

THE CANADIAN SALARY SURVEYS

THE IAT SURVEYS ® 2008



THE PROFESSIONAL & ADMINISTRATIVE SURVEY

POSITION SUMMARIES



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THE PROFESSIONAL & ADMINISTRATIVE SURVEY

POSITION SUMMARIES

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HUMAN RESOURCES

When you report your individual salary data for each incumbent (on the cash spreadsheet), please identify the particular discipline this role holds, or type of service your organization offers.

The options are:

Specialty/Discipline– (GN) generalist, (LR) learning, (CM) compensation, (BN) benefits, (ST) staffing, (IS) HRIS.

HUMAN RESOURCES EXECUTIVE - POSITION CODE 3103

Responsible for organization-wide strategic leadership, direction, and guidance for all Human Resource programs and services. Duties may include:

- Counsels senior management in all Human Resource matters.
- Leads the development of Human Resource Strategies that align with company values and goals.
- Responsible for functional areas such as recruitment, compensation, employee relations, training, organization change, succession planning, pensions and payroll.
- Leadership of department staff and budget.

Post-secondary degree with significant management experience in Human Resources.

DIRECTOR HUMAN RESOURCES - POSITION CODE 3105

Responsible for the organization-wide leadership of the Human Resource function or several specific functional areas in a larger organization. (Often a second level manager) Duties may include:

- Design, development and implementation of Human Resource programs and policies that support company direction.
- Management of all or several of the following HR Programs: recruitment, employee relations, occupational health and safety, benefits, classification and job analysis, contract administration, HRIS, and labour relations.
- Delivery of quality Human Resources consulting services to client groups and acts as a resource to senior management.
- Management and supervision of staff and budget.

Post-secondary degree in related discipline plus extensive management experience in Human Resource functions.

MANAGER HUMAN RESOURCES 2 - POSITION CODE 3108

Responsible for the organization-wide or regional leadership of one or more Human Resource functions. (Staff level greater than 500) Duties may include:

- Design, development, and implementation of Human Resource programs and policies in area of responsibility.
- Management of one or more of the following HR Programs: recruitment, employee relations, occupational health and safety, benefits, classification and job analysis, contract administration, HRIS, and labour relations.
- Delivery of quality Human Resources consulting services to client groups and acts as a resource to management.
- Management and supervision of staff and budget.

Post-secondary degree in related discipline plus extensive experience in Human Resource functions.

MANAGER HUMAN RESOURCES 1 - POSITION CODE 3110

Responsible for the organization-wide or regional leadership of one or more Human Resource functions or a small human resource department. (Staff level less than 500) Duties may include:

- Design, development, and implementation of Human Resource programs and policies in area of responsibility.
- Management of one or more of the following HR Programs: recruitment, employee relations, occupational health and safety, benefits, classification and job analysis, contract administration, HRIS, and labour relations.
- Delivery of quality Human Resources consulting services to client groups and acts as a resource to management.
- Management and supervision of staff and budget.

Post-secondary degree in related discipline plus extensive experience in Human Resource functions.

Specialty/Discipline – (GN) generalist, (LR) learning, (CM) compensation, (BN) benefits, (ST) staffing (IS) HRIS

HUMAN RESOURCES SPECIALIST - POSITION CODE 3111

Specialist Level. Responsible for the design and delivery of human resource policies and programs in specific functional areas such as Recruitment, Training & Development, Compensation, Benefits or HRIS. Duties may include:

- Monitors current HR programs to determine effectiveness.
- Conducts needs analysis, makes recommendations on major policy issues and develops new programs.
- Provides high-level Human Resources consulting services to client groups on complex issues.
- Interprets Human Resources policies, procedures and collective agreements.

Typically has post-secondary degree in Human Resources or related field and in-depth experience in one or more Human Resource functions.

Specialty/Discipline – (GN) generalist, (LR) learning, (CM) compensation, (BN) benefits, (ST) staffing (IS) HRIS

HUMAN RESOURCES ADVISOR - POSITION CODE 3120

Senior Level. Responsible for delivery of HR programs and services to one or more client groups. Duties may include:

- Communicates policies and advises managers on the application of HR policies and programs.
- Coaching managers and employees on a variety of HR issues.
- Provides input on policy and processes redesign.
- Interprets Human Resources policies, procedures and collective agreements.
- May both design and deliver HR policies and programs in a smaller organization.

Typically has post-secondary degree in Human Resources or related field and broad experience in several HR functions.

Specialty/Discipline – (GN) generalist, (LR) learning, (CM) compensation, (BN) benefits, (ST) staffing (IS) HRIS

HUMAN RESOURCES ANALYST 2 - POSITION CODE 3112

Fully Competent. Responsible for delivery of Human Resource programs and services in one or more HR areas. Duties may include:

- Advising managers on various HR operations and may interpret policies and procedures.
- Assists in the development of Human Resource programs.
- Often generates and evaluate statistical analysis reports.

Typically has post-secondary degree education in Human Resources or related field with strong computer and analytical skills and several years of experience in one or more Human Resource functions.

Specialty/Discipline – (GN) generalist, (LR) learning, (CM) compensation, (BN) benefits, (ST) staffing (IS) HRIS

HUMAN RESOURCES ANALYST 1 - POSITION CODE 3122

Developmental. Responsible for delivery of Human Resource programs and services in one or more HR areas. Duties may include:

- Advising managers on routine HR operations and procedures.
- Assists in the development of Human Resource programs.
- May generate and evaluate statistical analysis reports.

Typically has post-secondary degree education in Human Resources or related field with good computer and analytical skills and some experience in one or more Human Resource functions.

Specialty/Discipline – (GN) generalist, (LR) learning, (CM) compensation, (BN) benefits, (ST) staffing (IS) HRIS

HUMAN RESOURCES ADMINISTRATOR - POSITION CODE 3113

Fully Competent. Responsible for the daily administration of Human Resource programs and services. Duties may include:

- Assistance in interpretation of Human Resources policies and procedures, and administrative processes.
- Provides administration for Human Resource programs, including compiling complex statistical reports and processing changes to Human Resource Information Systems and files.
- May include the administration of the organization's benefits programs and or payroll records.

Post-secondary education in Human Resources with strong computer and analytical skills with several years of experience in Human Resources administration.

HUMAN RESOURCES CLERK/ASSISTANT - POSITION CODE 3114

Junior Level. Responsible for providing clerical support to the Human Resources department. Duties may include:

- Processing employment applications and resumes.
- Maintaining personnel files, including creating files for new employees.
- Examines personnel files to answer inquiries and provides the information to authorized persons.
- Generates a variety of standard reports as required.

High school diploma with some Human Resources experience.

PAYROLL/BENEFITS LEAD - POSITION CODE 3115

Senior/Supervisory. Responsible for the administration of all payroll and benefit plans. Duties may include:

- Oversees payroll and payroll records function.
- Reviews and audits payroll transactions for accuracy and completeness.
- Administration and processing of the organization's benefits program.
- May supervise human resources clerks, who process/input data for new hires, terminations, and status changes, etc. for both payroll and benefits.

Post-secondary education with industry accreditation several years' benefit and payroll experience.

RESOURCING MANAGER - POSITION CODE 3116

Responsible for the management and effective placement of human resources for the delivery of services to clients.

Duties may include:

- Identifying resourcing needs by forecasting client requirements vs. current resources.
- Staff assignments and establishment of rates.
- Assessment of client satisfaction.
- Counseling technical personnel for potential positions.
- Implementation of professional services standards and practices.
- May provide career development direction.

Post-secondary degree with several years of human resources and operations business experience.

TECHNICAL RECRUITER - POSITION CODE 3117

Fully Competent. Responsible for external recruiting, interviewing, and staffing qualified technical professionals on a contractual or permanent basis. Duties may include:

- Direct liaison with resourcing manager to ensure understanding of recruiting requirements.
- Use creative sourcing strategies to find and maintain an effective pool of candidates.
- Screen, interview, and test job candidates.
- Conduct reference checks.
- Create and update candidate database for current and future opportunities.
- Implement new hire documentation.

Post-secondary degree with several years of technical recruiting experience.

PAYROLL COORDINATOR - POSITION CODE 3118

Fully Competent. Responsible for the administration of all payroll plans. Duties may include:

- Oversees payroll and payroll records function.
- Reviews and audits payroll transactions for accuracy and completeness.
- Administration and processing of the organization's payroll activities.
- May supervise human resources clerks, who process/input data for new hires, terminations, status changes, etc.

Post-secondary education with industry accreditation and 5+ years payroll experience.

BENEFITS COORDINATOR - POSITION CODE 3119

Fully Competent. Responsible for the administration and communications of all benefit plans. Duties may include:

- Oversees benefits and benefit administration functions for the company.
- Processes insurance and/or other claims in accordance with company benefits plan.
- Introduces new benefits to employees as they are introduced to the company.
- Counsels employees on employees benefit coverage, administration, and claim concerns.
- Liaisons with insurance carrier, doctor's offices, and hospitals as required.

Post-secondary education with several years benefit experience.

TRAINING MANAGER - POSITION CODE 3123

Responsible for developing administering the training programs according to company standards. Duties may include:

- Design courses and establish a method of training, develop training material and documentation.
- Work with senior management to establish organizational training and development needs and strategize within the budget parameters.
- Coordinate appropriate training schedules and travel requirements, if necessary.
- Implement and support ongoing "train the trainer" programs that mentor other managers through their department-specific training requirements.
- Soliciting feedback to assess effectiveness of training.

Post-secondary education with a minimum of 5+ years previous training coordination experience of associates at all levels is required. Excellent organization, communication, presentation, and problem solving skills are essential.

PAYROLL TECHNICIAN 2 - POSITION CODE 3125

Intermediate Level. Responsible for the administration of one or more components of payroll systems. Duties may include:

- Administration and processing of the organization's payroll activities.
- Maintains the accuracy and privacy of all payroll-related personnel files.
- Enter, maintain and audit employee level changes.
- Processes requests for ROE's and T4's.
- May train/coach human resources technicians and clerks.

Post-secondary education with industry accreditation and 2 – 5 yrs payroll experience.

PAYROLL TECHNICIAN 1 - POSITION CODE 3126

Development Level. Responsible for the administration of routine payroll systems. Duties may include:

- Verifies all information received from the Human Resource department is complete.
- Calculates regular payments and deductions and vacation masters as applicable.
- Enters employment changes in regards to salary increases and cost centre/department changes.

Post-secondary education with payroll experience.

FINANCIAL SERVICES**FINANCE EXECUTIVE - POSITION CODE 3203**

Responsible for the strategic leadership, direction and guidance for all financial activities of the organization. Duties may include:

- Development of financial plans and policies that assist in the development of organizational strategies.
- Financial planning focused on collection of financial and management information related to budgets, forecasts, and taxation.
- Financial control measures to identify and monitor standards and performance, and to communicate results, advice, and options.
- Forecasts influential economic elements to fill overall corporate strategy.
- Financial reporting of information and results based on needs and accepted accounting principles.

Post-secondary degree and Professional accounting designation with a minimum of 15+ years accounting and management experience.

TREASURER - POSITION CODE 3204

Responsible for developing and implementing approved financing, banking, and insurance strategies. Duties may include:

- Directs investment of company funds.
- Secures short and long-term capital financing for the company.
- Manages the process for corporate banking and lines of credit.
- Manages control and issuance of company shares if a publicly-traded company.

Business undergraduate degree with professional accounting designation and 10 years experience in accounting and financial management.

DIRECTOR FINANCE - POSITION CODE 3205

Responsible for the organization-wide leadership of the Finance function (or several specific functional areas in a larger organization). Duties may include:

- Develops finance plans, policies and strategies in support of business plans.
- Develops reports and forecasts of operating results for review by management and insertion in periodic and annual financial statements.
- Oversees the delivery of financial services to client groups and acts as resource to senior management.
- Uses financial control measures to identify and monitor standards and performance.
- Ensures maintenance of appropriate financial and management information records.
- Manages and supervises department staff.

Post-secondary education in Business and professional accounting designation. Significant (12+ years) experience in finance and management functions.

MANAGER FINANCE - POSITION CODE 3210

Responsible for evaluating a division or department's financial status and coordination of financial planning and control strategies. Duties may include:

- Manages the development and assessment of appropriate financial control strategies, making recommendations to on appropriate strategies.
- Manages the development and implementation of budget planning and developmental forecasting.
- Ensures the interpretation of financial and operating reports provide accurate, meaningful management data reports.
- Prepares financial reports for senior management.
- Determines financing alternatives.
- Manages and supervises department staff and budget.

Post-secondary education in Business and professional accounting designation with extensive financial experience.

FINANCIAL ANALYST 3 - POSITION CODE 3211

Senior level. Responsible for summarizing the organization's current financial status by analysis of financial reports, reconciliation and preparation of external and internal reporting documents. Duties may include:

- Prepares asset, liability, and capital accounts for inclusion in financial statements.
- Participates in the development and implementation of budgetary control systems and the provision of budgeting and planning information to managers.
- Integrates financial and operating reports to provide accurate, meaningful management data reports.
- Provides guidance to department managers regarding budget preparation and related issues.
- Assists in the development of policies and procedures regarding strategic financial management.
- Provides guidance to more junior staff.

Post-secondary degree in Finance, Accounting, or Economics and professional accounting designation with 5 – 8 years accounting and financial experience.

FINANCIAL ANALYST 2 - POSITION CODE 3212

Intermediate Level. Responsible for analyzing operating financial result projects and potential business combinations. Duties may include:

- Preparation of financial plans and forecasts for operating budgets.
- Provides analysis of actual results versus forecast results.
- Assists in the preparation of reports for Management/Board of Directors.
- Participates in the development and completion of special projects as assigned.

Post-secondary degree in Finance, Accounting, or Economics, plus a minimum of 3 - 5 years of progressively more responsible financial analysis functions.

FINANCIAL ANALYST 1 - POSITION CODE 3213

Junior Level. Responsible for assistance in developing, interpreting, and implementing financial concepts and techniques for financial planning and control. Duties may include:

- Support in the development of an annual financial plan.
- Analyze and report variances to plan.
- Assist in the planning, monitoring, and forecasting of capital spending.
- Track and report capital expenditures against budget.

Post-secondary degree in Finance, Accounting, or Economics, plus a minimum of 1 - 3 years of relevant experience.

TAX MANAGER - POSITION CODE 3230

Responsible for managing the annual tax reporting and compliance function. Where position is the senior tax manager in the company, this role will also cover tax planning. Duties may include:

- Oversees the completion of accurate tax returns.
- Ensures tax compliance in the accounting for business transactions.
- Minimizes tax exposure of business.
- Manages tax staff where appropriate.

Post-secondary degree in Accounting, or related subject, and professional accounting designation with at least 7 -10 years of corporate tax experience.

TAX SPECIALIST - POSITION CODE 3214

Fully Competent. Develops strategies to minimize tax liabilities for the organization. Duties may include:

- Analyzes and resolves corporate tax compliance issues.
- Detailed analysis of corporate tax issues related to amalgamations.
- Develops recommendations for treatment of proposed transactions.
- Provides detailed account analysis.
- Responsible for tax audits and filings.
- Must remain current on any changing legislation that has the potential to affect organizational strategies.

Post-secondary degree in Accounting, and professional accounting designation with significant accounting and corporate tax experience.

TREASURY ANALYST - POSITION CODE 3220

Responsible for the daily cash management, cash forecasting, and investment activities. Duties may include:

- Monitor and analyze company weekly/monthly/annual payment activity and cash positions to cover commitments.
- Provide management with a current summary of investment products available.
- Maintenance of bank accounts and company directory.
- Research and review cash management issues.

Post-secondary education in Business with an Accounting/Finance major, with 3 - 5 years related experience.

RISK/CREDIT**RISK MANAGER – POSITION CODE 3341**

Responsible for protecting the organization from unintended investment risks and managing organizational compliance.

Duties may include:

- Develops strategies and tests the effectiveness of key financial reporting controls.
- Monitors and analyses statistical data to predict trends.
- Advises management on the efficiency of internal controls.
- Provides guidance to management on credit risk management matters.
- Identifies deteriorating credit risks and strategies
- Develops statistical and financial modeling.
- Leads performance analysis, closing and funding of direct/indirect debt transactions.
- Remains current with regulatory reporting requirements.

Post-secondary degree in finance or economics with 6 – 8 years experience in a related field, with management or supervisory experience. Knowledge of financial risk rating methodology.

RISK ANALYST - POSITION CODE 3343

Responsible the day-to-day activities of risk management and loss prevention programs. Supports industry and organizational compliance. Duties may include:

- Tests the effectiveness of key financial reporting controls.
- Monitors and analyses statistical data to predict trends.
- Develops statistical and financial modeling.
- Calculation of credit exposure for structured and complex transactions that are not generated automatically through credit management systems.
- Conducts transaction analysis to support the execution of new business and adequate risk capture for market & credit risk measurement.
- Analyze and report on the ongoing risk profiles.

Post-secondary degree in finance or economics with 3-5 years experience in a related field.

CREDIT MANAGER - POSITION CODE 3347

Responsible for managing daily credit and collections functions. Duties may include:

- Directs the analysis of credit operations and issues and develops improvement strategies.
- Oversees investigations of fraud and delinquent accounts.
- Manages the development of corporate strategies and policies on setting application, credit granting, security and collection.

Post-secondary degree with 10+ years in a related field and management experience.

CREDIT ANALYST 2 - POSITION CODE 3348

Senior Level. Responsible for credit and collections essential functions to maximize sales and minimize losses. Duties may include:

- Identifies and analyses Collection accounts and outstanding invoices which may require difficult collection procedures.
- Make decisions regarding credit extension, working within established guidelines.
- Analyzes information and credit references of persons or institutions applying for credit.
- Open new customer accounts and approve credit limits and research customer credit histories.
- Review and process credit notes.
- Handle customer inquiries and resolve complaints with regard to credit and collection matters.

Post-secondary education with 5-10 years of credit/collections experience.

CREDIT ANALYST 1 - POSITION CODE 3349

Junior Level. Under general supervision, responsible for credit and collections essential functions to maximize sales and minimize losses. Duties may include:

- Identifies and analyses of Collection and outstanding invoices and reconcile customer accounts.
- Open new customer accounts and approve credit limits and research customer credit histories.
- Review and process credit notes.
- Handle customer inquiries and resolve complaints with regard to credit and collection matters.

Post-secondary education with 3-5 years of credit/collections experience.

ACCOUNTING SERVICES**CONTROLLER - POSITION CODE 3303**

Responsible for the development and management of financial plans and policies based on the collection of financial and management information. Duties may include:

- Financial control measures to identify and monitor standards and performance, and to communicate results, advice, and options.
- Financial reporting of information and results based on needs and accepted accounting principles.
- Works with executive/management team to lead budget process. Interpret financial report and Reporting of accounting information to executive/ management team.
- Responsible for all regulatory filings and remittances.
- Liaises with outside organizations and officials – banks, government, auditors, lawyers to prepare required working paper files (e.g. audit) and discuss the financial affairs related to the organization and recommend various courses of action.
- Leadership of accounting group and budgets.

Business undergraduate degree and professional accounting designation with significant accounting and management experience.

DIRECTOR ACCOUNTING / REGIONAL CONTROLLER - POSITION CODE 3305

Responsible for managing of several or large accounting systems and implementing accounting principles for the company. Duties may include:

- Long range accounting systems and process planning.
- Reporting of accounting information to executive/ management team.
- Preparation of the annual corporate budget and adjustments.
- Management and supervision of accounting staff and budgets.

Post-secondary education and professional accounting designation with extensive accounting management experience.

MANAGER ACCOUNTING - POSITION CODE 3310

Responsible for leading the day to day accounting operations which may include accounts payable and receivable, financial systems, and other general accounting functions. Duties may include:

- Management of financial reporting, coordination of audits, and implementation of on-going accounting services.
- Develops and implements accounting procedures and policies in area of accounting services.
- Assists in the preparation of the annual corporate budget and adjustments.
- Provides advice, guidance, and required information to other departments regarding accounting services issues.
- Management, supervision, and developmental guidance of department staff and budget.

Post-secondary education and professional accounting designation with significant accounting, supervisory, or management experience.

INTERNAL AUDIT MANAGER - POSITION CODE 3317

Responsible for managing internal auditing functions and the internal audit team. Duties may include:

- Sets the annual audit plan.
- Undertakes higher level or complex audits.
- Advises and manages audit team on more routine audits.
- Manages issues with company departments arising from audit reports.
- Assists in the design and preparation of budgets for review by management.
- Supervision and developmental guidance of department staff and budget.

Post-secondary education and professional accounting designation with significant auditing and supervisory experience. Attention to detail and solid communication and analytical skills.

INTERNAL AUDITOR - POSITION CODE 3318

Senior Level. Responsible for reporting on the review of accounts and assessing internal controls, including risk assessments and reviews of risk areas. Duties may include:

- Reconciles general ledger accounts and corrects journal entries.
- Prepares monthly balance sheet, income statement and changes in financial position/budget variance analyses.
- Conducts internal control evaluations.
- Prepares financial reports and may assist with regulatory reporting.
- Assists in the design and preparation of budgets for review by management.
- Supervision and developmental guidance of department staff and budget.

Post-secondary education and professional accounting designation with 3 - 5 years experience. Attention to detail and solid communication and analytical skills.

ACCOUNTANT 4 - POSITION CODE 3311

Senior level. Responsible for compilation, analysis, interpretation, and summarizing of fiscal data used in financial statements. Duties may include:

- Prepares monthly financial statements and oversees cash management.
- Provides interpretation of accounts, methods, and records for managers and officers.
- Tracks financial data and monitors financial information.
- Monitors and makes recommendations on internal financial controls.
- Involved with budgeting, forecasting, and variance analysis.
- Coordinates activities of junior staff.

Post-secondary education and professional accounting designation with extensive accounting experience.

ACCOUNTANT 3 - POSITION CODE 3315

Fully Competent. Performs accounting duties of a complex nature requiring advanced professional experience. Duties may include:

- Provides specialized and general analysis support in various accounting functions.
- Prepares specialized reports and analysis.
- Balances complex accounts, prepares complex federal, provincial reports and tax returns.
- Provides interpretation of accounts, methods and records for managers.

Post-secondary education and professional accounting designation with 4 - 6 years accounting experience.

ACCOUNTANT 2 - POSITION CODE 3312

Intermediate Level. Responsible for the tracking and calculating operating costs and expenses in the general ledger.

Duties may include:

- Produces trend and variance reports and ad-hoc summaries for management.
- Advises operating departments on cost accounting issues.
- Assists in the development of financial statements.
- Assists in the implementation of accounting policies, systems, and procedures.

Post-secondary education and professional accounting designation with 2 - 4 years accounting experience.

ACCOUNTANT 1 - POSITION CODE 3313

Junior Level. Responsible for performing routine duties requiring the applications of basic accounting principles. Duties may include:

- Prepares, analyzes and monitors journal entries, reconciliations, and reports for General Ledger.
- Assists more senior staff in preparation of complex reports, financial statements.
- Completes bank reconciliations.

Post-secondary education with enrollment in a professional accounting program plus related experience.

ACCOUNTING CLERK SUPERVISOR - POSITION CODE 3309

Supervises one or more Accounting Clerks ensuring that a variety of bookkeeping and basic accounting and/or accounts payable/accounts receivable duties are conducted accurately. Duties may include:

- Establishing work schedules and coordinating work of the department.
- Ensuring that work is conducted accurately and providing guidance when required.
- May perform the same or similar duties as supervised clerks.

Post-secondary education with 5 years of related experience including the use of accounting and office software applications.

ACCOUNTING CLERK 3 - POSITION CODE 3319

Senior Level. Performs bookkeeping and junior accounting duties and provides advice to more junior accounting clerks on issues of day to day journal entries.

- Reconciles accounts and posts to journals and solves problems with accounts reconciliations.
- May be responsible for specific function such as Accounts Payable, Accounts Receivable, and Cash Sales.
- General ledger, financial statements, and various other related accounting activities.

High school graduation with 3 - 5 years related experience including the use of accounting and office software applications.

ACCOUNTING CLERK 2 - POSITION CODE 3314

Fully Competent. Performs a variety of bookkeeping and basic accounting duties. Duties may include:

- Reconciles accounts and posts to journals.
- May be responsible for specific function such as Accounts Payable, Accounts Receivable, and Cash Sales.
- General ledger, financial statements, computer operations, and various other related accounting activities.

High school graduation with 2 - 3 years related experience including the use of accounting and office software applications.

ACCOUNTING CLERK 1 - POSITION CODE 3316

Junior Level. Assists in the day-to-day accounting activities. Duties may include:

- Performs routine accounting work following established procedures, such as posting a variety of accounting entries and preparing invoices.
- May work in specific function such as Accounts Payable, Accounts Receivable, and Cash Sales.

High school graduation with limited related experience. Has knowledge of basic bookkeeping and basic accounting and office software applications.

PROJECT ACCOUNTING

PROJECT ACCOUNTING MANAGER - POSITION CODE 3320

Management Level. Responsible for managing the compilation, analysis, interpretation, and financial projections for project accounting. Duties may include:

- Supervises project accounting processes and results.
- Oversees preparation of budgets and project costing projections.
- Manage financial analysis process and makes recommendations.
- Resolves complex issues related to accounts, methods, and records for management.
- Develop and implement project accounting policies, systems, and procedures.
- Manages department and budget.

Post-secondary education and professional accounting designation with a minimum of 10 years accounting experience.

PROJECT ACCOUNTANT 4 - POSITION CODE 3321

Senior Level. Responsible for compilation, analysis, interpretation, and financial projections for project accounting.

Duties may include:

- Supervises project accounting processes and results.
- Preparation of budgets and project costing projections.
- Conducts financial analysis and makes recommendations.
- Provides interpretation of accounts, methods, and records for management.
- Assists in the implementation of accounting policies, systems, and procedures.
- May coordinates activities of junior staff.

Post-secondary education and professional accounting designation with a minimum of 8 years accounting experience.

PROJECT ACCOUNTANT 3 - POSITION CODE 3324

Fully Competent. Responsible for cost accounting duties of a complex nature. Duties may include:

- Prepares specialized reports and analyses. Develops and analyzes information to compare project budgets to actuals.
- Prepares complex project reports and analyzes inventory fluctuations.
- May act as Project Accountant for small product line or project.
- Provides interpretation of accounts and methods for managers.

Post-secondary education and professional accounting designation with minimum of 5 years professional cost accounting experience.

PROJECT ACCOUNTANT 2 - POSITION CODE 3322

Intermediate Level. Responsible for the tracking and calculating of job cost accounting and reporting for major projects.

Duties may include:

- Prepares client invoices/billings according to contract terms and requirements.
- Monitors and maintains project budgets.
- Produces trend and variance reports and ad-hoc summaries for project.
- Advises operating departments on cost accounting issues.

Post-secondary education and professional accounting designation with 3 - 4 years accounting experience.

PROJECT ACCOUNTANT 1 - POSITION CODE 3323

Junior Level. Responsible for performing routine project accounting duties requiring the applications of basic accounting principles. Duties may include:

- Prepares client invoices according to contract.
- Assists in preparation of General Ledger and project analysis and A/R reconciliation.
- Reviews project transaction documents and accounts for accuracy. These could include: budgets, subcharges, data sheets, time reports, expense reports, subcontractor invoices etc.

Post-secondary education with enrollment in a professional accounting program plus 1 - 2 years related experience.

SECRETARIAL/ADMINISTRATIVE SERVICES

ADMINISTRATIVE SERVICES MANAGER - POSITION CODE 3410

Provides tactical leadership for the administrative services functions by planning, organizing, and managing the activities of support services. Support services may include: office services, maintenance and security functions. Duties may include:

- Establishes objectives and operating policies for the support services area.
- Coordination of specialized staff on a project basis.
- Represents the department to other departments in the company.
- Normal supervisory duties involved in the daily operations of the office.

Post-secondary education, with extensive experience in office services and some management/supervisory experience.

EXECUTIVE ASSISTANT - POSITION CODE 3411

Senior Level. Provides senior administrative level support to the Executive level within the organization. Duties may include:

- Recording and preparation of minutes, reports, documents, and correspondence.
- Administrative support to the Board of Directors.
- General office and administrative support including personnel administration.

Extensive training and experience in senior level administrative management including experience with business application software. Requires excellent communication, word processing, and administration skills with significant administrative and secretarial experience.

ADMINISTRATIVE ASSISTANT 3 - POSITION CODE 3412

Senior Level. Performs moderately difficult to complex administrative tasks for a manager, department, and/or business unit. Duties may include:

- Compiling information and preparing moderately complex reports using appropriate software.
- Coordinates projects and logistical details to ensure smooth operation of the department or business unit.
- May monitor and assist with forecasting monthly budget.
- Makes recommendations to improve efficiency.

Significant experience of increasingly complex administrative/secretarial roles with some college level business/administration courses and expertise in using several software applications.

ADMINISTRATIVE ASSISTANT 2 - POSITION CODE 3413

Fully Competent. Position performs administrative and secretarial duties under moderate supervision and direction.

Duties may include:

- Routine administrative support or Executive reception.
- Preparation of reports including the researching, compiling, and summarizing of data.
- Organization and prioritization of assignments and taking initiative to follow through on pending items.
- Researching questions and problems regarding departmental policies and procedures.

3 - 5 years of administrative/secretarial experience, proficient with several software applications and additional experience in specialized practices and/or procedures within the company environment.

ADMINISTRATIVE ASSISTANT 1 - POSITION CODE 3414

Junior Level. Provides general clerical and administration support. Duties may include:

- Typing, distribution, maintenance of filing for reports, forms and other files.
- Processes incoming and outgoing mail, faxes, couriers, and correspondence.
- Operation and maintenance of general office equipment such as copier, fax, computer, etc.
- Preparation and processing of routine documents.

1- 2 years of secretarial/clerical experience, with some word-processing and computer skills, communication skills, and basic bookkeeping knowledge.

RECEPTIONIST - POSITION CODE 3415

Entry level. Provides reception and clerical support. Duties may include:

- Directing incoming calls and visitors.
- Processes incoming and outgoing mail, faxes, couriers and correspondence.
- Routine clerical activities or typing.

Limited general office or clerical experience with some word-processing and computer skills, communication skills, and basic bookkeeping knowledge.

GENERAL CLERK - POSITION CODE 3416

Junior Level. Provides general clerical support to administrative team. Duties may include:

- Distribution, maintenance of filing for reports, forms and other files.
- Processes incoming and outgoing mail, faxes, couriers, and correspondence.
- Operation and maintenance of general office equipment such as copier, fax, computer, etc.
- Preparation and processing of routine documents.

1- 2 years of secretarial/clerical experience, with some word-processing and computer skills, communication skills, and basic bookkeeping knowledge.

DATA ENTRY OPERATOR - POSITION CODE 3418

Junior Level. Provides general data entry support by entering new and updated information. Duties may include:

- Preparing source data for computer entry by compiling and sorting information; establishing entry priorities.
- Accurate alpha numeric data entry.
- Reviewing data for deficiencies; resolving discrepancies.
- May involve coding information, producing routine document and some filing.

1- 2 years of clerical experience, with organization, typing, data entry skills, attention to detail.

LEGAL**CHIEF CORPORATE COUNSEL - POSITION CODE 4115**

Directs all legal actions for the organization and provides legal advice for members of senior management. Duties may include:

- Manages the legal function and may also be corporate secretary.
- Interpretation of legislation affecting the organization.
- Maintains an awareness of current and proposed legislation or related initiatives that may affect the corporation.
- Identify, evaluate and explain the effects of the legal risk of potential business opportunities, to develop solutions to these legal risks.
- Preparation, screening, and approval of leases, contracts, and other legal instruments.
- May act as chief advisor to the Executive/Board on board governance and security commission regulations.

Law degree and current bar admittance with extensive experience in corporate law.

LAWYER/IN-HOUSE COUNSEL 2 - POSITION CODE 4120

Provides solicitor and barrister services for varied complex or specialized law matters, which may include:

- Advising as to compliance with applicable laws and regulations and identifying and communication of legislation changes and emerging issues to clients and/or organization.
- Legal cases and projects including: Intellectual capital issues, patent and copyright issues, IPO and merger documents, contract templates, shareholder and option agreements, employment law or trademark issues.
- Negotiating, drafting and reviewing contracts and other legal and commercial documentation and general corporate and commercial transactions.
- May supervise junior legal staff or clerks who prepare template documents and other legal filings.

Law degree and current bar admittance with over 8 years of experience in corporate law.

LAWYER/IN-HOUSE COUNSEL 1 - POSITION CODE 4121

Provides legal advice, support and guidance to management/clients in connection with a wide range of corporate commercial transactions and business initiatives, which may include:

- Communication of legislation changes relevant to clients or within the organization.
- Legal cases and projects including: Intellectual capital issues, patent and copyright issues, IPO and merger documents, contract templates, shareholder and option agreements, employment law or trademark issues.
- Negotiating, drafting and reviewing contracts, leases and other legal and commercial documentation and general corporate and commercial transactions;

Law degree and current bar admittance with over 2 – 4 years of experience in corporate law.

CORPORATE SECRETARY - POSITION CODE 4125

Coordinates the distribution and collection of Board of Directors and shareholder information to ensure that the organization complies with relevant legislation and regulation. Duties may include:

- Taking minutes of meetings of the Board of Directors and of board committees and with maintaining the corporate records.
- Ensure that accurate and sufficient documentation exists to meet legal requirements, and to enable authorized persons to determine when, how, and by whom the Board's business was conducted.
- Prepare, modify and update by-laws and arranges for the conduct of public referendum. Present an up-to-date copy of by-laws at all meetings. Act as the registered agent with respect to the laws of the jurisdiction; the person upon whom legal notice to the association is served, and responsible for ensuring that documents necessary to maintain the organization are filed.
- Provide proper notification of directors and members meetings as specified in the by-laws. Manage the general correspondence of the BOD, except for such correspondence assigned to others.
- Maintain the records of the organization as required by law and make these records available when required by authorized persons. These records may include founding documents, (e.g. letters, patents, articles of incorporation); lists of directors; board and committee meeting minutes; financial reports; and other official records.
- Prepare annual operating budget for the Board of Directors.

Post-secondary degree with significant experience in legal compliance. Requires knowledge of legal terminology and document format such as contracts, briefs, summonses, complaints, and motions.

LEGAL ASSISTANT 2 - POSITION CODE 4135

Senior Level. Responsible for researching and preparing a variety of legal documents in support of one or several lawyers or articling clerks within an organization. Duties may include:

- Drafting documents, correspondence, precedents, etc. for review by lawyer.
- Preparing legal documentation and agreements for standard transactions.
- Gathering information and research issues relating to corporate, regulatory and other relevant laws.
- Keeping up-to-date with key regulatory changes, etc.

Post-secondary legal education, combined with several years of experience in complex administrative/secretarial roles, and expertise in using several legal software applications. Requires excellent communication, strong word processing skills, and attention to detail.

LEGAL ASSISTANT 1 - POSITION CODE 4140

Working Level: Responsible for supporting one or several lawyers or articling clerks within an organization. Duties may include:

- Diarizing, calendaring, and reviewing files.
- Document preparation (templates, Dictaphone, transcripts) for lawyer review.
- Ensures case files and court documents are filed efficiently within deadlines.
- Maintenance of legal document filing system, forms, (billing records) and other related files.
- Processes incoming and outgoing mail, faxes, couriers, and legal correspondence.

Post-secondary legal education, combined with experience in complex administrative/secretarial roles, and expertise in using several software applications. Requires excellent communication, strong word processing skills, and attention to detail.

REGULATORY AFFAIRS MANAGER - POSITION CODE 4151

Leads the management of the regulatory process for the organization. Duties may include:

- Responsible for developing and monitoring corporate filing standards that define the content of each filing and the documents that are required to minimize review cycles.
- Provides guidance to management regarding the documentation and filing requirements for a specific regulatory strategy.
- Develops regulatory strategies and timelines for specific projects and provide reports to management and regulator agencies.
- Monitors provincial and federal regulatory and legislative activities to identify issues that could have impact on organization's operations and planning.
- Responsible for the filing and maintenance of regulatory filings.
- Participates in due diligence activities in connection with product acquisition or licensing.
- Represents organization as liaison contact with regulatory bodies and industry groups.

Post secondary degree with 6 – 8 years of industry experience in regulatory affairs, with 3 years experience management experience.

REGULATORY AFFAIRS ADVISOR - POSITION CODE 4155

Researches, maintains policies and procedures to ensure the organization's compliance with applicable legislation.

Duties may include:

- Monitors provincial and federal regulatory and legislative activities to identify issues that could have impact on organization's operations and planning.
- Responsible for the filing and maintenance of regulatory filings.
- May serve as an official representative of the organization for contact with regulatory officials.

Post secondary degree with 3 – 5 years of industry experience in regulatory affairs.

COMMUNICATIONS/PUBLIC RELATIONS**CORPORATE COMMUNICATIONS/PUBLIC AFFAIRS EXECUTIVE - POSITION CODE 3505**

Responsible for the overall strategic leadership, direction, and guidance for communication and public relations strategies and program. Duties may include:

- Chief advisor to executive on public relations issues.
- Chief spokesperson on behalf of the organization to media.
- Oversees the development of communications plans that promote the organizations' products and services and advance its interests with government policy-making bodies.
- Must stay current with developing legislation regarding key components of the organization.

Post-secondary degree in related field, with accreditation in relevant associations plus 10+ years management experience in this field.

COMMUNICATIONS/PUBLIC RELATIONS MANAGER - POSITION CODE 3510

Develops internal and external communications services that promote positive relations with employees, clients, the community, and the media. Duties may include:

- Development, planning, and provision of internal and external communications services based on the organization's goals and objectives.
- Advises senior management on public relations issues and is often spokesperson for the organization regarding the media and community at large.
- Development of marketing and communications plans, and/or public relations programs that promote the organization's services and products as well as providing a positive corporate image.
- Development of programs to encourage cordial relations with employees, clients, the community, and the media.
- Approves press releases and may write speeches or statements for senior management on sensitive matters.

Post-secondary degree in related field with accreditation in relevant associations plus extensive experience with senior management and the media.

COMMUNICATIONS/PUBLIC RELATIONS SPECIALIST - POSITION CODE 3511

Senior level. Responsible for the development and implementation of communication/public relations' strategies and programs. Duties may include:

- Planning and coordinating internal and external communication and promotion activities.
- Develops and writes communication material, press releases, and speeches.
- Interacts with media, advertising, and broadcast personnel.
- Coordinates the material and production for the annual report and other major publications.
- May have responsibility for investor relations' liaison.
- May provide direction for more junior staff.

Post-secondary degree in Public Relations, Communications, or related area with membership in a related professional association plus experience is preferred.

COMMUNICATIONS/PUBLIC RELATIONS REPRESENTATIVE - POSITION CODE 3512

Fully Competent. Assists in the development and implementation of comprehensive public relations strategies. Duties may include:

- Coordination of public relations events and distribution of materials.
- Provides on-site support for display booths at public events.
- Drafts press release material and other communication material for publications such as annual reports.
- Coordinating internal publications and activities for organization's employees.

Post-secondary degree with knowledge of communication and marketing theory, as well as publication development experience.

COMMUNICATIONS/PUBLIC RELATIONS ASSISTANT - POSITION CODE 3513

Junior Level. Responsible for general assistance in the communication/public relations department. Duties may include:

- Assist in writing press release material.
- Maintenance of public relations files and press clipping reports.
- May research specific topics, obtain quotes, realize and engage specific fact-checking procedures.
- Assist in maintaining an inventory of company literature.
- Coordination of trade show and speaking engagement opportunities.

Post-secondary degree in English, Journalism, Public Relations, or Communications with 1 - 2 years public relations agency experience.

EVENTS COORDINATOR - POSITION CODE 3515

Acts as project manager to plan and co-ordinate corporate events. Duties may include:

- Supports diverse functional areas - Sales (trade shows, conferences), Public Relations (hosting media, community relations events), HR (employee events), and management teams (on and off-site meetings, dinners).
- Reviews and provides advice on the creation of event plans – speakers, locations, use of external talent, meeting logistics, expenses, meals and refreshments, technology, internal processes to be followed etc.
- Resolves problems; liaises with clients and suppliers.
- Arranges for speakers, acts as master of ceremonies.

May have post-secondary education in Communications or Event Management. Strong communication, co-ordination and administrative skills. Several years of corporate experience.

SALES

When you report your individual salary data for each incumbent (on the cash spreadsheet), please identify the particular discipline this role holds, or type of service your organization offers.

The options are:

Specialty/Discipline– (GN) general (FN) Financial Service, (IN) Insurance, (MP) Manufactured Products, (PG) Packaged Goods, (RT) Retail, (TE) Technology (SV) Service

SALES EXECUTIVE - POSITION CODE 3602

Responsible for developing and implementing overall sales strategies for the organization's products and/or services.

Duties may include:

- Directs sales operations through subordinate sales managers.
- Oversees the development of sales objectives, plans, and programs.
- Manages the development and operations of the sales department.
- Accountable for achieving sales results.
- Chief sales spokesperson on behalf of the organization with customers.

Post-secondary degree with 12 - 15 years experience in sales/marketing.

REGIONAL SALES MANAGER - POSITION CODE 3616

Responsible for ensuring sales targets and managing the growth of product and services within the account portfolio in their assigned region. Duties may include:

- Management of the regional sales team, including hiring, training, and coaching for sales quota attainment.
- Oversees the development of key account relationships.
- Customizes solutions to meet customers existing and future product and/or technology requirements.
- Building and maintaining comprehensive knowledge of the marketplace and competition.
- Maintaining a working knowledge of product, product architecture, development tools, and common customer operating environments.
- Acts as liaison with technical experts as required.

Typically has a post-secondary education with a full understanding of industry, company and customer sales principles.

Minimum 8+ years experience establishing and growing client base.

SALES MANAGER - POSITION CODE 3641

Responsible for managing the growth of the account portfolio in their assigned division or location. Duties may include:

- Management of the sales team, including hiring, training, and coaching for sales quota attainment.
- Maintaining a working knowledge of product, product architecture, development tools, and common customer operating environments.
- Accountable for meeting sales targets.
- Participant in the development of key account relationships.
- Implements organization's sales directives and effectively tailoring strategies to local marketplace.

Typically has a post-secondary education with a solid understanding of industry, company and customer sales principles.

Minimum 5+ years experience establishing and growing client base.

OPERATIONAL BRANCH MANAGER - POSITION CODE 3644 (NEW)

Manages overall business operations of a specific branch, by planning, organizing, and managing the activities of all employees in that branch. Accountable for leadership, budgeting, profitability, losses, staffing levels, product quality, client services etc. Duties may include:

- Management of the sales/service team, including hiring, training, and coaching for sales.
- Conducts performance reviews and sets salary increases with all department managers.
- Manages annual budgeting process.
- Oversees all administrative and technical aspects of office.

Typically has a post-secondary education with a solid understanding of industry, company and customer requirements as well as several years of management experience.

ACCOUNT MANAGER 2 - POSITION CODE 3617

Senior Level. Responsible for developing and maintaining strategic relationships at senior levels with key accounts.

Duties may include:

- Manage sales pipeline for key accounts or channel.
- Develops and secures sales strategies and plans for each major account.
- Defines the current and future requirements of key accounts and continually build partnerships with these customers.
- Acts as a liaison with business development or other operational groups, to ensure client satisfaction.

Post-secondary degree with in-depth industry experience 8 – 10 years and knowledge. Extensive experience in Business Development and Sales.

ACCOUNT MANAGER 1- POSITION CODE 3629

Fully Competent Level. Responsible for managing the relationship with a specific group of clients. Duties may include:

- Develops and secures organizational support for individual account strategies and plans.
- Continually updates knowledge and understanding of business needs of each client and proactively identifies solutions.
- Acts as a liaison with business development or other operational groups, to ensure client satisfaction.
- Ensures efficiencies and effectiveness of the supply chain.

Post-secondary degree with in-depth industry experience (6 – 8 years) and knowledge including experience in Business Development and Sales.

ACCOUNT EXECUTIVE 2 - POSITION CODE 3615

Senior Level. Responsible for securing new accounts and maintaining current ones for a specific product or client sector. Duties may include:

- Prospects the appropriate business contacts within the client organization.
- Typically closes the sale.
- Identifies business needs and potential solutions to solve client business problems.
- Develops and presents proposals and demonstrations that clearly convey business needs, project approach, relevant experience, and client benefits.
- Responsible for building a relationship with current and potential clients.
- Reports back market and account information to the appropriate marketing/account contacts within the company.

Post-secondary degree with 3 - 5 years experience in selling and marketing products and/or services. Excellent communication and presentation skills in addition to in-depth knowledge of the products and/or services.

ACCOUNT EXECUTIVE 1 - POSITION CODE 3618

Fully Competent. Responsible for prospecting and closing orders within a specific industry market or geographic location. Duties may include:

- Prospects and qualification of prospective clients.
- Performs customer sales calls and presentation.
- Presents potential client quotes and estimates.
- Assists in the preparation and delivery of customer contracts.

Typically has post-secondary Education with 2 - 3 years sales experience. Requires working knowledge of company, products, and services with strong communication skills.

SALES REPRESENTATIVE 3 - POSITION CODE 3648

Senior Level. Responsible for selling the organization's products and services. Duties may include:

- Establishes new business and supports current business with distributors and/or end-users.
- Assists customers in the selection and purchase of a broad range or more advanced products and/or services.
- Handles situations which may require adaptation of response or extensive research according to customer requirements.
- May require advanced problem solving and/or sophisticated sales techniques.
- May assess needs and suggest/promote alternative products or services.
- Completes sales contracts for orders, including pricing and payment terms.
May use computerized system for tracking, information gathering, and/or trouble shooting.
- Identify and understand trends within client specific markets and industries.
Requires extensive knowledge of company, products, and/or services.
- May train or supervise more junior reps.

Typically has post secondary training/ product training certificate and 4+ years experience of sales experience and knowledge of computerized data entry systems. Has advanced knowledge of own and competitor products and/or services.

SALES REPRESENTATIVE 2 - POSITION CODE 3649

Intermediate Level. Responsible for selling the organization's products and services. Duties may include:

- Assists customers in the selection and purchase of a range of products and/or services.
- Provide focused product demonstrations/presentations.
- May answer inquiries, resolve problems, promote and sell products/services, and provide training in use of products.
- Identify and understand trends within client specific markets and industries.
- Completes sales contracts for orders, including pricing and payment terms.

Requires a progressive knowledge of company, products, and/or services. Typically has post secondary training / product training certificate with 2 - 3 years experience of sales experience and knowledge of computerized data entry systems. Knowledge of own and competitor products.

SALES REPRESENTATIVE 1 - POSITION CODE 3650

Entry Level. Responsible for providing sales support related to the organization's products and services. Duties may include:

- Assists customers in purchasing basic products and/or services.
- Assist in the creation of sales presentations and potentially marketing materials.
- Assist more seasoned sales reps in sales meetings.
- Researches trends within client specific markets and industries
- May respond to inquiries by referring them to published materials, secondary sources, or more senior staff.
- Completes sales contracts for orders, including pricing and payment terms.

Requires a limited knowledge of company, products, and/or services. Typically has post secondary training with limited sales experience.

SENIOR SALES SUPPORT/ANALYST - POSITION CODE 3625

Senior Level. Responsible for maintaining all data relating to sales activities. Duties may include:

- Administration of customer and product databases, price lists, and inventory spreadsheets.
- Develops and creates sales forecasts.
- Provides analysis of sales function: trends and market.
- Develops and distributes sales performance reports.

Typically has a Bachelors degree with 5 years related experience. Requires advanced knowledge on statistical analysis, spreadsheets, databases, and reports.

SALES SUPPORT/COORDINATOR - POSITION CODE 3630

Fully Competent. Responsible for the administration of the sales function. Duties may include:

- Coordination of sales projects, which may include: promotions, direct mail, and trade shows.
- Provides sales support to Account Managers and/or Executives.
- May plan sales trips and demonstrations.
- Preparation of sales presentations, quotations, and customer correspondence.
- Administration of sales verifications and payments, and may calculate sale commissions and rewards.
- May include order taking and confirmation of sales and perform data entry functions.

Typically has post-secondary education with 3 - 5 years administrative experience in sales/support marketing. Requires solid product knowledge with strong communication skills.

INSIDE SALES 2 - POSITION CODE 3646

Fully Competent Level. Responsible for developing new sales opportunities and maintaining and growing existing accounts. Duties may include:

- Building relationships for the company through follow up on quotations and product delivery and on-going communication.
- Collects feedback on quality of service.
- Determine customer needs.
- Provide product information.
- Creating and maintaining a positive image for the company.
- Process customer orders, quotations and pricing inquiries.

Typically has post-secondary Education with 2 - 3 years sales experience. Requires solid knowledge of company, products, and services with strong communication skills and on-going communication.

INSIDE SALES 1 - POSITION CODE 3647

Developmental Level. Responsible for developing new sales opportunities and maintaining and growing existing accounts. Duties may include:

- Building relationships for the company through on-going communication with customers on company products and specials.
- Determine customer needs.
- Provide product information.
- Creating and maintaining a positive image for the company.
- Process routine customer orders, quotations and pricing inquiries.

Typically has post-secondary Education with 1 - 2 years sales experience. Requires working knowledge of company, products, and services with strong communication skills.

CUSTOMER SERVICE

When you report your individual salary data for each incumbent (on the cash spreadsheet), please identify the particular discipline this role holds, or type of service your organization offers.

The options are:

Specialty/Discipline– (GN) general (FN) Financial Service, (IN) Insurance, (RT) Retail, (SV) Service

CUSTOMER CARE LEAD - POSITION CODE 3654

Senior Level. Responsible for quality customer service the coordination of post-sales activities. Duties may include:

- Direct support to customers for inquires and solutions, as well as to sales, productions, distribution, and repairs divisions of the company.
- Maintaining customer database, including details such as sales, custom orders, contracts, warranties, delivery specifications, installations, training, upgrades, repairs, feedback, etc.
- Works with sales teams to improve on customer service issues, implement best-practice strategies, and motivate sales force to maximize customer satisfaction.
- Maintains an extensive level of product and services knowledge, as well as operational policies and procedures.
- Communicates and coordinates with all departments to ensure quality product and service delivery.

Typically has post-secondary education with 5+ years experience in sales/support and customer relations. Requires solid product knowledge with attention to details and strong communication and problem solving skills.

CUSTOMER SERVICE REPRESENTATIVE 3 - POSITION CODE 3656

Senior Level. Responsible for providing customer support related to the organization's products sales and services.

Duties may include:

- Handles customer service inquiries.
- Handles situations which may require adaptation of response or extensive research according to customer response.
- May require advanced problem solving and/or sophisticated sales techniques.
- May assess needs and suggest/promote alternative products or services.
- May use computerized system for tracking, information gathering, and/or trouble shooting.
- Requires extensive knowledge of company, products, and/or services.
- Customer service is the primary function, but may include selling or promotion of products and services.

Typically has a High School diploma and 3 - 5 years experience of customer service experience and knowledge of computerized data entry systems.

CUSTOMER SERVICE REPRESENTATIVE 2 - POSITION CODE 3657

Intermediate Level. Responsible for providing customer support related to the organization's products sales and services. Duties may include:

- Handles customer service inquiries.
- Maintains positive customer relations and responds to problems and enquiries.
- May use computerized system for tracking, information gathering, and/or trouble shooting.
- May answer inquiries, resolve problems, promote and sell products/services, and/or enter and confirm sales.
- Requires a progressive knowledge of company, products, and/or services.

Typically has a High School diploma and 2 - 3 years experience of customer service experience and knowledge of computerized data entry systems.

CUSTOMER SERVICE REPRESENTATIVE 1 - POSITION CODE 3658

Entry Level. Responsible for providing customer support related to the organization's products sales and services.

Duties may include:

- Handles customer service inquiries which are basic and routine.
- Maintains positive customer relations and responds to problems and enquiries.
- May use computerized system for tracking, information gathering, and/or trouble shooting.
- May respond to inquiries by referring them to published materials, secondary sources, or more senior staff.
- Requires a limited knowledge of company, products, and/or services.

Typically has a High School diploma and 0 - 2 years of customer service experience.

MARKETING**MARKETING EXECUTIVE - POSITION CODE 4003**

Responsible for planning, directing, coordinating, and controlling both the marketing and sales of the corporation's products and/or services. Duties may include:

- Plans and supervises market research.
- Responsible for developing and implementing sales and marketing strategies.
- Oversees the development of marketing and sales objectives, plans, and programs.
- Develop/leads the advertising, promotion, and sales functions.

Post-secondary degree with 15+ years management experience in sales and marketing.

DIRECTOR OF MARKETING - POSITION CODE 4005

Responsible for the organization-wide leadership of the Marketing function, or several specific marketing areas in a larger organization. (Often a second level manager) Duties may include:

- Provides executive/corporate support for key marketing visions/strategies.
- Manage and direct new products using product life cycle methodology.
- Work closely with product management, strategic marketing and sales groups to define and manage marketing strategy.
- Coordinates commercialization of new products.
- Provides executive/corporate support for key marketing visions/strategies.
- Management and supervision of staff and budget.

Post-secondary degree in related discipline plus extensive management experience in marketing functions.

DIRECTOR BUSINESS DEVELOPMENT - POSITION CODE 4007

Responsibility for determining and implementing business development strategies and programs. Responsible for the Business Development function, or several specific development areas in a larger organization. (Often a second level manager) Duties may include:

- Identify new business opportunities for company products and services, potential clients and new product or service development requirements.
- Developing strategic alliances with other organizations.
- Maintains on-going client relationships with key business stakeholders, industry networks and associations.
- Develops and delivers executive presentations requiring excellent communication & marketing skills.
- Management and supervision of staff and budget.

Has a broad knowledge of business issues and processes such as Strategic Planning, Business Development or Marketing strategies. Typically has post-secondary education in Business (or equivalent) with 10+ years related experience.

MARKETING MANAGER - POSITION CODE 4008

Responsible for the management and implementation of organization's marketing strategies. Duties may include:

- Development of comprehensive marketing plans for major products and services to build and maintain customers.
- Integrates marketing plans with electronic, print, telemarketing, and other media to broaden market coverage.
- Identifies database segmentation, modeling, ROI, campaign management and forecasting.
- Evaluates and implements technology, CRM, and electronic marketing channels.
- Develops methods to track the effectiveness of implemented marketing programs.
- Management of marketing team employees.

Post-secondary degree in Business/Marketing and several years related marketing experience. Experienced with CRM and electronic marketing channels.

PRODUCT BRAND MANAGER - POSITION CODE 4011

Develops specific product business plans, including strategy, business justification, target market selection, competitive positioning, and promotion objectives. Duties may include:

- Ensures market share and income growth for a specific group of products or services through marketing programs, including pricing, promotion, and distribution.
- Works closely with in-house and third party developers to design and build products.
- Develops plans and programs that will establish and maintain current and long-range markets for designated products. These plans include advertising, budgeting, forecasting of manufacturing costs, sales and inventory requirements, and projecting profit and market shares.
- Integrates packaging and branding with electronic, print, telemarketing, and other marketing strategies.
- Prepares product presentations.
- Launching new products, develops awareness campaigns for new product features or enhancements.

Post-secondary degree with 5+ years experience in product marketing/management.

MARKETING ANALYST 2 - POSITION CODE 4012

Senior Level. Directly provides marketing research and analytical support and leadership to business, product, or industry areas in support of the company's marketing plans. Duties may include:

- Development and execution of marketing plans and programs.
- Direct responsibility for creatively using market data to provide ideas, insight, and tools for management to use in marketing company products.
- Conducts marketing surveys and focus groups on current and new product concepts.

Post-secondary degree with concentration in marketing with 3 - 5 years experience in marketing environment.

MARKETING ANALYST 1 - POSITION CODE 4013

Developmental Level. Assists in the development and execution of marketing plans and programs. Duties may include:

- Analysis and interpretation of marketing strategies and sales figures.
- Creation of market models.
- Profiling competitors.

Post-secondary degree in marketing/business or equivalent with 1 - 3 years experience in marketing environment.

MARKETING ADMINISTRATOR / COORDINATOR - POSITION CODE 4014

Fully Competent. Supports marketing management and professionals. Duties may include:

- Arranging advertising and promotional materials including presentations and trade show requirements.
- Maintaining budgets and schedules for major projects and reports.
- Distribution of marketing materials.
- Arranging appointments for marketing group and completes follow-up calls.

Extensive experience in marketing field including managing logistics for promotional events, with excellent communication, organizing, and administrative skills.

MARKETING DATABASE ANALYST (DATA WAREHOUSING SOLUTIONS) - POSITION CODE 4019

Fully Competent. Responsible for creation and analysis of marketing database resources used in the development of marketing programs. Duties may include:

- Participates in marketing database research tasks to extract pertinent information, results and recommendations from marketing database and other product and customer information resources.
- Translate needs into actual analysis plans and/or experimental designs.
- Builds new data sets and data structures as required to support business needs; and manages the distribution, replication and archival of data throughout organization.
- Reports analytical results and recommendations in written, verbal, and presentation form.

Typically has Bachelors degree with experience and knowledge of warehousing/decision support design implementation, and database technologies, (Oracle, Informix, Sybase, Red Brick, etc. and warehousing tools).

DATA WAREHOUSE ADMINISTRATOR - POSITION CODE 4021

Fully Competent. Responsibility for defining, implementing and monitoring the extraction, transformation, and loading (ETL) process for the data mart/data warehouse. Duties may include:

- Ensures data integrity in the data mart/data warehouse.
- Administers security access, backup and recovery process for data mart/ warehouse.
- Administers the tool that will be used to load the data warehouse.
- Works closely with warehouse architect and data warehouse project team to ensure project deliverables are met on time and budget.

Typically requires experience in UNIX operating systems, relational database programming, SQL, Oracle, and knowledge of data warehousing concepts.

DISTRIBUTION CHANNELS SPECIALIST - POSITION CODE 4025

Fully Competent. Responsible for the planning and execution of activities and projects that directly support the implementation and optimization of the company's go-to-market resources. Duties may include:

- Researches and select the appropriate mix of distribution channels to sell a product based on the needs and buying behavior of the target market.
- Identifies resources and skills necessary to support the channel strategy.
- Identifies new/emerging channels, resources, and develops integrated strategies, plans, and programs to leverage these opportunities.

Typically has a Bachelors degree with a minimum of 5 years related experience. Requires advanced knowledge of marketing field.

E-COMMERCE MARKETING MANAGER - POSITION CODE 4010

Responsible for the development and evaluation of Internet strategic marketing plans. Duties may include:

- Establishes the strategic role for interactive media for current, near, and long-term corporate media and promotion planning.
- Ensures the implementation of new media/interactive/e-commerce activities.
- Co-ordinates internal and external resources to meet interactive marketing objectives.
- Responsible for the employment, training, and discipline of assigned employees.
- Assesses results of projects, budgets, and schedules guidelines.
- Responsible for employment, training, and discipline of assigned employees.

Typically has Bachelors degree with extensive marketing experience in an Internet/e-commerce function, management experience.

E-COMMERCE MARKETING ANALYST - POSITION CODE 4020

Fully Competent. Responsible for reviewing and analysis of website traffic for trends and use patterns to identify and quantify customers habits and behavior. Duties may include:

- Recommends modification to website design to maximize traffic, customer satisfaction, and sales.
- Review customer feedback for website improvement and enhancements.
- Works with sales group and distribution to develop, implement, and measure the effectiveness of Internet and electronic based advertising, promotions, and cross marketing opportunities.
- Reviews competitive web sites and collects marketing intelligence regarding competitive position.
- Assists in tracking, measuring, and determining effectiveness of e-commerce applications and on-line marketing efforts.

Typically has Bachelors degree with 7+ years of related experience in e-commerce and marketing experience.

E-COMMERCE NEW BUSINESS DEVELOPMENT/ACCOUNT EXECUTIVE - POSITION CODE 4030

Fully Competent. Responsible for selling technology-based professional services and/or computer hardware/software.

Duties may include:

- Research, identify, and assess new business opportunities.
- Makes sales presentations to prospective clients/customer.
- Customizes solutions to meet customers existing and future product and/or technology requirements.
- Establish, develop, and maintain quality client relationships.
- Building and maintaining comprehensive knowledge of the marketplace and competition.
- Maintaining a working knowledge of product, product architecture, development tools, and common customer operating environments.

Typically has a post-secondary education with a proven track record selling technology based professional services and/or computer hardware and software. Minimum 8 years experience establishing and growing client base.

FACILITIES MAINTENANCE

DIRECTOR FACILITIES - POSITION CODE 3805

Responsible for the planning, managing, upgrading and repair of large, complex company facilities or several facilities in different locations. Duties may include:

- Develops plans for the effective utilization of company assets.
- Negotiates with realtors, leasing agencies for renewal of rental agreements, purchase/sale of space.
- Ensures facilities are utilized in a cost effective manner.
- Manages maintenance and operation of facilities.
- Establishes overall facility safety standards, policies and procedures.
- Works with suppliers and contractors to manage new construction, and renovation of existing facilities.
- Manages third party contracts regarding facilities operation.
- Manages staff assigned to maintenance and operations.

Typically has post-secondary education with a minimum of 8 - 10 years of increasingly responsible experience in facility maintenance and administration.

FACILITIES MANAGER - POSITION CODE 3810

Responsible for the planning, managing, upgrading and repair of company facilities, equipment and properties. Duties may include:

- Develops plans for the effective utilization of company assets.
- Negotiates with realtors, leasing agencies for renewal of rental agreements, purchase/sale of space.
- Ensures facilities are utilized in a cost effective and safe manner including:
- Maintenance and operation of facilities in a safe and clean manner.
- Sets overall facility safety standards, or liaises with Health & Safety staff to ensure adherence to standards.
- Works with suppliers and contractors to manage new construction, and renovation of existing facilities.
- Manages third party contracts regarding facilities operation.
- Ensures fire alarms and equipment are regularly maintained and safety drills are conducted.
- Manages staff assigned to maintenance and operations.

Typically has post-secondary education with a minimum of 4 - 5 years of increasingly responsible experience in facility maintenance and administration.

FACILITIES COORDINATOR - POSITION CODE 3815

Coordinates the operations of company facilities, equipment and properties. Duties may include:

- Supports the overall corporate facilities plan including builds and renovations, subleases, and furniture and equipment requirements.
- Maintains regulatory documentation, safety records, leasing, legal and related facility files.
- Assists with project management and contractor schedules.
- Provides guidance to operations and maintenance staff and contractors.
- Updates defined procedures and standards for facility-wide distribution and provides clerical support.

Typically has 3 - 5 years of facilities or property management administration experience, combined with a High School education. Proficient with several software applications. Good communications and organizational skills required.

FACILITIES MAINTENANCE MECHANIC - POSITION CODE 3811

Fully Competent. Performs a wide variety of skilled general maintenance, repair, and modification of machinery and mechanical equipment. Duties may include:

- Performs preventative maintenance on equipment and mechanical systems.
- Examination of mechanical equipment to diagnose potential future problems.
- Assembles and installs mechanical equipment and systems, following drawings, blueprints, and general instructions.
- May provide leadership to junior personnel.

Formal technical training with an ability to perform trade functions at the journeyman level.

MAINTENANCE WORKER - POSITION CODE 3812

Fully Competent. Performs routine, manual tasks involving repetitive and standardized assignments relating to the maintenance of facilities. Duties may include:

- Performs semi-skilled tasks in the maintenance, repair, and improvement of facilities.
- Carpentry and painting, and use of standard hand and power tools.
- Assists in the movement of furniture, materials, and equipment as needed.

Basic reading, writing, and arithmetical abilities with several years of general facility maintenance experience.

SANITATION CUSTODIAN - POSITION CODE 3817 (REVISED)

Responsible for the sanitation and cleaning of the facilities. Duties may include:

- Cleans and sanitizes operational areas and equipment.
- Covering, disassembling or moving equipment as needed.
- Fills and labels sanitation supplies appropriately.
- Ensures supplies and chemicals are stored properly.
- Follows proper safety guidelines.

Previous custodial experience.

SECURITY MANAGER - POSITION CODE 3813

Plans, organizes, directs, and controls the activities and staff involved in developing and administering company security policies, procedures, and programs. Duties may include:

- Recommends procedures and systems for visitor control, employee identification, security clearance administration, and the safeguard of company facilities, equipment, and material.
- Provides security controls of company facilities, equipment, and materials.
- Provides security control through direction of a guard force or through retention of contract services.
- Responsible for employees in security function.

Knowledge of security requirements and practices normally obtained through a minimum of 4 years of related experience, as well as experience in directing others.

SECURITY GUARD - POSITION CODE 3814

Fully Competent. Guards and patrols company property. Duties may include:

- Protection of property and personnel against fire, theft, vandalism, illegal entry, and other hazards.
- Controls entrance points.
- Tours premises to examine doors, windows, and gates to ensure appropriate level of security.
- Observe incoming and outgoing persons to guard against theft of company property.

High school diploma with basic reading, writing, and communication skills.