8	63.9	51.5
Attorney II	126	15	75	2.19	64.8	72.5	84.9	85.2	71.4	66.7	85.5	104.3	76.8
Human Resource Technician II	127	20	33	2.10	39.6	44.5	54.2	50.4	47.4	40.5	51.1	62.0	44.2
Human Resource Officer II	128	23	46	2.08	52.1	60.2	78.9	63.9	62.4	50.0	63.2	75.7	57.8
Classification & Compensation Manager	129	7	7	2.29	73.1	80.7	91.9	79.9	79.9	67.7	86.7	105.6	-
Public Information Specialist II	130	13	56	2.31	44.8	48.3	54.9	50.3	46.2	39.5	49.3	59.0	52.4
Multi-Media Developer I	131	8	14	1.88	43.7	51.8	61.2	52.6	48.2	41.0	51.7	62.4	55.4
Business Analyst II	132	7	26	2.14	57.7	64.8	82.6	68.6	64.2	53.1	67.8	82.5	63.0
Project Manager III	133	6	23	2.00	-	74.8	-	72.8	73.5	65.5	86.8	108.1	-
Research Analyst III	134	6	20	2.00	-	47.8	-	49.6	49.9	-	-	-	-
Administrative Officer I	135	14	118	1.93	44.5	48.9	51.7	47.9	43.4	36.4	44.8	53.0	42.7
Administrative Staff Officer III	136	7	79	2.14	51.8	58.0	60.3	55.2	56.2	42.0	53.6	65.3	-
Business Manager II	137	7	23	2.14	56.6	59.2	71.4	64.8	62.9	-	-	-	-
Licensing Specialist II	138	2	21	2.00	-	-	-	-	-	-	-	-	-
Underwriter	139	3	10	2.00	-	-	-	39.1	40.9	-	-	-	-
Teller	140	2	68	2.00	-	-	-	-	-	-	-	-	-
Library Associate I	201	13	87	2.31	25.0	27.6	31.8	28.4	28.5	23.7	29.1	34.7	29.5
Librarian III	202	13	73	2.08	43.3	47.8	50.0	48.1	48.5	39.1	49.2	59.2	-

Cash survey results (cont'd)

Survey Job Title (Benchmark Position)	Survey Code	# of Orgs	# of EEs	Match Level	Annual Base Salary					Annual Salary Range			
					P25	P50	P75	Avg	Wtd Avg	Avg Min	Avg MP	Avg Max	P50 MP
Education Program Administrator III	203	6	18	2.00	-	57.5	-	60.4	50.2	47.6	62.5	77.3	-
Engineering Technician III	301	13	87	1.57	47.1	51.9	60.0	53.3	54.0	37.3	46.8	56.9	46.7
Transportation Project Manager	302	3	44	2.00	-	-	-	54.5	53.9	40.1	50.1	60.1	-
Transportation Engineer I	303	5	28	2.00	-	58.7	-	55.2	51.8	48.3	59.2	70.6	57.5
Transportation Engineer III	304	4	80	1.67	-	-	-	86.8	78.1	61.7	79.6	97.0	78.1
Administrative Transportation Engineer II	305	1	17	2.00	-	-	-	-	-	-	-	-	-
Chief Transportation Engineer	306	5	9	1.67	-	100.1	-	111.3	131.8	87.9	116.0	143.8	105.8
Environmental Engineer III	307	7	25	1.78	71.8	90.0	103.6	89.1	79.4	72.3	94.8	117.5	103.0
Water Resource Engineer II	308	3	10	1.67	-	-	-	77.8	88.4	57.8	78.9	100.0	-
Planner III	309	6	12	1.83	-	61.7	-	63.4	60.4	47.8	61.3	75.4	54.8
Geographic Information Systems Specialist II	310	9	15	2.00	42.1	51.0	64.6	54.9	52.1	43.7	53.5	63.4	50.1
Health Care Orderly II	401	3	44	1.67	-	-	-	25.1	25.9	20.7	26.0	31.2	-
Licensed Practical Nurse	402	7	293	1.86	34.1	38.4	38.9	36.6	35.2	29.3	36.5	43.7	36.5
Registered Nurse I	403	3	82	2.67	-	-	-	52.0	53.7	-	-	-	-
Registered Nurse II	404	6	790	2.00	-	55.0	-	54.7	54.3	45.0	56.2	67.4	-
Registered Nurse III	405	3	452	2.00	-	-	-	60.1	54.6	45.8	56.8	67.9	-
Nurse Practitioner	406	5	87	2.00	-	83.9	-	85.9	85.5	67.4	84.6	101.7	84.6
Director Of Nursing	407	4	4	2.00	-	-	-	106.7	106.7	-	-	-	-
Activity Assistant II	408	2	23	2.00	-	-	-	-	-	-	-	-	-
Medical Lab Technician II	409	4	55	2.00	-	-	-	43.9	41.3	32.8	41.0	49.1	-
Pharmacist II	410	6	37	1.67	-	106.4	-	115.1	108.5	90.2	113.2	136.2	117.7

Cash survey results (cont'd)

Survey Job Title (Benchmark Position)	Survey Code	# of Orgs	# of EEs	Match Level	Annual Base Salary					Annual Salary Range			
					P25	P50	P75	Avg	Wtd Avg	Avg Min	Avg MP	Avg Max	P50 MP
Epidemiologist II	411	1	13	2.00	-	-	-	-	-	-	-	-	-
Dietitian II	412	8	29	2.13	43.9	47.4	50.3	48.6	48.2	36.8	45.4	54.0	45.6
Chemist II	413	2	10	2.00	-	-	-	-	-	-	-	-	-
Development Disability Case Manager II	501	2	80	2.50	-	-	-	-	-	-	-	-	-
Behavioral Health Technician II	502	2	158	2.00	-	-	-	-	-	-	-	-	-
Direct Training Technician I	503	2	395	2.50	-	-	-	-	-	-	-	-	-
Addiction Counselor II	504	1	82	2.00	-	-	-	-	-	-	-	-	-
Human Relations Counselor	505	3	52	1.67	-	-	-	44.5	43.3	37.9	48.4	59.0	-
Community Home Counselor II	506	2	57	2.00	-	-	-	-	-	-	-	-	-
Human Service Aide II	507	2	50	1.50	-	-	-	-	-	-	-	-	-
Vocational Rehabilitation Counselor III	508	1	20	2.00	-	-	-	-	-	-	-	-	-
Social Worker II	509	15	175	1.93	42.5	45.6	53.5	48.0	48.3	37.2	47.4	57.6	44.9
Medical Claims Processing Specialist III	510	5	46	2.00	-	30.2	-	29.6	28.5	23.5	29.2	34.8	-
Claims Adjuster II	511	2	35	2.00	-	-	-	-	-	-	-	-	-
Security Officer I	601	9	54	1.89	30.2	30.7	36.5	34.9	30.2	27.0	34.6	44.7	33.9
Communications Specialist II	602	5	47	1.80	-	36.5	-	38.6	37.3	30.6	37.8	45.2	38.8
Correctional Officer II	603	7	328	2.00	35.4	36.6	37.3	36.6	35.7	32.7	40.8	48.9	40.6
Correctional Supervisor II	604	6	38	2.00	-	49.8	-	48.4	51.2	40.6	51.7	62.9	54.1
Warden	605	4	4	2.00	-	-	-	69.3	69.3	55.8	70.5	85.2	-
Criminal Investigator I	606	11	118	2.00	46.0	47.7	53.0	50.2	47.9	41.8	51.9	62.9	50.0

Cash survey results (cont'd)

Survey Job Title (Benchmark Position)	Survey Code	# of Orgs	# of EEs	Match Level	Annual Base Salary					Annual Salary Range			
					P25	P50	P75	Avg	Wtd Avg	Avg Min	Avg MP	Avg Max	P50 MP
Environmental Scientist II	607	5	62	2.20	-	52.4	-	63.6	45.0	52.1	64.9	77.7	54.6
Environmental Sciences Admin I	608	3	16	2.00	-	-	-	66.6	64.3	49.5	62.2	75.0	-
Wildlife Technician I	701	1	17	2.00	-	-	-	-	-	-	-	-	-
Biologist II	702	1	28	2.00	-	-	-	-	-	-	-	-	-
Water Resource Program Administrator I	703	1	3	2.00	-	-	-	-	-	-	-	-	-
Custodian	801	30	684	2.03	23.5	24.8	28.1	25.8	24.7	22.1	27.0	32.2	24.9
Custodial Supervisor II	802	14	55	2.07	33.4	35.0	40.1	37.3	35.2	30.4	37.0	43.9	35.7
Food Service Assistant	803	16	278	2.13	22.0	23.7	25.4	23.7	24.5	20.3	24.6	29.3	24.3
Cook I	804	14	165	2.14	25.7	26.8	28.5	27.0	26.5	22.4	27.1	32.1	27.0
Physical Plant Director II	901	13	33	1.92	55.7	67.6	78.6	67.2	64.5	48.7	61.0	73.2	55.1
General Trades Maintenance Worker I	902	26	148	1.96	32.4	34.7	40.9	38.8	45.7	31.8	38.5	45.3	35.8
Painter II	903	10	32	2.00	32.2	35.7	38.5	35.2	32.2	27.9	34.4	41.2	-
Carpenter II	904	10	70	2.10	38.2	39.7	42.9	40.3	37.0	32.6	38.5	44.7	37.8
Plumber II	905	5	20	2.20	-	44.4	-	46.4	45.8	-	-	-	-
Electrician II	906	13	69	2.08	48.6	50.3	55.0	54.2	61.4	41.7	50.5	59.6	46.6
Electronics Technician II	907	11	106	2.00	44.8	47.6	51.1	50.5	58.1	41.1	50.7	60.5	47.5
Fleet & Equipment Technician III	908	18	89	1.95	42.3	45.1	49.2	48.2	50.4	36.9	45.4	54.3	43.2
Transportation Technician II	909	10	317	2.09	39.5	41.7	45.6	44.7	37.4	34.5	42.0	50.4	41.8
Transportation Services Supervisor II	910	5	85	1.83	-	47.8	-	50.6	48.4	39.3	48.7	58.1	47.9
Highway Maintenance Superintendent	911	11	19	2.00	62.1	65.0	69.7	66.4	65.5	51.0	63.9	76.9	63.8

03

Non-cash survey results

Non-cash survey results

Salary Administration

Number of employees

	Participant Average	Participant Median
Full-time	785	311
Part-time	138	19

% of participants using an overall structure/policy to administer salaries:

- 83%

How is the level of compensation determined?

Point Factor System Only	Market Data Only	Combination	Other*
3%	67%	20%	10%

*Other includes: No structure in place, affordability, and individual performance

Non-cash survey results (cont'd)

How often do you adjust your salary structure?

Every Year	Every 2 Years	Every 3 Years	Other*
52%	6.5%	9%	32.5%

*Other factors include: As needed (5); Reviewed, but not necessarily adjusted, annually (5); Depends on the market (3); No specific response (2)

Percent of salary structure increase in 2009:

Average Including Zeros*	Median Including Zeros	Average Excluding Zeros*	Median Excluding Zeros*
2.8%	3.0%	3.9%	3.5%

*Average and Median Excluding Zeros: Excludes participations reporting structure freeze in 2009.

13% of participants reported 0% structure movement in 2009.

Non-cash survey results (cont'd)

Percent of salary structure increase in 2010:

Average Including Zeros*	Median Including Zeros	Average Excluding Zeros	Median Excluding Zeros
2.9%	2.8%	3.3%	3.0%

*9% of participants reported 0% structure movement in 2010.

Percent of actual or planned salary structure increase in 2011:

Average Including Zeros*	Median Including Zeros	Average Excluding Zeros	Median Excluding Zeros
2.7%	3.0%	3.0%	3.0%

*4% of participants reported 0% planned structure increase for 2011.

Non-cash survey results (cont'd)

Participants providing general increases, Cost-of-living increases, and merit increases in 2010:

	General Increases		Cost-of-living Increases		Merit Increases		Total (if combination)	
	Average	Median	Average	Median	Average	Median	Average	Median
% Increase	3.0%	3.0%	1.5%	0.7%	2.3%	2.0%	3.7%	3.2%
# of participants reporting	22		12		26		19	

*7% of participants reported 0% base pay increases in 2010.

How often is this increase given?

Annual	Semi-annual	Other
83%	2%	15%

Non-cash survey results (cont'd)

What is your philosophy for keeping ranges AND actual pay competitive with market?

Method	% reporting
Employee pay adjusted with range structure (together)	46%
Dependent on recruitment / retention Issues	46%
Employee pay adjusted unequally with range structure	9%
Funding issues drive the decision	46%
Different philosophy for different schedules	4%
Move maximums greater than minimums; Flexibility in hiring rate	4%
Keep ranges within 0, 5, 10, 15% of market (list percentage used)	11%
Keep ranges within 7.6% on average, and 5.0% at median	
Pay employees between mid & max for performance, competencies, rewards	30%
Move to be comparable to peer organizations	39%
Increases granted by adjusting annual steps	15%

Non-cash survey results (cont'd)

If you have more than one salary structure, what is the basis for the different structures?

	Geography	Job Family or Function	Combination of Geography/Function	Other*
% Reporting	15%	50%	25%	10%

*Other includes: Different structures for exempt and nonexempt, different structures for faculty and staff
50% of participants responded that they have more than one salary structure

Non-cash survey results (cont'd)

What is your base salary target position in the market?

P25	P40	P50	P60	P65	P75	P80
10%	3%	67%	7%	3%	7%	3%

“3%” represents a single participant of those reporting a target market position

Non-cash survey results (cont'd)

Performance Management/Merit Increase

Do you have a formal performance management program?

% Reporting Yes	% Increase Budget for 2010 (Avg)	% Planned Increase Budget for 2011 (Avg)
63%	2.5%	3.1%

Non-cash survey results (cont'd)

Longevity Pay

Do you provide longevity pay?

	Yes	No
% Reporting	17%	83%

What is the first year of eligibility?

	Years
High	Year 10
Average	Year 5
Median	Year 5
Low	Year 2

Longevity pay prevalence:

	2-5 Years	5-10 Years	15 -20 Years	20 Years	25 Years	30+ Years
Average	\$60	\$200	\$500	\$700	\$1,200	\$1,500
Median	\$50	\$250	\$650	\$900	\$1,200	\$1,500
Count	3	6	6	6	7	7

04

Appendix – Benchmark job
descriptions

Benchmark job descriptions

Survey Code	Job Title	Description	Minimum Qualifications
101	Office Assistant III	<p>Performs a variety of complex office support duties of a clerical and/or secretarial nature. Duties may be of a general office nature or may be specialized, as in medical, legal, etc. Work involves assisting customers verbally or in writing by providing information and/or directions of a detailed or complex nature; screening documents and supporting information to determine eligibility, authenticity, or identity; composing routine correspondence requiring application of subject matter knowledge; typing, proofing, and finalizing correspondence, reports, and other documents.</p> <p>Work is normally performed under general supervision.</p>	Typically requires a high school diploma or GED and two years of office support, clerical, or secretarial work experience. Coursework in a closely related program may substitute for the work experience. Proficiency in keyboarding, personal computer, specific software, grammar, or spelling skills may be required.
102	Administrative Assistant I	<p>Performs high-level administrative office support functions. Work involves planning, coordinating, and arranging meetings and conferences; coordinating and making logistical, travel, and lodging arrangements; preparing and distributing meeting agendas; screening multiple documents and supporting information and searching multiple sources to determine eligibility, authenticity, or identity; determining procedures for processing forms, documents, and other materials regarding various office functions; composing general office correspondence requiring application of thorough subject matter knowledge; typing or keying, proofing, and editing correspondence, reports, and other documents.</p> <p>Work differs from the Office Assistant III level in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made. The rules, regulations, methods, and procedures are well defined as with the Office Assistant III level but allow more flexibility and latitude in adapting for various situations. Since all circumstances are not covered in rules, methods, or procedures, some analysis and judgment is necessary to apply alternatives and solutions.</p> <p>Work is normally performed under general supervision after initial training period.</p>	Typically requires an associate degree with major coursework in office support or business or office education and one year of work experience performing a variety of office support, clerical, or secretarial work. Additional work experience performing office support, clerical, or secretarial duties may be substituted for education.
103	Administrative Assistant II	<p>Work at this level involves more complexity and accountability than the Administrative Assistant I because of authority, without prior approval, for the design and implementation of general office and administrative operations to accomplish the work unit's responsibilities. Therefore, a significant degree of judgment and decision-making is necessary to establish, modify, and maintain office procedures. Examples of duties include composing and preparing correspondence of an official and sensitive nature, designing forms and records for collecting and managing information, compiling data into reports, spreadsheets, databases, establishing and maintaining agency records management systems, assisting with gathering budget and accounting-related data.</p>	Typically requires an associate degree with major coursework in office support or business or office education and two years of experience performing a variety of complex office support, clerical, or secretarial work which includes opportunities for functioning as a project coordinator, team leader, or lead worker. Additional work experience as just described may substitute for the education.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
104	Director of Information Technology	Responsible for administration and management of all operational functions of centralized information technology and related services within the IT Department. This position typically reports to the Chief Information Officer or Head of Information Technology. Responsible for conducting overall strategic planning, organizing, and coordinating of activities associated with providing organization-wide information technology and networked communications services and providing direction and leadership in the development, implementation, and maintenance of information technology plans, policies, standards, and guidelines.	Typically requires a bachelor's degree with emphasis in business administration, computer science, or a closely related field, and five years of current and progressively responsible work experience that included management of staff and administration of a major function.
105	Division Director, Information Technology Department	Provides leadership to and management of a large division within the Information Technology Department such as telecommunications, systems, development, etc. Duties include assessing need for and planning, organizing, coordinating, implementing, and evaluating services provided by the division. Collaborates on the development, coordination, and maintenance of IT department's strategic plan for services that meet the needs of customers; provides for evaluation, monitoring, and maintenance of systems and services; implements and coordinates changes; plans, develops, administers, and monitors the division budget.	Typically requires a bachelor's degree with a major in computer information systems, computer science, business administration or another field closely related to the position's functional area of responsibility and five years of current professional-level work experience in a directly related functional area that included supervisory or management duties.
106	Information Technology Manager	Work involves researching, planning, coordinating, and managing the design, installation, configuration, and maintenance of computer information technology systems to support its organization-wide local area networks; legacy and web-based applications and security; audio/video conferencing, and telecommunications systems which may include intelligent technology, radio, and electronics. Duties include assessing needs and determining operational, technical, and support requirements for computer information technology systems; identifying and performing research, cost/benefit analysis, and evaluation of information technology solutions; making recommendations and participating in decision-making process. Individuals in this position may report directly to the administrator of an information technology division and supervise staff that provides technical support directly or through desktop support and/or a help desk environment.	Typically requires a bachelor's degree with a major in an information or telecommunications technology field and five years of work experience that included design, development, and maintenance of large information technology and/or telecommunications systems; or an associate degree in information or telecommunications technology field and seven years of work experience as previously described. Work experience to include management of staff.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
107	Programmer	Performs activities supporting the development of computer language programs that process data needed by the organization. Responsible for developing, testing, modifying, implementing, and maintaining or enhancing application software to established standards and specifications; develops application software using approved programming languages; modifies acquired application software using tables, profiles, and other vendor-supplied customization tools to reflect approved changes specified by the users.	Typically requires demonstrated knowledge of programming principles, techniques, and languages applicable to the computing environment. An associate degree in computer science (information systems, etc.) will normally provide the requisite knowledge and skills.
108	Customer Technical Support Specialist II	Performs duties within a centralized support center that serves to receive, identify, analyze, and manage the resolution of problems within a telecommunications and networking environment. Typically involves multiple computer platforms, local and wide area networks, telephone, video, and multimedia systems. Duties may include recording all reported problems encountered by system users; assigning priority levels to each problem based on an analysis of the situation; isolating problems to specific system and/or system components, i.e., hardware or software; working with other technical staff during implementation of new applications, equipment, and/or changes. This level of the class series involves fully qualified computer related support work. Individuals will be able to work without close supervision.	Typically requires a combination of training and relevant experience equivalent to a bachelor's degree in a computer science, data processing, telecommunications, or business administration field, plus 2 years experience.
109	Programmer Analyst III	Work involves analyzing the feasibility and practicality for an automated data/information processing solution to situations or problems presented by managers. Duties include formulating plans for design and development of an automated data processing solution; conducting an appropriate level of analysis to determine feasibility for an automated program; designing and developing a programming solution based on available system resources and programming capability. Provides significant input to the total organizational strategic planning for automated data processing development. Work at this level is considered fully-qualified and generally involves all areas of work common to this series, i.e., analysis, design and development, programming, database, etc. Work involves projects with increased complexity usually based on the scope of the project which may include service to multiple locations, involve a variety of platforms and/or connectivity methods and type of software development tools available, etc. May also include supervisory and project management responsibility.	Typically requires three years work experience using specific programming languages (e.g., C/C++, Pascal, Eiffel, Visual Basic, Perl), operating systems, and applications applicable to the computing environment. A bachelor's degree in a computer science field and two years of work experience as a programmer analyst will normally provide the requisite knowledge and skills.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
110	Telecommunications Technician III	<p>Perform duties relating to complex equipment installation and maintenance and direct involvement in resolving problems of a complex nature. Duties include installing, testing, and maintaining a variety of equipment and associated wiring and cable such as phones; computer hardware; radio systems, automatic data collection and reporting devices, etc; installs related software; tests, troubleshoots, modifies and/or repairs equipment; participates in planning of new installations, upgrades, and modifications; writes contract or bid specifications; directs and monitors work of contract vendors; performs or supervises maintenance and repair of specific systems. May assist the manager in performing administrative management duties.</p> <p>May involve responsibility for supervision and/or training of others.</p>	<p>Typically requires an associate degree or equivalent diploma from an accredited two-year college in telecommunications (data, voice, or video), electronics technology, or a closely related field, and four years of experience performing skilled work in telephone and data communications installation, maintenance and repair within a major network.</p>
111	Systems Administrator II	<p>Work involves providing support and maintenance for a variety of operating systems and servers through installation, configuration, testing, deployment, monitoring, and troubleshooting of system software and hardware. Work involves providing expert-level system administration for the enterprise or for large applications impacting a significant number of users and substantial value of hardware and software. Duties include identifying software and hardware requirements; developing and implementing migration plans; managing migration projects; providing recommendations on design of technical architecture and security standards to meet system requirements.</p> <p>May manage system administration staff and set goals and objectives of the work unit.</p>	<p>Typically requires a bachelor's degree in computer science, computer or management information systems, or a closely related field that included computer science coursework, and four years of work experience providing support, administration, and implementation of a wide variety of application servers. Additional work experience as described may substitute for some of the education requirement.</p>
112	Telecommunications Analyst II	<p>Performs duties related to the administrative operation, design, and utilization of a telecommunications network. Duties include the complete planning, design, and development of networked systems; designing, developing, and implementing a request for proposal (RFP) procedure to support a bidding process based on detailed bid specifications. Gathers and analyzes information to determine system needs and requirements; determines the feasibility of expanding or adding to existing resources; identifies, defines, and evaluates alternatives that meet stated needs; designs and implements network systems performance standards and review.</p> <p>May include management responsibilities for directing the work of others involved in activities of the same or a similar nature and generally working toward a common goal.</p>	<p>Typically requires a bachelor's degree in telecommunications systems, computer science, or data systems design and four years experience in the evaluation and analyses of major portions of a large telecommunications system. Additional work experience may substitute some of the education.</p>

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
113	Computer & Network Specialist II	<p>Work involves providing technical support in the planning, design, installation, and maintenance of computer workstations and local area network operating systems. Individuals will have attained necessary expertise in a number of areas and will have attained required certification in those areas. Duties may include setting up desktops, laptops, and network workstations; installing and configuring operating systems; installing network hardware and software and configure stations for mainframe and midrange connectivity; conducting testing of stations to ensure proper working level; resolving problems of increased complexity in all areas; providing guidance to other specialists in specific areas of expertise. Performs all phases of installation and maintenance of complex network systems.</p> <p>Individuals at this level perform duties in a fully qualified status and require training or orientation only in relation to new systems, methods, or technology that may be required. May provide general training and guidance to lower level specialists.</p>	Typically requires two years of work experience with network system installation and maintenance. A bachelor's degree in a computer science field and one year of work experience with network system installation and maintenance will normally provide the requisite knowledge and skills.
114	Accounting Technician II	Performs specialized and more complex accounting support duties. Duties may include reconciling bank accounts; receiving payments and preparing daily deposits; receiving and preparing billing statements and invoices; responding to inquiries; performing collection duties; establishing and maintaining general and special accounts according to established procedures; reviewing and verifying accuracy of transactions and making entries as appropriate; maintaining various financial records, contracts, budgets; preparing preliminary budget reports; overseeing account-keeping procedures.	Typically requires a high school diploma or GED and four years of directly related accounting, bookkeeping, budgeting, or payroll work experience. Related college or vocational education course work may be substituted for some of the experience requirement.
115	Accounting/Budget Specialist I	<p>Performs fundamental budgeting and accounting duties within the parameters of approved policies and procedures. Duties generally relate to activity required in support of the organizations accounting and budgeting systems. Individual positions may perform all activities associated with the limited requirements of a small department, or be involved in a portion of activities in support of a larger function. Duties include preparing, examining, and analyzing accounting and budget-related statements, reports, and supporting documents; classifying, recording, and reporting financial operations applying the theories and principles of accounting; identifying, researching, and resolving accounting discrepancies.</p> <p>May supervise technical and/or support staff.</p>	Typically requires a bachelor's degree with a major in accounting; or two years of college with major coursework in accounting and three years of directly related work experience involving duties associated with a large accounting system.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
116	Accounting/Budget Specialist III	<p>Additional duties beyond the Specialist I position (above) may include planning and preparing budgets; analyzing and interpreting accounting records to determine trends; preparing grant requests and monitoring grants and contracts; analyzing accounting needs and requirements; developing and implementing accounting and budgeting policies and procedures to ensure that funds are obligated for authorized purpose; authorizing short-term investments and making recommendations.</p> <p>May supervise professional and technical staff.</p>	Typically requires a bachelor's degree with a major in accounting and two years of professional accounting experience.
117	Accounting Manager II	<p>Performs and/or directs the activities of an accounting and budgeting function and provides control of funds in accordance with approved policies and procedures. May direct support functions which may include but are not limited to budgeting, accounting, payroll, and support services such as procurement and information management. The work may be of unusual nature, magnitude, or have a large impact on the organization's mission. Duties include developing, directing, and monitoring accounting and reporting systems; compiling and analyzing data necessary to determine the accounting and budgeting needs of assigned programs or accounts; developing, implementing and enforcing policies and procedures for maintenance of the accounting and budgeting processes.</p> <p>May provide direct management of other staff and/or serve in a consulting role to various program and/or work unit managers. May supervise professional staff who directs support functions.</p>	Typically requires a bachelor's degree with a major in accounting at least four years of professional accounting experience, one of which included professional accounting in a supervisory capacity.
118	Auditor I	<p>Work involves activities associated with conducting comprehensive audits to determine that the receipt, control, and expenditure of funds are accurate and comply with applicable laws and regulations, and/or performance efficiencies and effectiveness. Duties include analyzing accounting systems and procedures; analyzing tax reporting systems to ensure compliance with tax reporting requirements; assisting in examination of financial records; assisting in preparing financial statements and schedules of audit report; assisting in determining findings and making recommendations; assisting in preparation of preliminary audit report.</p> <p>Work performed under close supervision in a training capacity and assists higher level auditors.</p>	Typically requires a bachelor's degree in accounting, business administration, public administration, statistics, economics, or other related area with coursework in accounting.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
119	Auditor III	<p>Auditors at this level conduct audits of a moderately complex nature or a segment of a complex audit. Additional duties beyond the Auditor I level include planning, directing, and conducting audits; preparing audit reports of a moderately complex nature or assist in preparation of preliminary audit reports of a complex nature; conducting pre- and post-audit conferences; reviewing and analyzing internal control structure and accounting systems, tax reporting systems, returns, and reports.</p> <p>May review work of audit team. May supervise professional and paraprofessional staff in a specific section of a division.</p>	Typically requires a bachelor's degree in accounting, business administration, public administration, statistics, economics, or other related area with coursework in accounting and three years of auditing experience that includes functioning as a lead auditor.
120	Collections Officer II	Work involves activities associated with the collection of delinquent loans, fees, taxes, or other debts, and ensuring compliance with rules, regulations, and laws. This level of work involves negotiating with debtors and establishing repayment agreements; or assisting in negotiating repayment agreements of complex cases. Determines when legal action (lien, judgment, etc.) is appropriate; initiates action to pursue collection through legal process; recommends and assists with litigation and other legal action deemed necessary.	Typically requires a high school diploma or a GED and four years of work experience performing collections activities. College-level coursework in accounting, business administration, banking, economics, or finance may substitute for the work experience requirement.
121	Purchasing Agent II	Performs work activities associated with directing and managing a purchasing, disposal, inventory, or warehousing function. Duties may include directing a large and complex inventory recording system; directing audits of equipment and records; planning, organizing, and directing activities of professional and clerical staff engaged in the purchasing and warehousing of supplies and equipment; performing staffing and supervisory duties to include hiring, training, evaluations and work assignments; developing policies and procedures for procurement, warehousing, and inventory operations; assisting in the planning and development of budget and long term supply, equipment, and service requirements.	Typically requires a bachelor's degree with a business-related major and four years of progressively responsible purchasing experience. Additional work experience that involved procurement of a diverse range of equipment, products, and/or supplies may be required.
122	Procurement Manager	Manages the procurement activities for an organization. Responsible for purchases, leases, or other arrangements for the procurement of materials, furniture, fixtures, printing, insurance, or other commodities for the overall organization. Duties include developing, implementing, and managing the goals, objectives, policies, and procedures for the administration of the procurement operation.	Typically requires a bachelor's degree and two years of experience in the management of personnel involved in a procurement/purchasing function of a government or business entity. Progressively responsible work experience in procurement or purchasing may substitute for some of the education.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
123	Storekeeper II	<p>Responsible for managing a large, diverse storeroom or warehouse involving the receipt, storage, and distribution of materials which may include general, mechanical, medical, dietary, chemicals, electronic and office supply items. Supervises and maintains inventory control system; maintains budget and expenditure limitations; monitors inventory control levels, recommends increased stock levels, and maintains optimum inventory levels.</p> <p>May supervise, evaluate and coordinate the work of assigned staff.</p>	Typically requires a high school diploma or GED and three or more years of storeroom experience.
124	Legal Assistant II	<p>Provides technical support services to legal counsel. Identifies and researches legal issues; drafts administrative orders, including findings of fact and conclusions of law; prepares and files certificates of record and appendices; establishes and processes legal agreements; assists legal counsel with hearing preparation by summarizing case files, contacting affected parties, conducting investigations, and ensuring that necessary documents are prepared and filed.</p> <p>May organize/schedule the work activities of a technical and clerical support staff.</p>	Typically requires one of the following: The completion of a bachelor's degree with a major in legal assistance or pre-law; the completion of any bachelor's degree and a one or two-year legal assistance program; two years of legal research analysis work experience.
125	Paralegal	<p>Provides assistance and support to legal staff in gathering information, researching the law, and preparing opinions and legal documents. This is an experienced professional. Typically requires formal training and an understanding of the organization gained through experience.</p> <p>Work differs from that of Legal Assistant II in that this work requires the incumbent to independently perform an extensive degree of research, fact finding, and analysis associated with a broad scope of cases which the supervising attorneys process. Work, therefore, involves a greater degree of complexity and decision making.</p>	Typically requires completion of a bachelor's degree with a major in paralegal, legal assistant studies, or pre-law, and two years of paralegal or legal assistant experience. Work experience as a Certified Legal Assistant may be substituted for the education requirement.
126	Attorney II	<p>Represents clients and/or organization in legal proceedings; advises as to their legal rights and obligations. Prepares evidence, exhibits, and legal documents necessary to litigate cases; reviews and prepares legal documents, opinions, forms, contracts, bonds, permits, and other agreements.</p> <p>Work at this level consists of more variety and a broader scope with regard to the subject matter of cases handled. May provide administrative oversight to staff or law students.</p>	Typically requires a Juris Doctorate degree, licensure to practice law, and two years of work experience as an attorney.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
127	Human Resource Technician II	<p>Performs a variety of Human Resources (HR) tasks of limited scope and complexity, drawing upon established guidelines and previous experience for decision-making. Explains and applies laws, rules, and regulations pertaining to HR transactions; contacts proper authority for interpretation of more complex transactions; provides assistance to supervisors and managers in preparing employee vacancy requirements, job announcements, advertisements, and screening tools; facilitates and assists in interview and selection process; conducts exit interviews. Drafts personnel policies and procedures.</p> <p>Transactions encompass a broader variety of HR areas at this level.</p>	Typically requires a bachelor's degree with a major in human resource management, business or public administration, or a closely related field. Work experience may be substituted for the education.
128	Human Resource Officer II	<p>Performs professional-level human resource (HR) activities in such areas as recruitment and selection, classification and compensation, training, employee/management relations, and legal compliance. Provides consultation and guidance to managers and supervisors on a full range of HR programs; participates in and provides significant input into planning, evaluating, and recommending overall strategies to support business objectives; leads investigations regarding employment related complaints/grievances and recommends resolutions.</p> <p>Decisions are made with considerable independence. Work involves significant, in-depth research and analysis of issues and situations. May supervise HR support staff and provide budget input. May maintain/oversee various HR information systems and reports.</p>	Typically requires a bachelor's degree with a major in human resource management, business or public administration, or a closely related field and three years of more responsible HR work experience. A master's degree may substitute for some of the work experience.
129	Classification & Compensation Manager	Directs the activities associated with classification, compensation, salary administration, and general personnel system administration services to the organization. Develops goals and objectives; directs and supervises the activities of staff; plans, coordinates, and assigns work; and evaluates work performance. Responsible for the design, development, and implementation of personnel programs; provides on-going analysis of program effectiveness; and recommends policy and procedural changes needed to insure efficient and effective personnel programs.	Typically requires a bachelor's degree in business, public, or personnel administration and three years work experience within a major function of a large personnel system. Professional work experience may substitute for some of the education.
130	Public Information Specialist II	Performs public relations activities that facilitate communication of the organization's message to internal and external publics. Prepares presentations or speeches; edits publications; coordinates and consults with staff to secure and clarify information for publication; serves as liaison with PR agencies, news agencies, event organizers, etc. to ensure project goals are met and timetable/budget parameters are kept.	Typically requires a bachelor's degree in journalism, English, communications, public relations, or marketing and one year of related professional work experience.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
131	Multi-Media Developer I	Applies design principles in the creation of productions, in various media, that are used for communication of information. Products include but are not limited to video productions, slide tape programs, still and animated graphics, brochures, display boards, live broadcasts, and web sites. Assesses multi-media needs and opportunities; plans, coordinates, and develops multi-media function and activities; develops goals and objectives for multi-media functions and products; develops plans to meet goals and objectives.	Typically requires four years of work experience as a videographer and/or editor. The work experience should include of a variety of equipment and techniques. Technical school or related college-level study may be substituted for the work experience.
132	Business Analyst II	Serves as a liaison between business users and information technology in order to elicit, analyze, communicate, and validate requirements for new or changed business processes, policies, and information systems. Position utilizes negotiation, facilitation, communication and organization skills. Work requires applying principles, methodologies, standards, and best practices to identify business needs and determine solutions to business problems. Solutions may include software/systems development, process improvement, and/or organizational change. Provides leadership in business analysis activities. Work involves business analysis of the most complex business cases having high-risk dependencies or effects on other departments.	Typically requires a bachelor's degree with a major in computer science, computer or management information systems, project management, or related field and four years of work experience involving lead work, supervision, or management of the business analysis function. Additional work experience may substitute for some of the education.
133	Project Manager III	Applies project management principles, methodologies, standards, and best practices in managing, on an ongoing basis, all phases of information technology project management including origination, initiation, planning, execution and control, and closure. Work involves managing large-sized projects with little or no supervision. These projects are characterized as crossing multiple business units which have stakeholders with diverse and conflicting needs; utilizing multiple and/or emerging technologies that impact the enterprise; requiring integration of multiple applications or business processes; possessing high project visibility, impact, and risk; requiring complex reporting and communication. Projects managed at this level represent a significant capital investment.	Typically requires a bachelor's degree with a major in computer science, computer or management information systems, or a closely related field, and four years of work experience that included managing communications, cost, staff, change, scope, and risk associated with project assignments; or a bachelor's degree with a major in another field and six years of the work experience described.
134	Research Analyst III	Develops and applies research methodologies and techniques in the collection, analysis, and reporting of quantitative and non-quantitative information. Research assignments are of a highly complex or comprehensive nature, and job holders often provide guidance to lower level research staff. Duties include directing the activities of a major research and statistical program; formulating policies and procedures of research and statistical analysis and reporting; determining goals and objectives of research and statistics programs.	Typically requires a bachelor's degree with coursework in research methods or statistics and three years of work experience including designing, developing, and applying advanced research methodologies and techniques. A master's degree with coursework in research methods or statistics may substitute for some of the work experience.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
135	Administrative Officer I	May also be called: Office Manager. Supervises administrative and secretarial employees to assure effective office support involving a variety of support activities such as fiscal, purchasing, payroll, personnel, budgeting, and clerical support. Serves as a central contact point for administrative support activities; coordinates on-going projects, policies, or programs; assures maintenance of inventory of office supplies and interacts with vendors regarding selection, pricing, and delivery of office supplies, equipment, and services.	Typically requires three years of experience including lead worker or supervisory responsibilities within a large administrative support function. College-level course work in business administration or related field may substitute for the work experience.
136	Administrative Staff Officer III	Performs tasks relating to the administrative support requirements of the organization or department such as office management, fiscal and budgeting, purchasing, inventory control, personnel matters, and similar administrative responsibilities. Initiates, plans, coordinates, and develops projects or programs that have major impact on functions within the organization. Typically involves management of support staff and may include more than one support function of significant size or complexity.	Typically requires ten years of work experience in high-level administrative support duties that included participation in the development or modification of major projects or procedures. College-level course work in business administration or a related field may substitute for some of the work experience.
137	Business Manager II	Performs activities related to the management of fiscal, business, and/or service operations. Duties may include directing the preparation of budgets and financial reporting functions; developing, implementing, evaluating, and maintaining administrative programs, policies, and procedures; managing plant services, auxiliary services, or other functions of an organizations's business operations. May manage facility properties, including the negotiation and preparation of lease agreements, maintenance contracts, etc. Supervises professional, technical, and support staff performing duties related to the fiscal, business, or service operations.	Typically requires a bachelor's degree in business or public administration with accounting coursework and three years of professional business management experience.
138	Licensing Specialist II	Performs technical and administrative activities related to the issuance, renewal, suspension, or revocation of titles, registrations, licenses, and/or permits through the interpretation and application of laws, rules, regulations, policies, and procedures. Issues licenses, permits, registrations, and/or credentials by reviewing applications, forms, supporting documentation, and other records to ensure that required information is provided and authentic; evaluates information obtained and determines applicant eligibility for license, renewal, or reinstatement; questions applicants and conducts research to obtain required information; conducts and deciphers required record checks. Work at this level involves performing independently requiring a thorough knowledge in a specific license program area. Work is at a fully qualified level.	Typically requires a high school diploma or GED and four years of work experience performing a variety of high-level, complex administrative support or customer service duties which included tasks such as licensing and eligibility determination. Related college-level course work may be substituted for some of the experience requirement.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
139	Underwriter	<p>Work involves underwriting and auditing of accounts to assess eligibility and fees. Applies underwriting principles and procedures to evaluate risks; performs various administrative tasks related to the underwriting function including data input, record keeping requirements, preparation of correspondence and informational materials, etc.</p> <p>Typically requires work experience in duties similar in type and complexity to those performed at this level.</p>	Typically requires four years of work experience in an underwriting related field that included processing insurance policies or endorsements, claims adjusting, or risk management. Related coursework may substitute for work experience.
140	Teller	Assists customers with financial transactions and provides customer service; acknowledges and resolves customer complaints; receives cash and checks for deposit, verifies amount, and examines documents for identity of individuals; pays out money; enters transactions into computer system; identifies, researches, and corrects errors.	Typically requires a high school diploma or GED and three years work experience as a bank teller or customer service representative. College level coursework in bookkeeping or accounting may substitute for some of the work experience requirement.
201	Library Associate I	Performs duties associated with the acquisition, processing, cataloging, preservation, and dissemination of library materials. Compiles bibliographies and performs bibliographic searches; prepares or processes orders for book and library materials; assists in the filing and maintenance of the catalog system; provides service to patrons by explaining the use or location of various library facilities.	Typically requires a high school diploma or GED and two years of library-related training or work experience.
202	Librarian III	Responsible for maintaining the library's collections of books, serial publications, documents, audiovisual, and other materials. May not necessarily perform the Librarian duties but may provide consultative advice on the performance and organization of those duties. Therefore, the nature of the work requires an advanced knowledge and understanding of professional library concepts, theories, and methodologies.	Typically requires a master's degree in library science from an ALA accredited school and three years of work experience as a professional librarian.
203	Education Program Administrator III	Coordinates and administers programs relating to the education and well being of children. Assists teachers and administrators in education program development; develops and oversees the development of materials appropriate to the program; collaborates to develop and optimize comprehensive services; plans and directs program guidelines and monitors activities to ensure program effectiveness and compliance.	Typically requires a bachelor's degree in a field related to the position's program responsibility area and three years of professional-level experience.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
301	Engineering Technician III	<p>Performs standardized and advanced technical methods and procedures in the completion of projects meeting engineering specifications and state and/or federal policy. Responsibilities may include performing or supervising inspection, sampling or testing activities in the field or in a laboratory; performing instrument and other survey duties; serving as party chief of survey crew; may prepare a variety of maps, plans, and similar drawings; records and tabulates information for engineering projects; assists in completing final project records; documents tests and inspections; and prepares field office records.</p> <p>May supervise lower level technicians assigned to drafting, construction, or data collection projects. Serves as chief inspector on a construction project. Supervises construction reporting; supervises material testing and location procedures. May be assigned to manage construction projects under supervision.</p>	Typically requires an associate degree in civil technology and three years work experience. Additional technical work experience may be substituted for education.
302	Transportation Project Manager	Responsible for work related to planning, designing, and supervising the construction, maintenance, and alteration of roads or other transportation related projects and programs in accordance with established engineering standards. Responsibilities include supervising employees and activities of a construction project or engineering division subsection. Supervises work performed on road construction projects. Supervises and participates in the completion of project final records. Determines tasks involved and selection of appropriate procedures, processes, or methods to accomplish the tasks.	Typically requires an associate degree in civil technology and five years of related road/transportation construction and engineering experience.
303	Transportation Engineer I	<p>Performs activities requiring application of basic engineering principles. Duties include conducting engineering studies related to transportation planning and/or research; preparing and presenting reports of engineering-related transportation information; preparing plan and profile sheets, estimates, and detailed designs; develops specifications for transportation-related projects; conducts tests and analyses of construction materials.</p> <p>May supervise engineering technicians and temporary staff assigned to transportation projects.</p>	Typically requires a bachelor's degree in engineering and eligibility to write the Fundamentals of Engineering exam as specified by the Board of Registration for Professional Engineers and Land Surveyors.
304	Transportation Engineer III	Position holders are assigned transportation related projects and perform activities requiring the application of advanced and specialized engineering principles. Individuals supervise staff engaged in a very complex major project or multiple projects that involve a wide range of duties requiring knowledge gained through extensive experience.	Typically requires a bachelor's degree in engineering or construction management; four years of professional-level engineering work experience; and successful completion of the Fundamentals of Engineering exam.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
305	Administrative Transportation Engineer II	Performs work activities associated with the overall administration of a district or division. Position typically reports to an Administrative Transportation Engineer III who serves as the regional engineer or as the director of an office comprised of divisions having different engineering functions.	Typically requires a bachelor's degree in engineering, and four years of administrative transportation engineering experience including management experience, and registration as a professional engineer.
306	Chief Transportation Engineer	Provides overall management direction to engineering divisions and districts; developing policies and standards for engineering operations; approving major engineering projects; monitors the performance of department engineering functions; manages and evaluates organizational needs and statutory requirements to insure effective and efficient service.	Typically requires a bachelor's degree in civil engineering, and seven years of transportation engineering experience which includes management experience, and registration as a professional engineer.
307	Environmental Engineer III	Responsible for technical evaluation of facilities, systems, operations, and/or equipment according to established engineering standards to determine compliance with environmental control laws, regulations, and policies. Duties may include conducting or directing review of water supply systems and treatment plants; conducting or directing studies of bodies of water, sewage disposal systems, solid and hazardous waste management systems, and air pollution control systems to determine if minimum standards are met. Maintains documentation and prepares technical reports relating to environmental conditions and projects. Duties will vary depending on circumstances and require substantial analysis in selecting the appropriate procedures, processes, or methods for accomplishing the work. Management responsibility includes directing the work of others involved in activities of the same or similar nature and generally working toward a common goal.	Typically requires a bachelor's degree in engineering and four years of experience.
308	Water Resource Engineer II	Responsible for technical planning, design, and supervision of hydraulic engineering projects for the control and use of water resources. Duties include performing and directing design work on water resource projects; evaluating water resource project proposals to ensure proper design; inspecting and supervising the construction of water resource projects. Prepares and presents engineering reports on water resources. Duties may vary depending on circumstances and require some modification of procedures, processes, or methods to accomplish duties involved.	Typically requires a bachelor's degree in engineering and two years experience.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
309	Planner III	Conducts studies, prepares reports, and provides advice on feasibility, cost-effectiveness, and regulatory conformance of proposals for on-going programs or special projects in fields such as transportation, conservation, health care, etc. Determines broad guidelines for studies, utilizing knowledge of subject area, research techniques and regulatory limitations.	Typically requires a bachelor's degree with a major in planning, economics, business or public administration, or a field related to the specialization of the position to be filled, and four years of experience.
310	Geographic Information Systems Specialist II	Conducts computer-automated mapping and/or spatial data modeling using geographic information system (GIS) techniques. May include information gathered through surveying, soil testing, studies of geological formations, mineral deposits. Develops routine to moderately complex command sets (macros) using GIS software and hardware to produce needed digital and analog maps; determines methods to analyze spatial relationships, including adjacency, containment, and proximity; displays results of analyses using maps, graphs, and tabular data. May supervise less experienced GIS specialists, digital conversion technicians, or administrative support staff.	Typically requires a master's degree with a major in geography or cartography with coursework or training in geographical information systems usage and one year of work experience. Additional work experience may substitute for some of the education.
401	Health Care Orderly II	Provides basic care and attention to patients/residents of a health care facility by providing routine patient care and treatment, minor equipment maintenance, and record keeping. Duties include preparing patients/residents for and assist with examinations, evaluations, and treatments; performs routine record keeping activities such as fluid intake and output, pulse and respiration rate, temperature, etc.; reports any abnormal readings; assists patients/residents in performing routine daily living activities such as bathing, shaving, dressing, etc. May function as a lead worker within an assigned work area. Duties are performed under the general supervision of professional nursing and medical staff.	Typically requires a high school diploma or GED, and some on the job training.
402	Licensed Practical Nurse	Performs nursing services requiring basic knowledge of biological science and technical skills for the purpose of maintaining health and preventing illness. Duties are performed under the direction of a registered nurse, advanced practice registered nurse, or a licensed physician. Duties include administering prescribed medication and treatments; observing and recording nursing care of patients; teaching, monitoring, and evaluating health practices of patients. May actively assist in staff management and supervision.	Requires licensure as a Licensed Practical Nurse.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
403	Registered Nurse I	<p>Performs nursing services that require application of specialized knowledge, skill, and judgment based on principles of the biological, physical, behavioral, psychological, and social sciences to achieve and maintain health and prevent illness.</p> <p>Individuals in positions at this level provide, under close supervision, direct basic nursing services necessary to maintain optimum levels of personal health through the use of individualized care plans that meet the clients' health care needs.</p>	Requires licensure as a Registered Nurse. Typically includes new graduates and registered nurses who have been out of active practice for several years.
404	Registered Nurse II	The Level II RN practices nursing independently at the fully competent level, planning, providing, and coordinating nursing practice with all types of patients. Level II nurse equates to the traditional "staff nurse" position. Coordinates and/or provides direct nursing services with minimal supervision to assigned clients. May supervise, provide guidance and support to Licensed Practical Nurses and Nurses Aides to maintain a therapeutic environment for clients.	Requires licensure as a Registered Nurse and one year of work experience as a Registered Nurse.
405	Registered Nurse III	The Level III RN demonstrates expert clinical skills working with the most complex patients. Job responsibilities include coordinating diverse and complex patient care activities. Duties include supervising assigned staff; may supervise several units or programs; administering case management services, teaching, delegating, and evaluating health and nursing practices within a unit or program; performing and evaluating treatments as charge nurse.	Requires licensure as a Registered Nurse and three years of work experience as a Registered Nurse.
406	Nurse Practitioner	Provides health care services to prevent and treat illness and maintain health. Works with and independently of physicians to provide health care for patients. Performs physical examinations; performs health assessments; compiles health data to include health history; makes a determination of health care status and needs. Orders, interprets, and evaluates diagnostic tests to identify, assess, and plan interventions for patient's health care needs.	Requires licensure as a Registered Nurse and licensure as an Advanced Registered Nurse Practitioner.
407	Director of Nursing	Responsible for overseeing multiple nursing departments and areas of patient care (typically one to two steps below the Chief Nursing Officer or Business Unit Chief Nursing Officer and above management). Responsibilities include planning, directing, implementing, and enhancing of patient services, including management of the nursing department, and may include infection control, dietitians, housekeepers, central services, and nursing staff development.	Typically requires a master's degree in nursing, health care administration or management, or another closely related field, and three years of clinical nursing experience and five years of senior level work in either health care management or administration.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
408	Activity Assistant II	<p>Provides therapeutic and leisure activities to individuals under the care and treatment of a professional staff within a facility. Duties include assisting individuals in performing activities such as arts and crafts, games, supervised social activities, etc. and coordinating and leading therapeutic and leisure activities; accompanying individuals on field trips and providing supervision of individuals to ensure safety and encourage participation; providing transportation for individuals to and from activity sites; observing and documenting individual's responses to scheduled activity; and providing input at treatment team meetings regarding individual's activities.</p> <p>Performs lead-worker duties involving Activity Assistant I's, student helpers, or staff of a similar level.</p>	Typically requires high school diploma or GED and two years of work experience related to the care of clients/patients in a treatment or teaching environment.
409	Medical Lab Technician II	<p>Performs a variety of clinical microbiological, serological, chemical, hematological, radiobioassay, biophysical, or immunological assays for diagnostic purposes. Performs examinations and analyses to determine the components and characteristics of blood, feces, urine, spinal fluid, sputum, tissue, or other specimens; prepares, embeds, stains, and mounts human tissue sections and conduct microscopic examinations.</p> <p>Provides limited supervisory/lead-worker responsibilities in training, evaluating, and documenting performance of other medical and non-medical laboratory technicians; performs examinations and analyses in situations involving greater complexity of procedures and/or requiring expertise accumulated through previous experiences in developing alternate testing procedures; develops and/or performs procedures for assuring quality control of testing methods and compliance with statutory requirements.</p>	Requires licensure as a clinical laboratory technician or a medical laboratory technician or a valid provisional permit.
410	Pharmacist II	Duties include planning, directing, and supervising a pharmacy program; developing and implementing pharmacy policies and procedures; developing pharmacy budget, authorizing purchases, and approving expenditures. Assures that pharmacy program is in accordance with federal and state laws, rules, and regulations.	Requires a bachelor's degree from an Accredited College of Pharmacy; registration as a Pharmacist and typically three years of experience as a pharmacist that included staff or program management.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
411	Epidemiologist II	<p>Work involves the investigation, identification, and control of diseases. Duties include conducting disease reporting activities by contacting healthcare providers to gather disease data; conducting investigations for follow-up and control of various communicable diseases; developing public health education materials; conducting presentations to various groups on communicable disease prevention and treatment; preparing articles, press releases, and reports; coordinating data collection.</p> <p>Performs work as a fully qualified epidemiologist with work performed under general supervision.</p>	Typically requires a bachelor's degree in community or public health, epidemiology, biology, nursing or a related field, and one year of related professional level work experience. A master's degree in one of the above fields may substitute for the work experience requirement.
412	Dietitian II	<p>Plans and directs the preparation and serving of both regular and modified diets. Formulates menus and inspects meals served to ensure conformance to prescribed diets and standards of palatability and appearance. Instructs individuals on nutritional principles, dietary plans, food selection, and preparation.</p> <p>Management responsibility includes directing the work of others involved in activities of the same or a similar nature and generally working toward a common goal.</p>	Requires licensure as a Licensed Registered Dietitian and experienced as a Dietitian.
413	Chemist II	<p>Conducts research, analysis, and experimentation on liquids, solids, and gaseous materials, substances, and compounds for purposes of product and process development, quality control, quantitative and qualitative analysis, improvement of analytical techniques, methodologies and procedures, or application of new products and instrumentation.</p> <p>Prepares and completes routine and non-routine sample analyses. Routine and non-routine equipment maintenance, method implementation, and method development is also typical.</p>	Typically requires a Bachelor's degree in chemistry and two years experience as a Chemist I.
501	Development Disability Case Manager II	<p>Performs duties associated with collecting data, assessing, organizing, coordinating, and evaluating professional services provided to persons with developmental disabilities and assisting them in gaining access to needed residential and day training, social, medical, educational, financial, protective and related services. Tasks included initial and on-going appraisal and assessment of clients' needs and their potential to achieve reasonable goals; collecting and maintaining pertinent data files on medical, psychological, social, and related program information. Organizes a team of concerned professionals and presents individual cases to the team and facilitates a service plan based on the needs of each client. Coordinates services to be provided to each client through continuous communication between client and service provider.</p> <p>Responsibility for managing the work of others is not required or may be limited in scope or duration.</p>	Typically requires a bachelor's degree in social work, psychology, nursing, occupational therapy, physical therapy, child development and family science, or related field, and one year experience as a Manager I.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
502	Behavioral Health Technician II	<p>Provides direct, basic care to adult, child or adolescent psychiatric and/or chemically dependent patients, clients, and residents in accordance with Psychiatric-Mental Health Nursing Practice Standards after completion of all required training. Duties include observing and monitoring patient condition and behavior; assisting in patient movement activity such as admissions, demissions, absent without leaves, transfers, and escort patients as needed; assisting patients with oral and personal hygiene; assisting patients with their dietary needs.</p> <p>Co-leads education and/or treatment groups.</p>	Requires certification as a Nursing Assistant and two years of work experience in the provision of direct care; one year of this work experience in a psychiatric care facility; and completion of additional training. College course work in a human service or health-related field may substitute for some of the work experience.
503	Direct Training Technician I	<p>Performs duties associated with providing specialized training to people with developmental disabilities. This training assists the person to attain their goals and potential in areas of independence, choice making, community integration, daily living skills, and human sexuality. Duties include providing training in verbal and nonverbal communications skills, social, domestic, leisure, and self-help skills, behavior management, health maintenance and wellness, medication administration, and stress management; assisting in vocational skills training; documenting information relevant to the person's progress, health, medication response, family involvement, and attendance at activities. Sets up and plans the person's home and daily routines by task; analyzing each activity and assessing skill levels.</p> <p>Individuals at this level, under close supervision, provide specialized training to persons with developmental disabilities.</p>	Typically requires a high school diploma or GED and completion an approved direct training technician program within the probationary period and have current registration with the Board of Nursing.
504	Addiction Counselor II	<p>Responsible for providing a full range of drug and/or alcohol addiction treatment services to individuals, families and groups. Duties include completing screenings and evaluations utilizing appropriate assessment tools; recommending diagnosis and treatment; developing treatment plans in collaboration with the client; providing multi-level addiction treatment and case management services; designing and implementing addiction treatment programs; assisting with supervision of addiction counselor trainees, interns, and treatment programs; developing and presenting drug and alcohol related education and prevention programs.</p> <p>Individuals at this level of work generally provide addiction treatment services for a more complex caseload with minimal supervision.</p>	Requires current licensure as an Addiction Counselor and two years experience in a private or public facility. Further education may substitute from some of the experience requirement.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
505	Human Relations Counselor	Provides case management, crisis intervention and group therapeutic counseling services to individuals, families, and clients at hospitals, institutions, clinics, group or nursing homes, human service centers, and related facilities. These services include the assessment and treatment of complex cases such as mental, emotional, and behavioral disorders. Duties include interviewing clients to collect information necessary to evaluate the need for services; analyzing information obtained through records, testing, consultative reports, and related professional sources to appraise interests, aptitudes, abilities, and related characteristics; participating as a member of a triage team to develop and maintain treatment and rehabilitative plans for each client. Provides direct case management, counseling or psychotherapy and addresses problems of a complex nature to individual, family, and group clients.	Typically requires a bachelor's degree in one of the following disciplines: social work, counseling (including addiction counseling), nursing or psychology, and two years of professional therapeutic counseling experience; or a master's degree in one of the listed fields.
506	Community Home Counselor II	Performs duties associated with the care and welfare of individuals living in residential facilities established for individuals with mental illness, developmental disabilities, or others requiring special care and attention in a direct care facility, or with providing follow-up services after clients leave the facility. May lead or co-lead therapeutic and/or activity groups for residents/clients. Individuals at this level generally perform duties independently in a fully trained status in a variety of work situations.	Typically requires high school graduation or GED and two years experience in duties involving special population groups such as the mentally ill, developmentally disabled, children and adolescents, or patients/clients in a direct care facility such as a hospital, nursing home, or group home, or one year experience at the Level I position.
507	Human Service Aide II	Performs administrative, clerical, and related activities in support of human service treatment and assistance programs. Duties include developing a close professional relationship with clients and providing assistance in achieving basic training and employment goals; coaching and assisting clients in completing required activities such as studying for GED, Drivers License test, required activities of Employment Development Plan, etc.; transporting or assisting client in using transportation resources; assists with assessment for services; makes referrals to appropriate personnel. Work activities at this level include a broader scope of client assistance and clerical and secretarial support tasks related to human service treatment and assistance programs.	Typically requires a high school diploma or GED and one year of work experience with special population groups such as the mentally ill, developmentally disabled, children and adolescents, and patients/clients in a direct care facility such as a hospital, nursing home, or group home. Additional education may substitute for some of the work experience.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
508	Vocational Rehabilitation Counselor III	<p>Provides vocational rehabilitation consultation, assessment, counseling, guidance, and other rehabilitation services so that individuals with disabilities can become and remain productively employed and increase their independence.</p> <p>Provides services to the most difficult or complex clients; performs specialized projects, services, or programs in a regional office; functions with a high degree of independence; and may include limited supervisory responsibilities.</p>	Typically requires a master's degree in vocational rehabilitation, social work, psychology, counseling, or other closely related rehabilitation degree, certification as a Certified Rehabilitation Counselor (CRC) and four years of experience as a vocational rehabilitation counselor.
509	Social Worker II	Provides social work support and service to individuals, families, and groups. Performs intake and needs assessments, develops and implements care plans, crisis intervention and counseling for adults. Duties include developing and implementing individualized care plans for clients; following-up on child protective services; may supervise in-home care specialists.	Requires licensure as a Licensed Social Worker (LSW) and one year of professional human services work experience as a social worker, human relations counselor, or a similar professional level position; or a master's degree in social work and licensure as a Licensed Social Worker (LSW).
510	Medical Claims Processing Specialist III	<p>Performs duties associated with processing medical claims. Duties involve a review of claims to make an initial determination, monetary determination, and adjustments. Tasks include processing incoming medical claims for preparation and entry into computer system; processing and maintaining provider files; and mailing requested forms. Guidelines are provided but require the use of judgment in selecting and applying those appropriate.</p> <p>This level of work (level III) is based on responsibilities assigned for increased complexity, accountability, and/or knowledge, skill, or ability requirements. Responsibility for managing the work of others is not required or may be limited in scope or duration.</p>	Typically requires a high school diploma or GED and three years of related experience.
511	Claims Adjuster II	<p>Assists with claims operations of the unit including providing training and mentoring, lead work, and coordination of the claims adjudication process and claims adjusters. Duties include reviewing and approving claims adjuster work; participating in triage and staffing meetings; interpreting and reviewing medical records; making claim determinations and issuing notices of decision.</p> <p>May train and mentor other claims adjusters.</p>	Typically requires five years work experience in processing claims, completion of training and testing requirements, and meeting established benchmarks.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
601	Security Officer I	Provides for the safety and security of individuals and protects property against fire, theft, vandalism, weather disasters, and illegal entry. Duties include patrolling buildings and grounds; monitoring security alarms; facilitating property access by authorized personnel; apprehending and/or removing unauthorized individuals, and notifying local law enforcement agency when warranted.	Typically requires a high school diploma or GED, and a combination of two years of training (i.e. police academy, military police school, etc.), education, and/or work experience in criminal justice, law enforcement, security operations or closely related field.
602	Communications Specialist II	This position includes answering calls for police service, dispatching police, fire and emergency units, operating and updating computer systems, and assisting officers and citizens by performing assigned clerical and administrative duties. Individuals at this level generally perform duties at a fully trained and qualified level independent of close supervision or guidance.	Typically requires a high school diploma or GED and two years of work experience as a public safety/911 dispatcher. In addition, certification is required in Cardio-Pulmonary Resuscitation, as an Emergency Medical Dispatcher, and by the National Crime Information Center.
603	Correctional Officer II	Provides security, custody, care, and rehabilitation to inmates in an adult correctional facility. Duties include participation in searches of inmates' cell, body, property and work area to ensure control of contraband and compliance with institutional health standards; assisting in the training, development, and supervision of Correctional Officer I's and trainees; ensuring inmate compliance with regulations, memorandums, posted orders, policies, and procedures, and unit plan to maintain order and operation of the unit. Duties at this level are performed independently with minimal supervision and incumbents are considered fully functioning correctional officers.	Typically requires a high school diploma or GED and two years of work experience in corrections, security, law enforcement, or military police, or two years of college coursework and successful completion of a six-month-on-the-job training period, and a basic apprenticeship program that includes American Correctional Association (ACA).
604	Correctional Supervisor II	Supervises correctional officers performing duties associated with security, custody, care, and rehabilitation of inmates in an adult correctional facility. Duties include managing assigned staff, developing and implementing work standards, providing staff training; assigning work; ensuring adequate staff coverage of all areas in the facility. Conducts daily shift briefings; coordinates activities and reports infractions of rules by inmates; develops, implements, maintains, and evaluates policies and procedures to meet American Correctional Association (ACA) standards and state and federal laws that govern the care and custody of inmates.	Typically requires a high school diploma or GED, successful completion of a six month on the job training period, completion of basic apprenticeship, and four years of work experience in a Correctional Supervisory position. College level coursework may substitute for some of the work experience.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
605	Warden	Work activities involve directing the administration of a correctional center in accordance with regulations. Duties include directing all units within the facility; formulating and implementing rules, regulations, and policies for employees and inmates; analyzing and planning for the establishment of goals and objectives to meet future needs of the correctional center; directing and assigning the work of unit directors, including education, training, unit management, business management, treatment, medical, personnel, and security.	Typically requires a bachelor's degree in criminal justice, business or public administration, or a behavioral science, and five years of managerial work experience directing correctional and rehabilitative programs designed for adult offenders in a prison setting.
606	Criminal Investigator I	Work involves planning, developing, coordinating, and conducting investigations of cases involving violent and white-collar crimes, clandestine laboratories and narcotics, cyber or computer crimes, and any other civil or criminal law violations. Duties include participating in the processing and protection of crime scenes by identifying, collecting and preserving physical evidence using photography, various measuring techniques and diagramming and collecting fingerprints, casting impressions, and properly tagging, packaging and transporting evidence for forensic examinations. Conducts interviews with victims, witnesses, and suspects to obtain relevant case information in accordance with rules of evidence. Participates in investigative duties as described above under the supervision of a lead criminal investigator.	Typically requires a bachelor's degree in criminal justice or a behavioral science, and five years of investigative work experience. Must be licensed. Additional investigative work experience may substitute for some of the education.
607	Environmental Scientist II	Work involves the collection and analysis of data in assessing environmental conditions and the remediation of environmental pollution. Duties include performing data collection, management, and analysis; conducting inspections to ensure compliance with laws, rules and regulations; preparing reports documenting findings and corrective recommendations; performing environmental testing and monitoring. Work at this level is usually performed under limited supervision and generally involves implementing environmental projects/programs.	Typically requires a bachelor's degree in a natural or physical science and one year of professional level work experience related to the position.
608	Environmental Sciences Admin I	Work involves planning, directing, and coordinating programs and staff to ensure effective management of natural resources and to protect human health and the environment. Duties include analyzing, evaluating, and coordinating technical and administrative data from a variety of sources; determining appropriate commitment of fiscal, human, and material resources; developing and overseeing project/program budget; hires, supervises, trains, and evaluates assigned staff.	Typically requires a bachelor's degree in a natural or physical science and three years of project/program management or administration work experience. A master's degree in a natural or physical science may substitute for some of the experience requirement.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
701	Wildlife Technician I	Work is associated with the construction, operation, and maintenance of wildlife and fish management areas and facilities. Duties include assisting in the collection, recording, and analysis of biological data for fish or wildlife studies; operating and maintaining motor vehicles, powerboats, facilities, or specialized equipment; applying herbicides for the control of noxious weeds or fish toxicants for the control of fish diseases; constructs and repairs nets, seines, and traps; transports or transplants wildlife and fish.	Typically requires an associate degree in a vocational, biological or wildlife specialty, or a specialized vocational certificate, or two years work experience performing a variety of wildlife duties.
702	Biologist II	Work involves duties associated with the management of game and non-game wildlife and fish, and/or the development and management of wildlife habitat. Duties include conducting and interpreting field and laboratory studies on plant or wild populations; conducting research on terrestrial and aquatic plant and wildlife populations, disease, forage, habitat, and climatic conditions. May supervise biologists or wildlife technicians. Individuals at this level perform duties under minimal supervision and are responsible for a designated species or area.	Typically requires a bachelor's degree in a biological or wildlife specialty and two years of direct work experience as a biologist.
703	Water Resource Program Administrator I	Work involves coordination and administration of programs relating to the development and management of water resources. Duties include planning, coordinating, and implementing assigned programs or segments of larger and/or more complex programs; planning for and conducting audits of records and monitoring reviews to determine program compliance. Work at this level involves program administration activities of a limited scope and complexity, as work is performed under general supervision of a manager who has considerable involvement with the program(s). Work activities primarily focus on providing technical assistance, monitoring activities and ensuring program compliance, and collaborating with internal and external customers to meet program requirements.	Typically requires a bachelor's degree in business or public administration or a field closely related to the specialization, and two years of professional-level work experience involving compliance monitoring, program coordination, or program administration activities.
801	Custodian	Performs custodial work and services required for the cleaning and maintenance of buildings. Duties include sweeping, mopping, dusting, polishing and scrubbing; collecting and disposing of waste products; minor repair and maintenance of buildings and equipment; removing snow and debris from sidewalk; locking and unlocking doors, checking for lights left on or open windows; providing security when buildings are unoccupied.	Typically requires completion of high school or GED, or one year of custodial or facility maintenance experience with tasks such as vacuuming carpets, sweeping and mopping floors, sanitizing restrooms and fixtures, snow removal.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
802	Custodial Supervisor II	Supervises custodial work and services required for the cleaning and maintenance of buildings, grounds, and equipment. Duties include directing the work of lower level custodial supervisors and other custodial and assigned staff; maintaining required records and reports; assisting in budget preparation; scheduling set-up activities for special events; recommending major equipment purchases. Also may perform custodial, building, and equipment maintenance and repair.	Typically requires graduation from high school or GED and three years of custodial experience.
803	Food Service Assistant	Assists with the preparation of meals for clients, patients, students, guests, and/or staff. Duties include preparing and serving food, working in cafeteria line, maintaining and cleaning kitchen work areas and equipment.	Typically requires a high school diploma or GED or one year of food service experience.
804	Cook I	Performs basic food preparation duties including preparing meals and snacks; checks menus, quantity sheets, and recipes; maintains equipment and supplies; organizes equipment necessary to perform food preparation according to standardized recipes; monitor temperatures, palatability, nutritional value, and appearance.	Typically requires a high school diploma or GED and one year of similar food preparation experience.
901	Physical Plant Director II	<p>Directs the activities required to maintain a physical plant which may include buildings, associated power facilities, and surrounding grounds.</p> <p>Duties include planning and assigning work to be done to provide maintenance of buildings, power plant facilities, sewage and water system, and grounds maintenance; developing and implementing work procedures and standards; providing significant input to planning and budgeting for construction and modification of plant facilities.</p> <p>Directs the activities associated with a relatively larger number of facilities and/or some facilities involving very complex plant operations. May serve as an assistant director within an organization with a large number of facilities or facilities requiring complex plant operations.</p>	Typically requires six years of work experience in the operation and maintenance of a complex physical plant, including substantial responsibilities for preventive and special maintenance of facilities, equipment and grounds, custodial services, and experience including responsibility for scheduling and lead work or supervision of other employees
902	General Trades Maintenance Worker I	<p>Performs duties in a number of trades areas including carpentry, painting, plumbing, electrical, heating plant boiler operation and maintenance, mechanical systems, etc., within a large physical plant operation.</p> <p>Work is characterized as an "apprentice-level" to multiple trades. Therefore, work responsibilities are greater than a single-trade apprentice due to knowledge required in a multitude of trades and accountability for a wide variety of functions.</p>	Typically requires high school degree or GED and two years work experience in one or more of the trades areas in which duties will be performed. Vocational or technical education in a field comparable to the position's primary responsibility may substitute for some of the work experience.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
903	Painter II	<p>Prepares surfaces and applies stain, paint, or other materials for decorative or protective purposes to wood, metal, or other surfaces of internal or external structures or equipment. Determines surface peculiarities, use and environment of surfaces, and types of paint or stain required for different applications; conforms to safety and health standards; mixes pigments to get desired color or shade; paints and letters by hand or by using stencils.</p> <p>Work at this level is performed by fully-qualified painters capable of working under general supervision.</p>	Typically requires completion of vocational program or completion of a two to three year apprenticeship program or equivalent work experience, and instruction from more experienced painters.
904	Carpenter II	<p>Constructs and repairs structural woodwork from blueprints, drawings, or verbal instructions. Duties include building structures such as fences, scaffolds, and forms; building and repairing tables, benches, cabinets, counters, etc.; doing hand and bench work in the carpenter shop; selecting specified types of lumber and other materials; performing finish carpentry.</p> <p>Individuals in positions at this level perform carpentry activities at the full working level and under general direction.</p>	Typically requires the completion of a vocational program or two years of work experience as a carpenter.
905	Plumber II	<p>Work involves installation, maintenance, and repair of pipes, fittings, and fixtures for heating, water, and drainage systems in accordance with specifications and plumbing code. Works from building plans, diagrams, and drawings to plan and lay out routing, placement, slant/slope, and fall of system; maintains and repairs plumbing controls and equipment; may direct work assignments; receive and relay instructions.</p>	Requires licensure by the state board of plumbing to work as a journeyman plumber.
906	Electrician II	<p>Work involves installing, maintaining, and repairing electrical systems, apparatus, and electrical/electronic components of industrial machinery and equipment. Ensures the National Electrical Code and all other applicable standards and specifications are followed. Duties include installing and maintaining distribution boxes, switching gear, power and control circuits, etc.; works from building plans, blueprints, drawings, and the NEC to plan and lay out electrical circuits for safe and proper operation; requisitions materials and supplies for electrical jobs.</p>	Requires licensure as a journeyman electrician.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
907	Electronics Technician II	<p>Work involves the installation, maintenance, repair, and calibration of electronic equipment typically used in monitoring and/or controlling environmental or building systems. Duties include installing, programming, upgrading, troubleshooting, adjusting, inspecting, testing, repairing, monitoring, and modifying electronic equipment and systems. Trains electronics equipment operators on new and updated equipment. Performs preventive maintenance on equipment; keep records of maintenance.</p> <p>Work at this level involves performing maintenance and repair of electronic equipment and systems under general supervision.</p>	Typically requires an associate's degree in electronics or a closely related technical field and two years of work experience performing installation, maintenance, and repair of electronic equipment. Additional work experience may substitute for education.
908	Fleet & Equipment Technician III	<p>Work involves the maintenance and repair of a variety of automotive equipment with gas and diesel engines such as light and heavy-duty vehicles, tractors, and industrial equipment. Maintenance and repair may be performed on a variety of systems including but not limited to engine, fuel, drive line, electrical, heating and air conditioning, brakes, emission control, chassis, and hydraulic systems.</p> <p>This level is characterized by the entire range of service performed on vehicles and equipment, including industrial equipment. Work is distinguished from a levels I or II by the greater variety of vehicles and equipment serviced and the resulting increase in skill level required, complexity, and independence of action.</p>	Typically requires the completion of a two-year curriculum in automotive or diesel/industrial equipment technology and two years of work experience performing duties similar in type and complexity as those required to be performed.
909	Transportation Technician II	<p>Work involves a variety of duties associated with roadway construction and maintenance, and grounds maintenance. Duties include operating a variety of heavy-duty equipment such as graders, bulldozers, scrapers, tandem-axle trucks, backhoes, asphalt pavers, etc.; installing, repairing, and maintaining signs, traffic signal systems, and sign lighting; repairs guardrails; performs minor repairs to equipment, structures, concrete surfaces, etc.</p> <p>Work at this level involves performing a variety of transportation maintenance services independently and at a fully qualified level.</p>	Typically requires a high school diploma or GED and two years of work experience with heavy equipment operation, highway maintenance, or construction-related work; and a class A driver's license with air brakes and a cargo tanker endorsement.

Benchmark job descriptions (cont'd)

Survey Code	Job Title	Description	Minimum Qualifications
910	Transportation Services Supervisor II	<p>Work involves supervising a transportation services section. Duties include performing maintenance on electronic roadway and radio systems equipment; managing assigned staff; assigning work, developing and implementing work standards; operating a variety of equipment including trucks of various sizes, tractors, rollers, power brooms, pulverizers, etc.; coordinating and overseeing maintenance projects.</p> <p>Work at this level generally involves oversight of a section with coordination of construction and maintenance projects on a consistent basis with more infrastructure, such as overpasses and bridges, and higher traffic volumes.</p>	Typically requires a high school diploma or GED and five years of highway related maintenance, construction, or transportation services work experience that included lead work or supervision of staff. College level coursework in engineering, heavy equipment operation, highway maintenance, or closely related field may substitute for some of the work experience.
911	Highway Maintenance Superintendent	Responsible for planning and directing the maintenance of roads and related facilities. Responsibilities include planning and directing the activities of maintenance personnel and evaluating activities to ensure compliance with goals and objectives. Assists in the preparation of the maintenance budget. Monitors daily activities and work progress. Makes recommendations for maintenance activities. Organizes and directs special projects and emergency work.	Typically requires an associate degree in engineering technology and ten years of relevant experience, with five years of the experience including supervision duties.