### Job Family Matrix

<table>
<thead>
<tr>
<th>Job Function: Faculty and Student Services</th>
<th>Job Family: Student Services - Professional</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Family Summary:</strong> Perform or manage a range of student service activities which may include programs, events, advising and services for students while encouraging student engagement.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Title: FSS Student Services Officer I</th>
<th>Job Title: FSS Student Services Officer II</th>
<th>Job Title: FSS Student Services Officer III</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Code:</strong> S0355P</td>
<td><strong>Job Code:</strong> S0356P</td>
<td><strong>Job Code:</strong> S0357P</td>
</tr>
<tr>
<td>Grade Level: 55</td>
<td>Grade Level: 56</td>
<td>Grade Level: 57</td>
</tr>
<tr>
<td>Exemption: Exempt</td>
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<tbody>
<tr>
<td>Independently advise student groups on extracurricular events and programming; maintain programs designed to enhance student and community life.</td>
<td>Independently perform a wide range of tasks related to student services including program development, delivery and advising.</td>
<td>Independently assess the needs of the student body, develop and organize educational, social and cultural activities.</td>
</tr>
</tbody>
</table>

#### Typical Core Duties

**FSS Student Services Officer I**

- Administer planning and implementation of programs which may include managing event calendars, researching new programs, and coordinating with emergency related services
- Act as initial advising resource for students and faculty questions about program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life
- Provide logistical and programmatic support and advising to student organizations regarding effective organizational and event management leadership and learning
- Serve as the primary on-site staff person for student events; ensure student safety
- Prepare reports related to prospective student outreach and programs
- May collect and review accessibility documentation
- May work with the Title IX office in order to provide services to students
- Interpret and clarify local and University policies and procedures for student leaders
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

**FSS Student Services Officer II**

- Administer and assist with program development and delivery which may include process design, communications, recruitment, and finance
- Act as an advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life
- Organize events and conferences including developing content, structure, and publicity, coordinating with other Harvard offices and groups, and planning logistical details
- Advise student organizations on effective organizational and event management; ensure student safety
- Prepare and analyze reports related to prospective student outreach and programs
- May review accessibility documentation and determine accessibility eligibility
- May work with the Title IX office in order to provide services to students
- Interpret and clarify local and University policies and procedures for student leaders
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

**FSS Student Services Officer III**

- Develop and implement programs to enhance the quality of the student experience; manage processes, outreach, content and finances
- Act as a primary advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life
- Manage events and conferences including developing content, structure, and publicity, coordinating with other Harvard offices and groups, and managing logistical details
- Advise student organizations on a variety of matters including risk reduction strategies, safe alcohol management, budgeting and goal setting
- Produce and analyze reports to analyze program and event data
- May determine accessibility eligibility and promote available resources and available options
- May work with the Title IX office on best practices and coordination of the University’s overall response to Title IX issues
- Develop and implement comprehensive event management training programs for student organization leaders
- Interpret and clarify local and University policies and procedures for student leaders
- Ensure compliance with University policies and procedures and applicable legal rules and regulations
## Basic Qualifications
- Bachelor's degree or equivalent work experience required
- Minimum of 1 year relevant work experience
- Bachelor's degree or equivalent work experience required
- Minimum of 3 years' relevant work experience
- Bachelor's degree or equivalent work experience required
- Minimum of 5 years' relevant work experience

## Additional Qualifications and Skills
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)
- Knowledge of Microsoft Office Suite, advanced Excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)

## Certificates and Licenses

## Physical Requirements
- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion
- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion
- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion

## Working Conditions
- Work is performed in an office setting
- May be required to work nights and weekends
- Work is performed in an office setting
- May be required to work nights and weekends
- Work is performed in an office setting
- May be required to work nights and weekends
# Job Family Matrix

**Job Function:** Faculty and Student Services  
**Job Family:** Student Services - Professional

**Job Family Summary:** Perform or manage a range of student service activities which may include programs, events, advising and services for students while encouraging student engagement.

<table>
<thead>
<tr>
<th>Job Title: FSS Student Services Officer IV</th>
<th>Job Title: FSS Student Services Officer V</th>
<th>Job Title: FSS Student Services Officer VI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade Level: 58</td>
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</tr>
<tr>
<td>Exemption: Exempt</td>
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<td>Effective/Revision Date:</td>
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</tr>
<tr>
<td>Job Summary</td>
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<td>Job Summary</td>
</tr>
</tbody>
</table>

**Lead all facets of program administration for student services, serve as a subject matter expert, and provide counseling for students and student groups.**

<table>
<thead>
<tr>
<th>Typical Core Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Design and implement student development programs focusing on leadership, experiential learning, and other potential areas of growth for student leaders and organizations</td>
</tr>
<tr>
<td>- Function as subject matter expert or project lead</td>
</tr>
<tr>
<td>- Advise and support student organizations by offering programming advice and assistance, and mentoring organizational leadership and academic advisors</td>
</tr>
<tr>
<td>- Organize workshops seminars, and social events to enhance program cohesion</td>
</tr>
<tr>
<td>- Collaborate with management to develop strategic goals for student services</td>
</tr>
<tr>
<td>- Develop specialized reports; analyze data and make recommendations for use in strategic planning</td>
</tr>
<tr>
<td>- May provide coaching and staff training</td>
</tr>
<tr>
<td>- May determine accessibility eligibility and promote available resources and options that are available</td>
</tr>
<tr>
<td>- May assess potential community safety concerns that pertain to Title IX; and make recommendations for improvements</td>
</tr>
<tr>
<td>- Assist senior management in formulating student service policies and procedures; make recommendations to improve overall administration</td>
</tr>
<tr>
<td>- Ensure compliance with University policies and procedures and applicable legal rules and regulations</td>
</tr>
</tbody>
</table>

**Oversee student services activities such as program development, event planning, and counseling for student and student groups.**

<table>
<thead>
<tr>
<th>Typical Core Duties</th>
</tr>
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<tbody>
<tr>
<td>- Oversee the development and implementation of student development programs focusing on leadership, experiential learning, and other potential areas of growth for Harvard College student leaders and organizations</td>
</tr>
<tr>
<td>- Function as subject matter expert or project lead</td>
</tr>
<tr>
<td>- Advise and support student organizations by offering programming advice and assistance, mentoring organizational leadership and academic advisors</td>
</tr>
<tr>
<td>- Oversee the implementation of workshops, seminars and social events to enhance program cohesion</td>
</tr>
<tr>
<td>- Serve as a senior strategist and advise management on strategic goals for student services</td>
</tr>
<tr>
<td>- Oversee new initiatives to recruit prospective students and enhance the quality of the student experience</td>
</tr>
<tr>
<td>- Develop specialized and ad hoc reports to track trends, yields and metrics</td>
</tr>
<tr>
<td>- May provide training and resources for advisors</td>
</tr>
<tr>
<td>- May determine accessibility eligibility and promote available resources and options that are available</td>
</tr>
<tr>
<td>- May assess potential community safety concerns that pertain to Title IX; and make recommendations for improvements</td>
</tr>
<tr>
<td>- Identify areas for improvement within existing student service policies and procedures; recommend improvements</td>
</tr>
<tr>
<td>- Ensure compliance with University policies and procedures and applicable legal rules and regulations</td>
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**Direct student services activities such as program development, event planning, and counseling for student and student groups.**

<table>
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<th>Typical Core Duties</th>
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<tbody>
<tr>
<td>- Direct the development and implementation of student development programs focusing on leadership, experiential learning, and other potential areas of growth for student leaders and organizations</td>
</tr>
<tr>
<td>- Function as subject matter expert or project lead</td>
</tr>
<tr>
<td>- Advise and support student organizations by offering programming advice and assistance, mentoring organizational leadership and academic advisors</td>
</tr>
<tr>
<td>- Create workshops, seminars, and social events to enhance program cohesion</td>
</tr>
<tr>
<td>- Create and develop new initiatives to recruit prospective students and enhance the quality of the student experience</td>
</tr>
<tr>
<td>- Support student organizations by offering programming advice and assistance, mentoring organizational leadership and advisors</td>
</tr>
<tr>
<td>- Ensure accurate and timely reporting and analysis for use in strategic planning; Develop specialized and ad hoc reports to track trends, yields and metrics</td>
</tr>
<tr>
<td>- May design training and resources for advisors</td>
</tr>
<tr>
<td>- May determine accessibility eligibility and promote available resources and options that are available</td>
</tr>
<tr>
<td>- May assess potential community safety concerns that pertain to Title IX; and make recommendations for improvements</td>
</tr>
<tr>
<td>- Develop, recommend and implement program policies and processes</td>
</tr>
<tr>
<td>- Ensure compliance with University policies and procedures and applicable legal rules and regulations</td>
</tr>
</tbody>
</table>
## Basic Qualifications
- Bachelor’s degree or equivalent work experience required
- Minimum of 7 years’ relevant work experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 8 years’ relevant work experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 10 years’ relevant work experience

## Additional Qualifications and Skills
- Master’s degree in relevant field
- Knowledge of Microsoft Office Suite, advanced excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)
- Master’s degree in relevant field
- Knowledge of Microsoft Office Suite, advanced excel skills
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- Knowledge of Microsoft Office Suite, advanced excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)

## Certificates and Licenses

## Physical Requirements
- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion
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## Working Conditions
- Work is performed in an office setting
- May be required to work nights and weekends
- Work is performed in an office setting
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- Work is performed in an office setting
- May be required to work nights and weekends
# Job Function: Faculty and Student Services

## Job Family: Student Services - Management

### Job Family Summary: Perform or manage a range of student service activities which may include programs, events, advising and services for students while encouraging student engagement.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Grade Level</th>
<th>Exemption</th>
<th>Job Code</th>
<th>Effective/Revision Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSS Student Services Mgt I</td>
<td>55</td>
<td>Exempt</td>
<td>S0355M</td>
<td>July 2019</td>
</tr>
<tr>
<td>FSS Student Services Mgt II</td>
<td>56</td>
<td>Exempt</td>
<td>S0356M</td>
<td>July 2019</td>
</tr>
<tr>
<td>FSS Student Services Mgt III</td>
<td>57</td>
<td>Exempt</td>
<td>S0357M</td>
<td>July 2019</td>
</tr>
</tbody>
</table>

## Job Family Matrix

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<tbody>
<tr>
<td>S0355M</td>
<td>FSS Student Services Mgt I</td>
<td>55</td>
<td>Exempt</td>
<td>July 2019</td>
<td>Manage student groups extracurricular events and programming, maintain programs designed to enhance student and community life.</td>
</tr>
<tr>
<td>S0356M</td>
<td>FSS Student Services Mgt II</td>
<td>56</td>
<td>Exempt</td>
<td>July 2019</td>
<td>Manage a wide range of tasks related to student services including program development delivery and advising.</td>
</tr>
<tr>
<td>S0357M</td>
<td>FSS Student Services Mgt III</td>
<td>57</td>
<td>Exempt</td>
<td>July 2019</td>
<td>Manage assessment needs of the student body and the organization of educational, social and cultural activities.</td>
</tr>
</tbody>
</table>

### Typical Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Administer planning and implementation of programs which may include managing event calendars, researching new programs, and coordinating with emergency related services
- Act as initial advising resource for students and faculty questions about program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life
- Provide logistical and programmatic support and advising to student organizations regarding effective organizational and event management leadership and learning
- Serve as the primary on-site staff person for student events; ensure student safety
- Prepare reports related to prospective student outreach and programs
- May collect and review accessibility documentation
- May work with the Title IX office in order to provide services to students
- Interpret and clarify local and University policies and procedures for student leaders
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Administer and assist with program development and delivery which may include process design, communications, recruitment, and finance
- Act as an advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life
- Organize events and conferences including developing content, structure, and publicity, coordinating with other Harvard offices and groups, and planning logistical details
- Advise student organizations on effective organizational and event management; ensure student safety
- Prepare and analyze reports related to prospective student outreach and programs
- May review accessibility documentation and determine accessibility eligibility
- May work with the Title IX office in order to provide services to students
- Interpret and clarify local and University policies and procedures for student leaders
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Develop and implement programs to enhance the quality of the student experience; manage processes, outreach, content and finances
- Act as a primary advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life
- Manage events and conferences including developing content, structure, and publicity, coordinating with other Harvard offices and groups, and managing logistical details
- Advise student organizations on a variety of matters including risk reduction strategies, safe alcohol management, budgeting and goal setting
- Produce and analyze reports to analyze program and event data
- May determine accessibility eligibility and promote available resources and options that are available
- May work with the Title IX office on best practices, and coordination of the University’s overall response to Title IX issues
- Develop and implement comprehensive event management training programs for student organization leaders
- Interpret and clarify local and University policies and procedures for student leaders
- Ensure compliance with University policies and procedures and applicable legal rules and regulations
### Basic Qualifications

- Bachelor’s degree or equivalent work experience required
- Minimum of 1 year relevant work experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 3 years’ relevant work experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 5 years’ relevant work experience

### Additional Qualifications and Skills

- Supervisory experience
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)
- Supervisory experience
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)
- Supervisory experience
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)

### Certificates and Licenses

### Physical Requirements

- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion
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### Working Conditions

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</tr>
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</table>

#### Job Summary

**Lead wide range of Student Services task including training and strategic planning and identifies and designs new programming for student organizations.**

**Oversees administration for student service operations including the development, organization, management, and implementation of all programs and events for students and student organizations.**

**Direct all aspects of student service operations including the development, organization, management, and implementation of all programs and events for students and student organizations.**

#### Typical Core Duties

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<th>Typical Core Duties</th>
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<tr>
<td>- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment</td>
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<td>- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment</td>
</tr>
<tr>
<td>- Oversee the design and implementation of programs to enhance the quality of the student experience; manage processes, outreach, content and finances</td>
<td>- Provide individual and group advising in support of students’ well-being, success and completion of degree requirements</td>
<td>- Direct the design and implementation of programs to enhance the quality of the student experience; manage the processes, outreach, content and finances</td>
</tr>
<tr>
<td>- Act as a primary advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life</td>
<td>- Provide student organizations with guidance and advising including training, strategic planning, financial oversight, and policy and procedures</td>
<td>- Direct the design and implementation of programs to enhance the quality of the student experience; manage the processes, outreach, content and finances</td>
</tr>
<tr>
<td>- Implement events seminars, and conferences including developing content and structure, publicity, coordination with other Harvard offices and groups and logistical details</td>
<td>- Oversee the implementation of events, seminars, and conferences including developing content and structure, publicity, coordination with other Harvard offices and groups and logistical details</td>
<td>- Direct the implementation of events, seminars and conferences including developing content and structure, publicity, coordination with other Harvard offices and groups and logistical details</td>
</tr>
<tr>
<td>- Advise student organizations on a variety of matters including training, strategic planning, financial oversight, and policy and procedures</td>
<td>- Develop reports, analyze data and trends to refine procedures, policies and practice</td>
<td>- Prepare annual reports on the activities of programs and setting future goals</td>
</tr>
<tr>
<td>- Design complex reports to support student services goals; analyze student services metrics to support strategic planning</td>
<td>- May plan and manage departmental budget</td>
<td>- May develop, manage and oversee departmental budget</td>
</tr>
<tr>
<td>- May review accommodation request and determine eligibility</td>
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</tr>
<tr>
<td>- May review accommodation request and determine eligibility</td>
<td>- May serve as primary contact for students in regards to Title IX; disseminate information about policies, manage and keep track of cases and provide guidance and support to students</td>
<td>- May serve as primary contact for students in regards to Title IX; disseminate information about policies, manage and keep track of cases and provide guidance and support to students</td>
</tr>
<tr>
<td>- May review accommodation request and determine eligibility</td>
<td>- Collaborate with leadership to continuously improve student services policies</td>
<td>- Collaborate with leadership in the strategic planning and policy development for all matters related to student organizations</td>
</tr>
<tr>
<td>- May manage departmental budget</td>
<td>- Develop and implement operational policies, procedures and training for staff</td>
<td>- Design and provide training and resources for students and staff</td>
</tr>
<tr>
<td>- May manage departmental budget</td>
<td>- Ensure compliance with University policies and procedures and applicable legal rules and regulations</td>
<td>- Ensure compliance with University policies and procedures and applicable legal rules and regulations</td>
</tr>
<tr>
<td>- May manage departmental budget</td>
<td>- Ensure compliance with University policies and procedures and applicable legal rules and regulations</td>
<td>- Ensure compliance with University policies and procedures and applicable legal rules and regulations</td>
</tr>
</tbody>
</table>
## Basic Qualifications
- Bachelor’s degree or equivalent work experience required
- Minimum of 7 years’ relevant work experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 8 years’ relevant work experience
- Bachelor’s degree or equivalent work experience required
- Minimum of 10 years’ relevant work experience
- Supervisory experience

## Additional Qualifications and Skills
- Supervisory experience
- Master’s degree in relevant field
- Knowledge of Microsoft Office Suite, advanced excel skills
- Ability to work with students, colleagues, clients and external organizations
- Communication skills (both written and verbal)
- Master’s degree in relevant field preferred
- Knowledge of Microsoft Office Suite, advanced excel skills
- Ability to work with students, colleagues, clients and external organizations
- Communication skills (both written and verbal)
- Master’s degree in relevant field preferred
- Knowledge of Microsoft Office Suite, advanced excel skills
- Ability to work with students, colleagues, clients and external organizations
- Communication skills (both written and verbal)

## Certificates and Licenses

## Physical Requirements
- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion
- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion
- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion

## Working Conditions
- Work is performed in an office setting
- May be required to work nights and weekends
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