

# STAFFING COMPENSATION & BENEFITS



American Staffing Association

TITLE	DESCRIPTION	CATEGORY
President/CEO/Principal/ Owner	Responsible for directing and administering the business with the objective of providing maximum profit and return on invested capital; establishing current and long-range objectives, plans and policies subject to the approval of the board of directors (if present); and representing the company with its major customers, the financial community, and the public.	Executive
Chief Operating Officer/ Vice President	Assists the Chief Executive Officer in the development of corporate policies and goals. This executive may be involved in a number of areas of the business including operations, personnel, marketing, and the like, but is probably not the head of any one area.	Executive
Chief Financial Officer/ Vice President of Finance/Treasurer	Top financial officer, may be Vice President of Finance or Treasurer. Directs the establishment of accounting policies, practices, and procedures for the company. Supervises the accounting staff; maintains all accounting records, systems, and procedures; and issues all required reports, following professional guidelines and governmental regulations. Maintains a continuous audit of all operations, and develops, analyzes, and interprets statistical and accounting information to apprise top management of operating trends and results.	Executive
Senior Vice President Staffing Operations	Responsible for the profitability of division operations. Identifies and ensures the implementation of best practices supporting the delivery of high-quality staffing services. Bachelor's degree in business administration or the equivalent generally required. A minimum of 10 years of experience in a staffing industry environment, including at least five years in a managerial capacity generally required.	Executive
Vice President, Sales	Plans, directs, and controls the sales and support of national accounts. Responsibilities include building national sales, controlling expenses, and developing sales strategies and training programs to facilitate sales to national accounts. Responsible for hiring, terminating, and evaluating national accounts staff, and for directing their activities. Works with key field staff. May require a minimum of ten years of sales experience in a service industry and four years of management experience with multiple operating units. Typically reports to the President.	Executive
Regional Vice President	Manages all phases of regional operations and may direct the activities of several Area Vice Presidents, each with multiple branches. Responsibilities include staffing (including recruitment and training), development of business opportunities (including direct sales to high-level accounts), advertising and public relations (including development of industry and brand awareness), administration (must understand all operations thoroughly), setting client rates, understanding of company financial procedures, and budget planning. Typically, requires a minimum of seven to 10 years of business experience in a service industry with management of multiple operating units. May report to a Senior Vice President or to the President.	Executive

TITLE	DESCRIPTION	CATEGORY
Area Sales Manager	Manages sales activities for multiple branches within an assigned geographic area, develops targets for sales staff, and monitors achievements. Identifies prospects, makes sales calls, prepares and delivers sales presentations, recruits and trains sales staff, gathers and organizes market information to determine sales potential, prepares sales forecasts, and develops and recommends targets to ensure that regional goals are achieved or exceeded. Typically, requires a minimum of six years of staffing or related industry sales experience.	Sales & Recruiting
Business Development Director	All sales; no account management. Identifies prospects, and secures business opportunities to generate new revenue and meet profitability goals for a specific geographic area. Develops and implements sales strategies for new account prospects and active and inactive accounts. Works with Area and Branch Managers to plan, conduct, and follow up on sales calls. Typically, requires college degree and five years of sales experience	Sales & Recruiting
Major Account Representative	Typically, requires a minimum of five years of experience. Sells to high-dollar value clients and develops large prospective clients. Responsibilities include selling directly to current clients, developing prospective clients, maintaining records and documenting sales calls, and understanding fundamental aspects of the operating system. College degree preferred. May report to a Branch Manager.	Sales & Recruiting
National Account Director	Directs and participates in national account sales activities to ensure the profitable sales growth of assigned major national accounts and prospects. Sources new accounts and grows sales to existing accounts. Develops and implements comprehensive account plans (sales, marketing, and service programs and strategies) to achieve annual national account sales or markup dollar objectives within assigned accounts. Responsibilities include coordinating sales and service efforts for assigned national accounts and negotiating national account contracts. Typically, requires a minimum of five years of service or national accounts sales/management experience, and at least two years in a managerial role. May report to the Vice President of National Account Sales.	Sales & Recruiting
Sales/Account Representative	Minimum one to three years of experience. Sells to assigned clients and develops prospective clients. Accounts typically are of moderate size. Responsibilities include selling directly to current clients, developing prospective clients, maintaining records and documenting sales calls, and understanding fundamental aspects of the operating system. College degree preferred. May report to a Branch Manager. This position may also be titled as Staffing Coordinator.	Sales & Recruiting
Recruiter	Identifies candidates for temporary, contract, or permanent placement positions through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference checks. Ensures compliance with all legal aspects of the recruiting function. Assists the sales function by making calls to existing and potential clients. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Typically, requires a minimum of one year of business experience, a college degree, or both. May report to Branch Manager.	Sales & Recruiting

TITLE	DESCRIPTION	CATEGORY
Senior Recruiter	Identifies candidates for high-level temporary, contract, or permanent placement positions through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference checks. Ensures compliance with all legal aspects of the recruiting function. Assists the sales function by making calls to existing and potential clients. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Typically, requires a minimum of three years of business experience, a college degree, or both. May report to Branch Manager.	Sales & Recruiting
Accountant/Bookkeeper	Personnel responsible for the execution and maintenance of the finance/accounting areas. These may include accounts receivable, accounts payable, and payroll. Receives and disburses currency and checks, reconciles cash fund, and prepares tabulations to account for transactions. Prepares deposit and bank transactions; prepares worksheets and accumulates cost data. Assists in clerical work as necessary and maintains files. Applies knowledge of basic double-entry bookkeeping and office machines used in accounting. Performs business arithmetic with speed and accuracy.	Administration & Operations
Controller	Responsible for the execution of the financial operations of the firm. Includes financial statement preparation and policy administration. Normally reports to the CFO/Treasurer.	Administration & Operations
Administrative Assistant/ Department Support	Performs a variety of skilled administrative and clerical support work for department. Greets visitors, returns calls, arranges appointments, prepares minutes of meetings and conferences, and makes travel arrangements. Using the personal computer, develops standard documents and performs data entry. Assists in resolving problems, and may supervise or coordinate work of one or more clerical/secretarial employees in administrative offices.	Administration & Operations
Systems Administrator/ Technical Support	Responsible for information systems functions. Includes computer programmers and computer operators.	Administration & Operations
Area Manager	First management level above Branch Manager. Manages all phases of area sales and operations. Supervises two or more branches. Responsibilities include staffing (including recruitment and training), development of business opportunities (including direct sales), customer service, advertising, and public relations (including developing industry and brand awareness). Sets client rates and assists with budget planning. Requires a minimum of four years of staffing service and/or branch operations experience. May report to Area Manager or Area Vice President.	Administration & Operations
Area Operations Manager	Manages all phases of operations for multiple branches or assigned profit centers within a geographic area. Responsibilities include staffing (recruitment and training). Develops business opportunities and maintains key client relationships. Monitors and delivers customer service, advertising, and public relations (i.e., develops industry and brand awareness). Sets client rates and assists with budget planning. Has service and operations responsibilities only (no sales responsibility). Requires a minimum of four years of staffing services or branch operations experience. May report to a Regional Service Manager.	Administration & Operations

TITLE	DESCRIPTION	CATEGORY
Branch Manager	Manages all phases of branch operations. Responsibilities include staffing (including recruitment and training), development of business opportunities such as targeting large clients, establishment and maintenance of key client relationships, monitoring and delivery of customer service, advertising and public relations (including the development of industry and brand awareness), understanding of company operations, setting of client rates, and assistance with budget planning. Requires a minimum of two to four years of business experience, with two years of experience in direct sales. May report to Area Manager or Area Vice President.	Administration & Operations
Regional Service Manager	Manages the services and operations of all assigned profit centers within a geographic region. Responsible for providing leadership, management, and development to all customer service representatives, and for developing and communicating the standards by which the service delivery systems are implemented and maintained. Responsible for developing service strategies for existing and prospective accounts. Typically, requires a minimum of five to seven years of experience in the staffing industry.	Administration & Operations
Customer Service Manager	Manages the daily internal operations of a single profit center and supervises inside staff. Ensures adherence to established office procedures and the provision of quality service. Has service and operations responsibilities only (no sales). Typically, requires a minimum of two years of staffing or office management experience. Works under general supervision.	Administration & Operations
Customer Service Representative	Maintains inventory of qualified temporary and contract employees, fills orders, and completes required company documentation. Responsibilities include identifying temporary staffing needs, recruiting, prescreening applications, filling orders, and handling client inquiries or problems. Additional responsibilities may include telemarketing, participating in sales calls as requested, and assisting with payroll data. Requires a minimum of one year of business experience, a college degree, or both. May report to Branch Manager. This position may also be titled as Account Coordinator.	Administration & Operations
On-Site Coordinator	Optimizes efforts to service clients in a high-quality, cost-effective manner through administering the client program. Assists and supports the On-Site Manager with employee relations issues, orientations, performance reviews, etc. Performs site visits. Works under minimal supervision. Bachelor's degree in related field or equivalent, plus six months or more experience as a Recruiter, generally required.	Administration & Operations
On-Site Manager	Works at client site and is responsible for recruiting and maintaining an inventory of qualified temporary and contract employees, filling client's orders, completing documentation required by client, and handling employee relations issues of the temporary and contract workforce. Responsible for managing all on-site staff as well as overall profitability and management of account. Requires minimum of three years of business experience, a college degree, or both. May report to Franchise Owner, Area Manager, or Branch Manager.	Administration & Operations
On-Site Representative	Works at client site and is responsible for recruiting and maintaining an inventory of qualified temporary and contract employees, filling client's orders, completing documentation required by client, and handling employee relations issues of the temporary and contract workforce. Performs administrative tasks. May report to Branch Manager or On-Site Manager.	Administration & Operations