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|  | **Fall 2011** |
| **Part 1 – Job Description Compensation Analyst** |  |

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**Meagan Frances Ayers**

**HURM 6760 – Recruitment and Retention**

**Professor Dr. Robert D. Yonker**

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**POSITION DESCRIPTION**

*Date***:** 14thSeptember 2011

*Company:* HCR Manorcare

*Department***:** Human Resources - Compensation

*Position Title*:Compensation Analyst

*Reports To***:** Compensation Manager

*Classification***:** Full-Time (40 hours per week), Exempt

**POSITION PURPOSE**

The primary function of the Compensation Analyst is to ensure that company compensation policies are adhered to, federal and state wage and hour laws are followed, and to guarantee that employees are paid correctly. This position is responsible for assisting the Compensation Manager with the overall job evaluation and researching relevant information. This includes:

* Reviewing changes in wages and salaries for conformance to policy,
* Auditing evaluation of jobs and application of existing job classifications,
* Managing and maintaining facility bonus programs,
* Conducting research on federal and state wage and hour laws, and
* Participating in compensation surveys conducted by other organizations.

**ESSENTIAL FUNCTIONS OF POSITION (% OF TIME SPENT WEEKLY)**

*Analyze (30%)*

Review changes in wages and salaries to ensure conformance with policies. This includes:

* Analyzing wage data requests that come through for all necessary approvals,
* Ensuring manager approval of compensation changes, and
* Informing payroll of changes to request final processing.

*Manage Bonus Programs (30%)*

Manage and maintain facility bonus programs for each facility; verify that bonuses and bonus payouts meet company guidelines, wage regulations, and hourly regulations. This includes:

* Analyze bonus requests on the same day they are made,
* Research and investigate unusual and/or large payouts, and
* Send bonus fraud reports to upper management on a weekly basis.

*Process Requests (20%)*

Process market data requests to provide facilities and regional managers with competitive and current wage data.

* Research wage data and compare company jobs with survey job matches,
* Complete market data documents and send to requester, and
* Ensure data is accurate and sent to the appropriate person per company policy.

*Audit (10%)*

Audit evaluation of jobs and existing job classifications to ensure proper job classification per the Fair Labor Standards Act (FLSA) requirements. This includes:

* Conduct query at the beginning of each month to find new hires who fall into DOD (depends on duties) job codes,
* Contact facility HR Director to obtain incumbent qualifications and job duties,
* Analyze completed questionnaire to determine if incumbent should be exempt or non-exempt, and
* Communicate results with the respective facility HR Director and Compensation Manager.

*Research (5%)*

Research federal and state wage and hourly laws, as requested by Compensation Manager, in order to guarantee company policies are adhering to current laws. This includes:

* Analyze federal and state wage and hourly websites to find requested information,
* Contact local wage and hour offices to discuss questions that cannot be found online, and
* Prepare written responses when all information is gathered.

*Planning, Developing, and Communicating (5%)*

Plan, develop, evaluate, improve, and communicate methods and techniques for selecting, promoting, compensating, evaluating, and training workers. This includes:

* Researching relevant techniques for the purpose of hiring individuals,
* Compiling information with relevance to specific job descriptions and classifications, and
* Communicating this information with supervisors, co-workers, and managers by telephone, memo, e-mail, or in person.

**EDUCATION, EXPERIENCE, AND LICENSING**

* At least a BBA is required with a concentration in Human Resources Management or similar relevant area of specialization.
* At least 3 months relevant work experience is required.
* One year relevant work experience is preferred.
* PHR is ideal but not required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

* Knowledge of common compensation principles and different types of job classifications is necessary.
* Knowledge of all pertinent federal and state regulations affecting compensation issues (wage and hour laws).
* Knowledge of company policy, procedures, and bonus programs is essential.
* Ability to conduct research on changing and current laws, regulations, and standards and any other specific information is essential.
* Ability to interpret market wage information is critical.
* Computer proficiency is essential.
* Comprehension of Microsoft Office Suite is essential (Microsoft: Word, Excel, and Outlook).
* Knowledge of Adobe is essential.
* Prior knowledge and/or use of Crystal Reports is desired but not necessary.
* Excellent written and oral communication is required.
* Time management, organization, and self-motivation are essential.
* Interpersonal skills are essential.
* Critical thinking skills are desired.
* Ability to conduct training sessions is preferred.
* Ability to maintain confidentiality of information is required.
* Knowledge of office equipment such as fax, copier, and printer is recommended.

**RESPONSIBILITY AND DECISION-MAKING AUTHORITY**

Investigate current job specifications and compare across job classifications to ensure conformity. Auditing bonus programs and ensuring that company policies are adhered to. Advise Compensation Manager of any areas of concern or changes in company policies and/or federal or state regulations. This position is generally self-sufficient and requires limited supervision and direction.

**WORKING RELATIONSHIPS**

This position requires working with other employees within the department to deliver job requisitions, complete compensation surveys, discuss wage and hour issues, and analyze unusual bonus requests. Phone calls are regularly made to other employees regarding wage requests and bonuses. On occasion, this position is responsible for conducting training sessions.

Outside contacts include: local wage and hour offices.

**GUIDANCE RECEIVED**

Direction and guidance will be provided by the Compensation Manger. The manager determines the expectations, goals, and work projects assigned. Government regulations and company policies provide parameters to the Compensation Analyst position.

**Appendix A – Job Analysis Form**

***HCR ManorCare***

# JOB ANALYSIS QUESTIONNAIRE

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| **GENERAL INFORMATION** |
| **Incumbent Name****Position Title**(Use exact title) | **Amy Kohler** | **Compensation Analyst** |
| **Reports to** (Title and Name)**Department** | Suse LearmanCompensation  | Compensation Manager |
| **Date Prepared** | 9-11-11 |  |
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| **POSITION STATUS** |
|  | X | Full-Time | 40 | Hours per week \_\_X\_\_\_Exempt  |
|  |  | Part-Time |  | Hours per week \_\_\_\_\_Non-Exempt |
| **Scheduled Days and Hours** |
|  | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| From |  | 8:00 am | 8:00 am | 8:00 am | 8:00 am | 8:00 am |  |
| To |  | 4:45 pm | 4:45 pm | 4:45 pm | 4:45 pm | 4:45 pm |  |
|  |
| Total Hours Worked Per Pay Period: | 80 |  |  |
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| **POSITION PURPOSE** |
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| 1. **PRIMARY FUNCTION:**

Summarize the primary role (reason this position exists) in two or three sentences.For example: “The position is responsible for analyzing body fluids for chemical make-up” or “This position provides customer reception services in person and by telephone”. |
| This position is responsible for assisting the Compensation Manager with the overall job evaluation. This includes reviewing changes in wages and salaries for conformance to policy; auditing evaluation of jobs and application of existing job classifications to individuals; manages and maintains facility bonus programs participates in compensation surveys conducted by other organizations. |
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| 1. **MAJOR OBJECTIVE:**

Summarize why the primary function is performed in one or two sentences. For example: “Provide better customer relationships.” Or “Increase return on investment.”

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| Ensure company compensation policies are followed and employees are paid correctly. |

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**ESSENTIAL FUNCTIONS**

List 5- 8 brief statements that best describe the fundamental activities (not the individual steps/tasks) for which this position is held accountable. Then explain HOW this activity is accomplished, followed by the percent of time you spend on this activity (total % of all essential functions should equal 100). Last, rank the essential functions by order of importance (there should be no duplicate numbers).

**Essential Functions**

|  |  |  |  |  |
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| **Fundamental Activities of this position (What do you do? Why do you do it?)**What: Reviews changes in wages and salaries Why: To ensure conformance to policy |
| **How is this Activity Completed? (Use action words - i.e. Direct, Analyze, Prepare, Drive,)**Analyze wage data requests that come through for all necessary approvals depending on the increase amount. Prepare emails to send to various managers for approval and payroll for final processing.  |
| **Percentage of Time Spent Weekly on this Activity 30%** |
| **Rank in Order of Importance (1-Highest) 1** |

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| **Fundamental Activities of this position (What do you do? Why do you do it?)**What: Manages and maintains facility bonus programs Why: To verify that bonuses and bonus payouts for each facility meet company guidelines as well as wage and hour regulations. |
| **How is this Activity Completed? (Use action words - i.e. Direct, Analyze, Prepare, Drive,)**Analyze bonus request the same day they are made; Research and investigate unusual and/or large payouts; Send bonus fraud report to upper management weekly. |
| **Percentage of Time Spent Weekly on this Activity 30%** |
| **Rank in Order of Importance (1-Highest) 2** |

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| **Fundamental Activities of this position (What do you do? Why do you do it?)**What: Process market data requests Why: To provide facilities and regional managers with competitive and current wage data |
| **How is this Activity Completed? (Use action words - i.e. Direct, Analyze, Prepare, Drive,)**Research wage data by comparing company jobs with survey job matches; complete market data document to send to requester; ensure data is accurate and sent to the appropriate person per company policy. |
| **Percentage of Time Spent Weekly on this Activity 20%** |
| **Rank in Order of Importance (1-Highest) 3** |

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| **Fundamental Activities of this position (What do you do? Why do you do it?)**What: Audit evaluation of jobs and application of existing job classifications to individualsWhy: To ensure correct job classification per FLSA standards |
| **How is this Activity Completed? (Use action words - i.e. Direct, Analyze, Prepare, Drive,)** Conduct query at the beginning of each month to find new hires who fall into DOD (depends on duties) job codes; Contacts facility HR Director to obtain incumbent qualifications and job duties; Analyze completed questionnaire to determine if incumbent should be exempt or non-exempt; Communicates results to facility HR Director and Compensation Manager. |
| **Percentage of Time Spent Weekly on this Activity 10%** |
| **Rank in Order of Importance (1-Highest) 4** |

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| **Fundamental Activities of this position (What do you do? Why do you do it?)**What: Research federal and state wage and hour laws as requested by Compensation ManagerWhy: To guarantee the company policies are adhering to these laws |
| **How is this Activity Completed? (Use action words - i.e. Direct, Analyze, Prepare, Drive,)**Analyze federal and state wage and hour websites to find requested information; contact local wage and hour offices to discuss questions that cannot be found online; prepare written response when all information is gathered. |
| **Percentage of Time Spent Weekly on this Activity 10%** |
| **Rank in Order of Importance (1-Highest) 5** |

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| COMPLEXITYPlease indicate the typical nature and diversity of work performed as well as the level of judgement and analysis necessary to resolve typical problems encountered. |
| Work is: |
|  | Routine with detailed rules or procedures |
|  | Standardized and governed by procedures, instructions, and standard practices |
| X | Diversified, requiring judgement in applying established practices and procedures |
|  | Governed by broad instructions, objectives and policies. Requires considerable judgement in developing approaches and techniques |
|  | Varied and requires analysis of major organizational issues and problems |
| **Provide two typical example(s) of the nature of diversity and work.** |
| **Use company policy and procedures to analyze wage increase requests. Analyze bonus requests based on company policy and past approvals.** |
|  |
| **INDEPENDENCE OR LATITUDE**Please indicate the typical level of independence in organizing and prioritizing the work of this position. Select the number of the matching description. Select the higher level if position requirements fall between two descriptions. |
|  |
| **Assignments are:** |
|  | Are planned and scheduled by others |
| X | Take individual initiative in planning and performing work each day |
|  | Take individual initiative in planning and performing for weeks at a time |
|  | Take individual initiative in planning and performing for months at a time |
|  |
| **IMPACT**Please indicate the organization level typically affected by decisions made in this position. |
| **Decisions typically impact:** |
|  | Only this position |
| X | The immediate work group |
|  | Multiple work groups |
|  | An entire function or a sizable unit |
|  | Multiple functions or multiple large units |
| 1. **PERSONAL INTERACTION**

How often would a person in this position have recurring contact with any of the following groups or levels and what is the primary reason for and nature of these contacts?Please use the final column of the box to state the business purpose of each contact |
| **Department, Division,** **Group, or Organization** | **Frequency (frequently, occasionally, rarely)** | **Purpose (deliver messages, negotiate, staff meetings, telephone exchange information, advise, consult, etc.** |
| Board of Directors/Trustees | N/A |  |
| Vice Presidents & Officers | N/A |  |
| Other institutions, hospitals, colleges, companies | N/A |  |
| Government officials | Rarely | Phone calls regarding wage and hour questions. |
| Patients, alumnae, general public | N/A |  |
| Vendors | N/A |  |
| Other work groups, employees, administrative offices | Frequently | Deliver job requisitions; phone calls regarding wage requests and bonuses. |
| Other (please describe) |  |  |
| **Please indicate what role or responsibility this position has for working in and/or with teams (check all that apply)** |
| X | Works individually and is self-sufficient |
|  | Frequently works with others in a cooperative, collaborative manner |
|  | Works routinely requires team work and cooperation with individuals and groups |
| **Briefly describe how and why you work with teams:** |
| Sometimes work with other employees in my department to complete compensation surveys, discuss wage and hour issues, and analyze unusual bonus requests. |
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| **COMMUNICATION**Review the list of communication skills provided below and check the boxes that best describe the communication skills required to perform this job. |
|  |
| **A. Interpersonal communication** |
|  | **Occasionally** | **Regularly** |
| One-on-One communication |  |  | **X** |  |
| Participate in meetings | **X** |  |  |  |
| Conduct meetings or lead group discussions |  |  |  |  |
| Conduct training sessions | **X** |  |  |  |
| Make formal presentations/public speaking |  |  |  |  |
| Advise, consult, provide counsel |  |  |  |  |
| Persuade, negotiate, influence |  |  |  |  |
| Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |
| **B. Written communication** |
|  | **Occasionally** | **Regularly** |
| General correspondence/letters/memoranda |  |  | **X** |  |
| Contracts |  |  |  |  |
| Technical documents |  |  |  |  |
| Procedures/manuals/guidelines |  |  |  |  |
| Proposals/Requests for proposals |  |  |  |  |
| Reports  |  |  | **X** |  |
| Articles |  |  |  |  |
| Manuscripts |  |  |  |  |
| Press releases |  |  |  |  |
| Regulatory filing |  |  |  |  |
| Translating technical documents |  |  |  |  |
| Other \_\_Market data request documents  |  |  | **X** |  |
|  |
| **EQUIPMENT/TECHNOLOGY USED**Please list below any equipment you utilize on the job, such as PC’s, laptops, typewriter, camera, telephone, etc. Please list all software packages you frequently utilize, for example - Windows NT, Word, Excel, Access, PowerPoint, Netscape Navigator, Exchange, Scheduler+, File Manager. |
|  |
| **Type of****Equipment/Software** | **Skill Level Needed****(advanced/intermediate/basic)** | **Time Used****(per day/week/year)** |
| Laptop | Intermediate | 8 hours per day every day |
| Telephone | Intermediate | 1 hour per day every day |
| Microsoft Office Suite | Intermediate | 8 hours per day every day |
| Adobe Acrobat Reader | Intermediate | 1 hour per day every day |
| Crystal Reports | Intermediate | 2 hours per day every day |
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| **SUPERVISORY DUTIES** |
| A. Does the position supervise regular or temporary employees? |  | **Yes** | **X** | **No** |
| If the answer is ***No***, please skip section B, C and D. If the answer is ***Yes***, please complete the rest of this section. |
| 1. How many employees does the position supervise either directly or through other supervisors?
 |  |
| C. List the titles of those supervised by this position. |
|  | **Number of Employees Supervised** |
| **Title of Position Supervised** | **Full Time** | **Part Time** | **Students/Apprentices** |
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| D. Check each of the phrases below that describe the kind of supervision this position is required to exercise. |
|  | Plan work |  | Assign work |
|  | Instruct and train in methods and procedures  |  | Check and approve work |
|  | Recommend salary adjustments |  | Maintain staff records |
|  | Make promotional recommendations |  | Make final decision on promotion |
|  | Make hiring recommendations |  | Make final decision in hiring |
|  | Carry out performance evaluations |  | Handle complaints and grievances |
|  | Make recommendations regarding unsatisfactory employees |  | Set departmental goals and objectives |
|  | Make final decision to terminate unsatisfactory employees ­­­ |
| **JOB CONDITIONS**A. Indicate the surroundings or working conditions under which the job is performed. |
| **X** | Usual office-type working conditions |
|  | Some disagreeable factors present in working conditions such as necessarily poor ventilation, uneven temperature or the possibility of damage to clothing. |
|  | Occasional disagreeable elements present in the working conditions part of the time such as heat, cold, dampness, fumes, dust, noise, or vibrations or exposure to disease-bearing specimens or odorous chemicals and specimens. |
|  | Continuous exposure to several disagreeable elements of factors |
| B. Indicate the Physical Skills required to perform the job. Please check all of the following activities that routinely apply to the job: |
| **X** | Walking | **X** | Carrying | **X** | Sitting |
|  | Grasping |  | Stooping |  | Climbing |
|  | Kneeling |  | Stooping/Crouching  |  | Lifting, maximum weight |  |
|  | Crawling |  | Standing |  | Other (specify): |
|  | Reaching | **X** | Hearing/Listening |  |  |
| 1. **MINIMUM POSITION QUALIFICATIONS REQUIRED:**

Describe only the **minimum** requirements for performing the job, not the qualifications of the incumbent or the desired qualifications of a new hire. |
| What **minimum** education, training or special courses are required for performing duties of the position? Check the appropriate education level box. |
| **High School** | **Undergraduate** | **Graduate** |
|  | 9 |  | 10 |  | 11 |  | 12 |  | 13 |  | 14 |  | 15 | X | 16 |  | 17 |  | 18 |  | 19 |  | 20 |
|  |  |  |
| What is the **minimum** related work experience required for doing this job? Check the appropriate experience level box. |
|  | none | X | 3 to 12 mo. |  | 13 - 24 mo. |  | 25 mo. – 5 yrs. |  | 5+ |
| Please describe licenses, certifications or specialized training required: |
| **None required.** |
|  |
|  |
|  What job knowledge, skills, and/or qualifications do you feel are most important for this position?

|  |
| --- |
| Knowledge of company policy and procedure, ability to use various computer programs (Microsoft Suite, Adobe, Outlook, Crystal Reports), knowledge of bonus programs and maximum amounts without additional approval, interpersonal skills, ability to research specific information, knowledge of the different types of job classifications, knowledge of state and federal wage and hour laws, ability to communicate effectively, knowledge of common compensation principles, ability to interpret market wage information, critical thinking skills, ability to maintain confidentiality of necessary information |

 With these skills in place, how long does it take to learn this job and perform it at a fully competent level?

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| Three to six months |

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## APPENDIX B – O\*NET SUMMARY REPORT

## Summary Report for:13-1072.00 - Compensation, Benefits, and Job Analysis Specialists

### TASKS

* Ensure company compliance with federal and state laws, including reporting requirements.
* Evaluate job positions, determining classification, exempt or non-exempt status, and salary.
* Plan, develop, evaluate, improve, and communicate methods and techniques for selecting, promoting, compensating, evaluating, and training workers.
* Prepare occupational classifications, job descriptions and salary scales.
* Provide advice on the resolution of classification and salary complaints.
* Advise managers and employees on state and federal employment regulations, collective agreements, benefit and compensation policies, personnel procedures and classification programs.
* Prepare reports, such as organization and flow charts, and career path reports, to summarize job analysis and evaluation and compensation analysis information.
* Perform multifactor data and cost analyses that may be used in areas such as support of collective bargaining agreements.
* Assess need for and develop job analysis instruments and materials.
* Observe, interview, and survey employees and conduct focus group meetings to collect job, organizational, and occupational information.Tools & Technology

**TOOLS** used in this occupation:

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| --- |
| **Calculators or accessories** — 10-key calculators |
| **Facsimile machines** — Fax machines |
| **Hard disk drives** — Electronic storage devices |
| **Personal computers** |
| **Photocopiers** — Photocopying equipment |

**TECHNOLOGY** used in this occupation:

|  |
| --- |
| **Data base user interface and query software** — Clayton Wallis CompGeo Online Professional Forecast Library; Microsoft Access; O\*NET OnLine [\*](file:///C%3A%5CUsers%5CMeagan%5CDocuments%5CSchool%5CHURM%206760%20Recruitment%20and%20Retention%5CProject%20Materials%5CONet%20Jobs%5CCompensation%20Analyst.htm#ttsoft); Salary.com |
| **Enterprise resource planning ERP software** — Lawson software; PeopleSoft Enterprise Human Capital Management; SAP ERP Human Capital Management; SAP software |
| **Human resources software** — Actuarial Systems Corporation AIM; Humanic Design Human Resources Management System; Workscape Outsourced Employee Benefits Administration; Xactly Compel |
| **Time accounting software** — ADP Enterprise eTime; Kronos Workforce Timekeeper; Sage Abra |
| **Word processing software** — Microsoft Word |

\* Software developed by a government agency and/or distributed as freeware or shareware.

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### KNOWLEDGE

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| **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems. |
| **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. |
| **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources. |
| **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications. |
| **Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process. |
| **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. |

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### SKILLS

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| **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. |
| **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. |
| **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents. |
| **Speaking** — Talking to others to convey information effectively. |
| **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. |
| **Systems Analysis** — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes. |
| **Writing** — Communicating effectively in writing as appropriate for the needs of the audience. |
| **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making. |
| **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one. |
| **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action. |

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### ABILITIES

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| **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences. |
| **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand. |
| **Written Comprehension** — The ability to read and understand information and ideas presented in writing. |
| **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense. |
| **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. |
| **Speech Clarity** — The ability to speak clearly so others can understand you. |
| **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events). |
| **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations). |
| **Near Vision** — The ability to see details at close range (within a few feet of the observer). |
| **Speech Recognition** — The ability to identify and understand the speech of another person. |

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### WORK ACTIVITIES

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| **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources. |
| **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts. |
| **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. |
| **Interacting With Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. |
| **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards. |
| **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. |
| **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time. |
| **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems. |
| **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job. |
| **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work. |

###

### WORK CONTEXT

|  |
| --- |
| **Electronic Mail** — How often do you use electronic mail in this job? |
| **Telephone** — How often do you have telephone conversations in this job? |
| **Indoors, Environmentally Controlled** — How often does this job require working indoors in environmentally controlled conditions? |
| **Spend Time Sitting** — How much does this job require sitting? |
| **Face-to-Face Discussions** — How often do you have to have face-to-face discussions with individuals or teams in this job? |
| **Structured versus Unstructured Work** — To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals? |
| **Contact With Others** — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it? |
| **Freedom to Make Decisions** — How much decision making freedom, without supervision, does the job offer? |
| **Duration of Typical Work Week** — Number of hours typically worked in one week. |
| **Frequency of Decision Making** — How frequently is the worker required to make decisions that affect other people, the financial resources, and/or the image and reputation of the organization? |

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### JOB ZONE

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| Title | Job Zone Four: Considerable Preparation Needed |
| Education | Most of these occupations require a four-year bachelor's degree, but some do not. |
| Related Experience | A considerable amount of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified. |
| Job Training | Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training. |
| Job Zone Examples | Many of these occupations involve coordinating, supervising, managing, or training others. Examples include accountants, sales managers, database administrators, teachers, chemists, environmental engineers, criminal investigators, and special agents. |
| SVP Range | (7.0 to < 8.0) |

### EDUCATION

|  |  |
| --- | --- |
| **Percentage of Respondents** | **Education Level Required** |
| 89  | Bachelor's degree |
| 5  | Some college, no degree |
| 5  | Associate's degree |

###

### INTERESTS

Interest code: **CE**

|  |
| --- |
| **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow. |
| **Enterprising** — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business. |

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### WORK STYLES

|  |
| --- |
| **Integrity** — Job requires being honest and ethical. |
| **Analytical Thinking** — Job requires analyzing information and using logic to address work-related issues and problems. |
| **Attention to Detail** — Job requires being careful about detail and thorough in completing work tasks. |
| **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations. |
| **Adaptability/Flexibility** — Job requires being open to change (positive or negative) and to considerable variety in the workplace. |
| **Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. |
| **Initiative** — Job requires a willingness to take on responsibilities and challenges. |
| **Achievement/Effort** — Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks. |
| **Persistence** — Job requires persistence in the face of obstacles. |
| **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations. |

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### WORK VALUES

|  |
| --- |
| **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service. |
| **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical. |
| **Achievement** — Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement. |

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### RELATED OCCUPATIONS

|  |  |
| --- | --- |
| 13-1023.00 | [Purchasing Agents, Except Wholesale, Retail, and Farm Products](http://www.onetonline.org/link/summary/13-1023.00)   [Bright Outlook**Bright Outlook**](http://www.onetonline.org/help/bright/13-1023.00)    |
| 13-1031.02 | [Insurance Adjusters, Examiners, and Investigators](http://www.onetonline.org/link/summary/13-1031.02)  |
| 13-2021.02 | [Appraisers, Real Estate](http://www.onetonline.org/link/summary/13-2021.02)  |
| 15-2031.00 | [Operations Research Analysts](http://www.onetonline.org/link/summary/15-2031.00) Bright Outlook |
| 25-9021.00 | [Farm and Home Management Advisors](http://www.onetonline.org/link/summary/25-9021.00)   [Green Occupation**Green**](http://www.onetonline.org/help/green/25-9021.00)  |

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### WAGES & EMPLOYMENT TRENDS

#### National

|  |  |
| --- | --- |
| Median wages (2009) | $26.74 hourly, $55,620 annual |
| Employment (2008) | 122,000 employees |
| Projected growth (2008-2018) | Much faster than average (20% or higher)Much faster than average (20% or higher)  |
| Projected job openings (2008-2018) | 60,500 |
| Top industries (2008) | [Finance and Insurance](http://www.onetonline.org/find/industry?j=13-1072.00&i=52)[Government](http://www.onetonline.org/find/industry?j=13-1072.00&i=93) |