

THE WYNFORD GROUP

CANADIAN SALARY SURVEYS



THE PROFESSIONAL & ADMINISTRATIVE SURVEY

2012 POSITION SUMMARIES



Suite #545, 940 - 6th Avenue S.W.

Calgary, Alberta. T2P 3T2

Phone: (403) 264-5166

Fax: (403) 205-4312

Toll Free: 1-877-264-5166

survey@wynfordgroup.com

www.wynfordgroup.com

www.wynfordgroup.com/surveysite

THE PROFESSIONAL & ADMINISTRATIVE SURVEY

POSITION SUMMARIES

<u>JOB FAMILY</u>	<u>POSITION CODE</u>
MANAGEMENT	
Top Division Executive	3010
Department/Program Director	3015
Department/Program/Unit Manager	3020
Administrative Executive	3030
HUMAN RESOURCES	
Human Resources Executive	3103
Director Human Resources	3105
Manager Human Resources 2	3108
Manager Human Resources 1	3110
Human Resources Specialist	3111
Human Resources Advisor	3120
Human Resources Analyst 2	3112
Human Resources Analyst 1	3122
Human Resources Administrator	3113
Human Resources Assistant (Revised Title) (Revised)	3114
Payroll/Benefits Lead	3115
Benefits Coordinator	3119
Payroll Coordinator	3118
Payroll Technician 2	3125
Payroll Technician 1	3126
Manager Compensation	3130
Compensation Analyst 2	3135
Compensation Analyst 1	3136
Manager Recruiting	3131
Technical Recruiter	3117
Recruiter (New)	3132
Manager Resourcing	3116
Manager Training	3123
Trainer 2 (New)	3127
Trainer 1 (New)	3128
Training Assistant (New)	3124
HRIS Analyst	3138
Manager Labor Relations	3140
WCB Claims Coordinator	3145
FINANCIAL SERVICES	
Finance Executive	3203
Treasurer	3204
Director Finance	3205
Director Tax	3228
Manager Budgets and Forecasts	3240
Manager Finance	3210
Financial Analyst 3	3211
Financial Analyst 2	3212
Financial Analyst 1	3213
Tax Manager	3230
Tax Specialist	3214
Treasury Analyst	3220

JOB FAMILY**POSITION CODE****RISK/CREDIT**

Director Risk	3340
Risk Manager	3341
Risk Analyst	3343
Credit Manager	3347
Credit Analyst 2	3348
Credit Analyst 1	3349

DOCUMENT CONTROL

Document Control Manager	3452
Document Control Lead	3454
Document Control 2	3456
Document Control 1	3458
Librarian (New)	3460

ACCOUNTING SERVICES

Controller	3303
Director Accounting / Regional Controller	3305
Manager Accounting	3310
Internal Audit Manager	3317
Internal Auditor	3318
Accountant 4	3311
Accountant 3	3315
Accountant 2	3312
Accountant 1	3313
Accounting Clerk Supervisor	3309
Accounting Clerk 3	3319
Accounting Clerk 2	3314
Accounting Clerk 1	3316

BILLINGS

Billing Supervisor	3333
Billing Specialist	3335
Billing Coordinator (New)	3334
Billing Clerk	3337

PROJECT ACCOUNTING

Project Accounting Manager	3320
Project Accountant 4	3321
Project Accountant 3	3324
Project Accountant 2	3322
Project Accountant 1	3323

BUSINESS ANALYSIS (NEW)

Business Analyst 3 (New)	4210
Business Analyst 2 (New)	4220
Business Analyst 1 (New)	4230

BUSINESS PROCESS ANALYSIS (NEW)

Business Process Manager (New)	4310
Business Process Analyst 3 (New)	4320
Business Process Analyst 2 (New)	4330
Business Process Analyst 1 (New)	4340

JOB FAMILYPOSITION CODE**SECRETARIAL/ADMINISTRATIVE SERVICES**

Administrative Services Manager	3410
Office Manager	3419
Executive Assistant to the President	3420
Executive Assistant	3411
Administrative Assistant 3	3412
Administrative Assistant 2	3413
Administrative Assistant 1	3414
Receptionist	3415
General Clerk	3416
Data Entry Operator 3 (New)	3422
Data Entry Operator 2 (New)	3423
Data Entry Operator 1 (Revised Title) (Revised)	3418

LEGAL

Chief Corporate Counsel	4115
Lawyer/In-House Counsel 3 (Revised Title)	4120
Lawyer/In-House Counsel 2 (New)	4122
Lawyer/In-House Counsel 1	4121
Corporate Secretary	4125
Legal Assistant 2	4135
Legal Assistant 1	4140
Regulatory Affairs Manager	4151
Regulatory Affairs Advisor	4155
Privacy Officer	4160
Policy Analyst	4165

COMMUNICATIONS/PUBLIC RELATIONS

Corporate Communications/Public Affairs Executive	3505
Communications/Public Relations Manager	3510
Communications/Public Relations Specialist	3511
Communications/Public Relations Representative	3512
Communications/Public Relations Assistant	3513
Community Affairs Manager (New)	3516
Social Media Coordinator (New)	3517
Events Coordinator	3515
Investor Relations Manager	3514
Translator (New)	3518

FUND DEVELOPMENT

Top Fund Development Executive	3520
Manager Fund Development	3525
Representative Fund Development	3528

CAPITAL PLANNING

Top Planning Executive	3530
Capital Planning Manager	3535
Capital Planning Analyst	3538

JOB FAMILY**POSITION CODE****SALES**

Sales Executive	3602
Regional Sales Manager	3616
Sales Manager	3641
Operational Branch Manager	3644
Key Account Manager (New)	3619
Account Manager 2	3617
Account Manager 1	3629
Account Executive 2	3615
Account Executive 1	3618
Sales Representative 3	3648
Sales Representative 2	3649
Sales Representative 1	3650
Sr. Sales Support/Analyst	3625
Sales Support/Coordinator	3630
Inside Sales 2	3646
Inside Sales 1	3647

CUSTOMER SERVICE

Customer Services Manager	3652
Customer Care Lead	3654
Customer Service Representative 3	3656
Customer Service Representative 2	3657
Customer Service Representative 1	3658

MARKETING

Marketing Executive	4003
Director of Marketing	4005
Director Business Development	4007
Business Development Manager	4006
Business Development Representative	4009
Marketing Manager	4008
Product Brand Manager	4011
Marketing Research Manager (New)	4022
Market Analyst 3 (New)	4023
Market Analyst 2 (Revised Title) (Revised)	4012
Market Analyst 1	4013
Marketing Coordinator (New)	4015
Marketing Administrator (Revised Title) (Revised)	4014
Marketing Assistant (New)	4016
Marketing Database Analyst (Data Warehousing Solutions)	4019
Distribution Channels Specialist	4025
E-Commerce Marketing Manager	4010
E-Commerce Marketing Analyst	4020
E-Commerce New Business Development/Account Executive	4030

FACILITIES MAINTENANCE

Director Facilities	3805
Facilities Manager	3810
Facilities Coordinator	3815
Facilities Maintenance Mechanic	3811
Maintenance Worker	3812
Sanitation Custodian	3817
Security Manager	3813
Security Guard	3814

MANAGEMENT

TOP DIVISION EXECUTIVE - POSITION CODE 3010

Senior executive role typically reporting to the CEO, COO or executive VP. Responsible for the operations of a distinct operating division delivering programs or services in accordance with the organization's mandate. May include several departments or business units providing related programs. Duties may include:

- Alignment of division strategy with long-term organizational strategies and goals.
- Strategic planning for program/service delivery and evaluation.
- Direction of middle management in the management of functional areas and program/service delivery.
- Coordination of plans and activities with other operating and support divisions.
- Liaison with government agencies and key external stakeholder groups.
- Overall fiscal and human resource planning for department operation and/or program delivery.

Typically has post-graduate degree plus extensive management experience.

DEPARTMENT/PROGRAM DIRECTOR - POSITION CODE 3015

Typically reporting to top division executive. Has overall accountability for the department or program area. Duties may include:

- Provides strategic and tactical leadership the development, implementation, operations and evaluation of programs strategies and functions within the department or program area in support of the organization's overall objectives.
- Establishes and maintains cooperation and collaboration with internal and external stakeholders.
- Provides direction to supervisory management with planning and operational issues.
- Directs the research, and development of methodologies for review of plans and activities pertaining to the functional program or service delivery processes to enhance program efficiencies and implement best practices.
- Monitors the implementation and effectiveness of new ideas and initiatives to improve programs.

Typically has post-graduate degree plus extensive work experience in related field in addition to management experience.

DEPARTMENT/PROGRAM/UNIT MANAGER - POSITION CODE 3020

Typically reporting to the Director, has overall operational accountability for a specific function or program area. Duties may include:

- Manages the development, implementation, operations and evaluation of programs and functions within the department or program area in support of the department/organization's overall objectives.
- Reviewing and modifying current standards and business processes to enhance program efficiencies and implement best practices.
- Manages the process for collaboration with program stakeholders to gain input and feedback on the design and effectiveness of specific programs in support of the organizations overall objectives.
- Directs the research, analysis and development of new ideas and initiatives to improve programs.
- Supervises the functional delivery of programs and services within area.

Typically has post-secondary education in a related field plus 7 years work experience.

ADMINISTRATIVE EXECUTIVE - POSITION CODE 3030

Responsible for planning and directing major corporate administration functions in support of operations. May report to CEO or to the COO. Duties may include:

- Establishes and implements operational policies, goals and objectives for the department
- May include management of several corporate resource functions such as:
 - Office Services
 - Central purchasing
 - Voice and data telecommunications
 - General internal business consulting services

Typically has post-secondary education in a business discipline with extensive work experience in a managerial role.

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, and (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, and (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, and (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, and (IS) HRIS.

HUMAN RESOURCES ANALYST 1 - POSITION CODE 3122

Developmental Level. 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, and (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 ASSISTANT - POSITION CODE 3114 (REVISED TITLE) (REVISED)

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

- Maintains 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 reports and statistical summaries.
- May process employment applications and resumes.
- May resolve routine scheduling / interviewing conflicts.

High school diploma with some Human Resources experience.

PAYROLL/BENEFITS LEAD - POSITION CODE 3115

Senior/Supervisory Level. 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 of benefit and 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.
- Counsel's 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 of benefit 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.

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 years 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.

MANAGER COMPENSATION - POSITION CODE 3130

Responsible for developing and providing on-going management of total compensation programs and systems. Duties may include:

- Develop and manage a company wide employee programs related to compensation and rewards such as: salary structure, job evaluation, incentive programs, recognition program or employee share purchase plan.
- Manage compensation data and calculations for any salary, pay grade and bonus changes as a result of performance reviews and manage the communication of these changes with the employees.
- Design, evaluate and modify benefits policies to ensure that programs are current, competitive and in compliance with legal requirements.
- Administer, direct, and review employee benefit programs, including the integration of benefit programs in the organization.

Post-secondary degree with 8 - 10 years of experience in direct compensation and benefits. CPP or CEBS designation or completed courses leading to designation.

COMPENSATION ANALYST 2 - POSITION CODE 3135

Responsible for the improvement development and management of the compensation and job evaluation programs including job leveling and compensation recommendations. Duties may include:

- Offers analytical support and communicates the changes regarding compensation practices, policies and programs.
- Ability to counsel managers with regards to salary treatment and bonus options.
- Explores compensation trends and prepares reports in establishing reasonable rates and salaries for all employees in organization.
- Preparation of compensation surveys and compilation of market data to provide the business with detailed market references by role.
- Participates in external surveys, customized compensation salary surveys and prepare reports for review.

Post-secondary degree in Human Resources or a related discipline with 5+ years experience in compensation administration.

COMPENSATION ANALYST 1 - POSITION CODE 3136

Responsible for assisting in compensation and job evaluation programs, including job leveling and compensation recommendations. Duties may include:

- Assist in communication of changes to compensation programs and policies.
- Provide statistical reports through benchmarking exercises to ensure market and internal competitiveness.
- Assist in updating job evaluation processes and maintain the master job evaluation record.

Post-secondary degree in related discipline with 2 - 3 years experience in compensation administration.

MANAGER RECRUITING - POSITION CODE 3131

Responsible for developing and executing recruiting plans. Duties may include:

- Developing recruiting plans, overseeing testing, orientation and agendas.
- Understand company's policies on wages, working conditions and promotional opportunities to discuss with prospective employees.
- Ability to keep informed about equal employment opportunities and that employment equity goals are achieved.

Post-secondary degree or diploma in the area of HR or business with a minimum of 5 years work experience in recruiting.

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.

RECRUITER – POSITION CODE 3132 (NEW)

Fully Competent. Responsible for recruiting, interviewing and staffing qualified candidates. Duties may include:

- Consults with hiring managers regarding strategic recruitment to ensure understanding of recruiting requirements.
- Uses creative sourcing strategies to find and maintain an effective pool of candidates (i.e., direct sourcing/social media/research/networks etc).
- Develops pre-screening interview questions tailored to each position.
- Performs in-depth pre-screening of potential candidates.
- Interviews prospective employees for hourly and salaried positions.
- Administers pre-employment tests and conducts reference checks.
- Creates and updates candidate database for current and future opportunities through a web based candidate tracking system.
- Implements new hire documentation.
- May be involved with employment advertising.

Post-secondary degree with several years of recruiting experience.

MANAGER RESOURCING - 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.

MANAGER TRAINING - 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.

TRAINER 2 - POSITION CODE 3127 (NEW)

Senior Level. Responsible for organizing and delivering overall educational and training programs. Duties may include:

- Conducts training sessions and evaluates training effectiveness.
- Develops materials and documentation.
- Designs or modifies major training programs.
- Analyses of user training requirements and outcomes.

Post-secondary degree with extensive experience in training design and delivery. Experience working with customer relations. Strong communication and presentation skills as well as problem solving skills.

TRAINER 1 - POSITION CODE 3128 (NEW)

Fully Competent. Responsible for organizing and delivering educational and training programs. Duties may include:

- Conducts training sessions and provides ongoing training support.
- Develops materials and documentation.
- Designs or modifies programs and presentation materials.
- Participates in the analysis of user training requirements and outcomes.

Post-secondary degree with experience in program delivery. Experience working with customer relations. Strong communication and presentation skills as well as problem solving skills.

TRAINING ASSISTANT – POSITION CODE 3124 (NEW)

Fully Competent. Responsible for the scheduling and coordination of training programs. Duties may include:

- Provides clerical/administrative support to the training and development function.
- Schedules, coordinates and maintains master schedule of training programs, courses, and the use of equipment, space and facilities.
- Distributes course catalogues, processes registration and answers routine inquiries regarding courses and schedules.
- Maintains, assembles and distributes course materials and teaching aides, as required for each type of program.
- Arranges for outside services such as audio visual assistance, meals/refreshments, housekeeping, maintenance or repairs.
- Maintains records and prepares reports and statistical summaries regarding course attendance, feedback on programs, instructors, etc.

High School plus some college level business/administration courses and 2 - 3 years related experience. Strong organization, communication, presentation, and problem solving skills.

HRIS ANALYST - POSITION CODE 3138

Responsible for facilitating and supporting key processes and accountabilities within the area of Human Resources Information Management. Duties may include:

- Providing expertise to implement and develop pay grades and performance data
- Designing and developing protocols between HR, Payroll and Budget
- Preparing reports with employee information and employees skills contained in the HRIS in response to requests.

Post-secondary degree in the area of HR, Business, Accounting or IT with a minimum of 5 years experience in HRIS.

MANAGER LABOR RELATIONS - POSITION CODE 3140

Responsible for implementation of labor relation programs. Duties may include:

- Overlooks collective bargaining process and offer advice during negotiation of the collective agreements
- Interpret contracts pertaining to grievances, income and salaries, employee wellbeing, health care, pensions, upper management practices as well as union practice, and other contractual provisions.
- Supervise implementations of policies concerning wages, hours, and working conditions to ensure compliance with terms of labor contract.

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

WCB CLAIMS COORDINATOR - POSITION CODE 3145

Responsible in managing all of the organizations WCB claims. Duties may include:

- Drives solutions, function in a leadership capacity in addressing issues, and focuses on departmental needs that go beyond those of their individual teams.
- Maintain and prepare reports relating to injury/claims costs and coordinate with injured workers on site safety.
- Supervises employees and provides guidance regarding general claim policy, as well as specific claims problems involving contract validity, policy interpretation and terminology
- Review all cases for cost relief and assesses and settles large or questionable claims.
- Ensure all WCB employer reports are submitted within legislated timeframes and the organization is in compliance with WCB requirements.

Post-secondary degree in related discipline plus extensive knowledge of workplace health and safety legislation.

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.

DIRECTOR TAX - POSITION CODE 3228

Responsible for overseeing the tax function of the organization. Duties may include:

- Implement tax planning and strategies to minimize tax liabilities in accordance with current and proposed tax legislation.
- Assist in the preparation of documentation and communicating with auditors during year-end and quarter end reviews including tax provisions and balance sheets.
- Analyze and resolve any corporate tax compliance issues.
- Liaise with executive to address tax issues and develop strategy
- Manage the taxation component of the external audit, and maintain internal controls and procedures.
- Responsible for complying with the company's internal controls over financial reporting.

Business undergraduate degree with professional accounting designation. Completed or in the process of completing the CICA in-depth tax course. Significant (12+ years) experience in corporate tax.

MANAGER BUDGETS AND FORECASTS - POSITION CODE 3240

Responsible for directing and coordinating annual budgets and corporate forecasts of the organization. Duties may include:

- Effectively manage the Budget & Forecasting team and evaluate the performance of direct reports.
- Review costs and perform cost benefit analysis related to projects and/or programs.
- Analyze data to determine costs of business activities and make recommendations for budget adjustments and other cost improvement measures.
- Work with operations and finance teams to identify, evaluate and implement key business drivers to be used in budgets and forecasts.

Post-secondary degree in Finance, with 5 - 8 years experience within Finance.

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 (8+ years) 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:

- Supports in the development of an annual financial plan.
- Analyzes and reports variances to plan.
- Assists in the planning, monitoring, and forecasting of capital spending.
- Tracks and reports 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:

- Monitors and analyzes company weekly/monthly/annual payment activity and cash positions to cover commitments.
- Provides management with a current summary of investment products available.
- Maintenance of bank accounts and company directory.
- Researches and reviews cash management issues.

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

RISK/CREDIT**DIRECTOR RISK – POSITION CODE 3340**

Responsible for providing implementation and monitoring of strategies and processes to protect the organization from unintended investment risks and managing organizational compliance. Duties may include:

- Provides guidance in the development and deployment of best risk management practices throughout the organization.
- Provides direction in the development of strategies and testing the effectiveness of key financial reporting controls.
- Advises management on the efficiency of internal controls.
- Develops solutions to manage and mitigate risks.
- Develops models for quantifying risk and economic capital required to support.
Provides guidance to management on credit risk management matters.
- Directs performance analysis activities.
- Remains current with regulatory reporting requirements.

Post-secondary degree in finance or economics with 10+ years experience in a related field, with management or supervisory experience. FICA / FSA designation preferred. Knowledge of financial risk rating methodology.

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. FICA / FSA designation preferred. 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 and credit risk measurement.
- Analyzes and reports 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 operations 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.
- Makes decisions regarding credit extensions, working within established guidelines.
- Analyzes information and credit references of persons or institutions applying for credit.
- Opens new customer accounts and approves credit limits and research customer credit histories.
- Reviews and processes credit notes.
- Handles customer inquiries and resolves 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.
- Opens new customer accounts and approves credit limits and research customer credit histories.
- Reviews and processes credit notes.
- Handles customer inquiries and resolves complaints with regard to credit and collection matters.

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

DOCUMENT CONTROL**DOCUMENT CONTROL MANAGER - POSITION CODE 3452**

Responsible for all division functions, including Quality Control and ensuring all project requirements are met. Duties may include:

- Creating standards on project documentations procedures as well as maintains these procedures.
- Maintains Quality Control and supervises all drawings and documentation requirements as outlined by pre-set schedules to ensure deadlines are met.
- Compiles documentation lists and integrates all client specifications as required on individual projects.
- Interface with IT and engineering groups for set up of electronic systems or projects.

Minimum of 10 years experience in document control experience and data entry with at least 5 years supervisory duties. Advanced working knowledge of engineering terminology, able to read and understand information on drawings, documentation and engineering document management systems. Related certificate/technical diploma.

DOCUMENT CONTROL LEAD - POSITION CODE 3454

Responsible for receiving, monitoring and completing documentation for a designated project, training and supervision on projects, organizing and distributing workload. Duties may include:

- Setting up document control files for both engineering and supplier documents.
- Identification of project trends and changes.
- Responds to internal and external drawing and document requests.
- Provides routine quality checks on all outgoing documentation in accordance with organizations and client guidelines.
- Monitors all drawings and documentation requirements as outlined by pre-set schedule to ensure deadlines are met.
- Training and supervising document control staff on projects.

5 years plus work experience in document control experience and data entry. Advanced working knowledge of engineering terminology, able to read and understand information on drawings, documentation and engineering document management systems. Related certificate/technical diploma.

DOCUMENT CONTROL 2 - POSITION CODE 3456

Responsible for compiling and maintaining control records and related files to release blueprints, drawings, and engineering documents. Duties may include:

- Receive, track, log file and monitor engineering and supplier drawings.
- Input and support day-to-day issues related to paper or electronic document management.
- Maintaining drawing files and archiving electronic files.
- File and retrieve documents/drawings and originals.

2 - 5 years previous document control experience and data entry with basic working knowledge of engineering terminology.

DOCUMENT CONTROL 1 - POSITION CODE 3458

Responsible for providing data and technical documents services on projects. Duties may include:

- Setup and maintain records and files of engineering documentation.
- Receive, log, track, and monitors supplier drawings and documentation.
- Input of drawing information for reports and logs into database.
- Responds to internal and external drawing and document requests.

Entry level position requiring basic general office skills. 0 - 2 years previous data entry or document control experience.

LIBRARIAN – POSITION CODE 3460 (NEW)

Responsible for cataloging, maintaining, collecting and distributing technical and commercial information from a selection of internal and external sources to meet the information needs of the organization. Duties may include:

- Manages the collection and cataloging of a variety of print and electronic documents.
- Researches and investigates the availability of data for special organization requirements and assists technical staff by conducting library research.
- Provides instruction in the use of a variety of print and electronic research resources and provide presentations related to information resources.

Post-secondary education with 0 - 2 years of experience in library or document management. Strong knowledge of library research tools using diverse and dynamic applications.

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, and 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. Duties may include:

- 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.

BILLINGS**BILLING SUPERVISOR - POSITION CODE 3333**

Responsible for overseeing and coordinating the daily operations of the billing department. Duties may include:

- Management of billing reporting and implementation of on-going billing services.
- Coordinating and reviewing monthly controls reports and implementing effective control procedures.
- Provides advice, guidance, and required information to other departments regarding billing services issues.
- Management, supervision, and developmental guidance of department staff and budget.

Post-secondary education and professional accounting designation completed or in progress, with 4 - 5 years of accounting, supervisory, or management experience.

BILLING SPECIALIST - POSITION CODE 3335

Responsible for contract processing, billing and maintenance of customer accounts and information. Duties may include:

- Contract Processing – Interpret and set up customer accounts in compliance with contract requirements.
- Work with internal and external customers to accurately identify and resolve billing issues.
- Reconciliation of accounts related to billing and payment activities.
- Identifies and resolves discrepancies between contract requirements and billing and payments.
- Monitoring the collections queues.
- Assists with billing issues and may need to escalate to ensure resolution.
- Modifying customer information as per customer's instructions - address, method of payment, e-mail address etc.
- Monitoring aging report and contact customers re outstanding invoices.
- Working with Cash Applications department regarding misapplied payments or unapplied payments.
- Canceling/suspending/re-activating accounts.

Post-secondary education with 2 - 3 yrs billing experience.

BILLING COORDINATOR – POSITION CODE 3334 (NEW)

Responsible for the implementation of billing operations, using current technology to maximize effectiveness and accuracy of existing systems, and monitoring the operation of systems to ensure the effective delivery of billing information. Duties may include:

- Ensures the accuracy of billing information entered into the system.
- Produces draft and final invoices; assists consulting employees with accompanying statements/reports as requested by our clients.
- Processes foreign currency transactions, holdbacks, lump sum invoices and other billing nuances.
- Maintains ongoing communication with consulting employees and project managers, with regards to revenue recognition and managing work-in-progress.
- May orient, train, assign and check the work of lower level employees.

Post-secondary education with 3 - 4 yrs advanced billing experience.

BILLING CLERK - POSITION CODE 3337

Performs basic billing tasks. Duties may include:

- Processing and posting of Sales & Receivable transactions ensuring accurate coding.
- Helps resolve error corrections and assists in resolving system generated issues.
- Assists with the queue management to resolve billing exceptions and complex billing issues.
- Timely delivery of invoices to customer either via post, courier or electronic means.
- Processing of Cash Receipts and creation of daily bank deposit.
- Processing of credit card payment requests.
- Submission of transaction receipts for posting into correct database and currency.
- Processing of various cheque and credit payment types, processing of invoices, debit/credit memos and refunds.

High School diploma with some related experience.

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, sub charges, 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.

BUSINESS ANALYSIS (NEW)**BUSINESS ANALYST 3 - POSITION CODE 4210 (NEW)**

Senior Level. Responsible for using complex forecasting and economic models to predicts future business activity as the basis for recommendations on major projects. Duties may include:

- Creates tools or systems, including databases and spreadsheets, to improve financial data analysis and reporting.
- Supports short and long term operational/strategic business activities by developing and enhancing process flow, work flow and use of system functionality and capabilities.
- Provides problem-solving support and solution options analysis.
- Makes recommendations for action by synthesizing financial information and trends.

Post-secondary education in Business with 5+ years industry experience. Must have strong technical skills, business intelligence, and a full understanding of the functional area or client.

BUSINESS ANALYST 2 - POSITION CODE 4220 (NEW)

Fully Competent. Responsible for conducting and documenting moderate to complex financial and economic analysis projects and providing recommendations based on analysis. Duties may include:

- Provides problem-solving support and solution options analysis; make recommendations for action by synthesizing financial information and trends.
- Facilitates decision-making by finance and operations personnel or investors by presenting data analysis and interpretation.
- Contributes to team discussions presenting ideas, sharing knowledge and listening to others ideas.

Post-secondary education in Business with 3 - 5 years industry experience. Analysts must have strong technical skills, business intelligence, and a full understanding of the needs of the functional area or client.

BUSINESS ANALYST 1 - POSITION CODE 4230 (NEW)

Developmental Level. Under direct supervision, responsible for conducting or assisting in the documentation of simple to moderate financial or economic analysis projects. Duties may include:

- Generates reports summarizing financial data for use by management and other stakeholders when making business decisions for a functional area.
- Collects, analyzes the information in structuring designs, program testing.
- Evaluates financial reports such as income statements, cash flow statements and balance sheets and determining how a project will impact business operations.

Post-secondary education in accounting, finance or business administration with 0 - 2 years industry experience. Analysts must have strong technical skills, business intelligence, and a good understanding of the needs of the functional area or client.

BUSINESS PROCESS ANALYSIS (NEW)**BUSINESS PROCESS MANAGER - POSITION CODE 4310 (NEW)**

Responsible for managing the strategic and day-to-day leadership and operations of the organization's Business Processes. Duties may include:

- Manages and directs the organization's business processes area.
- Creates policies and procedures for business processes.
- Develops, implements and monitors the business processes area.
- Determines of proposal staffing, training and hiring needs as required.
- Examines studies on new/future business process trends, provides senior management with study results and makes recommendations.

Post-secondary education in business management and a minimum of 10+ years experience with significant experience in Business Process Management (BPM) the overall BPM life cycle.

BUSINESS PROCESS ANALYST 3 - POSITION CODE 4320 (NEW)

Senior Level. Responsible for delivering data, owns process, audits automation, and assists business partners in defining and implementing system enhancements. Duties may include:

- Provides consulting to re-engineer and strengthen business processes.
- Takes projects from original concept through final implementation.
- Delivers presentations and training courses including measurement, analysis, improvement, and control.
- Prepares formal reports for senior management expressing an opinion on the quality of control systems and incorporating agreed solutions to process gaps.

Post-secondary education in business management or a related field/discipline and a minimum of 8 years experience with a general understanding of Business Process Management (BPM) the overall BPM life cycle. Certificate in Business Analysis and Project Management are useful.

BUSINESS PROCESS ANALYST 2 - POSITION CODE 4330 (NEW)

Fully Competent. Responsible for identifying and tracking business process failures and triggering process improvement and quality assurance activities. Duties may include:

- Reviews business process documentation (processes, procedures, training material), identifies gaps or deficiencies, and recommend/implement changes.
- Designs, analyzes, and tests business process models.
- Performs root cause analyses and implements process improvements.
- Responsible to lead impact assessments, business requirements and post implementation checks in the change management life cycle.
- Trains, develops, and mentors other Business Process Analysts to ensure transfer of knowledge and skills.

Post-secondary education in business management or a related field/discipline and a minimum of 5 years experience with a general understanding of Business Process Management (BPM) the overall BPM life cycle. Certificate in Business Analysis and Project Management are useful.

BUSINESS PROCESS ANALYST 1 - POSITION CODE 4340 (NEW)

Developmental Level. Responsible for supporting overall service delivery with process execution in conjunction with other Business Process Analysts. Duties may include:

- Reviews business process documentation (processes, procedures, training material), identifies gaps or deficiencies, and recommends changes.
- Tracks, analyzes and reports inquires from the service provider, provides findings to Business Process Managers.
- Creates reports, and identifies business measures to address productivity and performance management.
- Consults with Quality Assurance to review existing quality assurance processes, identifies gaps or opportunities for improvement, and makes recommendations to the Business Process Manager to improve quality assurance and controls.

Post-secondary degree in business management or a related field/discipline with 2 years of relevant experience. Have a general understanding of Business Process Management (BPM) and how business modeling fits into the overall BPM life cycle.

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.

OFFICE MANAGER - POSITION CODE 3419

Supervisory Level. Responsible for organizing and coordinating office administrative operations and procedures. Coordinates office staff activities to ensure maximum efficiency. Duties may include:

- Assigning and monitoring clerical, administrative and secretarial responsibilities and tasks among office staff.
- Provide leadership in coaching, mentoring, personnel selection, performance management and professional development of office administrative staff.
- Design and implement administrative policies and procedures.
- Design and implement filing systems and other record keeping systems.

- Support and assist General Accounting and Payroll functions
- Ensure security and confidentiality of data.
- Review and approve office supply acquisitions.
- Handle customer inquiries and complaints.
- Manage internal staff relations.

Typically has post-secondary education in business/ administration with a several years of administrative and supervisory experience (7+ years). Knowledge of accounting, data and administrative management practices and procedures. Knowledge of business and management principles. Computer skills and knowledge of office software packages.

EXECUTIVE ASSISTANT TO THE PRESIDENT - POSITION CODE 3420

Provides confidential administrative support to the President or Chief Executive Officer. Duties may include:

- Recording and preparation of minutes, reports, documents, and correspondence and records for the President's office.
- Administrative support to the Board of Directors.
- Acts in a liaison role between the President and other departments and the public.
- Often acts on President's behalf in setting up meeting arrangements, reviewing correspondence and drafting letters.
- Resolves significant problems utilizing policy and precedent as a guiding factor while applying own judgment.
- Maintains schedules and manages calendar and travel for the President.
- Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution.
- May provide direction to more junior administrative staff.

Extensive training and experience in senior level administrative management including detailed knowledge of the organization's structure, operations and procedures. Requires excellent communication, and administration skills with significant administrative and secretarial 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 for Executives.
- Coordinates administrative services such as travel, scheduling of calendars, and other business activities for Executives.
- Resolves problems through independent thinking.
- May include administrative support to the Board of Directors.
- General office and administrative support including personnel administration.

Extensive training and experience in senior level administration 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 meetings and logistical details for the department or business unit.
- 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 3 – POSITION CODE 3422 (NEW)

Senior Level. Responsible for data integrity by conducting reviews of data for deficiencies, resolving discrepancies, questions and problems. Duties may include:

- Reviews data for deficiencies; resolves discrepancies.
- Resolves garbled or indecipherable messages, using cryptographic procedures and equipment.
- Completes project information in our project database.
- Extracts data from a number of different sources.
- May help in training new personnel in the procedures and operation of data entry equipment.

High school graduation with 3 - 5 years related experience including a combination of training, education, and experience.

DATA ENTRY OPERATOR 2 – POSITION CODE 3423 (NEW)

Fully Competent. Provides full data entry support by maintaining and entering new and updated information. Duties may include:

- Compares data with source documents, or re-enters data in verification format to detect errors.
- Prepares source data for computer entry by compiling and sorting information.
- Inputs accurate information in the project database.
- Maintains records of work received and work performed.
- Performs comparisons and calculations rapidly and accurately.
- Standardizes and completes formatting records.
- Loads machines with required input or output media such as paper, cards, disks, tape or Braille media.
- Refers complex issues to higher levels.

High school graduation with 2 - 3 years related experience including knowledge of methods and equipment used in data entering.

DATA ENTRY OPERATOR 1 - POSITION CODE 3418 (REVISED TITLE) (REVISED)

Junior Level. Under general supervision, operates computers and alphabetic and numeric machines in recording and verifying a variety of complex data; and performs related duties as required. Duties may include:

- Prepares source data for computer entry by compiling, sorting and verifying the accuracy of data.
- Ensures accurate alpha numeric data entry.
- Locates and corrects data entry errors, or report them to supervisors.
- Performs clerical and related office tasks as assigned
- May involve coding information, producing routine document and some filing.

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

Operates a data entry machine with the speed and accuracy necessary to meet departmental standards.

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 3 - POSITION CODE 4120 (REVISED TITLE)

Provides solicitor and barrister services for varied complex or specialized law matters. Duties may include:

- Advises 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 8+ years of experience in corporate law.

LAWYER/IN-HOUSE COUNSEL 2 - POSITION CODE 4122 (NEW)

Responsible for handling a variety of moderately complex assigned legal projects including the review and/or drafting of contracts involving leases, licenses, purchases, sales, real estate, insurance and other matters and works under general supervision. Duties may include:

- Studies proposed and existing legislation affecting the organization and advises departments concerned.
- Reviews and approves public statements from a legal standpoint, anticipates and guards against associated legal risks.
- Provides legal advice with respect to administration, and prepares resolutions and forms.
- Participates in major legal actions.
- May serve as a resource to others in the resolution of complex problems and issues.

Law degree and current bar admittance with 4 - 6 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. Duties 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.
- Acts 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

Fully Competent. 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.

PRIVACY OFFICER - POSITION CODE 4160

Fully Competent. Responsible for coordinating the organization's privacy and personal information protection programs in accordance with relevant legislation (PIPA, PIPEDA, FOIP and HIA). Duties may include:

- Counsels senior management in all matters related to information protection.
- Provides advice and guidance to staff at all levels with respect to legislated requirements.
- Develops policies and procedures related to information protection.
- Develops and implements orientation programs.
- Encouraging and ensuring compliance with legislation and internal policies.
- Address and act upon inquiry and complaint procedures.
- Determine accessibility to information and respond to requests for correcting and updating personal information.
- Oversees the preparation of release of information if required by FOIP.
- Work with the Office of the Information and Privacy Commissioner during an investigation of a privacy complaint against the organization.

Typically has post-secondary education and 3 - 5 years of relevant work experience.

POLICY ANALYST - POSITION CODE 4165

Reports to a Manager. Responsible for providing research, briefings and analysis related to policies and/or specific public issues or initiatives. Duties may include:

- Coordination of data collection and subsequent analysis and recommendations.
- Coordination of departmental participation in other jurisdictions research initiatives.
- Plans and/or conducts research based on directives from the department using various research methodologies and techniques.

Typically has post-secondary degree in a related field with considerable relevant work experience.

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.

COMMUNITY AFFAIRS MANAGER - POSITION CODE 3516 (NEW)

Responsible for the development and implementation of communication/public relations' strategies and programs to establish and maintain relationships that promote positive relations between employer, government, communities and public groups regarding how the impacts of project actions affect workers, the environment and the communities.

Duties may include:

- Advises senior management on public relations issues and is often spokesperson for the organization regarding the community at large.
- Works and negotiates with different levels of government through all phases of a project.
- Develops programs to encourage cordial relations with employees, clients and the community.
- Ensures groups communicate and collaborate to the success of mining projects.
- Organizes pre-consultation groups.
- Negotiates impact benefit agreements.
- Coordinates public relations events.

Post-secondary degree with broad industry experience. Demonstrated understanding of each group's needs, extensive experience working with senior management and strong interpersonal and communications skills.

SOCIAL MEDIA COORDINATOR – POSITION CODE 3517 (NEW)

Responsible for working with a communication/marketing team to develop, launch, grow and maintain social media profiles for the organization. Duties may include:

- Works with a marketing team to support key marketing initiatives and strategy.
- Maintains up-to-date knowledge on the changing social media landscape and finding new, creative ways of promotion while generating involvement from followers.
- Drives innovative idea generation by monitoring trends in social, digital and mobile media and exploring new tools, trends and applications.
- Develops and maintain relationships with followers, bloggers, and individuals.
- Tracks, evaluates and reports the progress of social media efforts

Post-secondary education in Communications/Journalism/Arts or Marketing with strong experience in social media platforms.

EVENTS COORDINATOR - POSITION CODE 3515

Acts as project manager to plan and coordinate 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, coordination and administrative skills. Several years of corporate experience.

INVESTOR RELATIONS MANAGER - POSITION CODE 3514

Maintains, develops and communicates between the organization and its shareholders, investors and the media. Duties may include:

- Development and execution of the Investor Relations plan, strategies and tactics to maintain existing shareholders.
- Advise senior management on investor relations issues.
- Management and preparing of investor communications, presentations or events.
- Maintain existing shareholders and gain prospective investors.
- Handles inquiries from shareholders and investors, as well as others who might be interested in organization's stock or financial stability.
- Communicate financial strategy, strategic direction and maintain the image of the organization.

Post-secondary degree in related field with 5+ years experience.

TRANSLATOR – POSITION CODE 3518 (NEW)

Responsible for translating documents and other materials from one language to another. Duties may include:

- Reads and rewrites materials in specified language or languages following established rules pertaining to factors such as word meanings, sentence structure, grammar, punctuation and mechanics.
- Checks translations of technical terms and terminology to ensure that they are accurate and remain consistent throughout translation revisions.
- Conducts terminological and linguistic research to develop new techniques to perform assignments of increased complexity.
- May have a specialty in a particular type of material pertaining to technical, legal or scientific matters.

Post-secondary education with 2+ years of experience in translation. Fluent knowledge of both English and other required language(s), both written and verbal.

FUND DEVELOPMENT**TOP FUND DEVELOPMENT EXECUTIVE - POSITION CODE 3520**

Typically reports to the Top Executive of the organization. Responsible for providing strategic guidance regarding fund development and operational plans including any program and initiatives that heighten the organization's profile in order to achieve the organization's fund raising goals. Duties may include:

- Demonstrates effective team leadership by coaching and directing fund raising staff and volunteers.
- Designs and monitors fundraising campaigns, builds and maintains strong relationships with the business community, alumni, sponsors, other stakeholders as well as the general public.
- Develops funding proposals as well as optimizes revenues from assigned accounts.

Typically has undergraduate degree in business or public relations with 10 -15 years in progressively responsible positions.

MANAGER FUND DEVELOPMENT - POSITION CODE 3525

Responsible for managing and achieving the department's funding goals. Typically reports to the Top Fund Development Executive or other Executive. Duties may include:

- Developing, implementing, monitoring, evaluating and modifying fund development strategies.
- Designs, develops and implements programs designed to increase community awareness regarding funding and volunteer opportunities.
- Plans and coordinates fund-raising events.
- Coordinating the activities of volunteers or seasonal staff.

Typically has post-secondary education in a business discipline with extensive work experience in a managerial role.

REPRESENTATIVE FUND DEVELOPMENT - POSITION CODE 3528

Responsible for representing, communicating and creating awareness about the organization's mission to sponsors, the business community as well as the general public. Duties may include:

- Raising financial donations through direct contact with donors.
- Recording and tracking donations.
- Manages all activities of assigned accounts.
- Participates in fund raising events.

Typically has post-secondary education in Business, Communications or Events Management plus 1 - 2 years of relevant experience.

CAPITAL PLANNING**TOP PLANNING EXECUTIVE - POSITION CODE 3530**

Responsible for planning of major initiatives and mapping the strategic direction of the organization. This will include major capital projects. Duties may include:

- Directs the long-term organizational/capital planning function.
- Directs the development methodologies and tools for organizational planning and forecasting.
- Assists middle management with planning development.

Typically has Master's degree in Business or other related field plus extensive work experience in a related field.

CAPITAL PLANNING MANAGER - POSITION CODE 3535

Responsible for developing long term plans so departments and the organization as a whole have sufficient resources to be able to provide adequate services to stakeholders. Duties may include:

- Analyzes organization/department objectives and future resource requirements needed to meet those objectives on an ongoing basis.
- Communicates with department management and relevant stakeholders to help determine future resource needs.

Typically has bachelors in business related subject and 6 - 8 years relevant work experience.

CAPITAL PLANNING ANALYST - POSITION CODE 3538

Responsible for compiling and analyzing data from different departments to help the organization make appropriate long term plans. Duties may include:

- Coordination, analysis and reporting of information to middle/senior management.
- Works closely with all functional leaders to understand operational and resourcing requirements and thereby support the long-term planning process for the organization.

Typically has post-secondary education in business with 4 - 5 years of relevant work 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

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.

KEY ACCOUNT MANAGER - POSITION CODE 3619 (NEW)

Senior Level. Responsible for developing and maintaining strategic relationships at senior levels with key accounts meeting sales objectives and other targets. Duties may include:

- Manages, develops, and maintains business relationships with existing and potential national clients.
- Responsible for developing and implementing strategies to grow the organization's business and manage risk.
- Executes contracts and account and brand forecasting.
- Develops and implements account plans that delivers value to the company.
- Expands new service areas or new geographic areas.
- Maintains master services agreements and contracts.
- Works with client, technical and project teams to identify, assist with, and support Client service needs.

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

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. 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.
- Assists in the creation of sales presentations and potentially marketing materials.
- Assists 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. 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.
- Determines customer needs.
- Provides 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.
- Determines customer needs.
- Provides 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 SERVICES MANAGER - POSITION CODE 3652

Senior Level. Responsible for leading, managing and directing the organization's customer support department. Duties may include:

- Management of the day-to-day operations of the customer service department including activities as orders processing, customer inquiries and general correspondence to ensure that customers be given the best service.
- Ensures customer service procedures are established and understood by customer service employees
- Ability to coordinate with other departments such as purchasing, sales, production, engineering or shipping.
- Prepare or direct the preparation of all service quotations and proposals.

Typically has post-secondary degree with 8+ years experience in customer relations. Requires solid product knowledge with attention to details and strong communication and problem solving skills.

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 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.

BUSINESS DEVELOPMENT MANAGER - POSITION CODE 4006

Responsible for preparing a detailed business plan and assisting in development and execution of growth strategies for the organizations. Duties may include:

- Develop a situation analysis of the organization to assist in the development of a strategic plan for the future of the business.
- Strategizing to recognize, prioritize and pursue new and existing opportunities for the organization.
- Manage relationships with partners whose objectives balance short and long-term visions of the organization.
- Ability to maintain relationships with strategic client representatives through a mature, credible approach.
- Develop business proposals and presentations from prospective clients.

Post-secondary education in Business (or equivalent) with 6+ years related work experience in Business Development.

BUSINESS DEVELOPMENT REPRESENTATIVE - POSITION CODE 4009

Responsible for the supporting the Business Development function for the company. Duties may include:

- Development, maintenance and implementation of marketing and sales plans.
- Communicates market information, competitive strategies, and sales and service trends to senior managers.
- Participates in the development of key account relationships, and new prospects focusing on the establishment and maintenance of the strategic relationship.
- Builds and maintains a comprehensive knowledge of the marketplace and competition to identify enhancements for product/service development.
- Maintains a working knowledge of products, services, and common customer environments and needs.
- Assists in the development of proposals for new work.

Post-secondary degree in Business/Marketing or related program, combined with several years of industry experience, or equivalent combination of education and 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 RESEARCH MANAGER - POSITION CODE 4022 (NEW)

Responsible for managing the strategic and day-to-day leadership and operations of Marketing Research and Analysis.

Duties may include:

- Manages and directs the organization's marketing research area.
- Creates policies and procedures for marketing research.
- Develops, implements and monitors the marketing research area.
- Determines of proposal staffing, training and hiring needs as required.
- Ensures the accuracy of sales records analyses, research trends, and estimates of market developments and potential.
- Produces written content and reports research results.
- Provides senior management with information used to predict sales potential and market conditions.

Post-secondary education with 7+ years of experience in market research and significant experience in management as well as internal and external communications.

MARKETING ANALYST 3 - POSITION CODE 4023 (NEW)

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:

- Provides forecasts to support sales and marketing planning.
- Researches and evaluates economic condition that may affect marketing strategies
- Creatively using market data to provide ideas, insight, and tools for management to use in marketing products and or services.
- Designs and develops marketing analysis methodology.
- Designs marketing surveys and focus groups on current and new product or service concepts.
- Acts as a resource to others in the resolution of complex problems and issues.

Post-secondary degree with concentration in marketing with 5 - 7 years experience in marketing environment.

MARKETING ANALYST 2 - POSITION CODE 4012 (REVISED TITLE) (REVISED)

Fully Competent. Directly provides marketing research and analytical support in support of the organization's marketing plans. Duties may include:

- Analyzes existing and potential service markets.
- Collects and analyses data on established and prospective customers and on competitors.
- Prepares reports that interpret market conditions and potentials.
- Contributes to and assists in the development of market analysis methodology.
- Conducts marketing surveys and focus groups on current and new product or service 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 COORDINATOR - POSITION CODE 4015 (NEW)

Fully Competent. Supports marketing management and professionals and acts as project manager to plan and coordinate tradeshows, conferences and workshops. Duties may include:

- Assists in the marketing efforts of the local office including planning, promotion, client and business development, information management, and research.
- Executes project plans and assist in the coordination of successful client events.
- Uses marketing processes, systems and templates to manage contacts, debriefs, project plans, brochures, and any marketing related electronic information.
- Assists with and implement marketing projects.
- Supports and assists in the coordination of tradeshows, conferences and workshops.
- Manages promotional merchandise including budgets inventory, distribution and reporting.

Post-secondary education with 3 - 5 years experience in marketing field including managing logistics for promotional events, with excellent communication, organizing, and administrative skills.

MARKETING ADMINISTRATOR - POSITION CODE 4014 (REVISED TITLE) (REVISED)

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

- Assists in interpretation of Marketing policies and procedures, and administrative processes.
- Arranges appointments for marketing group and completes follow-up calls.
- Provides administration for Marketing programs, including compiling complex statistical reports and processing changes to Marketing Information Systems and files.

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

MARKETING ASSISTANT - POSITION CODE 4016 (NEW)

Responsible for providing clerical/administrative support to the Marketing department. Duties may include:

- Prepares reports including the researching, compiling and summarizing of data.
- Assists marketing coordinators and specialists with documents review to corporate standards.
- Provides meeting and workshop support by organizing logistics.
- Collects, prepares, develops and/or compiles all documentation for meetings / discussions, including presentation materials.

High school diploma with some Marketing experience.

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).

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.
- Coordinates 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 customer's habits and behavior. Duties may include:

- Recommends modification to website design to maximize traffic, customer satisfaction, and sales.
- Reviews 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

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.