



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

Perceive Cognofile

11-1021. 00 General and Operations Managers Senior level position assuming education and experience prerequisite

Plan, direct, or coordinate the operations of companies or public and private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services. Includes owners and managers who head small business establishments whose duties are primarily managerial.

11-2011. 00 Advertising and Promotions Managers Senior level position assuming education and experience prerequisite

Directs activities of workers engaged in developing and producing advertisements. Plans and executes advertising policies of organization. Plans and prepares advertising and promotional material. Formulates plans to extend business with established accounts and transacts business as agent for advertising accounts. Monitors and analyzes sales promotion results to determine cost effectiveness of promotion campaign. Supervises and trains service representatives. Consults publications to learn about conventions and social functions and organizes prospect files for promotional purposes. Directs product research and development. Adjusts broadcasting schedules due to program cancellation. Contacts organizations to explain services and facilities offered or to secure props, audiovisual materials, and sound effects. Inspects premises of assigned stores for adequate security and compliance with safety codes and ordinances. Directs conversion of products from USA to foreign standards. Represents company at trade association meetings to promote products. Reads trade journals and professional literature to stay informed on trends, innovations, and changes that affect media planning. Confers with clients to provide marketing or technical advice. Coordinates activities of departments, such as sales, graphic arts, media, finance, and research. Confers with department heads and/or staff to discuss topics such as contracts, selection of advertising media, or product to be advertised. Inspects layouts and advertising copy and edits scripts, audio and video tapes, and other promotional material for adherence to specifications.

11-2021. 00 Marketing Managers Senior level position assuming education and experience prerequisite

Develops marketing strategy, based on knowledge of establishment policy, nature or market, and cost and markup factors. Coordinates and publicizes marketing activities to promote products and services. Conducts economic and commercial surveys to identify potential markets for products and services. Confers with legal staff to resolve problems, such as copyright infringement and royalty sharing with outside producers and distributors. Prepares report of marketing activities. Compiles list describing product or service offerings and sets prices or fees. Selects products and accessories to be displayed at trade or special production shows. Advises business and other groups on local, national, and international factors affecting the buying and selling of products and services. Consults with buying personnel to gain advice regarding the types of products or services that are expected to be in demand. Coordinates promotional activities and shows to market products and services. Analyzes business developments and consults trade journals to monitor market trends and determine market opportunities for products.

11-2022. 00 Sales Managers Senior level position assuming education and experience prerequisite

Directs and coordinates activities involving sales of manufactured goods, service outlets, technical services, operating retail chain, and advertising services for publication. Analyzes marketing potential of new and existing store locations, sales statistics, and expenditures to formulate policy. Confers or consults with department heads to plan advertising services, secure information on appliances and equipment, and customer required specifications. Advises dealers and distributors on policies and operating procedures to ensure functional effectiveness of business. Visits franchised dealers to stimulate interest in establishment or expansion of leasing programs. Confers with potential customers regarding equipment needs and advises customers on types of equipment to purchase. Represents company at trade association meetings to promote products. Inspects premises of assigned stores for adequate security exits and compliance with safety codes and ordinances. Directs product research and development. Direct conversion of products from USA to foreign standards. Resolves customer complaints regarding sales and service. Directs clerical staff to maintain export correspondence, bid requests, and credit collections and current information on tariffs, licenses, and restrictions. Directs foreign sales and service outlets of organization. Reviews operational records and reports to project sales and determine profitability. Plans and directs staffing, training, and performance evaluations to develop and control sales and service programs. Directs, coordinates, and reviews activities in sales and service accounting and record keeping, and receiving and shipping operations.

11-2031. 00 Public Relations Managers Senior level position assuming education and experience prerequisite

Plan and direct public relations programs designed to create and maintain a favorable public image for employer or client; if engaged in fundraising, plan and direct activities to solicit and maintain funds for special projects and nonprofit organizations.

11-3040. 00 Human Resources Managers Senior level position assuming education and experience prerequisite
Formulates policies and procedures for recruitment, testing, placement, classification, orientation, benefits, and labor and industrial relations. Plans, directs, supervises, and coordinates work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations. Directs preparation and distribution of written and verbal information to inform employees of benefits, compensation, and personnel policies. Evaluates and modifies benefits policies to establish competitive programs and to ensure compliance with legal requirements. Analyzes compensation policies, government regulations, and prevailing wage rates to develop competitive compensation plan. Develops methods to improve employment policies, processes, and practices and recommends changes to management. Prepares personnel forecast to project employment needs. Prepares budget for personnel operations. Prepares and delivers presentations and reports to corporate officers or other management regarding human resource management policies and practices and recommendations for change. Negotiates bargaining agreements and resolves labor disputes. Meets with shop stewards and supervisors to resolve grievances. Conducts exit interviews to identify reasons for employee termination and writes separation notices. Plans and conducts new employee orientation to foster positive attitude toward organizational objectives. Writes directives advising department managers of organization policy in personnel matters such as equal employment opportunity, sexual harassment, and discrimination. Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends. Maintains records and compiles statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates. Analyzes statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices. Represents organization at personnel-related hearings and investigations. Contracts with vendors to provide employee services, such as canteen, transportation, or relocation service. Investigates industrial accidents and prepares reports for insurance carrier.

11-3041. 00 Compensation and Benefits Managers Senior level position assuming education and experience prerequisite
Formulates policies and procedures for recruitment, testing, placement, classification, orientation, benefits, and labor and industrial relations. Plans, directs, supervises, and coordinates work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations. Directs preparation and distribution of written and verbal information to inform employees of benefits, compensation, and personnel policies. Evaluates and modifies benefits policies to establish competitive programs and to ensure compliance with legal requirements. Prepares budget for personnel operations. Negotiates bargaining agreements and resolves labor disputes. Conducts exit interviews to identify reasons for employee termination and writes separation notices. Writes directives advising department managers of organization policy in personnel matters such as equal employment opportunity, sexual harassment, and discrimination. Maintains records and compiles statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates. Studies legislation, arbitration decisions, and collective bargaining contracts to assess industry trends. Investigates industrial accidents and prepares reports for insurance carrier. Contracts with vendors to provide employee services, such as canteen, transportation, or relocation service. Represents organization at personnel-related hearings and investigations. Analyzes statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices. Plans and conducts new employee orientation to foster positive attitude toward organizational objectives. Meets with shop stewards and supervisors to resolve grievances. Prepares and delivers presentations and reports to corporate officers or other management regarding human resource management policies and practices and recommendations for change. Prepares personnel forecast to project employment needs. Develops methods to improve employment policies, processes, and practices and recommends changes to management. Analyzes compensation policies, government regulations, and prevailing wage rates to develop competitive compensation plan.

11-3042. 00 Training and Development Managers Senior level position assuming education and experience prerequisite
Analyzes training needs to develop new training programs or modify and improve existing programs. Plans and develops training procedures utilizing knowledge of relative effectiveness of individual training, classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops. Formulates training policies and schedules, utilizing knowledge of identified training needs. Evaluates effectiveness of training programs and instructor performance. Develops and organizes training manuals, multimedia visual aids, and other educational materials. Coordinates established courses with technical and professional courses provided by community schools and designates training procedures. Develops testing and evaluation procedures. Confers with management and supervisory personnel to

identify training needs based on projected production processes, changes, and other factors. Reviews and evaluates training and apprenticeship programs for compliance with government standards. Prepares training budget for department or organization. Trains instructors and supervisors in effective training techniques. Interprets and clarifies regulatory policies governing apprenticeship training programs, and provides information and assistance to trainees and labor and management representatives.

11-9031. 00 Education Administrators, Preschool and Child Care Center/Program Senior level position assuming education and experience prerequisite

Establishes program philosophy plans, policies, and academic codes of ethics to maintain educational standards for student screening, placement and training. Prepares and submits budget requests or grant proposals to solicit program funding. Coordinates outreach activities with businesses, communities, and other institutions or organizations to identify educational needs, and establish and coordinate programs. Directs and coordinates activities of teachers or administrators at daycare centers, schools, public agencies, and institutions. Organizes and directs committees of specialists, volunteers, and staff to provide technical and advisory assistance for programs. Recruits, hires, trains, and evaluates primary and supplemental staff and recommends personnel actions for programs and services. Plans and coordinates consumer research and educational services to assist organizations in product development and marketing. Teaches classes or courses to students. Completes, maintains, or assigns preparation of attendance, activity, planning, or personnel reports and records for officials and agencies. Reviews and interprets government codes and develops programs to ensure facility safety, security, and maintenance. Counsels and provides guidance to students regarding personal, academic, or behavioral problems. Confers with parents and staff to discuss educational activities, policies, and student behavioral or learning problems. Writes articles, manuals, and other publications and assists in the distribution of promotional literature. Contacts and addresses commercial, community, or political groups to promote educational programs and services or lobby for legislative changes. Determines allocations of funds for staff, supplies, materials, and equipment and authorizes purchases. Collects and analyzes survey data, regulatory information, and demographic and employment trends to forecast enrollment patterns and curriculum changes. Determines scope of educational program offerings and prepares drafts of course schedules and descriptions to estimate staffing and facility requirements. Evaluates programs to determine effectiveness, efficiency and utilization and to ensure activities comply with federal, state, and local regulations. Plans, directs, and monitors instructional methods and content for educational, vocational, or student activity programs. Reviews and approves new programs or recommends modifications to existing programs.

11-9032. 00 Education Administrators, Elementary and Secondary School Senior level position assuming education and experience prerequisite

Establishes program philosophy plans, policies, and academic codes of ethics to maintain educational standards for student screening, placement and training. Confers with parents and staff to discuss educational activities, policies, and student behavioral or learning problems. Writes articles, manuals, and other publications and assists in the distribution of promotional literature. Contacts and addresses commercial, community, or political groups to promote educational programs and services or lobby for legislative changes. Recruits, hires, trains, and evaluates primary and supplemental staff and recommends personnel actions for programs and services. Plans and coordinates consumer research and educational services to assist organizations in product development and marketing. Organizes and directs committees of specialists, volunteers, and staff to provide technical and advisory assistance for programs. Determines allocations of funds for staff, supplies, materials, and equipment and authorizes purchases. Directs and coordinates activities of teachers or administrators at daycare centers, schools, public agencies, and institutions. Teaches classes or courses to students. Completes, maintains, or assigns preparation of attendance, activity, planning, or personnel reports and records for officials and agencies. Reviews and interprets government codes and develops programs to ensure facility safety, security, and maintenance. Counsels and provides guidance to students regarding personal, academic, or behavioral problems. Evaluates programs to determine effectiveness, efficiency and utilization and to ensure activities comply with federal, state, and local regulations. Prepares and submits budget requests or grant proposals to solicit program funding. Determines scope of educational program offerings and prepares drafts of course schedules and descriptions to estimate staffing and facility requirements. Collects and analyzes survey data, regulatory information, and demographic and employment trends to forecast enrollment patterns and curriculum changes. Coordinates outreach activities with businesses, communities, and other institutions or organizations to identify educational needs, and establish and coordinate programs. Reviews and approves new programs or recommends modifications to existing programs. Plans, directs, and monitors instructional methods and content for educational, vocational, or student activity programs.

11-9051. 00 Food Service Managers Senior level position assuming education and experience prerequisite

Monitors compliance with health and fire regulations regarding food preparation and serving and building maintenance in



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

lodging and dining facility. Plans menus and food utilization based on anticipated number of guests, nutritional value, palatability, popularity, and costs. Organizes and directs worker training programs, resolves personnel problems, hires new staff, and evaluates employee performance in dining and lodging facilities. Estimates food, liquor, wine, and other beverage consumption to anticipate amount to be purchased or requisitioned. Monitors budget, payroll records, and reviews financial transactions to ensure expenditures are authorized and budgeted. Monitors food preparation and methods, size of portions, and garnishing and presentation of food to ensure food is prepared and presented in accepted manner. Creates specialty dishes and develops recipes to be used in dining facility. Tests cooked food by tasting and smelling to ensure palatability and flavor conformity. Keeps records required by government agencies regarding sanitation and regarding food subsidies where indicated. Establishes and enforces nutrition standards for dining establishment based on accepted industry standards. Reviews menus and analyzes recipes to determine labor and overhead costs, and assigns prices to menu items. Investigates and resolves complaints regarding food quality, service, or accommodations. Coordinates assignments of cooking personnel to ensure economical use of food and timely preparation.

11-9061. 00 Funeral Directors Senior level position assuming education and experience prerequisite

Arranges and directs funeral services. Interviews family or other authorized person to arrange details, such as selection of casket and location and time of burial. Closes casket and leads funeral cortege to church or burial site. Directs placement and removal of casket from hearse. Plans placement of casket in parlor or chapel and adjusts lights, fixtures, and floral displays. Directs preparations and shipment of body for out-of-state burial.

11-9071. 00 Gaming Managers Senior level position assuming education and experience prerequisite

Review operational expenses, budget estimates, betting accounts, and collection reports for accuracy. Trains new workers and evaluates their performance. Records, issues receipts for, and pays off bets. Explains and interprets house rules such as game rules and betting limits to patrons. Interviews and hires workers. Establishes policies on types of gambling offered, odds, extension of credit, and serving food and beverages. Directs workers compiling summary sheets for each race or event to show amount to be paid to winners. Resolves customer complaints regarding service. Prepares work schedules, assigns workstations, and keeps attendance records. Observes and supervises operation to ensure that employees render prompt and courteous service to patrons.

11-9081. 00 Lodging Managers Senior level position assuming education and experience prerequisite

Coordinates front-office activities of hotel or motel and resolves problems. Manages and maintains temporary or permanent lodging facilities. Answers inquiries pertaining to hotel policies and services and resolves occupants' complaints. Interviews and hires applicants. Purchases supplies and arranges for outside services, such as deliveries, laundry, maintenance and repair, and trash collection. Assigns duties to workers and schedules shifts. Inspects guest rooms, public areas, and grounds for cleanliness and appearance. Observes and monitors performance to ensure efficient operations and adherence to facility's policies and procedures. Arranges telephone answering service, delivers mail and packages, and answers questions regarding locations for eating and entertainment. Greets and registers guests. Collects payment and records data pertaining to funds and expenditures. Shows, rents, or assigns accommodations. Receives and processes advance registration payments, sends out letters of confirmation, and returns checks when registration cannot be accepted. Confers and cooperates with other department heads to ensure coordination of hotel activities.

11-9131. 00 Postmasters and Mail Superintendents Senior level position assuming education and experience prerequisite

Organizes and supervises directly, or through subordinates, such activities as processing incoming and outgoing mail to ensure efficient service to patrons. Directs and coordinates operational, management, and supportive services of associate post offices within district area known as sectional center. Directs and coordinates operations of several sectional centers within district. Prepares and submits detailed and summary reports of post office activities to designated supervisors. Confers with suppliers to obtain bids for proposed purchases, requisitions supplies, and disburses funds as specified by law. Selects, trains, and evaluates performance of employees and prepares work schedules. Negotiates labor disputes. Selects, trains, and terminates postmasters and managers of associate postal units. Resolves customer complaints and informs public of postal laws and regulations.

11-9141. 00 Property, Real Estate, and Community Association Managers Senior level position assuming education and experience prerequisite

Manages and oversees operations, maintenance, and administrative functions for commercial, industrial, or residential properties. Directs collection of monthly assessments, rental fees and deposits, and payment of insurance premiums, mortgage, taxes, and incurred operating expenses. Meets with clients to negotiate management and service contracts,

determine priorities, and discuss financial and operational status of property. Plans, schedules, and coordinates general maintenance, major repairs, and remodeling or construction projects for commercial or residential property. Investigates complaints, disturbances, and violations and resolves problems following management rules and regulations. Recruits, hires, and trains managerial, clerical, and maintenance staff, or contracts with vendors for security, maintenance, extermination, or grounds keeping personnel. Directs and coordinates the activities of staff and contract personnel and evaluates performance. Maintains records of sales, rental or usage activity, special permits issued, maintenance and operating costs, or property availability. Purchases building and maintenance supplies, equipment, or furniture. Develops and administers annual operating budget. Negotiates for sale, lease, or development of property, and completes or reviews appropriate documents and forms. Inspects facilities and equipment and inventories building contents to document damage and determine repair needs. Assembles and analyzes construction and vendor service contract bids. Confers with legal authority to ensure transactions and terminations of contracts and agreements are in accordance with court orders, laws, and regulations. Maintains contact with insurance carrier, fire and police departments, and other agencies to ensure protection and compliance with codes and regulations. Prepares reports summarizing financial and operational status of property or facility. Meets with prospective leasers to show property, explain terms of occupancy, and provide information about local area.

11-9151. 00 Social and Community Service Managers Senior level position assuming education and experience prerequisite

Confers and consults with individuals, groups, and committees to determine needs, and plan, implement, and extend organization's programs and services. Observes workers to evaluate performance and ensure work meets established standards. Interviews, recruits, or hires volunteers and staff. Instructs and trains agency staff or volunteers in skills required to provide services. Advises volunteers and volunteer leaders to ensure quality of programs and effective use of resources. Speaks to community groups to explain and interpret agency purpose, programs, and policies. Coordinates volunteer service programs, such as Red Cross, hospital volunteers, or vocational training for disabled individuals. Assigns duties to staff or volunteers. Plans, directs, and prepares fund-raising activities and public relations materials. Researches and analyzes member or community needs as basis for community development. Prepares, distributes, and maintains records and reports, such as budgets, personnel records, or training manuals. Participates in program activities to serve clients of agency. Establishes and maintains relationships with other agencies and organizations in community to meet and not duplicate community needs and services. Determines organizational policies, defines scope of services offered, and administration of procedures.

13-1011. 00 Agents and Business Managers of Artists, Performers, and Athletes Senior level position assuming education and experience prerequisite

Negotiates with management, promoters, union officials, and other persons, to obtain contracts for clients, such as entertainers, artists, and athletes. Obtains information and inspects facilities, equipment, and accommodations of potential performance venue. Prepares periodic accounting statements for clients concerning financial affairs. Hires trainer or coach to advise client on performance matters, such as training techniques or presentation of act. Conducts auditions or interviews new clients. Collects fees, commission, or other payment, according to contract terms. Manages business affairs for clients, such as obtaining travel and lodging accommodations, selling tickets, marketing and advertising, and paying expenses. Schedules promotional or performance engagements for clients. Advises clients on financial and legal matters, such as investments and taxes.

13-1041. 03 Equal Opportunity Representatives and Officers Senior level position assuming education and experience prerequisite

Interprets civil rights laws and equal opportunity governmental regulations for individuals and employers. Investigates employment practices and alleged violations of law to document and correct discriminatory factors. Consults with community representatives to develop technical assistance agreements in accordance with governmental regulations. Conducts surveys and evaluates findings to determine existence of systematic discrimination. Prepares report of findings and recommendations for corrective action. Studies equal opportunity complaints to clarify issues. Reviews contracts to determine company actions required to meet governmental equal opportunity provisions. Acts as representative between minority placement agencies and employers. Confers with management or other personnel to resolve or settle equal opportunity issues and disputes. Develops guidelines for nondiscriminatory employment practices for use by employers.

13-1071. 01 Employment Interviewers, Private or Public Employment Service Mid – Senior level position assuming education and experience prerequisite

Interviews job applicants to select people meeting employer qualifications. Refers selected applicants to person placing job order, according to policy of organization. Records additional knowledge, skills, abilities, interests, test results, and

other data pertinent to selection and referral of applicants. Informs applicants of job duties and responsibilities, compensation and benefits, work schedules, working conditions, promotional opportunities, and other related information. Searches for and recruits applicants for open positions. Performs reference and background checks on applicants. Conducts or arranges for skills, intelligence, or psychological testing of applicants. Refers applicants to vocational counseling services. Contacts employers to solicit orders for job vacancies and records information on forms to describe duties, hiring requirements, and related data. Evaluates selection and testing techniques by conducting research or follow-up activities and conferring with management and supervisory personnel. Keeps records of applicants not selected for employment. Reviews job orders and matches applicants with job requirements, utilizing manual or computerized file search. Reviews employment applications and evaluates work history, education and training, job skills, compensation needs, and other qualifications of applicants.

13-1071. 02 Personnel Recruiters Mid – Senior level position assuming education and experience prerequisite

Interviews applicants to obtain work history, training, education, job skills, and other background information. Hires or refers applicant to other hiring personnel in organization. Notifies applicants by mail or telephone to inform them of employment possibilities, consideration, and selection. Projects yearly recruitment expenditures for budgetary consideration and control. Corrects and scores portions of examinations used to screen and select applicants. Prepares and maintains employment records and authorizes paperwork assigning applicant to positions. Speaks to civic, social, and other groups to provide information concerning job possibilities and career opportunities. Assists and advises establishment management in organizing, preparing, and implementing recruiting and retention programs. Evaluates recruitment and selection criteria to ensure conformance to professional, statistical, and testing standards, and recommends revision as needed. Arranges for interviews and travel and lodging for selected applicants at company expense. Provides potential applicants with information regarding facilities, operations, benefits, and job or career opportunities in organization. Conducts reference and background checks on applicants. Contacts college representatives to arrange for and schedule on-campus interviews with students. Reviews and evaluates applicant qualifications or eligibility for specified licensing, according to established guidelines and designated licensing codes.

13-1073. 00 Training and Development Specialists Entry – Mid – Senior level position assuming education and experience prerequisite

Develops and conducts orientation and training for employees or customers of industrial or commercial establishment. Coordinates recruitment and placement of participants in skill training. Schedules classes based on availability of classrooms, equipment, and instructors. Screens, hires, and assigns workers to positions based on qualifications. Refers trainees with social problems to appropriate service agency. Monitors training costs to ensure budget is not exceeded, and prepares budget report to justify expenditures. Supervises instructors, monitors and evaluates instructor performance, and refers instructors to classes for skill development. Maintains records and writes reports to monitor and evaluate training activities and program effectiveness. Attends meetings and seminars to obtain information useful to train staff and to inform management of training programs and goals. Organizes and develops training procedure manuals and guides. Confers with managers, instructors, or customer representatives of industrial or commercial establishment to determine training needs. Assigns instructors to conduct training and assists them in obtaining required training materials. Evaluates training materials, such as outlines, text, and handouts, prepared by instructors.

13-1121. 00 Meeting and Convention Planners Entry – Mid – Senior level position assuming education and experience prerequisite

Directs and coordinates activities of staff and convention personnel to make arrangements, prepare facilities, and provide services for events. Evaluates and selects providers of services such as meeting facilities, speakers, and transportation according to customer requirements. Inspects rooms and displays for conformance to customer requirements and conducts post meeting evaluations to improve future events. Obtains permits from fire and health departments to erect displays and exhibits and serve food at events. Speaks with attendees and resolves complaints to maintain goodwill. Reads trade publications, attends seminars, and consults with other meeting professionals to keep abreast of meeting management standards and trends. Maintains records of events. Reviews bills for accuracy and approves payment. Negotiates contracts with such providers as hotels, convention centers, and speakers. Plans and develops programs, budgets, and services such as lodging, catering, and entertainment according to customer requirements. Consults with customer to determine objectives and requirements for events such as meetings, conferences, and conventions.

13-2052. 00 Personal Financial Advisors Mid – Senior level position assuming education and experience prerequisite

Interviews client with debt problems to determine available monthly income after living expenses to meet credit obligations. Assists in selection of candidates for specific financial awards or aid. Authorizes release of funds to students. Prepares required records and reports. Opens account for client and disburses funds from account to

creditors as agent for client. Explains to individuals and groups financial assistance available to college and university students, such as loans, grants, and scholarships. Calculates amount of debt and funds available. Interviews students to obtain information and compares data on students' applications with eligibility requirements to determine eligibility for assistance program. Contacts creditors to arrange for payment adjustments so that payments are feasible for client and agreeable to creditors. Determines amount of aid to be granted, considering such factors as funds available, extent of demand, and needs of students. Establishes payment priorities to plan payoff method and estimate time for debt liquidation. Counsels client on financial problems, such as excessive spending and borrowing of funds.

13-2071. 00 Loan Counselors Mid – Senior level position assuming education and experience prerequisite

Analyzes applicant's financial status, credit, and property evaluation to determine feasibility of granting loan. Petitions court to transfer title and deeds of collateral to bank. Submits application to credit analyst for verification and recommendation. Supervises loan personnel. Negotiates payment arrangements with customers for delinquent loan balance. Arranges for maintenance and liquidation of delinquent property. Analyzes potential loan markets to develop prospects for loans. Confers with underwriters to aid in resolving mortgage application problems. Refers loan-to-loan committee for approval. Contacts applicant or creditors to resolve questions regarding application information. Ensures loan agreements are complete and accurate according to policy. Computes payment schedule. Interviews applicant and request specified information for loan application. Approves loan within specified limits.

13-2072. 00 Loan Officers Mid – Senior level position assuming education and experience prerequisite

Analyzes applicant's financial status, credit, and property evaluation to determine feasibility of granting loan. Ensures loan agreements are complete and accurate according to policy. Submits application to credit analyst for verification and recommendation. Confers with underwriters to aid in resolving mortgage application problems. Arranges for maintenance and liquidation of delinquent property. Analyzes potential loan markets to develop prospects for loans. Supervises loan personnel. Negotiates payment arrangements with customers for delinquent loan balance. Petitions court to transfer title and deeds of collateral to bank. Computes payment schedule. Contacts applicant or creditors to resolve questions regarding application information. Approves loan within specified limits. Interviews applicant and requests specified information for loan application. Refers loan to loan committee for approval.

17-2081. 00 Environmental Engineers Entry – Mid – Senior level position assuming education and experience prerequisite

Research, design, develop, and test electronic components and systems for commercial, industrial, military, or specific use utilizing knowledge of electronic theory and materials properties. Design electronic circuits and components for use in fields such as telecommunications, aerospace guidance and propulsion control, acoustics, or instruments and controls.

17-2111. 01 Industrial Safety and Health Engineers Entry – Mid – Senior level position assuming education and experience prerequisite

Devises and implements safety or industrial health program to prevent, correct, or control unsafe environmental conditions. Conducts or coordinates training of workers concerning safety laws and regulations, use of safety equipment, devices, clothing, and first aid. Provides technical guidance to organizations regarding how to handle health related problems such as water and air pollution. Installs or directs installation of safety devices on machinery. Conducts plant or area surveys to determine safety levels for exposure to materials and conditions. Designs and builds safety devices for machinery or safety clothing. Maintains liaison with outside organizations such as fire departments, mutual aid societies, and rescue teams. Prepares reports of findings from investigation of accidents, inspection of facilities, or testing of environment. Checks floors of plant to ensure they are strong enough to support heavy machinery. Investigates causes of industrial accidents or injuries to develop solutions to minimize or prevent recurrence. Conducts or directs testing of air quality, noise, temperature, or radiation to verify compliance with health and safety regulations. Inspects facilities, machinery, and safety equipment to identify and correct potential hazards, and ensure compliance with safety regulations. Examines plans and specifications for new machinery or equipment to determine if all safety requirements have been included. Compiles, analyzes, and interprets statistical data related to exposure factors concerning occupational illnesses and accidents.

19-1012. 00 Food Scientists and Technologists Entry – Mid – Senior level position assuming education and experience prerequisite

Conducts research on new products and development of foods, applying scientific and engineering principles. Studies methods to improve physical, chemical, and microbiological composition of foods. Develops food standards, safety and sanitary regulations, and waste management and water supply specifications. Confers with process engineers, flavor experts, and packaging and marketing specialists to resolve problems in product development. Tests new products in

test kitchen. Studies methods to improve quality of foods, such as flavor, color, texture, nutritional value, and convenience. Develops new and improved methods and systems for food processing, production, quality control, packaging, and distribution.

19-1031. 01 Soil Conservationists Entry – Mid – Senior level position assuming education and experience prerequisite

Plans soil management practices, such as crop rotation, reforestation, permanent vegetation, contour plowing, or terracing, to maintain soil and conserve water. Develops plans for conservation, such as conservation cropping systems, woodlands management, pasture planning and engineering systems. Analyzes results of investigations to determine measures needed to maintain or restore proper soil management. Monitors projects during and after construction to ensure projects conform to design specifications. Surveys property to mark locations and measurements, using surveying instruments. Revisits land users to view implemented land use practices and plans. Discusses conservation plans, problems, and alternative solutions with land users, applying knowledge of agronomy, soil science, forestry, or agricultural sciences. Computes cost estimates of different conservation practices based on needs of land users, maintenance requirements and life expectancy of practices. Develops or participates in environmental studies. Computes design specification for implementation of conservation practices, using survey and field information technical guides, engineering manuals, and calculator. Conducts surveys and investigations of various land uses, such as rural or urban, agriculture, construction, forestry or mining.

19-1041. 00 Epidemiologists Entry – Mid – Senior level position assuming education and experience prerequisite

Plans and directs studies to investigate human or animal disease, preventive methods, and treatments for diseases. Investigates cause, progress, life cycle, or mode of transmission of diseases or parasites. Analyzes data, applying statistical techniques and scientific knowledge, prepares reports, and presents findings. Plans methodological design or research study and arranges for data collection. Consults with and advises physicians, educators, researchers, and others regarding medical applications of sciences such as physics, biology, and chemistry. Confers with health department, industry personnel, physicians, and others to develop health safety standards and programs to improve public health. Teaches principles of medicine and medical and laboratory procedures to physicians, residents, students, and technicians. Supervises activities of clerical and statistical or laboratory personnel. Standardizes drug dosages, methods of immunization, and procedures for manufacture of drugs and medicinal compounds. Prepares and analyzes samples for toxicity, bacteria, or microorganisms or to study cell structure and properties. Examines organs, tissues, cell structures or microorganisms by systematic observation or using microscope. Conducts research to develop methodologies, instrumentation, or identification, diagnosing, and treatment procedures for medical application. Studies effects of drugs, gases, pesticides, parasites, microorganisms, or health and physiological processes of animals and humans.

19-3022. 00 Survey Researchers Entry – Mid level position assuming education and experience prerequisite

Design or conduct surveys. May supervise interviewers who conduct the survey in person or over the telephone. May present survey results to client.

19-3031. 01 Educational Psychologists Entry – Mid – Senior level position assuming education and experience prerequisite

Conducts experiments to study educational problems, such as motivation, adjustment, teacher training, and individual differences in mental abilities. Conducts research to aid introduction of programs in schools to meet current psychological, educational, and sociological needs of children. Interprets and explains test results, in terms of norms, reliability, and validity, to teachers, counselors, students, and other entitled parties. Plans remedial classes and testing programs designed to meet needs of special students. Formulates achievement, diagnostic, and predictive tests to aid teachers in planning methods and content of instruction. Investigates traits, attitudes, and feelings of teachers to predict conditions that affect teacher's mental health and success with students. Advises teachers and other school personnel on methods to enhance school and classroom atmosphere to maximize student learning and motivation. Evaluates needs, limitations, and potentials of child, through observation, review of school records, and consultation with parents and school personnel. Analyzes characteristics and adjustment needs of students having various mental abilities and recommends educational program to promote maximum adjustment. Refers individuals to community agencies to obtain medical, vocational, or social services for child or family. Advises school board, superintendent, administrative committees, and parent-teacher groups regarding provision of psychological services within educational system or school. Counsels pupils individually and in groups, to assist pupils to achieve personal, social, and emotional adjustment. Recommends placement of students in classes and treatment programs based on individual needs. Collaborates with education specialists in developing curriculum content and methods of organizing and conducting classroom work. Administers standardized tests to evaluate intelligence, achievement, and personality and to diagnose disabilities and



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

difficulties among students.

19-3031. 02 Clinical Psychologists Entry – Mid – Senior level position assuming education and experience prerequisite

Observes individual at play, in group interactions, or other situations to detect indications of mental deficiency, abnormal behavior, or maladjustment. Analyzes information to assess client problems, determine advisability of counseling, and refer client to other specialists, institutions, or support services. Develops treatment plan, including type, frequency, intensity, and duration of therapy, in collaboration with psychiatrist and other specialists. Develops, directs, and participates in staff training programs. Provides psychological services and advice to private firms and community agencies on individual cases or mental health programs. Directs, coordinates, and evaluates activities of psychological staff and student interns engaged in patient evaluation and treatment in psychiatric facility. Plans, supervises, and conducts psychological research in fields such as personality development, and diagnosis, treatment, and prevention of mental disorders. Provides occupational, educational, and other information to enable individual to formulate realistic educational and vocational plans. Assists clients to gain insight, define goals, and plan action to achieve effective personal, social, educational, and vocational development and adjustment. Consults reference material, such as textbooks, manuals, and journals, to identify symptoms, make diagnoses, and develop approach to treatment. Plans and develops accredited psychological service programs in psychiatric center or hospital, in collaboration with psychiatrists and other professional staff. Utilizes treatment methods, such as psychotherapy, hypnosis, behavior modification, stress reduction therapy, psychodrama, and play therapy. Selects, administers, scores, and interprets psychological tests to obtain information on individual's intelligence, achievement, interest, and personality. Interviews individuals, couples, or families, and reviews records to obtain information on medical, psychological, emotional, relationship, or other problems. Responds to client reactions, evaluates effectiveness of counseling or treatment, and modifies plan as needed. Conducts individual and group counseling sessions regarding psychological or emotional problems, such as stress, substance abuse, and family situations.

19-3031. 03 Counseling Psychologists Entry – Mid – Senior level position assuming education and experience prerequisite

Counsels clients to assist them in understanding personal or interactive problems, defining goals, and developing realistic action plans. Selects, administers, or interprets psychological tests to assess intelligence, aptitude, ability, or interests. Advises clients on the potential benefits of counseling or makes referrals to specialists or other institutions for non-counseling problems. Develops therapeutic and treatment plans based on individual interests, abilities, or needs of clients. Collects information about individuals or clients, using interviews, case histories, observational techniques, and other assessment methods. Analyzes data, such as interview notes, test results, and reference manuals and texts to identify symptoms and diagnose the nature of client's problems. Consults with other professionals to discuss therapy or treatment, counseling resources or techniques, and to share occupational information. Evaluates results of counseling methods to determine the reliability and validity of treatments. Conducts research to develop or improve diagnostic or therapeutic counseling techniques.

19-3032. 00 Industrial - Organizational Psychologists Entry – Mid – Senior level position assuming education and experience prerequisite

Develops interview techniques, rating scales, and psychological tests to assess skills, abilities, and interests as aids in selection, placement, and promotion. Advises management in strategic changes to personnel, managerial, and marketing policies and practices to improve organizational effectiveness and efficiency. Studies consumer reaction to new products and package designs using surveys and tests, and measures the effectiveness of advertising media. Analyzes data using statistical methods and applications to evaluate and measure the effectiveness of program implementation or training. Conducts research studies of physical work environments, organizational structure, communication systems, group interaction, morale, and motivation to assess organizational functioning. Plans, develops, and organizes training programs, applying principles of learning and individual differences. Observes and interviews workers to identify the physical, mental, and educational requirements of the job. Analyzes job requirements to establish criteria for classification, selection, training, and other related personnel functions.

19-3041. 00 Sociologists Entry – Mid – Senior level position assuming education and experience prerequisite

Collects and analyzes scientific data concerning social phenomena, such as community, associations, social institutions, ethnic minorities, and social change. Plans and directs research on crime and prevention, group relations in industrial organization, urban communities, and physical environment and technology. Develops approaches to solution of group's problems, based on findings and incorporating sociological research and study in related disciplines. Constructs and tests methods of data collection. Develops research designs on basis of existing knowledge and evolving theory. Observes group interaction and interviews group members to identify problems and collect data related to factors, such as

group organization and authority relationships. Collects information and makes judgments through observation, interview, and review of documents. Develops intervention procedures, utilizing techniques such as interviews, consultations, role playing, and participant observation of group interaction, to facilitate solution. Analyzes and evaluates data. Directs work of statistical clerks, statisticians, and others. Collaborates with research workers in other disciplines. Prepares publications and reports on subjects, such as social factors, which affect health, demographic characteristics, and social and racial discrimination in society. Interprets methods employed and findings to individuals within agency and community. Consults with lawmakers, administrators, and other officials who deal with problems of social change. Monitors group interaction and role affiliations to evaluate progress and to determine need for additional change.

19-3051. 00 Urban and Regional Planners Entry – Mid – Senior level position assuming education and experience prerequisite

Develops alternative plans with recommendations for program or project. Reviews and evaluates environmental impact reports applying to specific private and public planning projects and programs. Compiles, organizes, and analyzes data on economic, social, and physical factors affecting land use, using statistical methods. Evaluates information to determine feasibility of proposals or to identify factors requiring amendment. Discusses purpose of land use projects, such as transportation, conservation, residential, commercial, industrial, and community use, with planning officials. Determines regulatory limitations on project. Advises planning officials on feasibility, cost-effectiveness, regulatory conformance, and alternative recommendations for project. Maintains collection of socioeconomic, environmental, and regulatory data related to land use for governmental and private sectors. Conducts field investigations, economic or public opinion surveys, demographic studies, or other research to gather required information. Prepares or requisitions graphic and narrative report on land use data. Recommends governmental measures affecting land use, public utilities, community facilities, housing, and transportation.

19-3091. 01 Anthropologists Entry – Mid – Senior level position assuming education and experience prerequisite

Gathers, analyzes, and reports data on human physique, social customs, and artifacts such as weapons, tools, pottery, and clothing. Studies growth patterns, sexual differences, and aging phenomena of human groups, current and past. Observes and measures bodily variations and physical attributes of existing human types. Formulates general laws of cultural development, general rules of social and cultural behavior, or general value orientations. Studies relationships between language and culture and social linguistic studies, relationship between individual personality and culture, or complex industrialized societies. Applies anthropological concepts to current problems. Applies anthropological data and techniques to solution of problems in human relations. Studies cultures, particularly pre-industrial and non-Western societies, including religion, economics, mythology, and traditions, and intellectual and artistic life. Studies physical and physiological adaptations to differing environments and hereditary characteristics of living populations. Studies museum collections of skeletal remains and human fossils to determine their meaning in terms of long-range human evolution.

19-3091. 02 Archeologists Entry – Mid – Senior level position assuming education and experience prerequisite

Studies artifacts, architectural features, and types of structures recovered by excavation in order to determine age and cultural identity. Classifies and interprets artifacts, architectural features, and types of structures recovered by excavation to determine age and cultural identity. Establishes chronological sequence of development of each culture from simpler to more advanced levels.

21-1011. 00 Substance Abuse and Behavioral Disorder Counselors Entry – Mid – Senior level position assuming education and experience prerequisite

Plans and conducts programs to prevent substance abuse or improve health and counseling services in community. Supervises and directs other workers providing services to client or patient. Refers patient, client, or family to community resources to assist in recovery from mental or physical illness. Modifies treatment plan to comply with changes in client's status. Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plan. Formulates or coordinates program plan for treatment, care, and rehabilitation of client or patient, based on social work experience and knowledge. Interviews clients, reviews records, and confers with other professionals to evaluate mental or physical condition of client or patient. Counsels family members to assist in understanding, dealing with, and supporting client or patient. Counsels clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes. Intervenes as advocate for client or patient to resolve emergency problems in crisis situation.

21-1012. 00 Educational, Vocational, and School Counselors Entry – Mid – Senior level position assuming education and experience prerequisite

Advises counselees to assist them in developing their educational and vocational objectives. Conducts follow-up interviews with counselees and maintains case records. Refers qualified counselees to employer or employment service



JOB TITLES AND ASSOCIATED TASKS **Sorted by Cognofile**

for placement. Addresses community groups and faculty members to explain counseling services. Teaches vocational and educational guidance classes. Plans and conducts orientation programs and group conferences to promote adjustment of individuals to new life experiences. Establishes and maintains relationships with employers and personnel from supportive service agencies to develop opportunities for counselees. Advises counselees to assist them in understanding and overcoming personal and social problems. Collects and evaluates information about counselees' abilities, interests, and personality characteristics, using records, tests, and interviews. Compiles and studies occupational, educational, and economic information to assist counselees in making and carrying out vocational and educational objectives. Interprets program regulations or benefit requirements and assists counselees in obtaining needed supportive services.

21-1013. 00 Marriage and Family Therapists Entry – Mid – Senior level position assuming education and experience prerequisite

Diagnose and treat mental and emotional disorders, whether cognitive, affective, or behavioral, within the context of marriage and family systems. Apply psychotherapeutic and family systems theories and techniques in the delivery of professional services to individuals, couples, and families for the purpose of treating such diagnosed nervous and mental disorders.

21-1014. 00 Mental Health Counselors Entry – Mid – Senior level position assuming education and experience prerequisite

Counsels clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes. Interviews clients, reviews records, and confers with other professionals to evaluate mental or physical condition of client or patient. Modifies treatment plan to comply with changes in client's status. Intervenes as advocate for client or patient to resolve emergency problems in crisis situation. Supervises and directs other workers providing services to client or patient. Plans and conducts programs to prevent substance abuse or improve health and counseling services in community. Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plan. Formulates or coordinates program plan for treatment, care, and rehabilitation of client or patient, based on social work experience and knowledge. Counsels family members to assist in understanding, dealing with, and supporting client or patient. Refers patient, client, or family to community resources to assist in recovery from mental or physical illness.

21-1015. 00 Rehabilitation Counselors Entry – Mid – Senior level position assuming education and experience prerequisite

Counsel individuals to maximize the independence and employability of persons coping with personal, social, and vocational difficulties that result from birth defects, illness, disease, accidents, or the stress of daily life. Coordinate activities for residents of care and treatment facilities. Assess client needs and design and implement rehabilitation programs that may include personal and vocational counseling, training, and job placement.

21-1021. 00 Child, Family, and School Social Workers Entry – Mid – Senior level position assuming education and experience prerequisite

Counsels individuals or family members regarding behavior modifications, rehabilitation, social adjustments, financial assistance, vocational training, childcare, or medical care. Arranges for day care, homemaker service, prenatal care, and child planning programs for clients in need of such services. Refers client to community resources for needed assistance. Assists travelers, including runaways, migrants, transients, refugees, repatriated Americans, and problem families. Collects supplementary information, such as employment, medical records, or school reports. Maintains case history records and prepares reports. Evaluates personal characteristics of foster home or adoption applicants. Places children in foster or adoptive homes, institutions, or medical treatment centers. Reviews service plan and performs follow-up to determine quantity and quality of service provided to client. Determines client's eligibility for financial assistance. Develops program content, organizes, and leads activities planned to enhance social development of individual members and accomplishment of group goals. Investigates home conditions to determine suitability of foster or adoptive home, or to protect children from harmful environment. Serves as liaison between student, home, school, family service agencies, child guidance clinics, courts, protective services, doctors, and clergy members. Consults with parents, teachers, and other school personnel to determine causes of problems and effect solutions. Arranges for medical, psychiatric, and other tests that may disclose cause of difficulties and indicate remedial measures. Counsels students whose behavior, school progress, or mental or physical impairment indicates need for assistance. Leads group counseling sessions to provide support in such areas as grief, stress, or chemical dependency. Counsels parents with child rearing problems and children and youth with difficulties in social adjustments. Interviews individuals to assess social and emotional capabilities, physical and mental impairments, and financial needs.



JOB TITLES AND ASSOCIATED TASKS **Sorted by Cognofile**

21-1022. 00 Medical and Public Health Social Workers Entry – Mid – Senior level position assuming education and experience prerequisite

Counsels clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes. Formulates or coordinates program plan for treatment, care, and rehabilitation of client or patient, based on social work experience and knowledge. Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plan. Interviews clients, reviews records, and confers with other professionals to evaluate mental or physical condition of client or patient. Counsels family members to assist in understanding, dealing with, and supporting client or patient. Modifies treatment plan to comply with changes in client's status. Intervenes as advocate for client or patient to resolve emergency problems in crisis situation. Refers patient, client, or family to community resources to assist in recovery from mental or physical illness. Supervises and directs other workers providing services to client or patient. Plans and conducts programs to prevent substance abuse or improve health and counseling services in community.

21-1023. 00 Mental Health and Substance Abuse Social Workers Entry – Mid – Senior level position assuming education and experience prerequisite

Counsels clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes. Formulates or coordinates program plan for treatment, care, and rehabilitation of client or patient, based on social work experience and knowledge. Counsels family members to assist in understanding, dealing with, and supporting client or patient. Interviews clients, reviews records, and confers with other professionals to evaluate mental or physical condition of client or patient. Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plan. Refers patient, client, or family to community resources to assist in recovery from mental or physical illness. Modifies treatment plan to comply with changes in client's status. Supervises and directs other workers providing services to client or patient. Plans and conducts programs to prevent substance abuse or improve health and counseling services in community. Intervenes as advocate for client or patient to resolve emergency problems in crisis situation.

21-1091. 00 Health Educators Entry – Mid – Senior level position assuming education and experience prerequisite

Plans and provides educational opportunities for health personnel. Collaborates with health specialists and civic groups to ascertain community health needs, determine availability of services, and to develop goals. Promotes health discussions in schools, industry, and community agencies. Prepares and disseminates educational and informational materials. Develops and maintains cooperation between public, civic, professional, and voluntary agencies. Conducts community surveys to ascertain health needs, develop desirable health goals, and determine availability of professional health services.

21-1092. 00 Probation Officers and Correctional Treatment Specialists Entry – Mid – Senior level position assuming education and experience prerequisite

Counsels offender and refers offender to social resources of community for assistance. Provides guidance to inmates or offenders, such as development of vocational and educational plans and available social services. Interviews offender or inmate to determine social progress, individual problems, needs, interests, and attitude. Conducts follow-up interview with offender or inmate to ascertain progress made. Reviews and evaluates legal and social history and progress of offender or inmate. Determines nature and extent of inmate's or offender's criminal record and current and prospective social problems. Conducts pre-hearing or pre-sentencing investigations and testifies in court. Prepares and maintains case folder for each assigned inmate or offender. Develops and prepares informational packets of social agencies and assistance organizations and programs, for inmate or offender. Assists offender or inmate with matters concerning detainers, sentences in other jurisdictions, writs, and applications for social assistance. Makes recommendations concerning conditional release or institutionalization of offender or inmate. Confers with inmate's or offender's family to identify needs and problems, and to ensure that family and business are attended to. Informs offender or inmate of requirements of conditional release, such as office visits, restitution payments, or educational and employment stipulations. Consults with attorneys, judges, and institution personnel to evaluate inmate's social progress. Formulates rehabilitation plan for each assigned offender or inmate.

21-1093. 00 Social and Human Service Assistants Entry – Mid – Senior level position assuming education and experience prerequisite

Visits individuals in homes or attends group meetings to provide information on agency services, requirements and procedures. Interviews individuals and family members to compile information on social, educational, criminal, institutional, or drug history. Advises clients regarding food stamps, childcare, food, money management, sanitation, and housekeeping. Provides information on and refers individuals to public or private agencies and community services for

assistance. Assists in locating housing for displaced individuals. Monitors free, supplementary meal program to ensure cleanliness of facility and that eligibility guidelines are met for persons receiving meals. Observes clients' food selections and recommends alternate economical and nutritional food choices. Meets with youth groups to acquaint them with consequences of delinquent acts. Keeps records and prepares reports for owner or management concerning visits with clients. Submits to and reviews reports and problems with superior. Informs tenants of facilities, such as laundries and playgrounds. Demonstrates use and care of equipment for tenant use. Explains rules established by owner or management, such as sanitation and maintenance requirements, and parking regulations. Transports and accompanies clients to shopping area and to appointments, using automobile. Oversees day-to-day group activities of residents in institution. Consults with supervisor concerning programs for individual families. Cares for children in client's home during client's appointments. Observes and discusses meal preparation and suggests alternate methods of food preparation. Assists in planning of food budget, utilizing charts and sample budgets. Assists clients with preparation of forms, such as tax or rent forms.

21-2011. 00 Clergy

Leads congregation in worship services. Administers religious rites or ordinances. Interprets doctrine of religion. Prepares and delivers sermons and other talks.

Instructs people who seek conversion to faith. Writes articles for publication. Engages in interfaith, community, civic, educational, and recreational activities sponsored by or related to interest of denomination. Visits sick and shut-ins, and helps poor. Counsels those in spiritual need. Conducts wedding and funeral services.

21-2021. 00 Directors, Religious Activities and Education Entry – Mid – Senior level position assuming education and experience prerequisite

Coordinates activities with religious advisers, councils, and university officials to meet religious needs of students. Develops, organizes, and directs study courses and religious education programs within congregation. Promotes student participation in extracurricular congregational activities. Supervises instructional staff in religious education program. Orders and distributes school supplies. Analyzes revenue and program cost data to determine budget priorities. Interprets religious education to public through speaking, leading discussions, and writing articles for local and national publications. Interprets policies of university to community religious workers. Analyzes member participation and changes in congregation emphasis to determine needs for religious education. Solicits support, participation, and interest in religious education programs from congregation members, organizations, officials, and clergy. Plans and conducts conferences dealing with interpretation of religious ideas and convictions. Assists and advises groups in promoting interfaith understanding. Plans congregational activities and projects to encourage participation in religious education programs. Counsels individuals regarding marital, health, financial, and religious problems.

25-1011. 00 Business Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach courses in business administration and management such as accounting, finance, human resources, labor relations, marketing, and operations research.

25-1041. 00 Agricultural Sciences Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Compiles, administers, and grades examinations, or assigns this work to others. Advises students on academic and vocational curricula. Conducts research in particular field of knowledge and publishes findings in professional journals. Serves on faculty committee providing professional consulting services to government and industry. Acts as adviser to student organizations. Directs research of other teachers or graduate students working for advanced academic degrees. Stimulates class discussions. Compiles bibliographies of specialized materials for outside reading assignments.

25-1043. 00 Forestry and Conservation Science Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Advises students on academic and vocational curricula. Conducts research in particular field of knowledge and publishes findings in professional journals. Serves on faculty committee providing professional consulting services to government and industry. Acts as adviser to student organizations. Directs research of other teachers or graduate students working for advanced academic degrees. Compiles, administers, and grades examinations, or assigns this work to others. Stimulates class discussions. Compiles bibliographies of specialized materials for outside reading assignments.



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

25-1053. 00 Environmental Science Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach courses in environmental science.

25-1061. 00 Anthropology and Archeology Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Directs research of other teachers or graduate students working for advanced academic degrees. Serves on faculty committee providing professional consulting services to government and industry. Acts as adviser to student organizations. Conducts research in particular field of knowledge and publishes findings in professional journals. Advises students on academic and vocational curricula. Stimulates class discussions. Compiles bibliographies of specialized materials for outside reading assignments. Compiles, administers, and grades examinations, or assigns this work to others.

25-1062. 00 Area, Ethnic, and Cultural Studies Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Conducts research in particular field of knowledge and publishes findings in professional journals. Acts as adviser to student organizations. Serves on faculty committee providing professional consulting services to government and industry. Directs research of other teachers or graduate students working for advanced academic degrees. Compiles, administers, and grades examinations, or assigns this work to others. Compiles bibliographies of specialized materials for outside reading assignments. Advises students on academic and vocational curricula. Stimulates class discussions.

25-1064. 00 Geography Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach courses in geography.

25-1066. 00 Psychology Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Compiles bibliographies of specialized materials for outside reading assignments. Advises students on academic and vocational curricula. Conducts research in particular field of knowledge and publishes findings in professional journals. Acts as adviser to student organizations. Serves on faculty committee providing professional consulting services to government and industry. Directs research of other teachers or graduate students working for advanced academic degrees. Stimulates class discussions. Compiles, administers, and grades examinations, or assigns this work to others.

25-1067. 00 Sociology Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Compiles bibliographies of specialized materials for outside reading assignments. Directs research of other teachers or graduate students working for advanced academic degrees. Serves on faculty committee providing professional consulting services to government and industry. Acts as adviser to student organizations. Conducts research in particular field of knowledge and publishes findings in professional journals. Advises students on academic and vocational curricula. Stimulates class discussions. Compiles, administers, and grades examinations, or assigns this work to others.

25-1071. 00 Health Specialties Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Advises students on academic and vocational curricula. Conducts research in particular field of knowledge and publishes findings in professional journals. Directs research of other teachers or graduate students working for advanced academic degrees. Serves on faculty committee providing professional consulting services to government and industry. Acts as adviser to student organizations. Compiles, administers, and grades examinations, or assigns this work to others. Compiles bibliographies of specialized materials for outside reading assignments. Stimulates class discussions.

25-1081. 00 Education Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach courses pertaining to education such as counseling, curriculum, guidance, instruction, teacher education, and teaching English as a second language.



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

25-1113. 00 Social Work Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach course in social work.

25-1121. 00 Art, Drama, and Music Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Conducts research in particular field of knowledge and publishes findings in professional journals. Directs research of other teachers or graduate students working for advanced academic degrees. Acts as adviser to student organizations. Serves on faculty committee providing professional consulting services to government and industry. Stimulates class discussions. Compiles bibliographies of specialized materials for outside reading assignments. Compiles, administers, and grades examinations, or assigns this work to others. Advises students on academic and vocational curricula.

25-1122. 00 Communications Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach course in communications such as organizational communications, public relations, radio/television broadcasting, and journalism.

25-1123. 00 English Language and Literature Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Advises students on academic and vocational curricula. Conducts research in particular field of knowledge and publishes findings in professional journals. Serves on faculty committee providing professional consulting services to government and industry. Acts as adviser to student organizations. Directs research of other teachers or graduate students working for advanced academic degrees. Stimulates class discussions. Compiles, administers, and grades examinations or assigns this work to others. Compiles bibliographies of specialized materials for outside reading assignments.

25-1124. 00 Foreign Language and Literature Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Prepares and delivers lectures to students. Directs research of other teachers or graduate students working for advanced academic degrees. Acts as adviser to student organizations. Serves on faculty committee providing professional consulting services to government and industry. Conducts research in particular field of knowledge and publishes findings in professional journals. Advises students on academic and vocational curricula. Stimulates class discussions. Compiles, administers, and grades examinations or assigns this work to others. Compiles bibliographies of specialized materials for outside reading assignments.

25-1126. 00 Philosophy and Religion Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach courses in philosophy, religion, and theology.

25-1191. 00 Graduate Teaching Assistants

Develops teaching materials, such as syllabi and visual aids. Assists faculty member or staff with student conferences. Teaches lower-level courses. Assists library staff in maintaining library collection. Assists faculty member or staff with laboratory or field research.

Prepares and gives examinations. Grades examinations and papers.

25-1192. 00 Home Economics Teachers, Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Teach courses in childcare, family relations, finance, nutrition, and related subjects as pertaining to home management.

25-1194. 00 Vocational Education Teachers Postsecondary Entry – Mid – Senior level position assuming education and experience prerequisite

Conducts on-the-job training, classes, or training sessions to teach and demonstrate principles, techniques, procedures, or methods of designated subjects. Observes and evaluates students' work to determine progress, provide feedback, and make suggestions for improvement. Prepares outline of instructional program and training schedule and establishes course goals. Administers oral, written, or performance tests to measure progress and to evaluate effectiveness of training. Selects and assembles books, materials, supplies and equipment for training, courses or projects. Solves operational problems and provides technical assistance with equipment and process techniques. Participates in

meetings, seminars, and training sessions and integrates relevant information into training program. Recommends advancement, transfer, or termination of student or trainee based on mastery of subject. Arranges for lectures by subject matter experts in designated fields. Reviews enrollment applications and corresponds with applicants. Prepares reports and maintains records, such as student grades, attendance, training activities, production records, and supply or equipment inventories. Develops teaching aids, such as instructional software, multimedia visual aids, computer tutorials, or study materials for instruction in vocational or occupational subjects. Corrects, grades, and comments on lesson assignments. Determines training needs of students or workers. Plans course content and method of instruction. Presents lectures and conducts discussions to increase students' knowledge and competence, using visual aids, such as graphs, charts, videotapes, and slides.

25-2011. 00 Preschool Teachers, Except Special Education Entry – Mid – Senior level position assuming education and experience prerequisite

Instructs children in activities designed to promote social, physical, and intellectual growth in facility, such as preschool or day care center. Demonstrates activity. Monitors individual and/or group activities to prevent accidents and promote social skills. Confers with parents to explain preschool program and to discuss ways they can develop their child's interest. Reads books to entire class or to small groups. Attends staff meetings. Administers tests to determine each child's level of development according to design of test. Plans instructional activities for teacher aide. Structures play activities to instill concepts of respect and concern for others. Plans individual and group activities for children, such as learning to listen to instructions, playing with others, and using play equipment.

25-2012. 00 Kindergarten Teachers, Except Special Education Entry – Mid – Senior level position assuming education and experience prerequisite

Teaches elemental science, personal hygiene, and humanities to children to promote physical, mental, and social development. Encourages students in activities, such as singing, dancing, and rhythmic activities, to promote self-expression and appreciation of esthetic experience. Observes children to detect signs of ill health or emotional disturbance, and to evaluate progress. Instructs children in practices of personal cleanliness and self-care. Alternates periods of strenuous activity with periods of rest or light activity to avoid over stimulation and fatigue. Discusses student problems and progress with parents. Organizes and conducts games and group projects to develop cooperative behavior and assist children in forming satisfying relationships. Supervises student activities, such as field visits, to stimulate student interest and broaden understanding of physical and social environment.

25-2021. 00 Elementary School Teachers, Except Special Education Entry – Mid – Senior level position assuming education and experience prerequisite

Lectures, demonstrates, and uses audiovisual aids and computers to present academic, social, and motor skill subject matter to class. Prepares course objectives and outline for course of study, following curriculum guidelines or requirements of state and school. Assigns lessons, corrects papers, and hears oral presentations. Evaluates student performance and discusses pupil academic and behavioral attitudes and achievements with parents. Teaches rules of conduct and maintains discipline and suitable learning environment in classroom and on playground. Prepares bulletin boards. Coordinates class field trips. Attends staff meetings, serves on committees, and attends workshops or in-service training activities. Teaches combined grade classes. Supervises outdoor and indoor play activities. Counsels pupils when adjustment and academic problems arise. Keeps attendance and grade records and prepares reports as required by school. Prepares, administers, and corrects tests, and records results. Teaches subjects, such as math, science, or social studies.

25-2022. 00 Middle School Teachers, Except Special and Vocational Education Entry – Mid – Senior level position assuming education and experience prerequisite

Instructs students using various teaching methods such as lecture and demonstration. Confers with students, parents, and school counselors to resolve behavioral and academic problems. Participates in faculty and professional meetings, educational conferences, and teacher training workshops. Keeps attendance records. Selects, stores, orders, issues, and inventories classroom equipment, materials, and supplies. Performs advisory duties such as sponsoring student organizations or clubs, helping students select courses, and counseling students with problems. Maintains discipline in classroom. Evaluates, records, and reports student progress. Develops and administers tests. Prepares course outlines and objectives according to curriculum guidelines or state and local requirements. Uses audiovisual aids and other materials to supplement presentations. Assigns lessons and corrects homework.

25-2023. 00 Vocational Education Teachers, Middle School Entry – Mid – Senior level position assuming education and experience prerequisite

Instructs students, using various teaching methods, such as lecture and demonstration. Performs advisory duties, such as sponsoring student organizations or clubs, helping students select courses, and counseling students with problems. Keeps attendance records. Selects, stores, orders, issues, and inventories classroom equipment, materials, and supplies. Participates in faculty and professional meetings, educational conferences, and teacher training workshops. Prepares course outlines and objectives according to curriculum guidelines or state and local requirements. Uses audiovisual aids and other materials to supplement presentations. Evaluates, records, and reports student progress. Maintains discipline in classroom. Confers with students, parents, and school counselors to resolve behavioral and academic problems. Develops and administers tests. Assigns lessons and corrects homework.

25-2031. 00 Secondary School Teachers, Except Special and Vocational Education Entry – Mid – Senior level position assuming education and experience prerequisite

Instructs students, using various teaching methods, such as lecture and demonstration. Performs advisory duties, such as sponsoring student organizations or clubs, helping students select courses, and counseling students with problems. Keeps attendance records. Selects, stores, orders, issues, and inventories classroom equipment, materials, and supplies. Participates in faculty and professional meetings, educational conferences, and teacher training workshops. Prepares course outlines and objectives according to curriculum guidelines or state and local requirements. Uses audiovisual aids and other materials to supplement presentations. Evaluates, records, and reports student progress. Maintains discipline in classroom. Confers with students, parents, and school counselors to resolve behavioral and academic problems. Develops and administers tests. Assigns lessons and corrects homework.

25-2032. 00 Vocational Education Teachers, Secondary School Entry – Mid – Senior level position assuming education and experience prerequisite

Instructs students using various teaching methods such as lecture and demonstration. Evaluates, records, and reports student progress. Maintains discipline in classroom. Selects, stores, orders, issues, and inventories classroom equipment, materials, and supplies. Performs advisory duties, such as sponsoring student organizations or clubs, helping students select courses, and counseling students with problems. Keeps attendance records. Participates in faculty and professional meetings, educational conferences, and teacher training workshops. Confers with students, parents, and school counselors to resolve behavioral and academic problems. Uses audiovisual aids and other materials to supplement presentations. Assigns lessons and corrects homework. Prepares course outlines and objectives according to curriculum guidelines or state and local requirements. Develops and administers tests.

25-2041. 00 Special Education Teachers, Preschool, Kindergarten, and Elementary School Entry – Mid – Senior level position assuming education and experience prerequisite

Teaches socially acceptable behavior, employing techniques such as behavior modification and positive reinforcement. Administers and interprets results of ability and achievement tests. Selects and teaches reading material and math problems related to everyday life of individual student. Meets with parents to provide support, guidance in using community resources, and skills in dealing with student's learning impairment. Observes, evaluates, and prepares reports on progress of students. Provides consistent reinforcement to learning, and continuous feedback to student. Works with students to increase motivation. Confers with other staff members to plan programs designed to promote educational, physical, and social development of students. Confers with parents, administrators, testing specialists, social workers and others to develop individual educational plan for student. Instructs students, using special educational strategies and techniques to improve sensory-motor and perceptual-motor development, memory, language, and cognition. Instructs students in academic subjects, utilizing various teaching techniques, such as phonetics, multisensory learning, and repetition, to reinforce learning. Instructs students in daily living skills required for independent maintenance and economic self-sufficiency, such as hygiene, safety, and food preparation. Plans curriculum and other instructional materials to meet student's needs, considering such factors as physical, emotional, and educational abilities.

25-2042. 00 Special Education Teachers, Middle School Entry – Mid – Senior level position assuming education and experience prerequisite

Teaches socially acceptable behavior, employing techniques such as behavior modification and positive reinforcement. Instructs students in academic subjects, utilizing various teaching techniques, such as phonetics, multisensory learning, and repetition, to reinforce learning. Plans curriculum and other instructional materials to meet student's needs, considering such factors as physical, emotional, and educational abilities. Administers and interprets results of ability and achievement tests. Confers with other staff members to plan programs designed to promote educational, physical, and social development of students. Provides consistent reinforcement to learning, and continuous feedback to student. Works with students to increase motivation. Meets with parents to provide support, guidance in using community resources, and skills in dealing with student's learning impairment. Observes, evaluates, and prepares reports on progress of students. Confers with parents, administrators, testing specialists, social workers and others to develop

individual educational plan for student. Selects and teaches reading material and math problems related to everyday life of individual student. Instructs students in daily living skills required for independent maintenance and economic self-sufficiency, such as hygiene, safety, and food preparation. Instructs students, using special educational strategies and techniques to improve sensory-motor and perceptual-motor development, memory, language, and cognition.

25-2043. 00 Special Education Teachers, Secondary School Entry – Mid – Senior level position assuming education and experience prerequisite

Teaches socially acceptable behavior, employing techniques such as behavior modification and positive reinforcement. Administers and interprets results of ability and achievement tests. Selects and teaches reading material and math problems related to everyday life of individual student. Meets with parents to provide support, guidance in using community resources, and skills in dealing with student's learning impairment. Observes, evaluates, and prepares reports on progress of students. Provides consistent reinforcement to learning, and continuous feedback to student. Works with students to increase motivation. Confers with other staff members to plan programs designed to promote educational, physical, and social development of students. Confers with parents, administrators, testing specialists, social workers and others to develop individual educational plan for student. Instructs students, using special educational strategies and techniques to improve sensory-motor and perceptual-motor development, memory, language, and cognition. Instructs students in academic subjects, utilizing various teaching techniques, such as phonetics, multisensory learning, and repetition, to reinforce learning. Instructs students in daily living skills required for independent maintenance and economic self-sufficiency, such as hygiene, safety, and food preparation. Plans curriculum and other instructional materials to meet student's needs, considering such factors as physical, emotional, and educational abilities.

25-3011. 00 Adult Literacy, Remedial Education, and GED Teachers and Instructors Entry – Mid – Senior level position assuming education and experience prerequisite

Conducts classes, workshops, and demonstrations to teach principles, techniques, procedures, or methods of designated subject. Plans and conducts field trips to enrich instructional programs. Evaluates success of instruction, based on number and enthusiasm of participants and recommends retaining or eliminating course in future. Orders, stores, and inventories books, materials, and supplies. Writes instructional articles on designated subjects. Maintains records, such as student grades, attendance, and supply inventory. Confers with leaders of government and other groups to coordinate training or to assist students to fulfill required criteria. Plans course content and method of instruction. Selects and assembles books, materials, and supplies for courses or projects. Observes students to determine and evaluate qualifications, limitations, abilities, interests, aptitudes, temperament, and individual characteristics. Directs and supervises student project activities, performances, tournaments, exhibits, contests, or plays. Adapts course of study and training methods to meet students' needs and abilities. Observes and evaluates students' work to determine progress and makes suggestions for improvement. Presents lectures and conducts discussions to increase students' knowledge and competence. Prepares outline of instructional program, lesson plans, and establishes course goals. Administers oral, written, and performance tests and issues grades in accordance with performance.

25-3021. 00 Self-Enrichment Education Teachers Entry – Mid – Senior level position assuming education and experience prerequisite

Conducts classes, workshops, and demonstrations to teach principles, techniques, procedures, or methods of designated subject. Selects and assembles books, materials, and supplies for courses or projects. Directs and supervises student project activities, performances, tournaments, exhibits, contests, or plays. Plans and conducts field trips to enrich instructional programs. Maintains records, such as student grades, attendance, and supply inventory. Orders, stores, and inventories books, materials, and supplies. Writes instructional articles on designated subjects. Presents lectures and conducts discussions to increase students' knowledge and competence. Confers with leaders of government and other groups to coordinate training or to assist students to fulfill required criteria. Evaluates success of instruction, based on number and enthusiasm of participants and recommends retaining or eliminating course in future. Observes students to determine and evaluate qualifications, limitations, abilities, interests, aptitudes, temperament, and individual characteristics. Prepares outline of instructional program, lesson plans, and establishes course goals. Administers oral, written, and performance tests and issues grades in accordance with performance. Plans course content and method of instruction.

25-9021. 00 Farm and Home Management Advisors Entry – Mid – Senior level position assuming education and experience prerequisite

Advises farmers in matters such as, feeding and health maintenance of livestock, cultivation, growing and harvesting practices, and budgeting. Conducts classes to educate others in subjects such as, nutrition, home management, home furnishing, child care, and farming techniques. Advises individuals and families on home management practices, such as budget planning, meal preparation, energy conservation, clothing, and home furnishings. Plans, develops, organizes,

and evaluates training programs in subjects, such as home management, horticulture, and consumer information. Delivers lectures to organizations or talks over radio and television to disseminate information and promote objectives of program. Prepares leaflets, pamphlets, and visual aids for educational and informational purposes. Organizes, advises, and participates in community activities and organizations such as, county and state fair events and 4-H Clubs. Collects and evaluates data to ascertain needs and develop programs beneficial to community.

25-9031. 00 Instructional Coordinators Entry – Mid – Senior level position assuming education and experience prerequisite

Researches, evaluates, and prepares recommendations on curricula, instructional methods, and materials for school system. Develops tests, questionnaires, and procedures to measure effectiveness of curriculum and to determine if program objectives are being met. Orders or authorizes purchase of instructional materials, supplies, equipment, and visual aids designed to meet educational needs of students. Confers with educational committees and advisory groups to gather information on instructional methods and materials related to specific academic subjects. Observes, evaluates, and recommends changes in work of teaching staff to strengthen teaching skills in classroom. Advises teaching and administrative staff in assessment, curriculum development, management of student behavior, and use of materials and equipment. Inspects and authorizes repair of instructional equipment, such as musical instruments. Reviews student files and confers with educators, parents, and other concerned parties to decide student placement and provision of services. Addresses public audiences to explain and elicit support for program objectives. Prepares or assists in preparation of grant proposals, budgets, and program policies and goals. Interprets and enforces provisions of state education codes and rules and regulations of State Board of Education. Coordinates activities of workers engaged in cataloging, distributing, and maintaining educational materials and equipment in curriculum library and laboratory. Conducts or participates in workshops, committees, and conferences designed to promote intellectual, social, and physical welfare of students. Advises school officials on implementation of state and federal programs and procedures. Plans, conducts, and evaluates training programs and conferences for teachers to study new classroom procedures, instructional materials, and teaching aids. Confers with school officials, teachers and administrative staff to plan and develop curricula and establish guidelines for educational programs. Prepares or approves manuals, guidelines, and reports on state educational policies and practices for distribution to school districts.

25-9041. 00 Teacher Assistants Entry level position assuming education and experience prerequisite

Presents subject matter to students, using lecture, discussion, or supervised role-playing methods. Helps students, individually or in groups, with lesson assignments to present or reinforce learning concepts. Plans, prepares, and develops various teaching aids, such as bibliographies, charts, and graphs. Prepares, administers, and grades examinations. Confers with parents on progress of students. Discusses assigned teaching area with classroom teacher to coordinate instructional efforts. Prepares lesson outline and plan in assigned area and submits outline to teacher for review.

27-2011. 00 Actors Entry – Mid – Senior level position assuming education and experience prerequisite

Portrays and interprets role, using speech, gestures, and body movements, to entertain radio, film, television, or live audience. Constructs puppets and ventriloquist dummies, and sews accessory clothing, using hand tools and machines. Writes original or adapted material for drama, comedy, puppet show, narration, or other performance. Signals start and introduces performers to stimulate excitement and to coordinate smooth transition of acts during circus performance. Manipulates string, wire, rod, or fingers to animate puppet or dummy in synchronization of talking, singing, or recorded program. Sings or dances during dramatic or comedy performance. Performs humorous and serious interpretations of emotions, actions, and situations, using only body movements, facial expressions, and gestures. Reads and rehearses role from script to learn lines, stunts, and cues as directed. Reads from script or book to narrate action, inform, or entertain audience, utilizing few or no stage props.

Prepares for and performs action stunts for motion picture, television, or stage production. Dresses in comical clown costume and makeup and performs comedy routines to entertain audience. Tells jokes, performs comic dances and songs, impersonates mannerisms and voice of others, contorts face and uses other devices to amuse audience. Performs original and stock tricks of illusion to entertain and mystify audience, occasionally including audience members as participants.

27-2012. 01 Producers Entry – Mid – Senior level position assuming education and experience prerequisite

Coordinates various aspects of production, such as audio and camera work, music, timing, writing, and staging. Composes and edits script, or outlines story for screenwriter to write script. Establishes management policies, production schedules, and operating budgets for production. Times scene and calculates program timing. Distributes rehearsal call sheets and copies of script, arranges for rehearsal quarters, and contacts cast members to verify readiness for rehearsal. Represents network or company in negotiations with independent producers. Selects scenes from taped program to be used for promotional purposes. Reads manuscript and selects play for stage performance. Obtains and distributes

costumes, props, music, and studio equipment to complete production. Produces shows for special occasions, such as holiday or testimonial. Selects and hires cast and staff members and arbitrates personnel disputes. Directs activities of one or more departments of motion picture studio and prepares rehearsal call sheets and reports of activities and operating costs. Reviews film, recordings, or rehearsals to ensure conformance to production and broadcast standards. Conducts meetings with staff to discuss production progress and to ensure production objectives are attained.

27-2012. 02 Directors- Stage, Motion Pictures, Television, and Radio Entry – Mid – Senior level position assuming education and experience prerequisite

Reads and rehearses cast to develop performance based on script interpretations. Confers with technical directors, managers, and writers to discuss details of production, such as photography, script, music, sets, and costumes. Coaches performers in acting techniques to develop and improve performance and image. Interprets stage-set diagrams to determine stage layout and supervises placement of equipment and scenery. Compiles cue words and phrases and cues announcers, cast members, and technicians during performances. Writes and compiles letters, memos, notes, scripts, and other program material, using computer. Reviews educational material to gather information for scripts. Cuts and edits film or tape to integrate component parts of film into desired sequence. Auditions and selects cast and technical staff. Approves equipment and elements required for production, such as scenery, lights, props, costumes, choreography, and music. Establishes pace of program and sequences of scenes according to time requirements and cast and set accessibility. Directs cast, crew, and technicians during production or recording and filming in studio or on location. Directs live broadcasts, films and recordings, or non-broadcast programming for public entertainment or education.

27-2012. 03 Program Directors Mid – Senior level position assuming education and experience prerequisite

Directs and coordinates activities of personnel engaged in broadcast news, sports, or programming. Monitors and reviews news and programming copy and film, using audio or video equipment. Establishes work schedules and hires, assigns, and evaluates staff. Writes news copy, notes, letters, and memos, using computer. Examines expenditures to ensure programming and broadcasting activities are within budget. Originates feature ideas and researches program topics for implementation. Evaluates length, content, and suitability of programs for broadcast. Coordinates activities between departments, such as news and programming. Confers with directors and production staff to discuss issues, such as production and casting problems, budget, policy, and news coverage. Directs setup of remote facilities and installs or cancels programs at remote stations. Reviews, corrects, and advises member stations concerning programs and schedules. Plans and schedules programming and event coverage based on length of broadcast and available station or network time.

27-2012. 04 Talent Directors Mid – Senior level position assuming education and experience prerequisite

Auditions and interviews performers to identify most suitable talent for broadcasting, stage, or musical production. Maintains talent file, including information about personalities, such as specialties, past performances, and availability. Directs recording sessions for musical artists. Promotes record sales by personal appearances and contacts with broadcasting personalities. Negotiates contract agreements with performers. Selects performer or submits list of suitable performers to producer or director for final selection. Arranges for screen tests or auditions for new performers.

27-2023. 00 Umpires, Referees, and Other Sports Officials Entry – Mid – Senior level position assuming education and experience prerequisite

Observes actions of participants at athletic and sporting events to regulate competition and detect infractions of rules. Records and maintains information regarding participants and sporting activities. Prepares reports to regulating organization concerning sporting activities, complaints, and actions taken or needed, such as fines or other disciplinary actions. Confers with other sporting officials and facility managers to provide information, coordinate activities, and discuss problems. Inspects sporting equipment or examines participants to ensure compliance to regulations and safety of participants and spectators. Clocks events according to established standards for play, or to measure performance of participants. Makes qualifying determinations regarding participants, such as qualifying order or handicap. Directs participants to assigned areas such as starting blocks or penalty areas. Signals participants or other officials to facilitate identification of infractions or otherwise regulate play or competition. Resolves claims of rule infractions, or complaints lodged by participants, and assesses penalties based on established regulations.

27-2031. 00 Dancers Entry – Mid – Senior level position assuming education and experience prerequisite

Performs classical, modern, or acrobatic dances in productions. Rehearses solo or with partners or troupe members. Coordinates dancing with that of a partner or dance ensemble. Works with choreographer to refine or modify dance steps. Auditions for parts in productions. Devises and choreographs dance for self or others. Studies and practices dance moves required in role. Harmonizes body movements to rhythm of musical accompaniment.



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

27-2032. 00 Choreographers Entry – Mid – Senior level position assuming education and experience prerequisite

Determines dance movements designed to suggest story, interpret emotion, or enliven show. Studies story line and music to envision and devise dance movements. Directs and stages dance presentations for various forms of entertainment. Auditions performers for one or more dance parts. Instructs cast in dance movements at rehearsals to achieve desired effect. Creates original dance routines for ballets, musicals, or other forms of entertainment.

27-2042. 01 Singers Entry – Mid – Senior level position assuming education and experience prerequisite

Sings before audience or recipient of message as soloist, or in a group, as member of vocal ensemble. Practices songs and routines to maintain and improve vocal skills. Observes choral leader or prompter for cues or directions in vocal presentation. Sings a cappella or with musical accompaniment. Memorizes musical selections and routines, or sings following printed text, musical notation, or customer instructions. Interprets or modifies music, applying knowledge of harmony, melody, rhythm, and voice production, to individualize presentation and maintain audience interest.

27-2042. 02 Musicians, Instrumental Entry – Mid – Senior level position assuming education and experience prerequisite

Plays musical instrument as soloist or as member of musical group, such as orchestra or band, to entertain audience. Transposes music to play in alternate key, or to fit individual style or purposes. Teaches music for specific instruments. Composes new musical scores. Directs band/orchestra. Memorizes musical scores. Plays from memory or by following score. Studies and rehearses music to learn and interpret score. Practices performance on musical instrument to maintain and improve skills. Improvises music during performance.

27-3011. 00 Radio and Television Announcers Entry – Mid – Senior level position assuming education and experience prerequisite

Announces musical selections, station breaks, commercials, or public service information, and accepts listening audience requests. Interviews show guests about their lives, their work, or topics of current interest. Asks questions of contestants, or manages play or game to enable contestants to win prizes. Moderates panel of discussion show to entertain audience. Reads news flashes to inform audience of important events. Memorizes script, reads, interviews, or ad-libs to identify station, introduce and close shows. Describes public event such as parade or convention. Hosts civic, charitable, or promotional events that are broadcast over television or radio. Discusses and prepares program content with producer and assistants. Cues worker to transmit program from network central station or other pick-up points according to schedule. Operates control console. Keeps daily program log to provide information on all elements aired during broadcast such as musical selections and station promotions. Rewrites news bulletin from wire service teletype to fit specific time slot. Describes or demonstrates products that viewers may purchase by telephoning show or by mail, or purchase in stores. Selects recordings to be played based on program specialty, knowledge of audience taste, or listening audience requests. Discusses various topics over telephone with viewers or listeners. Comments on music and other matters such as weather, time, or traffic conditions.

27-3012. 00 Public Address System and Other Announcers Entry – Mid – Senior level position assuming education and experience prerequisite

Announces program and substitutions or other changes to patrons. Provide information about event to cue operation of scoreboard or control board. Furnishes information concerning play to scoreboard operator. Reads prepared script to describe acts or tricks during performance. Informs patrons of coming events or emergency calls. Speaks extemporaneously to audience on items of interest, such as background and history of event or past record of participants. Observes event to provide running commentary of activities, such as play-by-play description, or explanation of official decisions.

27-3031. 00 Public Relations Specialists Entry – Mid – Senior level position assuming education and experience prerequisite

Plans and directs development and communication of informational programs designed to keep public informed of client's products, accomplishments, or agenda. Prepares and distributes fact sheets, news releases, photographs, scripts, motion pictures, or tape recordings to media representatives and others. Promotes sales and/or creates goodwill for client's products, services, or persona by coordinating exhibits, lectures, contests, or public appearances. Prepares or edits organizational publications, such as newsletters to employees or public or stockholders' reports to favorably present client's viewpoint. Consults with advertising agencies or staff to arrange promotional campaigns in all types of media for products, organizations, or individuals. Arranges for and conducts public-contact programs designed to meet client's objectives. Represents client during community projects and at public, social, and business gatherings. Confers with production and support personnel to coordinate production of advertisements and promotions. Purchases advertising space and time as required to promote client's product or agenda. Counsels clients in effective ways of communicating

with public. Conducts market and public opinion research to introduce or test specific products or measure public opinion. Study's needs, objectives, and policies of organization or individual seeking to influence public opinion or promote specific products.

27-3043. 03 Caption Writers Entry – Mid – Senior level position assuming education and experience prerequisite

Writes captions to describe music and background noises. Discusses captions with directors or producers of movie and television productions. Oversees encoding of captions to master tape of television production. Watches production and reviews captions simultaneously to determine which caption phrases require editing. Enters commands to synchronize captions with dialogue and place on the screen. Operates computerized captioning system for movies or television productions for hearing impaired and foreign language speaking viewers. Edits translations for correctness of grammar, punctuation, and clarity of expression. Translates foreign language dialogue into English language captions or English dialogue into foreign language captions.

27-4011. 00 Audio and Video Equipment Technicians Entry – Mid – Senior level position assuming education and experience prerequisite

Determines format, approach, content, level, and medium to meet objectives most effectively within budgetary constraints, utilizing research, knowledge, and training. Locates and secures settings, properties, effects, and other production necessities. Constructs and positions properties, sets, lighting equipment, and other equipment. Develops manuals, texts, workbooks, or related materials for use in conjunction with production materials. Develops production ideas based on assignment or generates own ideas based on objectives and interest. Directs and coordinates activities of assistants and other personnel during production. Conducts training sessions on selection, use, and design of audiovisual materials, and operation of presentation equipment. Performs narration or presents announcements. Executes, or directs assistants to execute, rough and finished graphics and graphic designs. Plans and develops preproduction ideas into outlines, scripts, continuity, storyboards, and graphics, or directs assistants to develop ideas. Sets up, adjusts, and operates equipment, such as cameras, sound mixers, and recorders during production.

27-4012. 00 Broadcast Technicians Entry – Mid level position assuming education and experience prerequisite

Lays electrical cord and audio and video cables between vehicle, microphone, camera, and reporter or person to be interviewed. Aligns antennae with receiving dish to obtain clearest signal for transmission of news event to station. Monitors transmission of news event to station and adjusts equipment as needed to maintain quality broadcast. Performs preventive and minor equipment maintenance, using hand tools. Selects source, such as satellite or studio, from which program will be recorded. Observes monitors and converses with station personnel to set audio and video levels and to verify station is on-air. Drives news van to location of news events. Produces educational and training films and videotapes, including selection of equipment and preparation of script. Instructs trainees how to use television production equipment, to film events, and to copy/edit graphics or sound onto videotape. Edits manuals, schedules programs, and prepares reports outlining past and future programs, including content. Maintains logs, as required by station management and Federal Communications Commission. Reads television programming log to ascertain program to be recorded or aired. Previews scheduled program to ensure that signal is functioning and program is ready for transmission. Sets up, operates, and maintains radio and television production equipment to broadcast programs or events.

27-4014. 00 Sound Engineering Technicians Entry – Mid level position assuming education and experience prerequisite

Records speech, music, and other sounds on recording media, using recording equipment. Synchronizes and equalizes prerecorded dialog, music, and sound effects with visual action of motion picture or television production, using control console. Reproduces and duplicates sound recordings from original recording media, using sound editing and duplication equipment. Mixes and edits voices, music, and taped sound effects, during stage performances, using sound mixing board. Regulates volume level and quality of sound during motion picture, phonograph, television, or radio production recording sessions, using control console. Keeps log of recordings. Maintains recording equipment. Sets up, adjusts, and tests recording equipment to prepare for recording session.

29-1041. 00 Optometrists Entry – Mid – Senior level position assuming education and experience prerequisite

Prescribes eyeglasses, contact lenses and other vision aids or therapeutic procedures to correct or conserve vision. Consults with and refers patients to ophthalmologist or other health care practitioner if additional medical treatment is determined necessary. Prescribes medications to treat eye diseases if state laws permit. Examine eyes to determine visual acuity and perception and to diagnose diseases and other abnormalities such as glaucoma and color blindness.



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

29-1062. 00 Family and General Practitioners Entry – Mid – Senior level position assuming education and experience prerequisite

Examines or conducts tests on patient to provide information on medical condition. Advises patients and community concerning diet, activity, hygiene, and disease prevention. Refers patient to medical specialist or other practitioner when necessary. Conducts research to study anatomy and develop or test medications, treatments, or procedures to prevent, or control disease or injury. Prepares reports for government or management of birth, death, and disease statistics, workforce evaluations, or medical status of individuals. Directs and coordinates activities of nurses, students, assistants, specialists, therapists, and other medical staff. Plans, implements, or administers health programs or standards in hospital, business, or community for information, prevention, or treatment of injury or illness. Analyzes records, reports, test results, or examination information to diagnose medical condition of patient. Explains procedures and discusses test results on prescribed treatments with patients. Operates on patients to remove, repair, or improve functioning of diseased or injured body parts and systems and delivers babies. Collects, records, and maintains patient information, such as medical history, reports, and examination results. Prescribes or administers treatment, therapy, medication, vaccination, and other specialized medical care to treat or prevent illness, disease, or injury.

29-1063. 00 Internists, General Entry – Mid level position assuming education and experience prerequisite

Examines or conducts tests on patient to provide information on medical condition. Prescribes or administers treatment, therapy, medication, vaccination, and other specialized medical care to treat or prevent illness, disease, or injury. Operates on patients to remove, repair, or improve functioning of diseased or injured body parts and systems and delivers babies. Refers patient to medical specialist or other practitioner when necessary. Plans, implements, or administers health programs or standards in hospital, business, or community for information, prevention, or treatment of injury or illness. Prepares reports for government or management of birth, death, and disease statistics, workforce evaluations, or medical status of individuals. Conducts research to study anatomy and develop or test medications, treatments, or procedures to prevent, or control disease or injury. Directs and coordinates activities of nurses, students, assistants, specialists, therapists, and other medical staff. Advises patients and community concerning diet, activity, hygiene, and disease prevention. Collects, records, and maintains patient information, such as medical history, reports, and examination results. Explains procedures and discusses test results on prescribed treatments with patients. Analyzes records, reports, test results, or examination information to diagnose medical condition of patient. Monitors patients' condition and progress and re-evaluates treatments as necessary.

29-1065. 00 Pediatricians, General Entry – Mid – Senior level position assuming education and experience prerequisite

Examines or conducts tests on patient to provide information on medical condition. Prescribes or administers treatment, therapy, medication, vaccination, and other specialized medical care to treat or prevent illness, disease, or injury. Explains procedures and discusses test results on prescribed treatments with patients. Collects, records, and maintains patient information, such as medical history, reports, and examination results. Advises patients and community concerning diet, activity, hygiene, and disease prevention. Directs and coordinates activities of nurses, students, assistants, specialists, therapists, and other medical staff. Conducts research to study anatomy and develop or test medications, treatments, or procedures to prevent, or control disease or injury. Prepares reports for government or management of birth, death, and disease statistics, workforce evaluations, or medical status of individuals. Plans, implements, or administers health programs or standards in hospital, business, or community for information, prevention, or treatment of injury or illness. Refers patient to medical specialist or other practitioner when necessary. Operates on patients to remove, repair, or improve functioning of diseased or injured body parts and systems and delivers babies. Analyzes records, reports, test results, or examination information to diagnose medical condition of patient. Monitors patients' condition and progress and re-evaluates treatments as necessary.

29-1066. 00 Psychiatrists Entry – Mid – Senior level position assuming education and experience prerequisite

Analyzes and evaluates patient data and test or examination findings to diagnose nature and extent of mental disorder. Prescribes, directs, and administers psychotherapeutic treatments or medications to treat mental, emotional, or behavioral disorders. Gathers and maintains patient information and records, including social and medical history obtained from patient, relatives, and other professionals. Advises and informs guardians, relatives, and significant others of patient's condition and treatment. Teaches, conducts research, and publishes findings to increase understanding of mental, emotional, behavioral states and disorders. Prepares case reports and summaries for government agencies. Reviews and evaluates treatment procedures and outcomes of other psychiatrists and medical professionals. Examines or conducts laboratory or diagnostic tests on patient to provide information on general physical condition and mental disorder.

29-1081. 00 Podiatrists Entry – Mid – Senior level position assuming education and experience prerequisite

Diagnoses ailments, such as tumors, ulcers, fractures, skin or nail diseases, and deformities, utilizing urinalysis, blood tests, and x-rays. Corrects deformities by means of plaster casts and strapping. Treats conditions, such as corns, calluses, ingrown nails, tumors, shortened tendons, bunions, cysts, and abscesses by surgical methods. Treats bone, muscle, and joint disorders. Prescribes corrective footwear. Makes and fits prosthetic appliances. Advises patients concerning continued treatment of disorders and foot care to prevent recurrence of disorders. Performs surgery. Refers patients to physician when symptoms indicative of systemic disorders, such as arthritis or diabetes, are observed in feet and legs. Prescribes drugs. Treats deformities by mechanical and electrical methods, such as whirlpool or paraffin baths and short wave and low voltage currents.

29-1121. 00 Audiologists Entry – Mid – Senior level position assuming education and experience prerequisite

Refers clients to additional medical or educational services if needed. Advises educators or other medical staff on speech or hearing topics. Participates in conferences or training to update or share knowledge of new hearing or speech disorder treatment methods or technology. Plans and conducts prevention and treatment programs for clients' hearing or speech problems. Records and maintains reports of speech or hearing research or treatments. Conducts or directs research and reports findings on speech or hearing topics to develop procedures, technology, or treatments. Evaluates hearing and speech/language test results and medical or background information to determine hearing or speech impairment and treatment. Counsels and instructs clients in techniques to improve speech or hearing impairment, including sign language or lip-reading. Administers hearing or speech/language evaluations, tests, or examinations to patients to collect information on type and degree of impairment.

29-1122. 00 Occupational Therapists Entry – Mid – Senior level position assuming education and experience prerequisite

Plans, organizes, and conducts occupational therapy program in hospital, institutional, or community setting. Plans programs and social activities to help patients learn work skills and adjust to handicaps. Selects activities, which will help individual learn work skills, within limits of individual's mental and physical capabilities. Recommends changes in individual's work or living environment, consistent with needs and capabilities. Lays out materials for individual's use and cleans and repairs tools after therapy session. Consults with rehabilitation team to select activity programs and coordinate occupational therapy with other therapeutic activities. Completes and maintains necessary records. Trains nurses and other medical staff in therapy techniques and objectives. Designs and constructs special equipment such as splints and braces. Requisitions supplies and equipment. Teaches individuals skills and techniques required for participation in activities and evaluates individual's progress.

29-1123. 00 Physical Therapists Entry – Mid – Senior level position assuming education and experience prerequisite

Administers manual exercises to improve and maintain function. Administers massage, applying knowledge of massage techniques and body physiology. Instructs, motivates, and assists patient to perform various physical activities and use supportive devices, such as crutches, canes, and prostheses. Administers traction to relieve pain, using traction equipment. Records treatment, response, and progress in patient's chart or enters information into computer. Confers with medical practitioners to obtain additional information, suggest revisions in treatment, and integrate physical therapy into patient's care. Evaluates, fits, and adjusts prosthetic and orthotic devices and recommends modification to orthoptist. Instructs patient and family in treatment procedures to be continued at home. Plans and prepares written treatment program based on evaluation of patient data. Reviews physician's referral and patient's condition and medical records to determine physical therapy treatment required. Tests and measures patient's strength, motor development, sensory perception, functional capacity, and respiratory and circulatory efficiency and records data. Evaluates effects of treatment at various stages and adjusts treatments to achieve maximum benefit. Administers treatment involving application of physical agents, using equipment, moist packs, ultraviolet and infrared lamps, and ultrasound machines.

29-1125. 00 Recreational Therapists Entry – Mid – Senior level position assuming education and experience prerequisite

Plans, organizes, and participates in treatment programs and activities to facilitate the physical, mental, or emotional rehabilitation or health of patients. Develops treatment plan to meet needs of patient based on needs assessment and objectives of therapy. Observes and confers with patient to assess patient's needs, capabilities, and interests and to devise treatment plan. Instructs patient in activities and techniques such as sports, dance, gardening, music, or art, designed to meet their specific physical or psychological needs. Evaluates patient's reactions to treatment experiences to assess progress or regression and effectiveness of treatment plan. Confers with members of treatment team to determine patient's needs, capabilities, and interests, and to determine objectives of therapy. Prepares and submits reports and charts to treatment team to reflect patient's reactions and evidence of progress or regression. Counsels and

encourages patients to develop leisure activities. Conducts therapy sessions to improve patient's mental and physical well-being. Modifies content of patient's treatment program based on observation and evaluation of progress.

29-2053. 00 Psychiatric Technicians Entry – Mid – Senior level position assuming education and experience prerequisite

Helps patients with their personal hygiene, such as bathing and keeping beds, clothing, and living areas clean. Intervenes to restrain violent or potentially violent or suicidal patients by verbal or physical means as required. Leads prescribed individual or group therapy sessions as part of specific therapeutic procedures. Completes initial admittance forms for new patients. Contacts patient's relatives by telephone to arrange family conferences. Administers oral medications and hypodermic injections, following physician's prescriptions and hospital procedures. Takes and records measures of patient's general physical condition, such as pulse, temperature, and respiration, to provide daily information. Observes patients to detect behavior patterns and reports observations to medical staff. Issues medications from dispensary and maintains records in accordance with specified procedures.

35-3022. 00 Counter Attendants, Cafeteria, Food Concession, and Coffee Shop Entry level position assuming education and experience prerequisite

Serves food, beverages, or desserts to customers in variety of settings, such as take out counter of restaurant or lunchroom. Calls order to kitchen and picks up and serves order when it is ready. Replenishes foods at serving stations. Brews coffee and tea and fills containers with requested beverages. Accepts payment for food, using cash register or adding machine to total check. Carves meat. Scrubs and polishes counters, steam tables, and other equipment, and cleans glasses, dishes, and fountain equipment and polishes metalwork on fountain. Adds relishes and garnishes according to instructions. Orders items to replace stocks. Prepares sandwiches, salads, and other short order items. Wraps menu items, such as sandwiches, hot entrees, and desserts. Serves sandwiches, salads, beverages, desserts, and candies to employees in industrial establishment. Writes items ordered on tickets, totals orders, passes orders to cook, and gives ticket stubs to customers to identify filled orders.

Serves salads, vegetables, meat, breads, and cocktails, ladles soups and sauces, portions desserts, and fills beverage cups and glasses. Prepares and serves soft drinks and ice cream dishes, such as sundaes, using memorized formulas and methods of following directions.

35-3031. 00 Waiters and Waitresses Entry – Mid level position assuming education and experience prerequisite

Takes order from patron for food or beverage, writing order down or memorizing it. Serves meals or beverages to patrons. Relays order to kitchen, or enters order into computer. Observes patrons to respond to additional requests, and to determine when meal has been completed or beverage consumed. Obtains and replenishes supplies of food, tableware, and linen. Computes cost of meal or beverage. Removes dishes and glasses from table or counter and takes them to kitchen for cleaning. Accepts payment and returns change, or refers patron to Cashier. Fills salt, pepper, sugar, cream, condiment, and napkin containers. Prepares salads, appetizers, and cold dishes, portions desserts, brews coffee, and performs other services as determined by establishment's size and practices. Carves meats, bones fish and fowl, and prepares special dishes and desserts at workstation or patron's table. Cleans and arranges assigned station, including side stands, chairs, and table pieces, such as linen, silverware, and glassware. Garnishes and decorates dishes preparatory to serving. Prepares hot, cold, and mixed drinks for patrons, and chills bottles of wine. Serves, or assists patrons to serve themselves, at buffet or smorgasbord table. Presents menu to patron, suggests food or beverage selections, and answers questions regarding preparation and service.

35-3041. 00 Food Servers, Non-restaurant Entry level position assuming education and experience prerequisite

Prepares and delivers food trays. Examines filled tray for completeness. Takes order and relays order to kitchen or serving counter to be filled.

Apportions and places food servings on plates and trays according to order or instructions. Removes tray and stacks dishes for return to kitchen. Prepares food items, such as sandwiches, salads, soups, and beverages, and places items, such as eating utensils, napkins, and condiments, on trays. Records amount and types of special food items served to customers. Prepares fountain drinks, such as sodas, milkshakes, and malted milks. Washes dishes and cleans work area, tables, cabinets, and ovens; and sweeps service area with broom. Restocks service counter with items, such as ice, napkins, and straws. Totals and presents check to customer and accepts payment for service. Reads orders to determine items to place on food tray. Pushes carts to rooms and serves trays to patients or guests.

35-9011. 00 Dining Room and Cafeteria Attendants and Bartender Helpers Entry – Mid level position assuming education and experience prerequisite

Carries dirty dishes to kitchen and wipes tables and seats with dampened cloth. Replenishes food and equipment at steam tables and serving counters of cafeteria to facilitate service to patrons. Cleans bar and equipment, and

replenishes bar supplies, such as liquor, fruit, ice, and dishes. Sets tables with clean linens, sugar bowls, and condiments. Mixes and prepares flavors for mixed drinks. Garnishes and positions foods on table to ensure visibility to patrons and convenience in serving. Circulates among diners and serves coffee. Washes glasses, bar, and equipment, polishes bar fixtures, mops floors, and removes empty bottles and trash. Stocks refrigerating units with wines and bottled beer, replaces empty beer kegs, and slices and pits fruit used to garnish drinks. Keeps assigned area and equipment clean, makes coffee, fills fruit juice dispensers, and stocks vending machines with food in automat. Carries trays from food counters to tables for cafeteria patrons and serves ice water and butter to patrons. Replenishes supply of clean linens, silverware, glassware, and dishes in dining room. Carries food, dishes, trays, and silverware from kitchen and supply departments to serving counters.

35-9031. 00 Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop Entry – Mid level position assuming education and experience prerequisite

Greets and escorts guests to tables, and provides menus. Inspects dining room serving stations for neatness and cleanliness. Requisitions table linens and other supplies for tables and serving stations. Schedules dining reservations and arranges parties or special service for diners. Adjusts complaints of patrons. Assigns work tasks and coordinates activities of dining room personnel to ensure prompt and courteous service to patrons.

39-4021. 00 Funeral Attendants Entry – Mid – Senior level position assuming education and experience prerequisite

Places casket in parlor or chapel prior to wake or funeral. Carries flowers to hearse or limousine for transportation to place of interment. Issues and stores funeral equipment. Assists in carrying casket. Assists mourners in and out of limousines.

Arranges floral offerings or lights around casket. Assists in closing casket. Directs or escorts mourners to parlor or chapel in which wake or funeral is being held.

39-5011. 00 Barbers Entry – Mid level position assuming education and experience prerequisite

Cuts, shapes, trims, and tapers hair, using clippers, comb, blowout gun, and scissors. Drapes and pins protective cloth around customer's shoulders. Orders supplies. Records service on ticket or receives payment. Cleans work area and work tools. Sells lotions, tonics, or other cosmetic supplies. Applies lather and shaves beard or shapes hair contour (outline) on temple and neck, using razor. Performs other tonsorial services, such as applying hairdressings or lotions, dyeing, shampooing, singeing, or styling hair, and massaging face, neck, or scalp. Questions patron regarding services and style of haircut desired.

39-5012. 00 Hairdressers, Hairstylists, and Cosmetologists Entry – Mid – Senior level position assuming education and experience prerequisite

Cuts, trims and shapes hair or hairpieces, using clippers, scissors, trimmers and razors. Attaches wig or hairpiece to model head and dresses wigs and hairpieces according to instructions, samples, sketches or photographs. Massages and treats scalp for hygienic and remedial purposes, using hands, fingers, or vibrating equipment. Analyzes patron's hair and other physical features or reads makeup instructions to determine and recommend beauty treatment. Updates and maintains customer information records, such as beauty services provided. Cleans, shapes, and polishes fingernails and toenails, using files and nail polish. Shapes and colors eyebrows or eyelashes and removes facial hair, using depilatory cream and tweezers. Recommends and applies cosmetics, lotions, and creams to patron to soften and lubricate skin and enhance and restore natural appearance. Administers therapeutic medication and advises patron to seek medical treatment for chronic or contagious scalp conditions. Combs, brushes, and sprays hair or wigs to set style. Shampoos, rinses, and dries hair and scalp or hair pieces with water, liquid soap, or other solutions. Bleaches, dyes, or tints hair, using applicator or brush. Applies water, setting or waving solutions to hair and winds hair on curlers or rollers.

39-5091. 00 Makeup Artist, Theatrical and Performance Entry – Mid – Senior level position assuming education and experience prerequisite

Applies makeup to performers to alter their appearance to accord with their roles. Selects desired makeup shades from stock or mixes oil, grease, and coloring to achieve special color effects. Designs rubber or plastic prostheses and requisitions materials, such as wigs, beards, and special cosmetics. Confers with stage or motion picture officials and performers to determine dress or makeup alterations. Creates character drawings or models, based upon independent research to augment period production files. Examines sketches, photographs, and plaster models to obtain desired character image depiction. Studies production information, such as character, period settings and situations to determine makeup requirements. Attaches prostheses to performer and applies makeup to change physical features and depict desired character.

39-5092. 00 Manicurists and Pedicurists Entry – Mid level position assuming education and experience prerequisite

Removes previously applied nail polish, using liquid remover and swabs. Shapes and smooths ends of nails, using scissors, files, and emery boards. Applies clear or colored liquid polish onto nails with brush. Roughens surfaces of fingernails, using abrasive wheel. Attaches paper forms to tips of customer's fingers to support and shape artificial nails. Softens nail cuticles with water and oil, pushes back cuticles, using cuticle knife, and trims cuticles, using scissors or nippers. Whitens underside of nails with white paste or pencil. Removes paper forms and shapes and smooths edges of nails, using rotary abrasive wheel. Brushes coats of powder and solvent onto nails and paper forms with hand brush to maintain nail appearance and to extend nails to desired length. Polishes nails, using powdered polish and buffer. Forms artificial fingernails on customer's fingers. Cleans customers' nails in soapy water, using swabs, files, and orange sticks.

39-5093. 00 Shampoos Entry – Mid level position assuming education and experience prerequisite

Shampoo and rinse customer's hair.

39-5094. 00 Skin Care Specialists Entry – Mid level position assuming education and experience prerequisite

Provide skin care treatments to face and body to enhance an individual's appearance.

39-6021. 00 Tour Guides and Escorts Entry – Mid level position assuming education and experience prerequisite

Escorts group on city and establishment tours, describes points of interest, and responds to questions. Provides directions and other pertinent information to visitors. Monitors visitors' activities and cautions visitors not complying with establishment regulations. Assumes responsibility for safety of group. Greets and registers visitors and issues identification badges and safety devices. Monitors facilities and notifies establishment personnel of need for maintenance. Performs clerical duties, such as filing, typing, operating switchboard, and delivering and collection of mail and messages. Carries equipment, luggage, or sample cases for visitors and provides errand service. Solicits tour patronage and collects fees and tickets from group members. Speaks foreign language to communicate with foreign visitors. Plans rest stops and refreshment items. Distributes brochures, conveys background information, and explains establishment processes and operations at tour site. Drives motor vehicle to transport visitors to establishments and tour site locations.

39-6022. 00 Travel Guides Entry – Mid – Senior level position assuming education and experience prerequisite

Plans tour itinerary, applying knowledge of travel routes and destination sites. Instructs novices in climbing techniques, mountaineering, and wilderness survival, and demonstrates use of hunting, fishing, and climbing equipment. Pitches camp and prepares meals for tour group members. Pilots airplane or drives land and water vehicles to transport tourists to activity/tour site. Explains hunting and fishing laws to group to ensure compliance. Sells or rents equipment, clothing, and supplies. Administers first aid to injured group participants. Obtains or assists tourists to obtain permits and documents, such as visas, passports, and health certificates, and to convert currency. Verifies quantity and quality of equipment to ensure prerequisite needs for expeditions and tours have been met. Arranges for transportation, accommodations, activity equipment, and services of medical personnel. Selects activity tour sites and leads individuals or groups to location and describes points of interest.

39-6031. 00 Flight Attendants Entry – Mid – Senior level position assuming education and experience prerequisite

Greets passengers, verifies tickets, records destinations, and directs passengers to assigned seats. Collects money for meals and beverages. Administers first aid to passengers in distress, when needed. Prepares reports showing place of departure and destination, passenger ticket numbers, meal and beverages inventories, and lost and found articles. Explains use of safety equipment to passengers. Serves prepared meals and beverages. Assists passengers to store carry-on luggage in overhead, garment, or under-seat storage. Walks aisle of plane to verify that passengers have complied with Federal regulations prior to take off.

39-9011. 00 Child Care Workers Entry – Mid – Senior level position assuming education and experience prerequisite

Cares for children in institutional setting, such as group homes, nursery schools, private businesses, or schools for the handicapped. Disciplines children and recommends or initiates other measures to control behavior, such as caring for own clothing and picking up toys and books. Assists in preparing food for children and serves meals and refreshments to children and regulates rest periods. Wheels handicapped children to classes or other areas of facility, secure in equipment, such as chairs and slings. Monitors children on life-support equipment to detect malfunctioning of equipment and calls for medical assistance when needed. Instructs children regarding desirable health and personal habits, such as

eating, resting, and toilet habits. Places or hoists children into baths or pools. Organizes and participates in recreational activities, such as games. Reads to children, and teaches them simple painting, drawing, handwork, and songs.

39-9032. 00 Recreation Workers Entry – Mid – Senior level position assuming education and experience prerequisite

Organizes, leads, and promotes interest in facility activities, such as arts, crafts, sports, games, camping, and hobbies. Conducts recreational activities and instructs participants to develop skills in provided activities. Arranges for activity requirements, such as entertainment, and setting up equipment and decorations. Explains principles, techniques, and safety procedures of facility activities to participants and demonstrates use of material and equipment. Meets and collaborates with agency personnel, community organizations, and other professional personnel to plan balanced recreational programs for participants. Ascertains and interprets group interests, evaluates equipment and facilities, and adapts activities to meet participant needs. Assists management to resolve complaints. Administers first aid, according to prescribed procedures, or notifies emergency medical personnel when necessary. Meets with staff to discuss rules, regulations, and work-related problems. Completes and maintains time and attendance forms and inventory lists. Evaluates staff performance and records reflective information on performance evaluation forms. Schedules maintenance and use of facilities. Supervises and coordinates work activities of personnel, trains staff, and assigns duties. Tests and documents content of swimming pool water and schedules maintenance and use of facilities. Greets and introduces new arrivals to other guests, acquaints arrivals with facilities, and encourages group participation. Enforces rules and regulations of facility, maintains discipline, and ensures safety. Schedules facility activities and maintains record of programs.

39-9041. 00 Residential Advisors Entry – Mid – Senior level position assuming education and experience prerequisite

Assigns room, assists in planning recreational activities, and supervises work and study programs. Orders supplies and determines need for maintenance, repairs, and furnishings. Ascertains need for and secures service of physician. Chaperons group-sponsored trips and social functions. Plans menus of meals for residents of establishment. Hires and supervises activities of housekeeping personnel. Sorts and distributes mail. Answers telephone. Escorts individuals on trips outside establishment for shopping or to obtain medical or dental services. Compiles records of daily activities of residents. Counsels residents in identifying and resolving social and other problems.

41-1011. 00 First-Line Supervisors/Managers of Retail Sales Workers Mid – Senior level position assuming education and experience prerequisite

Directs and supervises employees engaged in sales, inventory taking, reconciling cash receipts, or performing specific service such as pumping gasoline for customers. Coordinates sales promotion activities and prepares merchandise displays and advertising copy. Plans and prepares work schedules and assigns employees to specific duties. Hires, trains, and evaluates personnel in sales or marketing establishment. Confers with company officials to develop methods and procedures to increase sales, expand markets, and promote business. Assists sales staff in completing complicated and difficult sales. Prepares sales and inventory reports for management and budget departments. Examines products purchased for resale or received for storage to determine condition of product or item. Prepares rental or lease agreement specifying charges and payment procedures for use of machinery, tools, or other such items. Inventories stock and reorders when inventories drop to specified level. Formulates pricing policies on merchandise according to requirements for profitability of store operations. Examines merchandise to ensure that it is correctly priced, displayed or functions as advertised. Keeps records of employees' work schedules and time cards.

41-1012. 00 First-Line Supervisors/Managers of Non-Retail Sales Workers Mid – Senior level position assuming education and experience prerequisite

Directs and supervises employees engaged in sales, inventory-taking, reconciling cash receipts, or performing specific service such as pumping gasoline for customers. Confers with company officials to develop methods and procedures to increase sales, expand markets, and promote business. Assists sales staff in completing complicated and difficult sales. Keeps records pertaining to purchases, sales, and requisitions. Formulates pricing policies on merchandise according to requirements for profitability of store operations. Prepares rental or lease agreement, specifying charges and payment procedures, for use of machinery, tools, or other such items. Inventories stock and reorders when inventories drop to specified level. Examines products purchased for resale or received for storage to determine condition of product or item. Examines merchandise to ensure that it is correctly priced, displayed or functions as advertised. Listens to and resolves customer complaints regarding service, product, or personnel. Prepares sales and inventory reports for management and budget departments. Coordinates sales promotion activities and prepares merchandise displays and

advertising copy. Plans and prepares work schedules and assigns employees to specific duties. Hires, trains, and evaluates personnel in sales or marketing establishment.

41-2021. 00 Counter and Rental Clerks Entry – Mid level position assuming education and experience prerequisite

Rents item or arranges for provision of service to customer. Receives, examines, and tags articles to be altered, cleaned, stored, or repaired. Prepares rental forms, obtaining customer signature and other information, such as required licenses. Computes charges based on rental rate. Explains rental fees and provides information about rented items, such as operation or description. Answers telephone and receives orders by phone. Collects deposit or payment or records credit charges. Inspects and adjusts rental items to meet needs of customer. Greets customers of agency that rents items, such as apparel, tools, and conveyances or that provide services, such as rug cleaning. Reserves items for requested time and keeps record of items rented. Recommends to customer items offered by rental facility that meet customer needs.

41-2031. 00 Retail Salespersons Entry – Mid level position assuming education and experience prerequisite

Prepares sales slip or sales contract. Sells or arranges for delivery, insurance, financing, or service contracts for merchandise. Computes sales price of merchandise. Describes merchandise and explains use, operation, and care of merchandise to customers. Totals purchases, receives payment, makes change, or processes credit transaction. Demonstrates use or operation of merchandise. Recommends, selects, and obtains merchandise based on customer needs and desires. Cleans shelves, counters, and tables. Requisitions new stock. Inventories stock. Rents merchandise to customers. Wraps merchandise. Estimates cost of repair or alteration of merchandise. Estimates and quotes trade-in allowances. Maintains records related to sales. Tickets, arranges, and displays merchandise to promote sales. Estimates quantity and cost of merchandise required, such as paint or floor covering. Fits or assists customers in trying on merchandise. Greets customer.

41-3011. 00 Advertising Sales Agents Mid – Senior level position assuming education and experience prerequisite

Advises customer in advantages of various types of programming and methods of composing layouts and designs for signs and displays. Exhibits prepared layouts with mats and copy with headings. Visits advertisers to point out advantages of publication. Draws up contract covering arrangements for designing, fabricating, erecting, and maintaining sign or display. Calls on prospects and presents outlines of various programs or commercial announcements. Prepares list of prospects for classified and display space for publication from leads in other papers and from old accounts. Informs customer of types of artwork available by providing samples. Arranges for and accompanies prospect to commercial taping sessions. Delivers advertising or illustration proofs to customer for approval. Collects payments due. Writes copy as part of layout. Computes job costs. Plans and sketches layouts to meet customer needs. Prepares promotional plans, sales literature, and sales contracts, using computer. Calls on advertisers and sales promotion people to obtain information concerning prospects for current advertising and sales promotion. Obtains pertinent information concerning prospect's past and current advertising for use in sales presentation. Sells signs to be made according to customers' specifications, utilizing knowledge of lettering, color harmony, and sign making processes.

41-3021. 00 Insurance Sales Agents Entry – Mid – Senior level position assuming education and experience prerequisite

Advises clients of broker (independent agent) in selecting casualty, life, or property insurance. Discusses advantages and disadvantages of various policies. Selects company that offers type of coverage requested by client to underwrite policy. Contacts underwriter and submits forms to obtain binder coverage. Plans and oversees incorporation of insurance program into bookkeeping system of company. Installs bookkeeping systems and resolves system problems. Establishes client's method of payment. Explains necessary bookkeeping requirements for customer to implement and provide group insurance program. Explains group insurance programs to promote sale of insurance plan. Calls on policyholders to deliver and explain policy, to suggest additions or changes in insurance program, or to change beneficiaries.

41-3031. 01 Sales Agents, Securities and Commodities Entry – Mid – Senior level position assuming education and experience prerequisite

Develops financial plan based on analysis of client's financial status, and discusses financial options with client. Records transactions accurately and keeps client informed about transactions. Keeps informed about political and economic trends that influence stock prices. Interviews client to determine client's assets, liabilities, cash flow, insurance coverage, tax status, and financial objectives. Reads corporate reports and calculates ratios to determine best prospects for profit on stock purchase and to monitor client account. Identifies potential clients, using advertising campaigns, mailing lists,



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

and personal contacts and solicits business. Prepares financial reports to monitor client or corporate finances. Informs and advises concerned parties regarding fluctuations and securities transactions affecting plan or account. Completes sales order tickets and submits for processing of client requested transaction. Prepares documents to implement plan selected by client. Reviews all securities transactions to ensure accuracy of information and that trades conform to regulations of governing agencies. Analyzing market conditions to determine optimum time to execute securities transactions. Contacts exchange or brokerage firm to execute order or buys and sell securities based on market quotation and competition in market.

41-3031. 02 Sales Agents, Financial Services Entry – Mid – Senior level position assuming education and experience prerequisite

Sells services and equipment, such as trust, investment, and check processing services. Contacts prospective customers to present information and explain available services. Determines customers' financial services needs and prepares proposals to sell services. Develops prospects from current commercial customers, referral leads, and sales and trade meetings. Reviews business trends and advises customers regarding expected fluctuations. Prepares forms or agreement to complete sale. Evaluates costs and revenue of agreements to determine continued profitability. Makes presentations on financial services to groups to attract new clients.

41-3041. 00 Travel Agents Entry – Mid – Senior level position assuming education and experience prerequisite

Plans, describes, arranges, and sells itinerary tour packages and promotional travel incentives offered by various travel carriers. Computes cost of travel and accommodations, using calculator, computer, carrier tariff books, and hotel rate books, or quotes package tour's costs. Books transportation and hotel reservations, using computer terminal or telephone. Converses with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required. Provides customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations. Collects payment for transportation and accommodations from customer. Prints or requests transportation carrier tickets, using computer printer system or system link to travel carrier.

41-4011. 01 Sales Representatives, Agricultural Entry – Mid – Senior level position assuming education and experience prerequisite

Solicits orders from customers in person or by phone. Recommends changes in customer use of agricultural products to improve production. Prepares reports of business transactions. Demonstrates use of agricultural equipment or machines. Informs customer of estimated delivery schedule, service contracts, warranty, or other information pertaining to purchased products. Consults with customer regarding installation, set-up, or layout of agricultural equipment and machines. Prepares sales contracts for orders obtained. Displays or shows customer agricultural related products. Compiles lists of prospective customers for use as sales leads. Quotes prices and credit terms.

41-4011. 02 Sales Representatives, Chemical and Pharmaceutical Entry – Mid – Senior level position assuming education and experience prerequisite

Promotes and sells pharmaceutical and chemical products to potential customers. Distributes drug samples to customer and takes orders for pharmaceutical supply items from customer. Explains water treatment package benefits to customer and sells chemicals to treat and resolve water process problems. Discusses characteristics and clinical studies pertaining to pharmaceutical products with physicians, dentists, hospitals, and retail/wholesale establishments. Inspects, tests, and observes chemical changes in water system equipment, utilizing test kit, reference manual, and knowledge of chemical treatment. Estimates and advises customer of service costs to correct water-treatment process problems.

41-4011. 03 Sales Representatives, Electrical/Electronic Entry – Mid – Senior level position assuming education and experience prerequisite

Analyzes communication needs of customer and consults with staff engineers regarding technical problems. Trains establishment personnel in equipment use, utilizing knowledge of electronics and product sold. Recommends equipment to meet customer requirements, considering salable features, such as flexibility, cost, capacity, and economy of operation. Negotiates terms of sale and services with customer. Sells electrical or electronic equipment, such as computers, data processing and radiographic equipment to businesses and industrial establishments.

41-4011. 04 Sales Representatives, Mechanical Equipment and Supplies Entry – Mid – Senior level position assuming education and experience prerequisite

Recommends and sells textile, industrial, construction, railroad, and oil field machinery, equipment, materials, and supplies, and services utilizing knowledge of machine operations. Computes installation or production costs, estimates savings, and prepares and submits bid specifications to customer for review and approval. Arranges for installation and

test-operation of machinery and recommends solutions to product-related problems. Demonstrates and explains use of installed equipment and production processes. Appraises equipment and verifies customer credit rating to establish trade-in value and contract terms. Attends sales and trade meetings and reads related publications to obtain current market condition information, business trends, and industry developments. Inspects establishment premises to verify installation feasibility, and obtains building blueprints and elevator specifications to submit to engineering department for bid. Reviews existing machinery/equipment placement and diagrams proposal to illustrate efficient space utilization, using standard measuring devices and templates. Submits orders for product and follows-up on order to verify material list accuracy and delivery schedule meets project deadline. Contacts current and potential customers, visits establishments to evaluate needs, and promotes sale of products and services.

41-4011. 05 Sales Representatives, Medical Entry – Mid – Senior level position assuming education and experience prerequisite

Promotes sale of medical and dental equipment, supplies, and services to doctors, dentists, hospitals, medical schools, and retail establishments. Writes specifications to order custom-made surgical appliances, using customer measurements and physician prescriptions. Designs and fabricates custom-made medical appliances. Advises customer regarding office layout, legal and insurance regulations, cost analysis, and collection methods. Studies data describing new products to accurately recommend purchase of equipment and supplies. Selects surgical appliances from stock and fits and sells appliance to customer.

41-4011. 06 Sales Representatives, Instruments Entry – Mid – Senior level position assuming education and experience prerequisite

Assists customer with product selection, utilizing knowledge of engineering specifications and catalog resources. Sells weighing and other precision instruments, such as spring scales, dynamometers, and laboratory, navigational, and surveying instruments to customer. Evaluates customer needs and emphasizes product features based on technical knowledge of product capabilities and limitations.

41-4012. 00 Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products Entry – Mid – Senior level position assuming education and experience prerequisite

Contacts regular and prospective customers to solicit orders. Meets with customers to demonstrate and explain features of products. Reviews sales records and current market information to determine value or sales potential of product. Prepares lists of prospective customers. Prepares drawings, estimates, and bids to meet specific needs of customer. Writes reports on sales and products. Assembles and stocks product displays in retail stores. Forwards orders to manufacturer. Investigates and resolves customer complaints. Assists and advises retail dealers in use of sales promotion techniques. Instructs customers in use of products. Completes sales contracts or forms to record sales information. Oversees delivery or installation of products or equipment. Obtains credit information on prospective customers. Estimates delivery dates and arranges delivery schedules. Answers questions about products, prices, durability and credit terms. Recommends products to customers, based on customer's specific needs and interests.

41-9011. 00 Demonstrators and Product Promoters Entry – Mid – Senior level position assuming education and experience prerequisite

Demonstrates and explains products, methods, or services to persuade customers to purchase products or utilize services available, and answers questions. Sets up and arranges display to attract attention of prospective customers. Gives product samples or token gifts to customers, and distributes handbills, brochures, or gift certificates to passers-by. Suggests product improvements to employer and product to purchase to customer. Trains demonstrators to present company's products or services. Solicits new organization membership. Develops list of prospective clients from sources, such as newspaper items, company records, local merchants, and customers. Instructs customers in alteration of products. Contacts businesses and civic establishments and arranges to exhibit and sell merchandise made by disadvantaged persons. Wears costume or signboards and walks in public to attract attention to advertise merchandise, services, or belief. Advises customers on homemaking problems related to products or services offered by company. Lectures and shows slides to users of company product. Collects fees or accepts donations. Drives truck and trailer to transport exhibit. Prepares reports of services rendered and visits made. Conducts guided tours of plant where product is made. Answers telephone and written requests from customers for information about product use and writes articles and pamphlets on product. Attends trade, traveling, promotional, educational, or amusement exhibit to answer visitors' questions and to protect exhibit against theft or damage. Visits homes, community organizations, stores, and schools to demonstrate products or services.

41-9012. 00 Models Entry – Mid – Senior level position assuming education and experience prerequisite

Poses as subject for paintings, sculptures, and other types of art for translation into plastic or pictorial values. Informs prospective purchasers as to model, number, and price of garments and department where garment can be purchased. Applies makeup to face and styles hair to enhance appearance, considering such factors as color, camera techniques, and facial features. Dresses in sample or completed garments and selects own accessories. Hands out samples or presents, demonstrates toys, and converses with children and adults while dressed in costume. Poses as directed or strikes suitable interpretive poses for promoting and selling merchandise or fashions during photo session. Stands, turns, and walks to demonstrate features of garment to observers at fashion shows, private showings, and retail establishments. Wears character costumes and impersonates characters portrayed to amuse children and adults.

41-9021. 00 Real Estate Brokers Mid – Senior level position assuming education and experience prerequisite

Operate real estate office, or work for commercial real estate firm, overseeing real estate transactions. Other duties usually include selling real estate or renting properties and arranging loans.

41-9022. 00 Real Estate Sales Agents Entry – Mid – Senior level position assuming education and experience prerequisite

Displays and explains features of property to client and discusses conditions of sale or terms of lease. Prepares real estate contracts, such as closing statements, deeds, leases, and mortgages, and negotiates loans on property. Oversees signing of real estate documents, disburses funds, and coordinates closing activities. Locates and appraises undeveloped areas for building sites, based on evaluation of area market conditions. Collects rental deposit. Conducts seminars and training sessions for sales agents to improve sales techniques. Contacts utility companies for service hookup to client's property. Secures construction financing with own firm or mortgage company. Inspects condition of premises and arranges for or notifies owner of necessary maintenance. Reviews trade journals and relevant literature and attends staff and association meetings to remain knowledgeable about real estate market. Searches public records to ascertain that client has clear title to property. Investigates client's financial and credit status to determine eligibility for financing. Plans and organizes sales promotion programs and materials, including newspaper advertisements and real estate promotional booklets. Appraises client's unimproved property to determine loan value. Reviews plans and recommends to client construction features, and enumerates options on new home sales. Solicits and compiles listings of available rental property. Answers client's questions regarding work under construction, financing, maintenance, repairs, and appraisals. Interviews prospective tenants and records information to ascertain needs and qualifications.

41-9031. 00 Sales Engineers Entry – Mid – Senior level position assuming education and experience prerequisite

Calls on management representatives at commercial, industrial, and other establishments to convince prospective client to buy products or services offered. Arranges for trial installations of equipment. Reviews customer documents to develop and prepare cost estimates or projected production increases from use of proposed equipment or services. Designs and drafts variations of standard products in order to meet customer needs. Provides technical training to employees of client. Diagnoses problems with equipment installed. Assists in development of custom made machinery. Draws up or proposes changes in equipment, processes, materials, or services resulting in cost reduction or improvement in customer operations.

Provides technical services to clients relating to use, operation, and maintenance of equipment. Assists sales force in sale of company products. Demonstrates and explains product or service to customer representatives such as engineers, architects, and other professionals. Draws up sales or service contract for products or services.

41-9041. 00 Telemarketers Entry – Mid – Senior level position assuming education and experience prerequisite

Contacts customers by phone, mail, or in person to offer or persuade them to purchase merchandise or services. Sets up and displays sample merchandise at parties or stands. Orders or purchases supplies and stocks cart or stand. Circulates among potential customers or travels by foot, truck, automobile, or bicycle to deliver or sell merchandise or services. Arranges buying party and solicits sponsorship of parties to sell merchandise. Delivers merchandise, serves customer, collects money, and makes change. Maintains records of accounts and orders and develops prospect lists. Distributes product samples or literature that details products or services. Writes orders for merchandise or enters order into computer. Explains products or services and prices and demonstrates use of products.

43-1011. 01 First-Line Supervisors, Customer Service Mid – Senior level position assuming education and experience prerequisite

Supervises and coordinates activities of workers engaged in customer service activities. Plans, prepares, and devises work schedules, according to budgets and workloads. Trains and instructs employees. Hires and discharges workers. Issues instructions and assigns duties to workers. Observes and evaluates workers' performance. Communicates with other departments and management to resolve problems and expedite work. Helps workers in resolving problems and completing work. Interprets and communicates work procedures and company policies to staff. Requisitions or

purchases supplies. Plans and develops improved procedures. Makes recommendations to management concerning staff and improvement of procedures. Prepares, maintains, and submits reports and records, such as budgets and operational and personnel reports. Reviews and checks work of subordinates such as reports, records, and applications for accuracy and content, and corrects errors. Resolves complaints and answers questions of customers regarding services and procedures.

43-1011. 02 First-Line Supervisors, Administrative Support Mid – Senior level position assuming education and experience prerequisite

Supervises and coordinates activities of workers engaged in clerical or administrative support activities. Evaluates subordinate job performance and conformance to regulations, and recommends appropriate personnel action. Plans, prepares, and revises work schedules and duty assignments according to budget allotments, customer needs, problems, workloads, and statistical forecasts. Maintains records of such matters as inventory, personnel, orders, supplies, and machine maintenance. Examines procedures and recommends changes to save time, labor, and other costs and to improve quality control and operating efficiency. Participates in work of subordinates to facilitate productivity or overcome difficult aspects of work. Trains employees in work and safety procedures and company policies. Reviews records and reports pertaining to such activities as production, operation, pay roll, customer accounts, and shipping. Consults with supervisor and other personnel to resolve problems, such as equipment performance, output quality, and work schedules. Interviews, selects, and discharges employees. Verifies completeness and accuracy of subordinates' work, computations, and records. Requisitions supplies. Computes figures, such as balances, totals, and commissions. Analyzes financial activities of establishment or department and assists in planning budget. Inspects equipment for defects and notifies maintenance personnel or outside service contractors for repairs. Plans layout of stockroom, warehouse, or other storage areas, considering turnover, size, weight, and related factors pertaining to items stored. Compiles reports and information required by management or governmental agencies. Identifies and resolves discrepancies or errors. Oversees, coordinates, or performs activities associated with shipping, receiving, distribution, and transportation.

43-2011. 00 Switchboard Operators, Including Answering Service Entry – Mid level position assuming education and experience prerequisite

Operates communication system, such as telephone, switchboard, intercom, two-way radio, or public address. Places telephone calls as instructed. Greets caller, furnishes information to caller or visitor, and relays calls. Relays and routes messages. Keeps records of calls placed and charges incurred, if any. Date stamps and files messages. Receives visitors and obtains name and nature of business. Performs clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail. Records messages, suggesting reworking for clarity and conciseness.

43-2021. 01 Directory Assistance Operators Entry – Mid level position assuming education and experience prerequisite

Refers to alphabetical or geographical reels or directories to answer questions and provide telephone information. Types location and spelling of name on computer terminal keyboard, and scans directory or microfilm viewer to locate number. Plugs in headphones when signal light flashes on cord switchboard, or pushes switch keys on cordless switchboard to make connections. Keeps reels and directories up-to-date. Maintains record of calls received. Suggests alternate locations and spellings under which number could be listed.

43-2021. 02 Central Office Operators Entry – Mid level position assuming education and experience prerequisite

Observes signal light on switchboard, plugs cords into trunk jack, and dials or presses button to make connections. Consults charts to determine charges for payphone calls. Inserts tickets in calculagraph (time stamping device) to record time of toll calls. Requests coin deposits for calls. Calculates and quotes charges on long distance connections. Gives information regarding subscribers' telephone numbers.

43-4051. 01 Adjustment Clerks Entry – Mid – Senior level position assuming education and experience prerequisite

Reviews claims adjustments with dealer, examines parts claimed to be defective and approves or disapproves of dealer's claim. Notifies customer and designated personnel of findings and recommendations, such as exchanging merchandise or refunding money, or adjustment of bill. Examines weather conditions, number of days in billing period, and reviews meter accounts for errors which might explain high utility charges. Orders tests to detect product malfunction and determines if defect resulted from faulty construction. Trains dealers or service personnel in construction of products, service operations, and customer service. Compares merchandise with original requisition and information on invoice and prepares invoice for returned goods. Prepares reports showing volume, types, and disposition of claims handled. Writes work order.



JOB TITLES AND ASSOCIATED TASKS Sorted by Cognofile

43-4051. 02 Customer Service Representatives, Utilities Entry – Mid – Senior level position assuming education and experience prerequisite

Confers with customer by phone or in person to receive orders for installation, turn-on, discontinuance, or change in service. Completes contract forms, prepares change of address records, and issues discontinuance orders, using computer. Determines charges for service requested and collects deposits. Solicits sale of new or additional utility services. Resolves billing or service complaints and refers grievances to designated departments for investigation.

43-4081. 00 Hotel, Motel, and Resort Desk Clerks Entry – Mid level position assuming education and experience prerequisite

Greets, registers, and assigns rooms to guests of hotel or motel. Date stamps, sorts, and racks incoming mail and messages. Deposits guests' valuables in hotel safe or safe deposit box. Answers inquiries pertaining to hotel services, registration of guest, and shopping, dining, entertainment, and travel directions. Issues room key and escort instructions to bellhop. Computes bill, collects payment, and makes change for guests. Makes and confirms reservations. Transmits and receives messages, using telephone or telephone switchboard. Posts charges, such as room, food, liquor, or telephone, to ledger, manually or using computer. Keeps records of room availability and guests' accounts, manually or using computer.

43-4141. 00 New Accounts Clerks Entry – Mid level position assuming education and experience prerequisite

Interviews customer to obtain information needed to open account or rent safe-deposit box. Assists customer in completing application forms for loans, accounts, or safe-deposit boxes, using typewriter or computer, and obtains signature. Answers customer questions, and explains available services, such as deposit accounts, bonds, and securities. Collects and records fees and funds for deposit from customer, and issues receipt, using computer. Enters account information in computer, and files forms or other documents. Schedules repairs for locks on safe-deposit box. Obtains credit records from reporting agency. Executes wire transfers of funds. Investigates and corrects errors upon customer request, according to customer and bank records, using calculator or computer. Issues initial and replacement safe-deposit key to customer, and admits customer to vault.

43-4161. 00 Human Resources Assistants, Except Payroll and Timekeeping Entry – Mid – Senior level position assuming education and experience prerequisite

Examine employee files to answer inquiries and provide information for personnel actions. Processes and reviews employment application to evaluate qualifications or eligibility of applicant. Answers questions regarding examination, eligibility, salaries, benefits, and other pertinent information. Interviews applicants to obtain and verify information. Requests information from law enforcement officials, previous employer, and their references to determine applicant's employment acceptability. Selects applicants having specified job requirements and refers to employing official. Explains company insurance policies and options to employees and files claim and cancellation forms. Communicates with employees or applicants to explain company personnel policies and procedures. Administers and scores employee aptitude, skills, personality, and interests tests. Prepares listing of vacancies and notifies eligible workers of position availability. Maintains and updates employee records to document personnel actions and changes in employee status. Records Employee data, such as address, rate of pay, absences, and benefits, using personal computer. Compiles and types reports from employment records.

43-4181. 01 Travel Clerks Entry – Mid – Senior level position assuming education and experience prerequisite

Provides customers with travel suggestions and information such as guides, directories, brochures, and maps. Confers with customers by telephone, writing, or in person to answer questions regarding services and determine travel preferences. Informs client of travel dates, times, connections, baggage limits, medical and visa requirements, and emergency information. Provides information concerning fares, availability of travel, and accommodations, either orally or by using guides, brochures, and maps. Contacts motel, hotel, resort, and travel operators by mail or telephone to obtain advertising literature. Studies maps, directories, routes, and rate tables to determine travel route and cost and availability of accommodations. Calculates estimated travel rates and expenses, using items such as rate tables and calculators. Assists client in preparing required documents and forms for travel, such as visas. Plans itinerary for travel and accommodations, using knowledge of routes, types of carriers, and regulations. Confirms travel arrangements and reservations. Obtains reservations for air, train, or car travel and hotel or other housing accommodations.

43-4181. 02 Reservation and Transportation Ticket Agents Entry – Mid – Senior level position assuming education and experience prerequisite

Arranges reservations and routing for passengers at request of Ticket Agent. Telephones customer or Ticket Agent to advise of changes with travel conveyance or to confirm reservation. Reads coded data on tickets to ascertain destination,



JOB TITLES AND ASSOCIATED TASKS **Sorted by Cognofile**

marks tickets, and assigns boarding pass. Sells and assembles tickets for transmittal or mailing to customers. Plans route and computes ticket cost, using schedules, rate books, and computer. Answers inquiries made to travel agencies or transportation firms, such as airlines, bus companies, railroad companies, and steamship lines. Examines passenger ticket or pass to direct passenger to specified area for loading. Checks baggage and directs passenger to designated location for loading. Determines whether space is available on travel dates requested by customer. Sells travel insurance. Informs travel agents in other locations of space reserved or available. Announces arrival and departure information, using public address system. Assists passengers requiring special assistance to board or depart conveyance. Assigns specified space to customers and maintains computerized inventory of passenger space available.

53-3031. 00 Driver/Sales Workers Entry – Mid – Senior level position assuming education and experience prerequisite

Drives truck to deliver such items as food, medical supplies, or newspapers. Sells food specialties, such as sandwiches and beverages, to office workers and patrons of sports events. Calls on prospective customers to explain company services and to solicit new business. Informs regular customers of new products or services and price changes. Writes customer order and sales contracts according to company guidelines. Reviews list of dealers, customers, or station drops and loads truck. Arranges merchandise and sales promotion displays or issues sales promotion materials to customers. Maintains truck and food-dispensing equipment and cleans inside of machines that dispense food or beverages. Listens to and resolves customers' complaints regarding product or services. Records sales or deliveries information on daily sales or delivery record. Collects money from customers, makes change, and records transactions on customer receipt. Collects coins from vending machines, refills machine, and removes aged merchandise.