

Salaries & Benefits Survey Job Descriptions

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Executive

- Associate Director, Assistant Director, Executive Vice President

Operations

- Vice President of Operations, Chief Operating Officer
- Operations Manager/Business Manager

Finance

- Vice President of Finance, Chief Financial Officer
- Finance Director, Controller
- Accountant
- Accounting Clerk
- Bookkeeper

Human Resources & Volunteer Engagement

- Vice President of Human Resources
- Human Resources Director
- Human Resources Assistant
- Director of Volunteer Services
- Volunteer Manager
- Volunteer Coordinator

Administration

- Executive Assistant, Executive Secretary
- Administrative Assistant
- Office Manager
- Receptionist
- Intake Specialist

Fundraising & Development

- Vice President of Development, Chief Development Officer
- Development Director
- Development Officer
- Development Associate
- Director of Major Gifts
- Donor Relations Manager

- Grant Writer
- Special Events Manager
- Events Coordinator

Communications

- Vice President of Communications, Chief Information Officer
- Communications Director
- Communications Coordinator/Marketing Associate
- Art Director, Graphic Designer
- Communications Manager

Programs - General

- Vice President of Programs, Chief Impact Officer
- Program Director
- Program Manager
- Program Coordinator
- Program Assistant
- Director of Education
- Manager of Education

Evaluation & Research

- Director of Evaluation
- Researcher
- Research Assistant
- Data Analyst

IT

- IT Director
- Computer Systems Manager
- Programmer/Developer
- Database Administrator
- Technical Support

Diversity, Equity, & Inclusion

- Chief Equity Officer
- DEI Director
- DEI Manager

Public Policy & Advocacy

- Director of Government

- Relations/Public Policy
- Manager of Government Relations/Public Policy
- Community Organizer

Mental Health

- Case Supervisor
- Counselor (e.g., treatment counselor, vocational counselor)
- Direct Services Advocate
- Navigator/Peer Navigator
- Outreach Coordinator
- Outreach Director
- Social Worker/Case Manager
- Victim Advocate

Arts & Culture

- Guest Service Staff
- House Manager
- Museum Registrar (Director)
- Production/Company Manager
- Technical Director
- Ticketing Manager
- Ticketing Staff

Facilities Management

- Buildings and Grounds Supervisor
- Property/Site Manager

Housing

- Housing Manager: Residential Units
- Shelter Director, House Manager

Retail

- Cashier
- Store Manager

Other

- Driver
- Legal Advocate, Court Advocate

Executive

Associate Director, Assistant Director, Executive Vice President

Manages one or more departments or areas, such as human resources, financial systems, or information systems. Assists the executive director in management functions and may act in the director's absence. Supervises at least one other employee.

Operations

Vice President of Operations, Chief Operating Officer

Responsible for all fiscal, human resources and operational functions. Supervises at least one other employee.

Operations Manager/Business Manager

Oversees operations including purchasing, insurance, and billing. Ensures that the organization meets budget targets. Complies with required filings by local, state, and federal agencies for agency licensure and management.

Finance

Vice President of Finance, Chief Financial Officer

Responsible for comprehensive financial management, budgeting, forecasting, and reporting systems. Provides direction and leadership for long- and short-term strategic, financial plans and objectives. Manages finance staff. Reports directly to the ED/CEO/President.

Finance Director, Controller

Provides direction for financial functions. Develops financial procedures and directs their implementation. Performs financial planning as part of the management team. Manages business and accounting staff.

Accountant

Maintains general ledger accounts, reconciles bank statements, conducts monthly and yearend closing procedures, and prepares monthly financial statements. Assists with the audit and preparation of state and federal financial filings.

Accounting Clerk

Processes accounts payable, accounts receivable, and/or payroll and maintains associated records. Corresponds with vendors and customers. Assists in preparing financial statements and reports.

Bookkeeper

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

Human Resources & Volunteer Engagement

Vice President of Human Resources

Oversees all human resources functions. Provides direction and leadership to talent and culture management programs, including recruitment, engagement and retention strategies.

Determines compensation and total rewards program and ensures compliance with applicable employment laws. Reports directly to the ED/CEO/President.

Human Resources Director

Responsible for the management, administration, coordination and evaluation of human resources functions. Implements recruitment, engagement and retention strategies. Develops human resources policies and procedures and ensures compliance with applicable employment laws.

Human Resources Assistant

Assists in administering all human resources functions. Reports to the human resources director or manager.

Director of Volunteer Services

Provides direction and leadership of volunteer services. May hire and supervise volunteer department staff and managers. Develops annual volunteer department budget and reviews financial progress of the department.

Volunteer Manager

Manages one or more volunteer programs. Responsible for recruitment, retention, recognition, and evaluation strategies. May be responsible for screening, placing, and training volunteers. May supervise volunteer program staff.

Volunteer Coordinator

Coordinates one or more volunteer programs. Interviews, screens, and places volunteers in appropriate programs and activities. Prepares volunteer materials and documents. Conducts volunteer orientation and training sessions.

Administration

Executive Assistant, Executive Secretary

Provides administrative support to a member of the senior management staff. Produces reports, memos, and other senior level correspondence. Coordinates meetings and maintains calendars. Establishes and maintains filing systems.

Administrative Assistant

Performs administrative support for the organization or for a department. Responsibilities may include filing and record keeping, preparing materials for board and committee meetings, handling routine correspondence, and other duties as assigned.

Office Manager

Supervises, hires, trains, and evaluates clerical support staff. Establishes administrative procedures. Maintains supplies and equipment. Maintains vendor records in the absence of a business manager. May also perform clerical functions as needed.

Receptionist

Receives telephone calls and assists visitors. Performs typing and other clerical work as assigned. Retrieves and distributes incoming and outgoing mail.

Intake Specialist

Maintains and reviews applicable regulations, determines clients' eligibility for services, assists and/or refers clients to other resources, and provides outreach services.

Fundraising & Development

Vice President of Development, Chief Development Officer

Oversees fundraising strategy for the organization. Provides direction and leadership to all fundraising components including but not limited to annual giving, grant writing, major gifts and events. Manages (directly or indirectly) all staff members of the development department. Reports directly to the ED/CEO/President.

Development Director

Works with management to develop and implement fundraising activities within any or all of the following areas: annual giving, grant writing, major gifts and fundraising events. May manage (directly or indirectly) staff members of the development department.

Development Officer

Manages a specific fundraising component, such as annual giving, grant writing or major gifts. Develops and executes fundraising plan for the assigned fundraising component. May supervise staff assigned to the relevant fundraising component.

Development Associate

Records, processes, and acknowledges gifts. Responds to donor inquiries. Maintains donor database. (Note: May assist in coordinating special events, but this is not the primary function of this position.)

Director of Major Gifts

Works with the development team to identify, cultivate and provide stewardship for major donors to the organization. May be called on to complete proposals, contracts, memorandums of agreement, bequests and other planned giving vehicles.

Donor Relations Manager

Responsible for majority of aspects pertaining to current and prospective donors, including identifying, cultivating, soliciting, and stewardship. May supervise staff.

Grant Writer

Writes grant proposals to obtain funding support from foundation and corporate funders.

Researches potential funders and makes contacts with foundation staff. Produces status reports on grant writing activity.

Special Events Manager

Plans, organizes, and implements special events. May supervise event staff.

Events Coordinator

Non-supervisory. Coordinates one or more events. Responsible for implementing logistics and event planning defined by management staff.

Communications

Vice President of Communications, Chief Information Officer

Oversees all strategic communications and public relations programs. Provides direction and leadership to communications strategies, plans, and objectives. Develops relationships with media. Supervises communications staff. Reports directly to the ED/CEO/President.

Communications Director

Designs, develops, and implements communications plans and strategies. Manages and coordinates the organization's brand, media relations, external communications. May also supervise communications staff and manage the organization's web site.

Communications Coordinator/Marketing Associate

Responsible for implementing communications and marketing activities as defined by management staff.

Art Director, Graphic Designer

Supervises creative design and the development of communications materials. May direct the work of others.

Programs - General

Vice President of Programs, Chief Impact Officer

Oversees all mission-related programs. Provides direction and leadership to program development and strategies, including implementation and evaluation. Oversees overall program budget, goals and objectives. Supervises program staff. Reports directly to the ED/CEO/President.

Program Director

Manages one or more mission-related programs and program staff. Oversees all program related tasks and strategies. Evaluates the performance of programs and services. Develops and manages program budget. Supervises program staff.

Program Manager

Manages one of the organization's programs and its staff. Ensures that the program meets objectives. Evaluates program performance and reports program activities. Controls program expenditures in accordance with the program budget.

Program Coordinator

Coordinates one program. Ensures that the program meets objectives. Tracks program expenses in accordance with the program budget. Evaluates program results and prepares reports for program management. Note: This is a non-supervisory position.

Program Assistant

Assists program staff with the administration of one or more of the organization's programs. May participate in direct client/participant contact and community outreach. Note: This is a nonsupervisory position.

Director of Education

Manages the organization's educational department. Supervises, hires, trains and evaluates staff. Responsible for department budgeting, curriculum development, and parent/teacher communications.

Manager of Education

Manages certain aspects of the organization's educational priorities. Evaluates performance and reports activities. Controls expenditures in accordance with the education budget.

Evaluation & Research

Director of Evaluation

Responsible for organization's overall evaluation strategy. Develops and implements evaluation plans. Identifies appropriate evaluation tools and manages their use. May manage evaluation department staff.

Researcher

Designs and conducts research projects. Responsible for the selection or development of data collection tools and research methodology. Oversees data management and analysis. Produces studies and/or reports. Manages research team(s).

Research Assistant

Support research staff. May perform data analysis. May monitor and/or review external research literature. May maintain database(s) or otherwise participate in collection or management of data.

Data Analyst

Performs data analysis activities using statistical packages and database tools. Ensure that the data used, and analyses performed, are consistent with goals of the research/evaluation program.

IT

IT Director

Organizes and controls all data processing activities, including systems analysis, programming, and computer operations. Prepares and administers IT budget and develops long-range systems plans.

Computer Systems Manager

Manages one or more aspects of the organization's computer systems, including Internet communications, networks, and databases. May purchase and maintain computer hardware and/or install and configure software. Assists and trains system users.

Programmer/Developer

Designs, codes and tests web applications, software and/or database solutions. Typically reports to computer systems manager or marketing director.

Database Administrator

Manages and maintains database system(s). May perform some database development/programming. May provide some user support.

Technical Support

Provides technical support to staff and/or clients. Diagnoses and resolves problems, repairs and replaces computer equipment as needed, and performs upgrades of computer systems and software.

Diversity, Equity & Inclusion

Chief Equity Officer

An executive leader who is responsible for designing and implementing an organization's diversity and inclusion strategy. Their goal is to ensure equal opportunity for employees and candidates across dimensions such as age, gender, race, ethnicity and disability.

DEI Director

Develop, implement and monitor programs that promote DEI within the company and externally. Responsible for developing training and initiatives to create and foster an open and inclusive environment.

DEI Manager

Responsible for designing policies that are in line with the company culture. Their aim is to promote diversity throughout the organization and externally.

Public Policy & Advocacy

Director of Government Relations/Public Policy

Directs public policy and public information initiatives. Analyzes governmental affairs and public policy issues. Communicates with members of legislative bodies and other elected and appointed officials.

Manager of Government Relations/Public Policy

Organizes and implements public education and outreach to support the organization's positions on public policies. Prepares and/or distributes communications such as fact sheets, news releases, and reports.

Community Organizer

Manages actions to promote community involvement in the organization's activities and issues. Helps develop strategies to address community issues. Attends and organizes community events.

Mental Health

Case Supervisor

Manages the activities of the organization's social services staff and coordinates client counseling. Supervises, hires, trains and evaluates staff. Assigns caseloads and other duties.

Counselor (e.g., treatment counselor, vocational counselor)

Provides personal, educational, or vocational development services to individuals or groups. Works with clients to identify and resolve issues including personal and/or emotional problems, substance abuse, family issues, etc.

Direct Services Advocate

Provides direct support to clients in need of crisis intervention. Advocates on behalf of the client and mediates to resolve conflicts. Refers clients to other community resources when needed.

Navigator/Peer Navigator

Provides support, information and referrals to clients. Performs routine case management activities. May assist case management staff.

Outreach Director

Monitors, evaluates and develops outreach services to clients in need of assistance. Supervises outreach staff and volunteers. Provides counseling and support for clients as needed.

Outreach Coordinator

Supports outreach services to clients in need of assistance. Provides counseling and support for clients as needed.

Social Worker/Case Manager

Counsels clients and helps them address educational, social, behavioral, medical, or other issues. Refers clients to other community resources when needed.

Victim Advocate

Provides safety, structure, crisis intervention, advocacy, and counseling for victims.

Arts & Culture

Guest Services Staff

Provides general information, answers questions, and addresses concerns. May assist with ticketing, seating, directions, and special accommodations.

House Manager

Manages, organizes and trains volunteer and/or paid ushers. Oversees lobby, seating and overall comfort of patrons.

Museum Registrar (Director)

Develops program plan and provides financial oversight for budgets. Supervises, hires, trains

and evaluates department staff. Ensures the integrity of registration records. Coordinates transportation of collections.

Production/Company Manager

Organizes and coordinates rehearsals and performances. Ensures the availability of rehearsal space, conducts rehearsals, and ensures that props and equipment are available and maintained.

Technical Director

Responsible for the technical aspects of theater productions.

Ticketing Manager

Supervises ticket operations of events. Prepares audit statements. Hires and trains personnel. Serves as main contact for on-site ticketing issues.

Ticketing Staff

Sells tickets, issues refunds and assists patrons. Often responsible for handling money

Facilities Management

Buildings and Grounds Supervisor

Supervises the maintenance, restoration, renovation, and upkeep of all of the organization's buildings, mechanical systems, and grounds. This may include one large site or multiple sites. Supervises one or more maintenance employees.

Property/Site Manager

Performs on-site custodianship of a single property, including personal and building security. Coordinates activities of custodians and building maintenance staff.

Housing

Housing Manager: Residential Units

Supervises housing staff and coordinates housing services. Provides housing-related assistance and support services.

Shelter Director, House Manager

Manages daily operations and service delivery for shelter program. Supervises, hires, trains and evaluates shelter staff.

Retail

Cashier

Usually involves use of electronic scanners, cash registers and/or related equipment. Often involved in processing credit or debit card transactions and validating checks.

Store Manager

Responsible for the daily management and overall operations of store. Supervises, recruits and trains employees and volunteers. Coordinates donations, merchandising and sales. May coordinate marketing efforts. Manages inventory and pricing.

Other

Driver

Drives and maintains vehicles in proper and safe working condition. May attend to passengers' needs.

Legal Advocate, Court Advocate

Provides education and advocacy to victims regarding safety planning, restraining orders, court proceedings, etc. Assists victims with civil and criminal hearings. Acts as a liaison between victim advocacy agencies and the criminal justice system.