



Job Title Glossary

Job Leveling Guide

Common Job Titles

Common Title	Definition
Administrator	Manages, operates, runs and/or controls an area of business operations or program infrastructure support. Serves as the day-to-day process owner of an area of business operations or program infrastructure support. Oversees the ongoing administration of a component of a program, a technology or a system. May work independently or be responsible for organizing people and resources efficiently so as to direct activities towards a common goal or objective. May provide input to the initial development of programs or systems initially, and is then charged with implementation, monitoring, maintaining or administering the process, program or technology. Works with management to plan and develop methods and procedures for the ongoing administration of area of responsibility.
Advocate	Promotes appropriate social services related causes. Resolves complaints by listening to individuals and their families; directs individuals to appropriate resources; assists with presenting facts and circumstances to support individual needs; assists with developing acceptable resolutions and follows up on outcomes.
Agent	Legally empowered to act on behalf of another person or an entity. May be employed to represent a client in negotiations and other dealings with third parties. May be given decision-making authority. May require specialized certifications and/or licensing from a professional organization(s).
Aide	Performs routine assignments that provide basic non-technical, non-clerical support to a department. Work is typically of a service-worker nature. Typically requires entry level education or experience.

Common Title	Definition
Analyst	Applies knowledge and logical skills to complete a wide range of tasks, including regularly adapting methods to complete duties and responsibilities within its function, while continuing to develop proficiency in the discipline. Activities are typically quantitatively focused.
Assistant	Performs routine administrative tasks, such as customer service, record keeping, filing, etc. This job title definition does not apply when used with management positions (e.g., Assistant Director).
Auditor	Examines and verifies the performance of the organization's financial, operational, managerial, and/or information processes and systems to identify risks and areas for improvement.
Clerk	Uses knowledge of a functional area(s) to provide general office support, including filing, entering data, coding records, making routine calculations, producing standardized reports and other administrative tasks.
Consultant	Applies subject matter expert in a discipline, and possibly related function(s) /discipline(s); provides advice to individuals or the organization; serves as the initial point of contact for advice.
Coordinator	Organizes activities and operations for a program process or service under direct guidelines. Coordination often requires regular facilitation of outcomes across agencies. Duties are guided by significant precedent but uses both practical experience and educational knowledge to complete tasks.
Counselor	Conducts assessment and develops plan of action to assist customers find quality health and human services. May provide information regarding inspection services, human development services, schools, public transportation, employment opportunities and neighborhoods.
Designer	Creates and often executes plans for tangible or intangible objects such as, products, processes, media, graphics, services, and experiences, using advanced research methods to solve problems and assess the clients and audience needs.
Developer	Codes and develops software applications. Works as part of a development team in the design of software applications. Conducts requirement analysis, documents technical specifications, and writes, reviews, and debugs code. Recommends product revisions or enhancements based on user feedback. Develops and maintains documentation of user manuals.

Common Title	Definition
Educator	Develops education plans and direct education for specific employees, employee groups, or the greater organization. <i>(See also Instructor).</i>
Generalist	Exhibits a wide array of knowledge on a variety of subjects, or broad understanding of a program area.
Investigator	Examines and analyzes information to uncover facts, resolve issues, and support legal, financial, or administrative processes. Gathers evidence, conducts interviews, and employs various investigative techniques to elucidate activities, behaviors, or financial transactions that may be complex, concealed, or illegal.
Inspector	Uses established guidelines, policies, practices, and regulations to examine operations, processes, and outputs against established industry, legal, quality standards. May also advise on quality compliance, provide input to area of specialization. Prepares and presents reports of findings and recommendations. Keeps the organization up-to-date and compliant on the latest standards, codes, requirements. Often requires specialized certifications and/or licensing from a professional organization(s).
Instructor	Educates and trains on non-technical topics. Leads and instructs exercises for an individual or group of individuals.
Liaison	Develops relationships through personal contact and outreach efforts. Provides education and support and functions as a bridge between stakeholder groups and the government, striving to improve service. Collaborates to develop strategies to improve access to care and customer service.
Mechanic	Repairs and maintains machinery, transportation vehicles, or other mechanical devices.
Officer	Represents the organization in a specialized area and is often tasked with inspection and administrative enforcement of standards and regulations. This title can represent executives along with positions that traditionally use this title as an industry standard (e.g., Correctional Officer, Safety Officer).
Operator	Uses of a variety of manual and automatic machines and performs a variety of tasks where operations and sequence are specified by standard procedures.

Common Title	Definition
Practitioner	Provides direct patient care in a skilled and effective manner, utilizing appropriate technical and decision-making skills.
Program Manager	Manages a major program with external interfaces to communities served. Responsible for program development, ongoing administration, and resource management.
Project Manager	Takes day-to-day of projects, frequently from original concept through final implementation. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Incumbent might also be company's expert in a technical/business area.
Representative	Serves as the initial point of contact for the work group/agency/department/organization to internal and external customers.
Specialist	<p>Demonstrates specialized knowledge in a functional area. Regularly provides in-depth insight, advisory services and expertise to other professionals, management, and external contacts in an assigned functional area.</p> <p>Some exceptions may apply for positions that traditionally use this title as an industry standard (e.g., IT Security Specialist, Occupational Health & Safety Specialist)</p>
Steward	Assists in performing administrative tasks, defining procedures, policies, and requirements of a department or business unit. Typically, requires strong knowledge of the business requirements and policies / processes of the department and work on a day-to-day basis within a business unit.
Technician	Provides technical support, conducts tests, assesses data, and may operate specialized equipment. Depending on the field, may work independently or under the direction of a professional. Positions with this title require a combination of basic knowledge, technical expertise, and manual skill typically attained through a technical degree program or certification from an accredited technical institute.

Common Title	Definition
Technologist	Provides care in a skilled and effective manner and utilizes appropriate equipment, technologies, processes, and decision-making skills.
Therapist	Evaluates patients and develops interventional treatment plans that include a full range of treatment procedures and modalities. Treatment plans are designed to restore patients to the highest possible functional level. A bachelor's degree or higher from an accredited college or university and licensure are typically required.
Trainer	Designs and develops targeted training programs for specific functions or departments within an organization. This position typically requires recognized certifications in the relevant area of specialty, underscoring a high level of expertise and authority in professional settings.
Worker	Performs routine assignments that provide basic non-technical, non-clerical support to a department or function. Positions using this title typically require a high school diploma or GED and on-the-job training.

Common Level Indicators

For jobs that manage other employees, the level indicators should be added at the beginning of the job title, followed by a comma, and then the primary area for which the position is responsible. For jobs that do not manage other employees but manage a department or program, the level indicator should be added at the end of the job title after the primary area for which the position is responsible for.

Level Indicator	Definition
Associate	An entry-level individual contributor role that meets the standard requirements of a specialized job.
Deputy	A leadership role that acts as a substitute for the senior figure within an organization.
Director	A leadership role responsible for establishing strategic plans and objectives within its discipline and can make final decisions on administrative, employee or operational matters and ensures effective achievement of objectives. Works to identify and approve key business drivers and supports programs/processes/tools/designs for a job family.
Executive	A leadership role responsible for all operations associated with a given field. Sets strategies and oversees operations by directing senior management on the project goals. Applies highly advanced knowledge of a specific field. Demonstrates expert level of knowledge in area of specialization and regularly provides in-depth insight, advisory services and subject matter expertise to other professionals and management. Typically has Directors and above levels as direct reports.
Lead	An individual contributor role that provides process and technical leadership to a group of employees. Frequently provides senior-level expertise and performs escalated or more highly complex work of a similar nature to that for which they are overseeing.

Level Indicator	Definition
Manager	<p>A leadership role that accomplishes work objectives through the management of direct reports, including both internal and external staff. This role involves planning, organizing, integrating, coordinating, and controlling the activities of others, providing direct day-to-day management to professionals and/or skilled support staff. Held accountable for the performance of people, services, systems, programs, projects, and resources and have the authority to change their direction, objectives, and assignments to meet performance and business needs. Works within specified guidelines and makes decisions regarding daily priorities and the application of technical/business processes within established guidelines for a work group or segment of a department.</p> <p>A people manager is responsible for setting the overall direction of staff members and holding staff accountable to department policies and objectives.</p> <p>A process manager is responsible for overseeing the efficiency and performance of processes and/or operations. These managers may not oversee the work of employees.</p>
Senior	<p>An individual contributor role that provides advanced job knowledge and exercises independent judgment. Recommends solutions for problems of moderate complexity. This title abbreviation should be added to the end of the job title followed by the primary skill set that designates the focus of the job.</p>
Supervisor	<p>An entry-level management role which regularly provides day-to-day direction of task-oriented work in alignment with departmental procedures and objectives, while performing escalated or more highly complex work of a similar nature to that which they oversee. (<i>According to SPO Board Rules, directs the work of two or more other employees.</i>)</p>