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 (≤ 36 hours per week), unless the job category has "part-time" in the title.

Frequently Asked Questions About Job Categories

Q: 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.

Q: 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.

Q: 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 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

Alternative 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.