

CC (03) Level Descriptions

LEVEL I

General Function

Simple, repetitive duties requiring the incumbent to follow definite procedures according to clearly prescribed standards.

Examples of Tasks Performed

- ❖ Serves as receptionist, receives and relays incoming telephone calls and takes messages. Performs basic clerical work.
- ❖ Operates a copy machine; maintains logs; stocks, cleans and adjusts machine.
- ❖ Performs routine tasks associated with receipt, sorting and delivery of mail.
- ❖ Files material that has already been classified or which is easily classified in a serial classification system (alphabetical, chronological, etc.) classifies and indexes simple materials.
- ❖ Processes repetitive documents in accordance with established procedures or standing instructions.
- ❖ Files routine material according to a prescribed breakdown; records data of a standardized nature; lists data from documents or records where knowledge of subject matter is not required.
- ❖ Locates and extracts materials from files when requested.
- ❖ Uses computer to search files and look-up information from records.
- ❖ Performs basic typing duties from relatively clear drafts and types routine forms.
- ❖ Performs one or more routine bookkeeping operations with well-defined procedures and instructions.
- ❖ Copies complex tables already set up and properly spaced.
- ❖ Picks up and delivers mail and other items and performs errands as required.
- ❖ Load and/or unload vehicles.
- ❖ Performs general chores such as vacuuming; washing; sweeping; dusting; polishing; making beds; emptying waste receptacles and disposing of waste.
- ❖ Moves and set up furniture to prepare for meetings and/or special functions.
- ❖ Operates a cash register and balance drawer.
- ❖ Inspects and displays merchandise; takes inventory and prepares orders; serves customers.
- ❖ Serves and/or prepares food; cleans food preparation and serving equipment.

- ❖ Prepares and cook simple dishes and assist other employees in preparation of more complex dishes and ordering food.
- ❖ Assists in the care of patients under the direction of nursing/medical staff.

Level II

General Function

Performs diversified duties involving a wide range of procedures or a working knowledge of a specialized field.

Examples of Tasks Performed

- ❖ Handles non-repetitive, bookkeeping transactions which require familiarity with accounting procedures and some knowledge of accounting codes and classifications.
- ❖ Enters/updates information into computer; checks for discrepancies; determine proper coding and maintain necessary logs.
- ❖ Creates document images using computer software and basic procedures (e.g. using Adobe PDF software).
- ❖ Accept reservations, register patrons, receive payment and maintain clerical and financial records; sometimes works varied shifts and irregular hours and may be required to stand for long periods.
- ❖ Performs general customer service duties in person, over the telephone or on-line by answering basic inquires and referring more complex problems to supervisor or more senior representative.
- ❖ Prepares and maintains laboratory stock and equipment; mix chemical solutions; sterilize culture media, glassware and other apparatus; maintain inventory records and requisition supplies.
- ❖ Cares for laboratory animals used in experimental and biological research; assist in laboratory experiments; clean and sterilize laboratory and related equipment.
- ❖ Cleans, launders and press articles and garments, working under harmful effects of chemicals, excessive noise/heat, lifting heavy objects and standing for prolonged period.
- ❖ Prepares baked goods; decorates cakes and operates miscellaneous bakery equipment under extreme temperature and hazardous conditions, lifting heavy objects and working varied shifts.
- ❖ Operates light motor vehicles to transport persons and/or materials in connection with University business; performs minor prevention maintenance and maintain records. May escort passengers to and from vehicle and destination. May operate radio communication equipment.

LEVEL III

General Function

Performs diversified duties involving the use of a wide range of procedures and exercises judgment, with some knowledge of University and departmental policies.

Examples of Tasks Performed

- ❖ Performs clerical duties of limited analysis and use of individual judgment, requiring working knowledge of University; processes documents, compiles various reports according to standard operating procedures involving readily available information. Disseminates information relative to University/departmental rules, policies and procedures.
- ❖ Schedules or arranges for conferences, meetings, interviews, appointments, reserving facilities and notifying appropriate individuals of dates, time and location.
- ❖ Types and proofreads correspondence, reports and other materials, including: contracts; briefs; legal documents; medical reports; technical/scientific manuals, manuscripts or reports.
- ❖ Receives and deposits funds; verifies accuracy of figures; makes calculations and postings; processes purchase orders, requisitions and payrolls.
- ❖ Composes and types letters on routine matters for supervisor's approval.
- ❖ Operates various office machines, including facsimile machines, personal computers, copiers, and projectors.
- ❖ Produces crops and cares for livestock by plowing and harrowing land; spraying and dusting plants; harvesting and storing crops; feeding and caring for livestock. Outside work in all types of weather; exposed to hazards of potentially dangerous animals and harmful effects of chemicals; required to lift heavy loads.
- ❖ Patrols parking garage; operates mechanical gate; calculates parking charges and collects payment; balances cash fund and maintains necessary records. Works irregular hours and varied shifts in extremes of climate, while standing for prolonged periods with exposure to fumes.
- ❖ Provides for daily care and personal hygienic needs of patients; assists medical staff and prepares patients for examination; applies dressings, take vital signs; perform ear irrigations and throat cultures; performs vision screenings; removes casts; disseminate health education information.
- ❖ Performs manual tasks involved in beautification of campus property and/or grounds, involving prolonged physical effort under various weather conditions, working varied shifts and/or irregular hours, and sometimes exposed to hazardous conditions.

LEVEL IV

General Function

Performs a variety of duties involving the use of a wide range of specialized skills and procedures with knowledge of University/departmental policies and procedures. While some tasks don't require specialized skills, they may be performed under adverse working conditions, and the character of the work may place special demands on an employee.

Examples of Tasks Performed

- ❖ Transcribes from recording machine and type materials requiring the knowledge of complex medical terminology.
- ❖ Monitor statistical data according to prescribed formulae.
- ❖ Codes and classifies statistical data; prepares tables, charts and graphs. Checks accuracy of computations; compares and verifies consistency, reliability and authenticity of data.
- ❖ Maintains financial records for a department; transfers data to general ledgers; balances accounts periodically and prepares financial reports.
- ❖ Monitor statistical data according to prescribed formulae.
- ❖ Convert information into an acceptable format and input into computers. Review problem data and make corrections; retrieve data by working simple programs; maintain and purge records and routine files. Set up and/or operate peripheral equipment.
- ❖ Images documents where security and confidentiality is involved using complex software (e.g. Perceptive Software and University official record keeping system),
- ❖ Codes and classifies statistical data; prepares tables, charts and graphs. Checks accuracy of computations; compares and verifies consistency, reliability and authenticity of data.
- ❖ Converts information into an acceptable format and input into computers. Review problem data and make corrections; retrieve data by working simple programs; maintain and purge records and routine files. Set up and/or operate peripheral equipment.
- ❖ Conducts searches for library materials and monitors lending of materials.
- ❖ Functionally supervise the production of crops and care of livestock; perform dairy production activities, including operating pasteurization and other equipment; herd animals and milk cows.
- ❖ Raise swine and poultry by breeding, administering medication and preparing feed.
- ❖ Maintain production records and write activity reports.
- ❖ Grow plants in greenhouse; regulate ventilation, temperature, humidity and exposure to sunlight; construct cold frames and other appurtenances.
- ❖ Operates and maintain printing/duplicating machines; adjust machines and clean plates.
- ❖ Operates equipment and related accessories to produce plates used in offset printing.

LEVEL V

General Function

Performs a wide variety of duties requiring the exercise of judgment and a thorough knowledge of University and departmental procedures where the consequence of error may be significant. Some tasks may be performed under adverse working conditions and some hazardous situation may exist.

Examples of Tasks Performed

- ❖ Performs, records and summarizes financial transactions and prepares financial reports, coordinates activities of other employees and provides on-the-job training.
- ❖ Composes and types own letters on routine matters.
- ❖ Plans, arranges and organizes meetings and events.
- ❖ Uses desktop software to prepare documents, presentations and complex spreadsheets based on content provided by others. May create reports from database provided.
- ❖ Operate heavy power-operated equipment such as: back-hoes, front-end loaders and bulldozers, heavy dump trucks, and cranes to assist with construction, repair and maintenance projects on campus. May require hoisting license as well as Massachusetts Commercial Driver's License.
- ❖ Performs basic skill trades work e.g. dry wall installation, installing blinds or fixtures and performs minor repairs that does not require licensing.

LEVEL VI

General Function

Performs a wide variety of duties requiring the exercise of considerable judgment and thorough knowledge of University policy and procedures and/or specialized skills.

Examples of Tasks Performed

- ❖ Assembles, installs, operates, maintains and calibrates complex equipment and apparatus used in connection with educational, scientific, research and related activities; interpret blueprints, specifications and instructions. Demonstrates or provides instruction in use of department equipment to students and other users.
- ❖ Prepare solutions, materials and samples for use in educational, scientific, research and related purposes.
- ❖ Fabricate, repair, maintain University buildings, appurtenances and/or equipment, by interpreting blueprints and sketches and utilizing skills and techniques of trades such as carpentry, machinery, metalworking and welding. Erect/dismantle staging and/or set up and operate regular shop tools and those fundamental to specific trades.
- ❖ Installs, repairs, maintains and/or alters sanitary, sprinkler and other steam fixtures and systems by operating power and hand tools fundamental to the trade, including welding equipment.
- ❖ Takes and file x-ray images. Selects radiographic factors and reviews images for clarity. Exercises appropriate safety precautions.
- ❖ Performs basic desk-top support functions: loads/updates software, troubleshoots malfunctions, resets passwords and re-established network connections.

LEVEL VII

General Function

Performs diverse duties requiring specialized skills and abilities and sometimes performed under adverse conditions and at irregular times.

Examples of Tasks Performed

- ❖ Plans, installs, tests, repairs and maintains electronic and/or electrical equipment; maintain inventory, contacting vendors and ordering parts as necessary.
- ❖ Prepares and revises graphics, such as: designs, drawings, artwork, construction sketches/plans, booklets/charts; determine best methods to utilize; transfer statistical data to maps.
- ❖ Prepares technical artwork, such as utilizing specialized graphic arts computer software programs to design and electronically manipulate, typeset and format text for various publications including: catalogs, brochures, newsletters and booklets.
- ❖ Creates/maintains web pages using software (e.g. Dream-weaver) or update databases referenced by web pages.
- ❖ Writes and provides original content for presentations, proposals, publications and speeches.
- ❖ Performs plumbing or electrical work that requires current valid Massachusetts Journeyman License. Determines need for repairs, reads and interprets blueprints; estimates material and equipment needs.

LEVEL VIII

General Function

Performs duties requiring specialized skills and demonstrated experience in a specific discipline; working conditions may be both unpleasant and hazardous; may require exertion of physical effort, manipulative ability and excellent eye/hand coordination. Special licensure requirements may exist.

Examples of Duties Performed

- ❖ Examines, analyzes and interprets accounting records for the purpose of giving advice or preparing statements. Reviews University accounting procedures to ensure conformance with established reporting requirements. Requires a minimum of Associates degree in accounting or business administration or one year professional accounting/auditing experience.
- ❖ Classifies and catalogs books and other library materials; determines need for equipment, supplies, personnel; assists in developing library policy to conform to library accreditation standards; selects new books and materials; plans use of floor and shelf space and generally assists users of library. Certification as a professional librarian required.
- ❖ Examines informational requirements and propose configuration and reporting solutions in existing applications.
- ❖ Performs network support functions including scripting, ensuring systems security and responds to virus/malware incidents.

LEVEL IX

General Function

Performs duties requiring specialized skills and demonstrated experience in a specific discipline, and which requires considerable independent judgment and decision making ability.

Examples of Tasks Performed

- ❖ Develops, designs, writes, tests and/or maintains computer programs/network for processing a variety of applications, according to specifications.
- ❖ Provide technical support services to University staff in the diagnosis and treatment of disease and/or the performance of scientific/research experiments in biology, chemistry, histology or hematology field. Performs tests; prepares culture media and chemical solutions; operates microscopes, counters, and spectrophotometers or may instruct other individuals in the use of equipment and laboratory techniques.
- ❖ Performs bacteriological and chemical tests, planning their sequence, interpreting results and preparing reports; identify microorganisms of various cultures or perform microbiological analyses and other tests. Requires 2 years professional experience or a Bachelor or higher degree in bacteriology, biology or biochemistry.

LEVEL X

General Function

Performs duties which require highly specialized skills and knowledge of specific discipline. Independent judgment and decision making requirements of job are critical.

Examples of Tasks Performed

- ❖ Analyzes procedures and problems to define data formats, naming conventions and configuration. Confer with users to ascertain informational needs, fit/gaps and work arounds. Requires an Associates degree in appropriate field with 2 or more years of professional experience; or a Bachelors or higher degree with major in computer or information science.
- ❖ Train and or teach students, plan lessons, evaluate and grade performance of assigned students, and meet with students to discuss curricula and problems with grades. Typically requires a Bachelor of Arts Degree, or higher, with a major in a performing art.