



# 2024 Survey of Nonprofit Wages + Benefits in Northern New England Instructions, Preparation + FAQs

Thank you for your interest in this survey, which is conducted in partnership by Common Good Vermont, Maine Association of Nonprofits, and New Hampshire Center for Nonprofits.

**Please read through these instructions thoroughly before beginning the survey.** Once you have completed the preparation worksheet on the following pages, you can complete the online survey at: [https://unh.az1.qualtrics.com/jfe/form/SV\\_eQJUSGQYo3J5QIE?STATE=ME](https://unh.az1.qualtrics.com/jfe/form/SV_eQJUSGQYo3J5QIE?STATE=ME). (See below if you also have employees in NH and/or VT.)

**The deadline to complete the survey is 5:00PM on May 24<sup>th</sup>.**

## About the Survey + Report

### Who can participate in the survey?

Any 501(c)(3), 501(c)(4), 501(c)(5), or 501(c)(6) organization based in or with paid staff working in Maine, New Hampshire, or Vermont can participate in the survey. If your organization is all-volunteer or none of your employees match the job categories included in the survey, you can still get credit for participating in the survey by completing the first section. Only one person per organization should complete the survey.

### Is this survey confidential?

Your contact information and organization identifiers will be kept separate from sensitive data and will only be used to: prevent duplicate submissions, determine whether your organization should receive a participation discount, and contact you should we have questions about your survey responses. We will omit data for any category with fewer than five responses.

### How long will the survey take?

This survey itself will take roughly 30 minutes to complete, *assuming you've already gathered all of the required data*. On the following pages you will find a preparation worksheet. **How long it takes to gather the data will vary depending on the size of your organization's budget and staff**, and can take up to three hours for very large organizations. We strongly encourage you to use the following worksheet and directions to identify and gather the relevant information before proceeding to the survey.

### How do we participate if we have offices or employees in multiple states?

If you have employees based in multiple states, please use the link for the state where your organization is headquartered. For questions about your organization overall, such as operating expenses, total gross wages, total volunteers, and total employees, please report the total across all states. However, for the questions about wages for different job categories, report only positions that are located/based within the state where you are headquartered. The links for the three states are:

Vermont: [https://unh.az1.qualtrics.com/jfe/form/SV\\_eQJUSGQYo3J5QIE?STATE=VT](https://unh.az1.qualtrics.com/jfe/form/SV_eQJUSGQYo3J5QIE?STATE=VT)

New Hampshire: [https://unh.az1.qualtrics.com/jfe/form/SV\\_eQJUSGQYo3J5QIE?STATE=NH](https://unh.az1.qualtrics.com/jfe/form/SV_eQJUSGQYo3J5QIE?STATE=NH)

Maine: [https://unh.az1.qualtrics.com/jfe/form/SV\\_eQJUSGQYo3J5QIE?STATE=ME](https://unh.az1.qualtrics.com/jfe/form/SV_eQJUSGQYo3J5QIE?STATE=ME)

**Special thanks to Maine's 2024 sponsors: Harvard Pilgrim Health Care, Lebel & Harriman Retirement Advisors, ProSearch, UST Workforce Solutions, and KMA Human Resources Consulting.**

## Preparation Checklist + Worksheet

Please pay particular attention to the time frames referenced. Many questions refer to your current budget year, but in some cases, you will be asked for data from a completed fiscal year or other time frame. There are further instructions and answers to frequently asked questions following this checklist.

### If you need assistance

- **Common Good Vermont:** admin@commongoodvt.org, 802-861-7826, <https://commongoodvt.org/>
- **Maine Association of Nonprofits:** helpdesk@nonprofitmaine.org, 207-871-1885, [www.nonprofitmaine.org](http://www.nonprofitmaine.org)
- **New Hampshire Center for Nonprofits:** info@nhnonprofits.org, [www.nhnonprofits.org](http://www.nhnonprofits.org)

<b>EIN</b>		<b>Organization Name</b> no acronyms)	
<b>Year organization was founded</b>		<b>County of Headquarters</b>	
<b>States where organization has employees or offices</b>			
<b>Your organization's <u>primary</u> mission area</b> (will be a drop-down list and the option to select one answer)			
[If Foundation] <b>Fund size</b>			
<b>Fiscal Year</b>	January – December, June – July, October – September, or Other (specify)		
<b>In <u>last completed</u> fiscal year, percentage of revenue from each of the following sources</b> <i>Round to whole percentages</i>	Federal government		
	State or Local government		
	Individual Contributions		
	Foundation		
	Corporate		
	Non-governmental fees for service (ticket or product sales, private insurance fees, etc.)		
	Other sources (including dues)		
<b>Budgeted operating expenses for the fiscal year you are in at the time of the survey.</b> See below for definition of operating expenses.			
<b>Total annual budgeted gross wages for your current fiscal year</b>			
<b>Number of board members</b>			
<b>Total number of volunteers in your last completed fiscal year</b>			
<b>Anticipated change to staffing (total FTE) in next 12 months</b>		<input type="checkbox"/> Increase <input type="checkbox"/> Decrease <input type="checkbox"/> Same <input type="checkbox"/> Unknown	

<b>Does organization work with independent contractor/outside company for following instead of an employee</b>	<input type="checkbox"/> Executive Director/CEO	<input type="checkbox"/> Project Manager
	<input type="checkbox"/> Finance Director/CFO	<input type="checkbox"/> Grantwriter
	<input type="checkbox"/> Bookkeeper	<input type="checkbox"/> Human Resources Director
<input type="checkbox"/> IT Support		

**Number of individuals currently in each of the categories below**  
*Count each individual (use whole numbers). Do not convert part-time employees to full-time equivalents.*

Non-Seasonal (Permanent)		Seasonal (Temporary)		Furloughed	
Full-Time (≥ 36 hours p/week)	Part-Time (< 36 hours p/week)	Full-Time (≥ 36 hours p/week)	Part-Time (< 36 hours p/week)	Full-Time (≥ 36 hours p/week)	Part-time (< 36 hours p/week)

**About Your Executive Director**  
*Demographic questions should be answered only if the individual has self-identified for personnel files.*

Gender  Male  
 Female  
 Non-binary  
 Unknown/Do not collect  
 Prefer not to Answer

Race/Ethnicity  Asian / Asian American / Pacific Islander  Multiracial / Multiethnic  
 Black / African American / African  Additional ethnicities  
 Hispanic / Latino / Latina / Latinx  Unknown / Do not collect  
 Native American / Indigenous  Prefer not to answer  
 White / Caucasian / European

Highest level of education

Years at organization (in any role) *(round to whole number)*

Years at organization as Executive Director *(round to whole number)*

Years of experience as an Executive Director *prior to your organization (round to whole number)*

Types of additional compensation given to the executive director.  
*Examples: Car allowance, Supplemental retirement, Cash bonus (including bonus amount), etc.*

Cash Bonus # in most recent completed fiscal year (if applicable)

**Staffing and Hiring Trends**

Percentage of vacant positions

Where are vacant positions  Executive/Leadership  Admin Support  
 Management  Other  
 Direct Service/Care

Factors affecting your organization's ability to recruit/retain staff.  Ability to find dependent care  Housing  
 Wage/salary competition  Not sure  
 Benefits package competition  Other, please specify  
 Lack of remote work options  None of the above  
 Vaccination policies

<b>Practices/policies in place to combat bias and advance equity in hiring and compensation</b>	<input type="checkbox"/> Required training for hiring managers/teams <input type="checkbox"/> Salary/wage transparency in job ads <input type="checkbox"/> Equity statement/hiring policy <input type="checkbox"/> Blind resume review (via redaction or software) <input type="checkbox"/> Eliminating unnecessary requirements for qualifications <input type="checkbox"/> Standardized candidate evaluations/interview formats <input type="checkbox"/> Diversity hiring goals	<input type="checkbox"/> Conducting pay equity analysis <input type="checkbox"/> Partnerships to develop candidate pipelines <input type="checkbox"/> Job boards/tools to attract diverse candidates <input type="checkbox"/> Using cost of living research/tool(s) to inform compensation <input type="checkbox"/> Other, please specify <input type="checkbox"/> None of the above
<b>Recruitment strategies the organization anticipates using in the next 12 months?</b>	<input type="checkbox"/> Outsourcing recruiting/search support <input type="checkbox"/> Offering hiring bonus <input type="checkbox"/> Premium pay/bonus for multilingual <input type="checkbox"/> Offering referral bonus to staff	<input type="checkbox"/> Enriching benefits package <input type="checkbox"/> Offering remote work options <input type="checkbox"/> Offering relocation funds <input type="checkbox"/> Other, please specify <input type="checkbox"/> None of the above
<b>Percent of staff in each demographic category</b> <i>(if tracked in personnel records)</i>	<b>% of Executive/ Senior Leadership &amp; Management</b>	<b>% of All Staff</b>
Male		
Female		
Non-binary		
Unknown		
Prefer not to answer		
Asian / Asian American / Pacific Islander		
Black / African American / African		
Hispanic / Latino / Latina / Latinx		
Native American / Indigenous		
White / Caucasian / European		
Multiracial / Multiethnic		
Additional ethnicities		
Unknown / Do not collect		
Prefer not to answer		
<b>Eligibility of the following types of employees for remote work</b>	<input type="checkbox"/> Full-time executive leadership <input type="checkbox"/> Full-time management <input type="checkbox"/> Full-time Direct Service / Care <input type="checkbox"/> Full-time Administrative Support <input type="checkbox"/> Other types of employees	<input type="checkbox"/> Part-time executive leadership <input type="checkbox"/> Part-time management <input type="checkbox"/> Part-time Direct Service / Care <input type="checkbox"/> Part-time Administrative Support
<b>Details regarding remote/hybrid work arrangements and benefits</b> <i>(types of equipment &amp; services provided and/or reimbursed, etc.)</i>		
<b>% of employees working remotely/hybrid</b> <i>(currently, projected)</i>		

<b>Benefits Details</b>			
<b>Employee mileage reimbursement rate</b>	<input type="checkbox"/> Federal rate <input type="checkbox"/> Other <input type="checkbox"/> Not reimbursed	<b>Bonuses offered to employees in last completed fiscal year? Prior years?</b>	<input type="checkbox"/> Yes, all <input type="checkbox"/> Yes, some <input type="checkbox"/> No
<b>Whether or not your organization is under a collective bargaining agreement</b>			
<b>How does the organization pay for unemployment claims?</b>	<input type="checkbox"/> pay state unemployment taxes (SUTA) <input type="checkbox"/> self-insure by reimbursing state unemployment insurance trust funds for the amount of benefits paid to terminated or laid off employees <input type="checkbox"/> exempt from unemployment liability (e.g. religious organizations or fewer than four employees)		
<b>Budgeted fringe benefit rate for current fiscal year.</b> (See definition below!)			
<b>Eligibility requirements and payment structures for the following benefits</b>		Org Offers?	% Employer Pays
Group health insurance for employee			
Group health insurance for employee dependents			
Group dental insurance for employee			
Group dental insurance for employee dependents			
Group life insurance			
Long term disability insurance (LTD)			
Short term disability insurance (STD)			
Long term care insurance			
[If offer group health] <b>Do you offer a high deductible plan and is a Health Reimbursement Arrangement (HRA) available?</b>			
[If offer group health] <b>Information on changes to plan in last renewal period</b>  <i>Did you switch providers, did rates go up or down, deductibles go up or down, coverage go up or down, etc.</i>			
<b>Details re: availability of (and employer contributions to) a Health Savings Account (HSA) or Flexible Spending Account (FSA)</b>			
<b>Does your organization compensate employees that do not participate in the health care plan i.e. have a benefit offset payment plan?</b>	<input type="checkbox"/> Yes, company contributes into a Health Savings Account <input type="checkbox"/> Yes, company pays additional compensation to the employee <input type="checkbox"/> No <input type="checkbox"/> Other (Specify) <input type="checkbox"/> None of the above		
	If yes, how do you determine the amount of this compensation?		
Offer health insurance to part-time employees?	If so, how many hours to eligible		
	If so, what is method for determining employer's premium contribution for part-time staff?		
<b>Retirement Benefits</b>			
[If offer retirement program] <b>Retirement plan information</b>  <i>Defined benefit plan, defined contribution plan, employer contribution details (including approach to matching percentages/amounts and limits)</i>			

Paid Time Off		
<b>Paid time off (vacation, sick, holiday) policy details</b>		
<i>Including whether days are kept separate or pooled together, number of days off in each category based on length of service, length of waiting periods, and how paid time off is granted to part-time employees.</i>		
<b>List of all additional benefits, such as tuition assistance, paid maternity leave, etc. and eligibility requirements</b>		
<b>Wages</b>		
<p><b>The number of employees and average hourly wage for employees who match the job categories.</b></p> <ul style="list-style-type: none"> <li>• <b>It is critical that you reference the job category descriptions in the following pages, not just the titles, to match your employees correctly.</b> The full also include suggested alternative titles which may fit the same category.</li> <li>• <b>You do <u>not</u> need to report wages for all your employees. If you have employees who do not fit into any categories, just do not report them in this section.</b></li> </ul>		
Job Title	# of Employees	Average Wage
Executive Director (Full-time)		
Executive Director (Part-time)		
Deputy Director (Full-time)		
Program/Division Director (Full-time)		
Program/Division Director (Part-time)		
Computer Systems Manager (Full-time)		
Development Director (Full-time)		
Development Director (Part-time)		
Human Resource Director (Full-time)		
Public Relations (PR) / Communications Director (Full-time)		
PR / Communications Director (Part-time)		
Program / Project Manager (Full-time)		
Program / Project Manager (Part-time)		
Public Policy Director / Lobbyist (Full-time)		
Executive Assistant (Full-time)		
Office Manager (Full-time)		
Receptionist (Full-time)		
Administrative Coordinator (Full-time)		
Administrative Coordinator (Part-time)		
Program Coordinator (Full-time)		
Program Coordinator (Part-time)		
Volunteer Coordinator (Full-time)		
Volunteer Coordinator (Part-time)		
Case Manager (Full-time)		
Child Day Care Teacher (Full-time)		
Counselor (Full-time)		
Social Worker – Bachelor’s Level (Full-time)		
Social Worker – Master’s Level (Full-time)		

Teacher (K-12 Certified) (Full-time)		
Direct Care Worker (Full-time)		
Certified Nurse's Aide (Full-time)		
Cook (Full-time)		
Driver (Full-time)		
Janitor / Custodian (Full-time)		
Property / Site Manager (Full-time)		
Accountant (Full-time)		
Bookkeeper (Full-time)		
Bookkeeper (Part-time)		
Business Manager (Full-time)		
Finance Director (Full-time)		
Finance Director (Part-time)		

## Preparing the Data: Definitions + FAQs

### Operating Expenses

This includes all operating expenses, in-cash or in-kind, that the organization has budgeted to expend in meeting its charitable purpose in the current fiscal year. Capital expenditures would *not* be considered part of the operating expenses/operating budget.

### Fringe Benefit Rate

To calculate your organization's "fringe benefit rate," add up the annual cost for benefits and divide by total gross wages paid for the same time period. Benefits to include in this calculation: employer portion of health, dental, long-term disability, short-term disability, life and accidental death and dismemberment insurance premiums; employer contributions to any retirement plan; employer contribution to health savings accounts or similar plan; any other cash contribution or cost for purchased benefit. This calculation should not include the value of paid time off.

### Converting Salaries to Hourly Wages

In order to allow for more accurate comparisons, convert salaries to hourly wages by dividing total salary by 2,080 (a 40-hour work week). Even if an exempt (salaried) employee typically works more than 40 hours, they should still be converted to hourly wages by dividing salary by 2,080.

### Calculating the Average Salary of All Employees in a Job Category

If more than one employee matches a job category, calculate the average hourly wage for all of the matching employees.

#### Example

You have 6 employees that match the "Case Manager" category description, but not all earning the same wage:  
 \$19.00, \$19.30, \$19.50, \$19.50, \$21.00, \$22.25

To calculate the average, add each employee's hourly wage together.

\$19.00, \$19.30, \$19.50, \$19.50, \$21.00, \$22.25 = \$120.80

Then divide the sum of their hourly wages by the number of employees.

\$120.80 per hour ÷ 6 employees = \$20.133333... per hour

Rounded to the nearest cent, the average hourly wage in this example would be \$20.13

## How to Participate if You Have Offices in Multiple States

If you have employees based in multiple states covered through this survey (New Hampshire, Vermont and Maine) or have employees in other states not covered, please complete the survey for each state where you have employees and respond as follows:

- For questions about your organization overall, such as operating expenses, total gross wages, total volunteers and total employees, please report the total across all states.
- For questions about job categories/specific wages, report only positions that are located/based within that state.
  - For example, if you have 5 project managers, but 2 are in Maine and 3 in NH, report on the Maine survey that you have 2 positions that match the Project Manager category and report the average wage for those 2.
  - To determine which state the position is based in, use the same criteria you would use for unemployment insurance or workers compensation insurance.
- You will only see additional questions about your Executive Director if you have reported having an Executive Director in that state.

## Job Category Descriptions

**Carefully review each job category's description** below before responding to ensure you're providing data for the appropriate job category.

- Respond only for the job categories with descriptions that match your organization's employees
- The job category **titles are less important than the descriptions**, so don't be concerned if the titles don't match those used in your organization.
- Only report data for full-time employees ( $\leq 36$  hours per week), unless the job category has "part-time" in the title.

### Frequently Asked Questions About Job Categories

- **Some of our employees don't fit the survey's job categories. Should I use a job category that's "close enough" or will you add job categories?**

You may not be able to report wage data for all of your organization's employees, as their job description may not match those of the job categories we're tracking in this particular survey. If your employee is mostly in line with an existing job category, with a few minor differences, we recommend you use that job category.

If you would like us to consider adding a job category to future surveys, there is a question at the end of the survey where you can make suggestions. We only consider job categories that appear at a wide range of nonprofit organizations.



- **I am the only employee at my organization. Since I “wear many hats,” under which job category should I report my salary?**

Organizations with one employee typically match the executive director, program / division director, or administrative coordinator category. Pick the description and requirements that best describe your role.

- **How should I report multiple employees with different hourly wages in a single job category?**

Please report the average hourly wage of all employees that match a job category. We’ve included instructions on how to calculate the average hourly wage in the “Preparing the Data” section of the survey instructions above.

## Executive/Program Leadership Group

### Executive Director

*Alternative titles may include: Chief Executive Officer (CEO), Co-Director*

Provides overall management, planning, and leadership of the organization. Reports directly to the Board of Directors. Works with the Board and Committees to establish policies and programs and administers such programs. Interprets the organization's purpose and programs to outside organizations and the public. Develops and administers standards and procedures related to human resources (including staff development), budget, and physical facilities. Prepares, distributes, and maintains a variety of reports. May direct or coordinate fundraising.

**Typical Requirements:** Master's degree and 5+ years of experience.

### Executive Director (Part-time)

Use this job category for executive directors who work < 36 hours per week.

### Deputy Director

*Alternative titles may include: Assistant Director, Associate Director, Vice-President, Chief Operating Officer (COO)*

Manages a range of internal organizational operations depending on the size of the organization, including one or more of the following areas: human resources, financial systems and budgeting, communications, information systems, programming, and support staff. Reports to the Executive Director. Assists the Executive Director in management functions and may act in the Director's absence. Supervises at least one other employee.

**Typical Requirements:** Bachelor's degree (master's degree preferred) and 5+ years of experience.

### Program or Division Director

*Alternative titles may include: Membership Director, Director of Child Care, Director of Community Impact, Director of Student Services, Director of Education, Maintenance Director, Operations Director, etc. NOTE: There are separate job categories later in the survey for Development Director, Finance Director, Human Resources Director, and PR/Communications Director.*

Manages a set of interrelated programs or a specific division of the organization. Analyzes community needs to develop new programs and enhance current programs. Selects, trains and evaluates the performance of the division's staff. Communicates the division's programs and services to the community. Develops and manages the division's budget.

**Typical Requirements:** Bachelor's degree (master's degree preferred) or equivalent and 3+ years of experience.

### Program or Division Director (Part-time)

Use this job title for program or division directors who work < 36 hours per week.

## Senior Management Group

### Computer Systems Manager

*Alternative titles may include: IT Director, IT Manager*

Manages one or more aspects of the organization's computer systems, including local area network (LAN), database, or Internet communications. Purchases and maintains computer hardware. Installs and configures operating and ancillary software. Assists and trains system users.

**Typical Requirements:** Bachelor's degree in computer science or equivalent and 1+ years of experience.

### Development Director

Works closely with the Executive Director and the Board of Directors to develop a comprehensive fundraising strategy to expand philanthropic support for the organization. Manages all components of the fundraising plan including (but not limited to): annual giving, planned giving, corporate and foundation grants, major individual and corporate gifts, and special fundraising events. Manages (either directly or indirectly) all staff members of the development department.

**Typical Requirements:** Bachelor's degree or equivalent, professional development training in fundraising, and 3+ years of experience.

### Development Director (Part-time)

Use this job category for development directors who work < 36 hours per week.

### Human Resource Director

Develops and organizes all human resources activities of the organization. Develops and implements recruitment, selection, compensation, benefits, employee relations, and training and development programs. Develops human resources policies and procedures and ensures compliance with applicable legislation and regulations.

**Typical Requirements:** Bachelor's degree in human resources, industrial relations, or related field and 3+ years of experience.

### PR / Communications Director

*Alternative titles may include: Marketing Director, Public Affairs Director*

Designs, develops, and implements the communications and public relations program to build awareness of the organization's mission, programs, and achievements. Manages and coordinates media relations, special community events, and external publications. Represents the organization at public events.

**Typical Requirements:** Bachelor's degree or equivalent and 3+ years of experience.

### PR / Communications Director (Part-time)

Use this job category for PR / communications directors who work ≤ 36 hours per week.

### Program/Project Manager

*Alternative titles may include: Marketing Manager, Development Manager, Event Manager, Communications Manager, etc.*

Develops activities and related timelines to meet established project goals. Tracks project expenses to ensure they do not exceed the projects' budgets. Evaluates projects' results and prepares related reports for the management of the projects.

**Typical Requirements:** Bachelor's degree or equivalent and 1+ years of project related experience.

### Program/Project Manager (Part-time)

Use this job category for project managers who work < 36 hours per week.

## Public Policy Director / Lobbyist

*Alternative titles may include: Advocacy Director*

Leads organization's public policy and lobbying activities, in coordination with Executive Director and/or Board. Researches and develops policy positions. Develops and implements grassroots and/or direct lobbying strategies. Develops relationships with policy-makers, media, and activists.

**Typical Requirements:** Bachelor's degree and 5+ years of experience, or master's or law degree and 3+ years of experience.

## Volunteer Coordinator

Coordinates the organization's student and community volunteer program. Consults with staff to determine the organization's needs. Interviews, screens, and places volunteers in appropriate programs and activities.

Prepares appropriate volunteer training and procedure manuals. Conducts volunteer orientation and training sessions. Speaks to community groups to explain the organization's activities and recruit potential volunteers. Prepares reports on the extent, nature, and value of the organization's volunteer program.

**Typical Requirements:** Bachelor's degree or equivalent and 1+ years of experience.

## Volunteer Coordinator (Part-time)

Use this job category for volunteer coordinators who work < 36 hours per week.

# Administrative and Program Support Services Group

## Executive Assistant

Provides professional administrative support to the Executive Director or another member of the senior management staff. Composes, transcribes, edits, and disseminates reports, memos, and other senior level correspondence. Coordinates meetings and maintains calendars. Prepares materials for meetings and records meeting minutes. Establishes and maintains filing systems. Assists with special projects and record keeping.

**Typical Requirements:** Associate's degree and 2+ years of experience.

## Office Manager

*Alternative titles may include Operations Manager*

Supervises, hires, trains, and evaluates clerical support staff. Ensures that support functions are effective, efficient, and responsive to the needs of the organization. Establishes administrative procedures. Maintains supplies and equipment. Maintains vendor records in the absence of a Business Manager. May also perform clerical functions as needed.

**Typical Requirements:** Associate's degree and 4+ years of experience.

## Receptionist

Receives telephone calls and routes calls and visitors to appropriate parties. Records and conveys appropriate messages. Performs typing and other routine clerical work as assigned. May also retrieve and distribute mail.

**Typical Requirements:** High school diploma or equivalent and 6+ months of experience.

## Administrative Coordinator

*Other job titles may include: Administrative Assistant, Office Assistant, HR Coordinator/Assistant*

Performs clerical and administrative support functions for the organization as a whole or for specific departments. Compiles, enters, distributes and files a variety of data, reports, and communications. Operates office equipment, including personal computers, copiers, fax and postage machines. In very small organizations may take on some bookkeeping and recordkeeping tasks.

**Typical Requirements:** High school diploma or equivalent and 1+ years of experience or clerical training.

In some organizations, this position may be combined with the duties of a receptionist. However, only those employees who are also assigned the duties of an administrative assistant/coordinator as described here should be reported under this job category

## Administrative Coordinator (Part-Time)

Use this job category for administrative coordinators who work < 36 hours per week.

## Program Coordinator

*Other job titles may include: Program Associate, Membership Coordinator, Membership Associate, Marketing Coordinator, Grants Coordinator, Development Assistant/Coordinator*

Coordinates one or more projects in support of and at the direction of a Program Manager or Director.

Coordinates activities and related timelines to meet established project goals. Compiles, enters, distributes and files a variety of data, reports, and communications. Contributes to the evaluation activities to measure projects' results and prepares related reports for the management of the projects.

**Typical Requirements:** One to three years of project related experience.

## Program Coordinator (Part-Time)

Use this job title for incumbents program coordinators who work < 36 hours per week.

## Direct Services Group

### Case Manager

*Alternative titles may include: Care Coordinator*

Helps individuals and families requiring assistance from a social service agency. Conducts interviews and gathers physical, psychological, and social information to determine the client's needs. Counsels clients privately, with the family, or in a group. Refers clients to appropriate community resources. Note: This is a non-supervisory position, even though the word "Manager" appears in the position title.

**Typical Requirements:** Bachelor's degree in social work or related field and 1+ years of experience.

### Child Day Care Teacher

*Alternative titles may include: Early Childhood Educator*

Develops and leads activities for children to promote social, physical, and intellectual growth in a preschool, day care center, or other child development facility. Plans individual and group activities to stimulate growth in language, social, and motor skills, such as following directions, playing with others, and using play equipment.

**Typical Requirements:** Bachelor's degree in early childhood education or related field.

### Counselor

*Alternative titles may include: Peer Support Worker, Community Support Worker, Community Educator*

Provides services to assist individuals or groups achieve more effective personal, educational, or vocational development. Works with clients individually or in a group setting to identify and resolve issues including personal and/or emotional problems, substance abuse, family issues, and educational and/or career problems.

**Typical Requirements:** Bachelor's degree or equivalent in human services or related field and 3+ years of experience, or master's degree in counseling and 1+ years of experience.

### Social Worker (Bachelor's Level)

*Alternative titles may include: LADC, Bachelor's level counselor*

Helps provide counseling to clients to address educational, social, behavioral, medical, or other issues.

Interviews clients to assess social and emotional capabilities. Consults with other professionals and families to

determine causes of problems and their possible solutions. Refers clients to other community resources when needed.

**Typical Requirements:** Bachelor's degree in social work, license, and 1+ years of experience.

## Social Worker (Master's Level)

*Alternative titles may include: MLADC, Master's level counselor, Master's level therapist*

Counsels clients and helps them address educational, social, behavioral, medical, or other issues. Works with clients to determine causes of problems and their possible solutions, then helps clients pursue the best course of action. Refers clients to other community resources when needed.

**Typical Requirements:** Master's degree in social work, license, and 3+ years of experience.

## Teacher

Plans and implements a developmentally appropriate curriculum for the assigned student group. Supervises students in the classroom. Develops and maintains teaching resources. Maintains relationships among students, parents, or guardians, volunteers, staff, and the community.

**Typical Requirements:** Bachelor's degree and a New Hampshire State Teaching Certificate.

## Direct Care Worker

*Alternative titles may include: Human Services Provider, Personal Care Assistant, Home Health Aide*

Interacts with consumers in a variety of potential settings, including community homes, family and individual homes and generic community settings, providing personal care, instruction, guidance, mentoring and companionship, under the direction of supervisory staff. The direct care worker provides a level of care that enhances the health, safety and contentment of the individuals served.

**Typical Requirements:** Certification required. High school diploma or equivalent, criminal and child abuse clearance, 18+ years old, and certified. A valid driver's license may be required.

## Certified Nurse's Aide

*Alternative titles may include: Licensed Nursing Assistant (LNA)*

Provides basic patient care under direction of nursing staff. Perform duties, such as feed, bathe, dress, groom, or move patients, or change linens.

**Typical Requirements:** Certification required. High school diploma or equivalent, criminal and child abuse clearance, 18+ years old, and certified. A valid driver's license may be required.

## Facilities Management Group

### Cook

Performs food production activities, including food preparation, supplies and equipment care, packaging, storage, and reporting. Plans menus in response to supplies available and to special dietary requirements when appropriate. May also serve food and clean up the food preparation site.

**Typical Requirements:** High school diploma plus 1+ years of experience.

### Driver

Drives vehicles, adheres to driving schedules, and may attend to passengers' needs, Maintains vehicles in proper and safe working condition.

**Typical Requirements:** High school diploma or equivalent and any specialized driver's licenses needed.

### Janitor / Custodian

Maintains the organization's facility in clean and orderly condition. Sweeps, mops, and empties trash, tends to recycling and may perform minor upkeep of environmental systems including heating and air conditioning. May

perform repairs and other upkeep functions to maintain the organization's physical facility. May also assist with moving furniture and equipment.

**Typical Requirements:** High school diploma or equivalent.

## Property / Site Supervisor

*Alternative titles may include Facilities Manager*

Oversees the maintenance of a single property, including janitorial services, repair and upkeep, and personal and building security.

**Typical Requirements:** High school diploma and 1+ years of experience.

## Financial Management Group

### Accountant

Utilizes accounting and spreadsheet software to accurately maintain all general ledger accounts, reconcile bank statements, conduct monthly and year-end closing procedures, and prepare monthly financial statements using generally accepted accounting principles. Assists with the audit preparation of state and federal financial filings.

**Typical Requirements:** Bachelor's degree in accounting or related field and 2+ years of experience.

### Bookkeeper *(Reminder: employees only, not bookkeepers who are independent contractors.)*

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

**Typical Requirements:** Associate's degree in accounting or bookkeeping, or 2+ years of experience.

### Bookkeeper (Part-time)

Use this job category for bookkeepers who work < 36 hours per week.

### Business Manager

*Alternative title may include Operations Manager*

Oversees purchasing, insurance, and billing. Ensures that the organization meets its budget targets for operational income and expenses. Maintains vendor and bid records. Complies with required filings by local, state, and federal agencies for agency licensure and management.

**Typical Requirements:** Bachelor's degree in management or related field, or associate's degree and 2+ years of experience.

### Finance Director

*Alternative titles may include: Chief Financial Officer (CFO), Comptroller*

Provides overall direction for all financial management, accounting, and budgeting functions on behalf of the Executive Director. Develops financial procedures and directs their implementation. Manages all financial and accounting activities. Performs financial planning as part of the management team. Manages business and accounting staff.

**Typical Requirements:** MBA or equivalent and 2+ years of experience.

### Finance Director (Part-time)

Use this job category for Finance Directors who work < 36 hours per week.