



## 2003 WAGE SURVEY - Job Descriptions

### Management / Administration / Accounting

1. **Executive Director, CEO**  
This person is responsible for overall operations and contracts of the employment programs and services of the organization.
2. **General Manager**  
Responsible for overall operations and contracts for a number of programs.
3. **Program Manager, Coordinator, Supervisor**  
This person is responsible for individual programs and services.
4. **Marketing Manager**  
This person is responsible for the agency's marketing/advertising campaigns (development and implementation).
5. **Office Manager, Office Coordinator**  
This person is responsible for the administration of the agency.
6. **Reception/Data Entry and Clerical Administrative**  
This person provides administrative support to the agency, maintains files and records, orders office supplies, office equipment, mailings. They also provide information, some client screening and referrals.
7. **Accountant, Director of Finance**  
This person prepares budgets, financial statements and payment claims and works directly with the agency auditor.
8. **Bookkeeper**  
This person processes financial information such as accounts payable and receivable, and bank reconciliation.
9. **Bookkeeper Administrator**  
This person is responsible for both accounting and office functions.

### Front-line Staff

10. **Job Developer**  
This person creates and locates work opportunities and assists clients to prepare for these opportunities. They also create and identify employment opportunities through contacts made with employers.
11. **Outreach Worker**  
This person performs community outreach and other tasks, which bring clients to the agency for services. Conducts outreach for both clients, employers and other community agencies.



**12. Skills Instructor**

This person instructs program participants in skills (computers, fork lift, food preparation, sewing, etc.).

**13. Literacy-Numeracy Instructors, ESL Instructors**

This person provides instruction and guidance to clients.

**14. Group Facilitator, Group Leader/ Life Skills Coach**

This person plans and implements group-based programs for clients.

**15. Employment Counsellor/Consultant**

This person work with employers and agencies in the community to facilitate training and employment opportunities for clients. May include case management where a person works with client throughout a process.

**16. Job Coach**

This person provides support to clients on the job, assisting them to learn the job and to adapt to the work environment.



## 2003 WAGE SURVEY - Glossary

### **Core-funded:**

Core Funded means that the existence of the position is not tied to funding for a particular project.

### **Full time equivalent (FTE):**

How much of a person's time is devoted to employment programs and services. Here are some examples...

Employee works:

- 35 hrs per week = 1 FTE
- 17 hrs per week = .5 FTE
- 1 day per week = .2 FTE

### **Tenure:**

Tenure is defined as the number of years a staff member has worked in this position.



## Help Sheet

### **Step 1. Agency Questions:**

7. Include all staff in your organization that work in employment programs and services.

11. Does your organization purchase a benefits plan on it's own or as part of a larger network of agencies?

### **Step 2. Job Questions:**

8. Answer this question if have only one person with this job title whose individual wage can be reported.

If you are filling out this survey for more than one staff with this job title, skip down to question 9.

9. If the range of compensation varies amongst staff with the same job title, please enter an average range.

12. Enter an average number of years of tenure for this job title.

13. This question relates to the highest and lowest tenure in your organization.

14. If some or all of your staff with this job title are funded by fee-for-service, that number will be determined by the total number of staff with this job title reported in question 2 minus what is reported in either core-funded or project-funded.