



**Ready to benefit for the power of CORE?
Answer and understand what great looks like for you?
Assess internal employees
Optimise your Recruitment ROI**

CORE ASSESS:

**Standard Behavioural Job-Fit
Category Benchmarks &
Definitions**

IT , Change & Transformation

SaaS/IT Sales

Automotive Dealership

Gaming

General Business

Healthcare & Care

Hospitality

Property Management

Bonus: Development Reports

The benchmarks are used worldwide and have generated over 1 million reports!

**Want to create your own bespoke benchmark?
Talk to BPM Tech about CORE DNA**



IT, Change and Transformation- Job Categories

CTO- C level

The Customer Director (sometimes referred to as Service Department Manager) is responsible for managing the process, utilizing resources, inspiring people, teaming and partnering and managing themselves to achieve objectives. The overall components of this job include: Oversee and ensure the customer satisfaction indicators are met; Monitor the management of customer information, reinforce the effective implementation of CRM and improve customer loyalty; Conduct internal training for the sales consultants and service consultants to improve customer satisfaction; Ensure the customer complaint is timely addressed; Ensure the customer area is comfortable and maintain the dealership's brand image; Manage employee development plan and develop incentive system

Business Analyst

The Business Analyst work closely with stakeholders to analyse an organisation or business domain and documents its business, processes, or systems, assessing the business model or its integration with technology. A Business Analyst can also be a bridge between the business problems and the technology solutions, helping in guiding businesses in improving processes, products, services, and software through data analysis

Project Manager

The Project managers has the responsibility of the planning, procurement and execution of a project, in any undertaking that has a defined scope, defined start and a defined finish. The overall management, update and completion of a project at single or multiple sites. Position usually requires the creation and detailed updating of project reports as well as written and verbal communication with the project team.

Programme Manager

The programme **manager** is responsible for the delivery of the output/product of the program, which will involve **managing** a portfolio of projects and programs. They coordinate the teams who are working on the various projects with program management software. However, they don't manage the individual projects

InfoSec Analyst (Inc Compliance)

In the context of IT security, compliance refers to ensuring that your organisation meets the standards for data privacy and security that apply to your specific industry.

Information security refers to the processes and methodologies which are designed and implemented to protect print, electronic, or any other form of confidential, private and sensitive information or data from unauthorized access, use, misuse, disclosure, destruction, modification, or disruption.

DevOps Engineer

The DevOps Engineer drives a set of practices that combines software development (Dev) and IT operations (Ops) and aims to shorten the systems development life cycle and provide continuous delivery with high software quality. Ops and Engineers collaborate together in the entire service cycle, from design through the development process to production support



Developer

The Software Developer is an individual who develops or creates computer software generally focused on either applications software or systems software development.

Front End Developer (UI, UX)

The UI, UX, and Front-End Developer is responsible for applying interactive and visual design principles on websites and web applications for a positive and cohesive user experience. These developers use design tools to achieve responsive designs.

Web Designer

The Web Designer plan, create and code internet sites and web pages, many of which combine text with sounds, pictures, graphics and video clip

IT Architect (Business, Data, Infrastructure, Enterprise and Solution)

The IT Architect design, implement, and oversee security and business technologies for businesses and organizations, ensure efficiency and efficacy by communicating with colleagues and team members about software, network, and database architectures, as appropriate.

Test Analyst (Manual and Automation)

The Test Analyst is responsible for assess testing design and procedure the whole way through the testing life cycle. The Test Analyst identifies and defines the required tests, monitors detailed testing progress and results in each test cycle and evaluates the overall quality

IT and Network Engineer

The IT Engineer may be expected to be able to perform include designing system configuration, directing system installation, enforcing system standards, designing and implementing new solutions, maximizing network performance, troubleshooting network problems, securing network systems, and configuring routing/switching equipment and hosted IP voice services.

IT Generalist

The IT Generalist likely provides systems support and keep a company's system updated with the latest software. They evaluate systems upgrades and new software, install and implement this software, and run tests to ensure compatibility and to address any issues with new or upgraded applications.

IT Manager

The IT Manager is responsible for implementing and maintaining an organization's technology infrastructure. The IT manager monitors the organisation's operational requirements, researches strategies and technology solutions, and builds the most cost-effective and efficient system to achieve those goals.



Inbound Technical Support Analyst

The First line support Analyst is the frontline of a customer support desk who Interpret customer requirements and provide advice and support on potential solutions to fix IT related issues as they arise.

Technology Team Lead

The Technology Team Lead leads a team and alignment of the technical direction. Providing a strong technical direction involves establishing a technical vision, resolving technical disagreements and managing the technical quality of team deliverables

Technology Consultant (Customer/client facing)

The Technology Consultant advises clients on how to best use information technology (IT) practices to achieve their business objectives. In order to best optimise a client's IT systems and practices, a technology consultant would also manage and implement strategies.

Management Consultant

Consultants provide analysis, evaluation, and advice to managers or executives to assist them in operating more effectively and efficiently. Among their tasks is collection of information on problems or procedures from direct observation or examination of various materials, analysis of data, preparation and delivery of reports and recommendations or other products as requested. They need good judgment and to be skilful observers and communicators.

Technical Writer

The Technical Writer often create diagrams to show users how a product work and prepare instruction manuals, how-to guides, journal articles, and other supporting documents to communicate complex and **technical** information more easily

IT Trainer

The IT trainers teaches IT administrative support staff or an organization's non-technical business users how to operate, configure, and maintain new technology whilst helps a company get the most value from its investment in an IT solution.

Data Entry

Positions that require the accurate entry of information into computer systems. Positions will usually also entail the review, reporting and correction of erroneous information.



IT, SaaS Sales-Job Categories

Customer Success Executive

The Customer Success Executive is the business method ensuring customers achieve success, their desired outcomes while using your product or service. Customer Success is relationship-focused client management, that aligns client and vendor goals for mutually beneficial outcome whilst **upselling or retaining current clients.**

Business Development Executive

New Business Executives focus on acquiring new customers

Solution Sales Executive

The Solution Sales Executive focus on a sales process that is a problem-led approach to determine if and how a change in a product could bring specific improvements that are desired by the customer

Technical Sales Executive

The Technical Sales Executive focuses on acquiring new customer selling thing including computers, switches, routers, hubs, monitors, servers, racks,

Lead Generation (Sales Development Rep)

The Sales Development Rep is a target driven role that will contribute to new business revenue for the company. Duties include qualifying managing and leads whilst developing and maintaining the prospect database.

Business Development Manager

The Business Development Manager is responsible for developing the sales plan, setting targets and implementing growth opportunities by establishing and developing relationships with customers, suppliers and other partners



Automotive Dealership – Job Categories

Customer Director

The Customer Director (sometimes referred to as Service Department Manager) is responsible for managing the process, utilizing resources, inspiring people, teaming and partnering and managing themselves to achieve objectives. The overall components of this job include: Oversee and ensure the customer satisfaction indicators are met; Monitor the management of customer information, reinforce the effective implementation of CRM and improve customer loyalty; Conduct internal training for the sales consultants and service consultants to improve customer satisfaction; Ensure the customer complaint is timely addressed; Ensure the customer area is comfortable and maintain the dealership's brand image; Manage employee development plan and develop incentive system

Finance Manager

The Finance Manager is responsible for all financial matters within the dealership. This can include budget approval, provision of finance, the supervision of other financial projects and risk management.

General Manager

The General Manager is responsible for managing the daily operations of the dealership. This includes being responsible for developing the company's strategy and managing the company's human resources.

Marketing Manager

The Marketing Manager is responsible for developing the marketing strategy, market research and analysis, establishing a good relationship with the media and in general helping the company to achieve sales targets, etc.

Sales Manager

The Sales Manager is responsible for developing the sales plan, training and developing the sales staff and keeping informed about the local private and corporate automotive market.

Service Director

The Service Director (also Service Department Manager) is responsible for leading and managing the after-sales services including motivating employees to create total customer satisfaction. Additionally, the Service Director should work to increase sales in repair, spare parts and accessories during the after-sales services contact with customers.

Showroom Manager

The Showroom Manager is responsible for the daily maintenance of the showroom, vehicle valeting, customer hospitality, reception and carrying out satisfaction surveys, etc.



Gaming – Job Categories

Cage Workers and Cashiers

Cage Workers and Cashiers exchange coins and tokens for patrons' money; May issue payoffs and obtain customer's signature on receipt when winnings exceed the amount held in the slot machine. May operate a booth in the slot machine area and furnish change persons with money bank at the start of the shift, or count and audit money in drawers. Job titles include Change Person, Booth Cashier, Cashier, Slot Attendant, Slot Floor Person, Change Attendant, Casino Cashier, Casino Floor Walker

Dealer

Dealer operate table games. Stand or sit behind table and operate games of chance by dispensing the appropriate number of cards or blocks to players, or operating other gaming equipment. Compare the house's hand against players' hands and payoff or collect players' money or chips. Titles include Table Games Dealer, Black Jack Dealer, Blackjack Dealer, Dealer, 21 Dealer, Casino Dealer, Dual Rate Dealer, Card Dealer, Craps Dealer, and Gaming Dealer.

Housekeeping

Housekeeping perform any combination of light cleaning duties to maintain the commercial establishment in a clean and orderly manner. Duties include cleaning public areas, cleaning rooms and reception areas. Titles include Maid, Housekeeper, Environmental Services Worker, Housekeeping Worker, Environmental Services Aide, Housekeeping Aide and Room Cleaner

Machine Service and Repair

Machine Service and Repair Install, service, adjust, or repair coin, vending, or amusement machines including video games, juke boxes, pinball machines, or slot machines. Job titles include Service Technician, Vending Technician, Field Service Technician, Slot Technician, Vending Service Technician, Fountain Vending Mechanic, Full Service Vending Driver and Vending Mechanic.

Surveillance Officers and Investigators

Surveillance Officers and Investigators Act as oversight and security agent for management and customers; oversee casino or casino hotel operation for irregular activities such as cheating or theft by either employees or patrons. May utilize one-way mirrors above the casino floor, cashier's cage and from desk, use of audio/video equipment is also common to observe operation of the business. Usually required to provide verbal and written reports of all violations and suspicious behaviour to supervisor; titles include Surveillance Operator, Security Officer, Surveillance Observer, Surveillance Officer, Surveillance Agent, Observer, Casino Monitor, Surveillance Technician, Surveillance Inspector.



General Business – Job Categories

Administrative

Positions that are clerical and supportive in nature to other employees; these positions often entail tracking of data, updating records or production details as well as interacting with other employees to gain access and to share information, reports, etc; examples of position titles are Administrative Assistant, Receptionist or Secretarial Assistant.

Administrative – Senior

High-level positions that are supportive in nature to senior level management. These positions often entail tracking and acquiring data or technical details then interacting with other employees to gain access and to share information, reports, etc. In many cases, this position may require the person to interact with senior level executives. Examples of position titles are Administrator, Senior Administrative Assistant, Executive Assistant, Law Clerks and Title Examiners.

Artist

Artists must be able to create functional and/or decorative objects or products, ranging from sketches of court trials to fashion illustrations to fine art objects and more. They must be able to apply principles of design and to use a variety of materials, equipment, and techniques, including computer technology, as required. They need ability to visualize and to be creative and original. Job types include Illustrators, Sketch Artists, Painters, Sculptors, Cartoonists, Animators, and Multi-media Artists, etc.

Bank Teller

Positions that require the employee to deal with monetary items, follow strict procedures and deal directly with customers; position titles would also include Loan Officers, Financial Planners, etc; Please note that the “Financial” benchmark can also be helpful in assessing suitability.

Cashier

Handle cash registers, customer interaction, product or service returns, daily paperwork, and questions from customers. Responsible for accuracy of daily cash drawer according to cash, credit card, returns, exchanges, etc.

Child Care

Child care workers attend to young children in such settings as child care centres, schools, businesses, and private homes. They support children's early learning and emotional and social development. They need to apply principles of child development and of early learning. They must also be interpersonally sensitive, both to children and their parents, and be able to use a variety of learning and disciplinary strategies.

Collections

Bill or account collectors locate and notify customers with delinquent accounts to solicit payment. They also receive and credit payments or, when a customer fails to respond, initiate action, repossession or disconnection of service, etc. Collectors need to be socially perceptive and good record keepers. They must be skillful negotiators and persuasive communicators. Other titles may include Credit Collector, Account Resolution Agent or Account Representative.



Construction

Positions where the employee works on construction projects; Position titles include estimators, foreman, plumber, electrician, day labourer, construction workers, etc. Please note that if the position requires the employee to manage other people then the "Management" benchmark will be helpful.

Consultant

Consultants provide analysis, evaluation, and advice to managers or executives to assist them in operating more effectively and efficiently. Among their tasks is collection of information on problems or procedures from direct observation or examination of various materials, analysis of data, preparation and delivery of reports and recommendations or other products as requested. They need good judgment and to be skillful observers and communicators. Titles include Management Consultant, Business Consultant, or Program Analyst.

Courtesy Driver

Transfers clients by driving and maintaining a vehicle such as a limousine, shuttle bus or other personal service vehicles. Plans routes and requirements by studying schedule or special requests; determines occupant and luggage requirements; checks road conditions; estimates travel times as well as other preparation for each client situation.

Creative Writer

Positions that provide creative thought and written expression. Writing may be for articles, marketing pieces, journals, etc. In many cases, this position will provide for a basic topic, product, service or information and the individual is expected to find creative ways to present the information, product or service to the targeted reader.

Customer Service

Positions that entail basic support and direct interaction with customers either by phone or face to face; there may be some "up-selling" involved but these positions are not as much as sales related as focused on customer service; examples of position titles include CSR, Sales Support Executive and Account Representative.

Data Entry

Positions that require the accurate entry of information into computer systems. Positions will usually also entail the review, reporting and correction of erroneous information.

Designer

Designers develop and design a wide array of things from manufactured products to interiors to fashion to displays or exhibits. They specialize in a particular area or type of product, but all must combine artistic skills with attention to market research, intended product use, and selection of suitable materials to create pleasing and functional products. Designers need to be innovative problem-solvers and able to communicate clearly with clients or customers and with technical workers who produce the products.

Driver

Positions involving a car, van or truck either for short or long-haul driving to deliver and/or pick up goods or documents.



Editor

Reads, reviews and edits articles, marketing pieces, manuscripts, etc. for clarity, grammar, relevance and subject matter.

Engineering - Professional

Analyze technology, resource needs, and market demand, to plan and assess the feasibility of projects. Planning and research may include areas such as installation, testing, reviewing product or building design, specifications improvements or changes. Positions may include industry areas such as Technology, Architecture and Research & Development.

Entrepreneur

A position that requires the ultimate personal responsibility for business development, business survival, hiring and managing, as well as the management of vendor and customer relationships. Unlike a franchise operation, this position typically has little structure or policies in place. Typically this person is also involved or personally responsible for the initial idea for the product or service and the start of the business.

Examiner - Inspector

Examiners or Inspectors are required in a wide variety of areas such as insurance claims, building construction, criminal or fire investigations, motor vehicle or other transportation inspection, health and safety compliance officers, and many more. Whatever they are examining or inspecting, they need good judgment and to be careful and detailed observers, able to solve complex problems, and make decisions efficiently. They must also be able to communicate clearly both orally and in writing.

Executive Management

Management positions that are typically considered mid-management and higher within an organization. These positions require the individual to not only manage people, but often they must manage a corporate strategy, budgets and other corporate initiatives. This position usually requires the person to manage "other managers or supervisors" within the organization. Titles may include Executive, CFO, CIO, CEO, etc.

Financial

Positions in an accounting environment that entail dealing with cash and financial records; examples of position titles include Bookkeeping, Financial Reporting, Data Analysis, Accountant and Financial Controller.

Food Service

Positions that require the employee to deal directly with food items and typically with the customer themselves; position titles can include Fast Food Service, Banquet Services, Waiter, etc.

Graphic Artist

Design or create graphics to meet specific commercial or promotional needs, such as packaging, displays, or logos. May use a variety of mediums to achieve artistic or decorative effects. Titles may include Graphic Design.

Hospitality

Positions where the individual interacts directly with guests; positions titles include Banqueting, Food Service, Front-Desk, Concierge, Maid, etc.



Human Resources

Positions that involve working with employee/personnel issues, employment policies, procedures and planning.

Inbound Call Center

Positions where the employee deals with outbound and/or inbound calls to support customers, up-sell goods or services or provide information; please note that the Telemarketing benchmark is better suited for call center positions that require the employee to sell products or services in a direct and targeted manner.

Inbound Call Center - Technical Support

Supporting and assisting users of technology within a variety of areas such as but not limited to hardware and software as well as escalation to others when necessary to resolve the client issue or training need, etc. Typically, call times can average 20-30 minutes or more depending on the complexity of the technology being supported.

Journeyman - Tradesman

These positions include electricians, plumbers, pipe fitters, and other similar trade skills. In the specific skill areas an individual should be able to assemble, install, test, and maintain relevant systems using all the tools and equipment of the trade and without frequent oversight or supervision. They should also be able to diagnose and repair malfunctioning systems and be sure that all work meets job specifications and code of practice or standards.

Light Industrial

Positions within production and manufacturing environments that typically require the individual to follow a process and safety procedures.

Maintenance Technician

Positions that involve the maintenance, repair and installation of internal machinery and equipment; examples of position titles include Service Technician, System Maintainer, Servicing Contractor.

Management

Managers direct the activities of a business or of a unit of a large enterprise. They plan and oversee activities; manage staff schedules and assignments; establish financial and productivity standards and review performance according to those standards; coordinate with other business units or outside groups to achieve objectives. Managers must be able to apply standard management principles, be decisive and socially perceptive, and have good judgment and persuasive communication skills.

Marketing & Public Relations

Marketing and public relations specialists or analysts develop effective communications for purposes such as building goodwill for the business or organization, promoting its products or services, providing information, etc. This role is primarily to the general public or targeted segments but may be internal as well. They may also track data on effectiveness of their efforts or on emerging trends. Strong communications skills, both written and oral, plus good interpersonal skills are essential.



Multi-Location Manager

A Multi-Location or Multi-Unit Manager) typically has total supervisory responsibility for all stores and/or locations in their assigned division/territory, including, but not limited to sales profits, gross margin, expense control, and retention of customers as well as employees. Should communicate and manage individual location supervisors to achieve sales, payroll and profit goals in conformance with company strategy and targets.

Other (General)

This is a non-specific (general) benchmark to permit assessment that is not currently covered within the generic job categories provided. This may also be used as a demonstration or pending notification of specific benchmarks.

Outbound Call Center

Positions where the employee deals with outbound calls to support customers, provide information and may in some cases gently attempt to up-sell additional goods or services. These positions are not telemarketing in nature where a strong sales process and close is necessary. These positions are primarily for providing assistance and/or information.

Persuasive Sales

Positions that require business prospecting, presentation, negotiation, closing and account management.

Project Manager

The overall management, update and completion of a project at single or multiple sites. Position usually requires the creation and detailed updating of project reports as well as written and verbal communication with the project team.

Purchasing

Such positions include tasks through the entire purchasing cycle: from identification of quality products or services and vendors, to negotiation of supply contracts, to monitoring of delivery, to checking for defects, and to ensuring contract compliance. Job holders need to be skillful negotiators and possess good business judgment in order to assess the materials, products, or services being purchased and schedule their use efficiently.

Recruiter

Recruiters are responsible for identifying candidates for current and future job vacancies. Their duties may also include processing all employment actions and maintaining employee records. They may specify, source, interview and screen candidates. Recruiters need to utilize recognized recruiting strategies and meet anti-discrimination requirements. They also need a clear understanding of the recruiting requirements and possess good communication/interpersonal skills.

Retail Clerk

Positions where the individual is expected to follow store policies, handle a cash register, credit card transactions as well as answer basic questions for customers in a friendly and proactive manner.



Retail Sales

Positions where customers come to purchase, browse, or research goods or services; the individual is typically expected to assist in product knowledge and apply moderate closing efforts.

Retail Store Manager

Positions that require the management of a retail store that customers come to purchase, browse, or research goods or services. The individual is typically expected to assist in hiring, training and management of employees as well as dealing with customer issues, enquiries and sales.

Retail Store Manager – Wireless

Position that require management of a retail store that markets wireless products and services e.g. mobile telephones. The individual is typically experienced in the technical aspects of the product or service and capable of communicating and training staff.

Security

Security workers occupy an array of positions both public and private sectors such as various types of police officers, private security guards, corrections guards, animal control officers, bridge and lock keepers, etc. They must be observant, willing to take direction and follow policies and procedures, and able to communicate effectively with the public as well as their supervisors and co-workers. Police and other public officers must be able to enforce the law; all security workers must be able to respond to emergencies, protect people and property, and give aid as needed.

Solution Sales

Sales positions that deal with solutions and conceptual products or services rather than more tangible items. This is usually a “consulting” type of sales process where the individual must adapt rather than follow a script and make proposals for negotiation. This is usually associated with more complex product or service requiring more extensive training and skill is required.

Supervisor

Positions that involve the direct supervision and direction of others; examples of position titles include Supervisor, Team Leader or Group Co-Ordinator.

Teacher

Perform duties that are instructional in nature or deliver direct services to students. Positions in this category do not always involve the actual development of curriculum. These positions are to provide consistent delivery of a curriculum to the students and then measure comprehension.

Telemarketing

Positions that require the individual to make outbound calls for the purpose of prospecting, setting appointments, selling and/or getting pre-sales information.

Warehouse

Positions that require the handling and organizing of goods.



Healthcare & Care – Job Categories

Counselor

Counselors work with individuals, either singly or in groups, to identify and strive to resolve problems in their clients' lives. Counselors specialize in defined areas such as educational, rehabilitation, substance abuse, mental health, etc. and must be able to follow best practices and apply principles of their speciality area. They must be socially perceptive and skilled at listening and empathizing, problem-solving, and communicating with their clients.

Direct Healthcare Support Professional

This position provides direct support including but not limited to emotional support, physical support and monitoring and development of the skills necessary to care for and/or to lead a disabled individual to more independence.

Direct Healthcare Supervisor

Responsible for the overall operation of assigned service site(s) including staff, budget, compliance with regulations or standards of service and general quality of service delivery to person(s) served in these programmes.

Emergency Medical Technician

Emergency Medical Technicians (EMTs) or Paramedics respond to injured or ill individuals in emergency situations. Sound judgment, good problem-solving skills, and ability to make decisions quickly under pressure are essential as they must assess the patient's medical status and administer emergency care. EMTs need to follow the best practices of emergency medical care and have the interpersonal sensitivity and communication skills necessary to care for and comfort the patient.

Healthcare Professional

Registered Nurses (RNs) provide direct patient care and oversee and coordinate care provided by other staff in both in- and out-patient settings. Most nurses specialize in specific areas and all need to follow standard procedures and best practices of care for various illnesses and injuries in their speciality area. Nurses must have sound judgment and decision-making skills plus excellent interpersonal, perception and communication skills and be willing to alter their routines to respond to emergencies.

Home Care Assistant

Positions that require the individual to assist ill, disabled, or infirm persons with dressing, feeding, ambulation, toileting and personal hygiene to facilitate self-care within the home. Compared to a "Home Care Companion" role, the "Home Care Assistant" has more responsibility and in some cases liability for leading and directing the client in their personal care. However, the Home Care Assistant may also fulfill many of the same tasks as the Home Care Companion which include the assistance of the ill, disabled or infirm persons with household tasks essential to achieving adequate household and family management as well as providing companionship services. This includes but is not limited to transportation, shopping, meal preparation and cleans up, light housekeeping and laundry, conversation, answering telephone and door, letter writing and correspondence, encouraging hobbies and assistance with pets.

Home Care Companion

Positions that require the individual to work directly with clients who require personal care within the home; This position typically requires the individual to assist the ill, disabled or infirm persons with household tasks essential to achieving adequate household and family management as well as providing companionship services. This includes but is not limited to transportation, shopping, meal preparation and cleans up, light housekeeping and laundry, conversation, answering telephone and door, letter writing and correspondence, encouraging hobbies and assistance with pets.



Home Care Supervisor

Responsible for the overall operation of assigned service site(s) including staff, budget, compliance with regulations or standards of service, and general quality of service delivery to person(s) served in these programs.

Lab Technician

Positions that perform processing and procedures in a medical laboratory environment. Also involves following strict procedures for sterilizing and decontamination of equipment.

Medical Billing

Within a medical environment, verify accuracy of billing data, revise errors, prepare itemized statements, bills, or invoices. In some positions, this may include contacting and communicating directly with customers and/or insurance companies regarding billing and resolve discrepancies in billing records.

Medical Technician

Medical technicians include those who work under the supervision of physicians to provide speciality care in specialist areas such as radiology, respiratory, dietetic, laboratory, surgical, or veterinary, etc. They must follow doctors' orders and specific procedures accurately, observe patients carefully and report any problems promptly. Technicians who have direct contact with patients need to be socially perceptive and caring, and need clear written and oral communication skills.

Nurse Assistant

Provide basic patient care under direction of nursing staff. Perform duties, such as feed, bathe, dress, groom, or move patients or change linens.

Pharmacy Aide

Record drugs delivered to the pharmacy, store incoming merchandise and inform the supervisor of stock needs. May operate cash register and accept prescriptions for filling.

Program Manager

This position oversees delivery of consumer support services for assigned location. Supervises personnel to achieve service, clinical, and financial objectives within the general resource and reimbursement models. Ensure compliance with regulatory requirements through quality assurance activities. Multiple resourcing models may be involved in achieving objectives within broad guidelines.

Registered Nurse - ER

Registered Nurses (RNs) provide direct patient care and oversee and coordinate care provided by lower level staff in both in- and out-patient emergency settings. Most nurses specialize in specific areas and all need to follow standard procedures and best practices of care for various illnesses and injuries in their specialty. Nurses must have sound judgment and decision-making skills plus excellent interpersonal perception and communication skills and be willing to alter their routines to respond to emergencies. Some titles common to this category are Medical Surgical, Critical Care and Emergency Room.

Registered Nurse - ICU

ICU Registered Nurses (RNs) provide direct patient care and oversee and coordinate care provided by lower level staff in both in- and out-patient settings. Most nurses specialize in specific areas and all need to follow standard procedures and best practices of care for various illnesses and injuries in their specialty. Nurses must have sound judgment and decision-making skills plus excellent interpersonal perception and communication skills and be willing to alter their routines to respond to emergencies. Some titles common to this category are High Dependency, Critical Care, Intensive Care.



Registered Nurse – Medical Surgical

Medical Surgical Registered nurses (RNs) provide direct patient care and oversee and coordinate care provided by lower level staff in both in- and out-patient settings. Most nurses specialize in specific areas and all need to follow standard procedures and best practices of care for various illnesses and injuries in their specialty. Nurses must have sound judgment and decision-making skills plus excellent interpersonal perception and communication skills and be willing to alter their routines to respond to emergencies. Some titles common to this category are Critical Care, Operating Room and Labour/Delivery.



Hospitality – Job Categories

Back of House

Positions in the kitchen or food preparation areas where a great deal of planning is necessary to prepare and follow the day's menu. Prepare and organize ingredients, sauces and other food items that will be necessary to quickly fill orders as they are received. This benchmark is not specifically designed for a Chef position but for all of the support team that works to prepare the necessary items for the meal.

Bartender

Positions where the employee is filling drink orders for bar customers and/or wait staff, handling take out orders, handling a cash register, keeping the bar area clean, planning and organizing bar supplies and interacting with customers in a friendly manner.

Chef

Positions in the kitchen of a restaurant where a great deal of planning and management is necessary for the preparation of a menu of food items. Directing others and/or personally prepare and organize ingredients, sauces and other food items that will be necessary to quickly fill orders as they are received. Manage kitchen staff to keep the kitchen clean, organized and stocked with appropriate food and ingredients.

General Support

Positions within a restaurant environment which include bussers (table clearing) and food runners as well as some general kitchen support for cleaning and organization. May also be known as Kitchen Porter.

Greeter

To meet, greet and manage incoming customers. This position normally entails the management of the reservation book as well as the wait list. Requires coordination of efficient placement of customers in sections of the restaurant.

Restaurant Manager

Responsible for directly managing or overseeing the management of all restaurant staff, orders and deliveries, financial accounting operations for the restaurant and the overall customer experience.

Server

Positions where the employee is directly interacting with a restaurant customer in order to take their food and beverage orders, fulfill those orders, interact with the kitchen to manage the flow of orders, interact with the bartender for beverage orders, prepare the bill, handle payment and control the customer experience.



Property Management – Job Categories

Assistant Property Manager

Financial and clerical duties including assisting the Property Manager in overseeing the day-to-day operations of a property. The Assistant Property Manager has primary responsibility for the collection and posting of all income due to the property.

Custodial

Cleaning, custodial, light maintenance and other property support services.

Property Leasing Consultant

The Leasing Consultant interacts directly with prospective and current residents to achieve maximum occupancy, acts as the Company's representative by conveying the benefits of the community, is responsible for the leasing process from introduction to the actual occupancy of the resident, and maintains communication throughout the tenancy of the resident.

Property Maintenance Supervisor

The Maintenance Supervisor will perform general and/or specialized maintenance and repairs, supervise a team of maintenance technicians and assistants, manage a budget for most cost effective practices and provide supervision, training and development for assigned associates.

Property Manager

The Property Manager has full responsibility for managing the day-to-day activities at an assigned property which includes: direction and supervision of all staff to achieve the financial and occupancy goals of the complex while maintaining the property in good physical condition and appearance. The Manager is also responsible for implementing policies and procedures, supervising maintenance of building and grounds, performing administrative functions and monitoring the performance of vendors and contractors.



CORE ASSESS Development Reports

Training & Coaching New Employees (On-Boarding)

There are many core workplace behavioural traits that transcend most jobs within the organization. This report is designed to be used with new employees for the purpose of helping both the employee and their direct supervisor/manager plan for the employee's development. The report covers areas such as "Learning New Things", "Working In A Team" and "Taking Direction From Others".

Training & Coaching Existing Employees

This report is broken down into basic work behaviours that affect most jobs. The report is designed to be used with existing employees for the purpose of helping both the employee and their direct supervisor/manager plan for the employee's development. Tips will be given for some areas that can be used to improve performance, training and coaching of the employee over time. The report covers areas such as "Dealing With Change", "Handling Stress" and "Consistently Following Procedures".

Leadership – Managerial

This report is designed to assist in exploring areas where employees can be developed as a leader in a managerial role. The report is broken down into sections covering behavioural areas such as "Solving Problems" and "Making Decisions". The reports can also be used by an individual who wants to explore their own core personality traits and how they affect their leadership style. The report provides tips as to how the individual can develop themselves in a leadership role.

Leadership - Executive

This report is designed to assist in exploring areas where employees can be developed as a leader in an executive (non-management) role. This report is broken down into sections covering areas that are typically found within an executive level position. Most executive level positions are similar to an "entrepreneurial" situation in that the individual is responsible for a business unit or major division of a company with its own requirements for profitability, budgeting, strategic planning, etc. The report is broken down into sections such as "Business Planning and Vision" and "Selling and Marketing".

Leadership – Self-development

This report is designed to be used by an individual who wants to explore their own core personality traits and how they affect their leadership style. The report provides tips as to how the individual can develop themselves in a leadership role.