



## South Carolina Community Action 2022 Wage Compensation Study Benchmark Positions Guide

In addition to collecting data about your organization's wages and benefits, this study will compare wage data for **32 Benchmark Positions** - key jobs that can be found at many organizations.

Because organizations participating in this study are not all the same size and do not provide the same types of services, we do not expect your organization will have every position in this list.

This ***Benchmark Positions Guide*** is provided to help you match your organization's job titles and employees to the Benchmark Positions.

- Benchmark Positions are broken down by staff category: Administrative, Education, Health And Disabilities, Social Services, and Service.
- For each Benchmark Position, there is a summary job description, supervisory responsibility, and examples of other job titles.
- See the [Sample Organizational Chart and Worksheet](#) for an example of how to align your organizational chart.

Please be sure to include Contractors and Part-time Employees who fill any of the Benchmark Positions. You can also include employees who hold more than one position from the Benchmark List (e.g., Gladys Stephenson is a cook and also a bus monitor). The Wage Study provides an option to enter data for contractors, part-time employees, and staff with multiple roles.

In preparation for completing the study, use the ***Benchmark Positions Guide*** and ***Worksheet*** to:

1. Identify the positions from your organization to include in the study. Write them in the "Job Title" column on the Worksheet.
2. Identify up to five employees for each position. Write down their initials in the "Employees" column on the Worksheet. If a position is currently VACANT (with no employees in that role) please enter "VACANT" in the "Employees" column.
3. Identify any employees who hold multiple positions from the Benchmark Position Guide. Enter their information in the last section of the worksheet: "Staff with Multiple Roles."

Questions? Contact Jane Hanson, [hanson@foundationsforfamilies.com](mailto:hanson@foundationsforfamilies.com).

### **BENCHMARK POSITIONS GUIDE**

**Supervisory Responsibilities:**

✓ = position has direct reports

(✓) = position may have direct reports.

blank = position does not have direct reports.

**ADMINISTRATIVE STAFF**

	<b>Benchmark Position</b>	<b>Mini-Description</b>	<b>Supervisory Respons.</b>	<b>Example Position Titles</b>
1	<b>Chief Executive Officer (CEO)</b>	Chief administrator within a multi-unit organization; oversees operations.	✓	Executive Director, President, Superintendent, Executive Director, Hospital Administrator
2	<b>Chief Financial Officer (CFO)</b>	Responsible for administering the finances of the organization. Responsible for financial policies such as establishing bookkeeping procedures, authorizing disbursement of funds, and maintaining internal controls.	✓	Finance Director, Comptroller
3	<b>Program Director</b>	Supervisor responsible for planning, coordinating, and directing the functions of a major unit/program within the organization. Provides supervision and guidance to staff; monitors progress against work goals and objectives; reviews resource allocations.	✓	Division Director, Division Manager, Unit Manager, Superintendent, Head Start Director, Human Resources Director, Director of Management Information Systems Weatherization Director, Workforce (WIOA) Director, Community Services Director
4	<b>Assistant Program Director</b>	Supervisor responsible for managing broad operations of a major unit/program within the organization. Duties include supervision, record keeping, and planning. Reports to the Program Director.	✓	Associate Director, Service Area Manager, Area Manager, Assistant Superintendent, Area Superintendent, Assistant Head Start Director, EHS Manager. Weatherization Coordinator, CACFP Manager
5	<b>Center Coordinator</b>	Responsible for the day-to-day operation of a single unit or site (center) within a program. Responsibilities may include supervision, maintenance of administrative records (enrollment, wait list); may be responsible for licensing and maintenance of a facility.	✓	Principal, Child Care Center Director
6	<b>Finance Manager</b>	Responsible for the day-to-day financial operations within the organization (payroll, invoicing, and other transactions); prepares monthly and quarterly management reporting.	✓	Assistant CFO, Fiscal Manager

	<b>Benchmark Position</b>	<b>Mini-Description</b>	<b>Supervisory Respons.</b>	<b>Example Position Titles</b>
7	<b>Program Specialist or Assistant</b>	Helps coordinate and manage a unit/program within the organization. Duties may include planning and implementing program policies, researching and gathering data, and communicating with various stakeholders. Provides technical and programmatic support as appropriate.		Education Specialist, ERSEA Specialist, Health Services Assistant, Disabilities Assistant, Human Resources Assistant, Records Compliance Specialist, Computer Specialist, Accounting Specialist, Budget Specialist, Systems Analyst, IT Specialist
8	<b>Administrative Assistant</b>	Supports administrators. Duties may include data gathering, record keeping, reports, mail, and special projects as assigned.		Executive Assistant, Secretary
9	<b>Clerk</b>	Supports staff. Duties may include record keeping, filing, data management, inventory and supplies, mail, and others as assigned.		Human Resources Clerk, Purchasing Clerk, Transportation Clerk, CACFP Clerk, Accounting Clerk
10	<b>Receptionist</b>	Greets visitors, answers phones, and maintains visitor log.		

## EDUCATION STAFF

	Benchmark Position	Mini-Description	Supervisory Respons.	Example Position Titles
11	<b>Education Manager</b>	Supervisor of educational services. Guides curriculum and program planning, development, and training; resource for education specialists and teachers; monitors data and completes reports for educational services; meets all Head Start record keeping requirements. Has supervisory, record keeping, and planning duties.	✓	Education Coordinator, Education Liaison
12	<b>Mentor</b>	Individual responsible for observing and assessing classroom activities and providing on-the-job guidance and training to program staff and volunteers in order to improve the qualifications and training of classroom staff, maintain high quality education services, and promote career development.		Mentor Teacher, Mentor Coach, Head Teacher, Supervising Teacher, Resource Teacher
13	<b>Floater</b>	Responsible for assisting the teaching staff in preparation of lesson plans and activities, interacting appropriately with children, and maintaining records. In the absence of the Teacher and/or Teacher Assistant, assume all essential duties of the teaching staff.		Permanent Substitute Teacher
14	<b>Preschool Teacher</b>	Responsible for classroom operations, including planning, implementing, and maintaining the classroom environment, supervising children and volunteers; may also supervise assistant teachers on site. <i>Qualifications may vary depending on the organization and may include a job-related bachelor's degree, associate's degree, or Child Development Associate credential.</i>	(✓)	Teacher, PreK Teacher, Lead Teacher  Head Start positions may include: HS Teacher I (BA), HS Teacher II (AA), HS Teacher III (CDA)
15	<b>Infant/Toddler Teacher</b>	Responsible for early childhood classroom operations, including planning, implementing, and maintaining the classroom environment, supervising children and volunteers; may also supervise assistant teachers on site. <i>Qualifications may vary depending on the organization and may include a job-related bachelor's degree, associate's degree, or Child Development Associate credential.</i>	(✓)	Lead Teacher, Child Care Worker  Early Head Start positions may include: EHS Teacher I (BA), EHS Teacher II (AA), EHS Teacher III (CDA)
16	<b>Assistant Teacher</b>	Assists teacher in conducting classroom activities, maintaining the classroom environment, and supervising children; may also assist in planning and record keeping.		Teacher Aide, Assistant Teacher, Classroom Aide, Classroom Assistant, Child Care Worker, Caregiver, Classroom Paraprofessional
17	<b>Home Educator</b>	Responsible for planning, implementing, and maintaining home-based education; provides educational activities for the child and parent in the child's home.		Home Visitor

## HEALTH AND DISABILITIES STAFF

	Benchmark Position	Mini-Description	Supervisory Respons.	Example Position Titles
18	<b>Health/Nutrition Manager</b>	Manages health, nutrition for the organization; supervises staff in health roles; monitors data and completes reports for health services; meets all Head Start record keeping requirements.	✓	Health Services Manager, Health Coordinator, Health Services Director, Health Manager, Health Liaison
19	<b>Disabilities Services Manager</b>	Responsible for implementation of ADA, IDEA, and other special education provisions. Works with teachers, parents, Local Education Agencies, and community resource providers in planning and program development, obtaining diagnosis and assessments for disabled individuals, and developing IEP/IFSPs; and maintains records and reports. May supervise some or all of special education staff.	✓	Disabilities and Mental Health Liaison
20	<b>Nurse</b>	Performs health services such as screening, exams, and immunizations; reviews child and family health data and develops individual health plans; discusses health issues with staff and parents; offers health education; maintains health records. May administer medication and perform first aid. Usually a formally trained health caregiver (RN or LPN).		School Nurse, Registered Nurse
21	<b>Mental Health Specialist</b>	Provides mental health services; collaborates with community mental health agencies to serve clients; plans/implements mental health interventions; observes classrooms and provides support to staff in behavior management; provides mental health education, training, and consultation to staff and parents. May coordinate with a mental health consultant.		Mental Health Coordinator
22	<b>Registered Dietician</b>	Plans and analyzes menus; designs special diets; conducts nutrition assessments; discusses nutrition-related issues with parents and staff. May provide nutrition education, training and counseling; may oversee food service operations including health and safety requirements; may be responsible for food budget. Credentials in nutrition/dietetics, such as RD or RDN.		Nutritionist
23	<b>Food Services Manager</b>	Responsible for the day-to-day operations of food services; may include supervision, recordkeeping, purchasing, and food distribution.	(✓)	Cafeteria Manager, Kitchen Supervisor, Nutrition Technician
24	<b>Cook</b>	Responsible for meal preparation. May supervise staff; receives and stores food and sanitation supplies; may include recordkeeping/inventory.	(✓)	Assistant Nutrition Technician

## SOCIAL SERVICES STAFF

	Benchmark Position	Mini-Description	Supervisory Respons.	Example Position Titles
25	<b>Family Services Manager</b>	Coordinates social service activities; contacts and makes referrals to community resource providers; supervises family service workers; maintains records and reports and maintains confidentiality; supports families in transitions; may also have a client caseload. Serves as a resource and/or trainer for family services staff, center manager, parents, and volunteers; has specialized knowledge in working with adults and adult education; collaborates with community resource providers and adult education resources; may monitor family records, parent training.	✓	Family and Community Engagement Specialist, Family and Community Partnerships Manager, Parent Involvement Specialist, Parent Involvement Liaison, Parent Engagement Manager, Transition Liaison
26	Case Worker	Serves as family advocate and liaison between client and/or family and community services; helps clients/families by making referrals; maintains individual records and reports and maintains confidentiality. Collaborates with community resource providers; may monitor social services, client records, and case notes and provide direct services through case management or counseling.		Case Manager, CSBG Case Manager, Counselor  (Head Start) Family Service Worker, Family Advocate, Family Services Specialist, Family Development Worker
27	<b>ERSEA Manager</b>	Oversees ERSEA (Enrollment, Recruitment, Selection, Eligibility and Attendance) Department, ensuring that the agency complies with all regulations per applicable Head Start Program Performance Standards. Plans and implements enrollment systems and related training. Coordinates services with staff in other program content areas to assess the quality of services provided.		ERSEA Liaison

## SERVICE STAFF

	<b>Benchmark Position</b>	<b>Mini-Description</b> <i>Qualifications or Education Requirements</i>	<b>Supervisory Respons.</b>	<b>Example Position Titles</b> <i>Notes in Italics</i>
28	<b>Transportation Manager</b>	Responsible for compliance with federal, state, and local transportation and vehicle safety regulations; coordinates and plans transportation for clients; develops transportation routes and strategies; oversees routine maintenance, annual inspection, and vehicle storage; supervises training for vehicle operators in compliance with all regulations and CDL requirements.	✓	Transportation Supervisor, Transportation Liaison, Bus Manager
29	<b>Bus Driver</b>	Drives bus to transport children or adults to school, center, or program related activities; ensures safety of passengers and pedestrians; transports equipment and supplies from site to site; may be responsible for daily vehicle inspections and maintenance, such as filling the gas tank, oil changes, tire pressure, washing and cleaning the vehicle. Maintains valid CDL.		
30	<b>Bus Monitor</b>	Rides bus with clients to ensure safety and assist in keeping order; may help clients enter and exit bus at appropriate times; ensures that children are properly secured; may assist with vehicle maintenance; may communicate with parents, teachers, and caregivers about program activities; may transmit written documentation to parents, teachers, and caregivers.		Bus Aide
31	<b>Maintenance Specialist</b>	Provides maintenance and upkeep for facilities, vehicles, and/or equipment; keeps maintenance records.	(✓)	Maintenance Manager, Facilities Assistant, Handyman
32	<b>Custodian</b>	Responsible for cleaning, general care of buildings and grounds; may perform routine maintenance and maintain cleaning supplies.		Janitor, Cleaner, Housekeeper