



JOB DESCRIPTIONS FROM THE ISA 2015 WAGE AND BENEFIT SURVEY

Administration/Support

Accountant

Summarizes current and projected financial position. Audits contracts, orders and vouchers. Prepares reports detailing assets, liabilities and capital, balance sheet, profit and loss statement and more.

Bookkeeper

Verifies, allocates, posts and summarizes details of financial transactions to subsidiary accounts in journals, general ledger or computer files. Calculates employee wages, withholding, social security and other taxes and prepares checks for payment of wages.

CEO/President

The highest level in the organization, this position is responsible for directing the business toward its primary objectives, which are often based on profit and return on capital. Establishes current and long-range objectives, plans and policies subject to approval by the board of directors. Represents the organization with major customers, the financial community and the public.

CFO (Chief Financial Officer)

Has overall responsibility for an organization's financial planning, accounting function, treasury function and various other areas that may include budgeting, audit, tax and insurance. Is especially responsible for providing management with financial reports necessary for the decision-making process.

COO (Chief Operating Officer)

Directs, administers and coordinates all activities of the organization in support of policies, goals and objectives established by the Chief Executive Officer and the board of directors. May assist the CEO in developing those goals and policies that pertain to operations, financial performance, personnel and growth, among others.

CTO (Chief Technology Officer)

Monitors new technologies and assesses their potential to become new products and services. Oversees research project selection to ensure they have value to add to the company. Provides technical estimates of potential mergers and acquisitions.

Customer Service Representative

Acts as a liaison between customers and the production department. Receives customer inquiries on prospective, current and past orders. Maintains a daily update of the production schedule and keeps the customer informed about the status of the order. Enters and processes orders and has regular telephone interaction with customers.

Data Entry Clerk

Enters data into a central storage unit. Compiles, sorts and verifies data.



Director of Marketing

Develops the organization's marketing objectives, policies and programs. Plans, directs and coordinates the marketing efforts of the company, including pricing, distribution and advertising plans and marketing programs. Responsible for maintaining or improving the competitive position of the organization's products.

Engineer

Designs product systems and applications for sophisticated printing techniques to achieve extremely fine-close tolerances.

Estimator

Consults with customers and analyzes sketches, drawings, specifications, proposals and other documentation to prepare time, cost, labor and material estimates for production jobs. Prepares estimates for all jobs.

Expediter/Scheduler

Checks production schedule, verifies progress of jobs and informs supervisor and customer about any variations. Compiles lists of materials needed for jobs and contacts vendors to obtain raw materials. Notifies involved parties and distributes material on arrival.

Executive Assistant

Performs general office work for department head or executive officer. Keeps official business records, executes administrative policies, schedules appointments, plans travel and reservations and generally represents the executive suite.

General Manager (owner/partner)

Directs the operations of several departments to obtain efficiency and economy of operations. Plans, develops, and implements company policies and goals. Analyzes departmental budgets and determines changes in programs and operating procedures; Overall Management and profit & loss responsibility.

General Manager (not owner/partner)

Overall management and profit & loss responsibility

Human Resources/Personnel Manager


Recruits, interviews and aids in selection of employees to fill vacant positions. Maintains employee records, stays knowledgeable of compensation trends, prepares budget and investigates accidents for insurance purposes.

IT Manager

Consults with management to discuss systems capacity, equipment acquisitions, new projects and information requirements. Reviews project feasibility, establishes management information system standards and solves system problems.

Marketing Assistant

Assists with all marketing duties.



Marketing Manager

Directs internal and external marketing activities. Develops and executes marketing plan to ensure profitability and market share.

Office Manager

Supervises office operations. Determines procedure for retention, protection, retrieval, transfer and disposal of records. Establishes office budget, standards, correspondence procedures and style practices.

Receptionist

Welcomes visitors, determines nature of business and directs them to the appropriate person. Answers telephone and maintains employee and departmental directories.

Safety Manager

Serves as the staff specialist in safety by developing and carrying out procedures that effectively control accident and health exposures in the company. Responsible for oversight of all aspects of the company's safety and health activities, including: employee training, recordkeeping and regular compliance.

VP/Director of Operation

Directs, administers and coordinates activities of one or more departments such as engineering, operations, materials/purchasing and manufacturing. Guides and directs the procedures, developments and production of the company's products and services. Reviews and analyzes reports, data, processes and projects to determine and ensure that costs, forecasts, margin objective and corporate goals are attained.

VP/Sales & Marketing

Develops the organization's marketing objectives, policies and programs. Plans, directs and coordinates the marketing efforts of the company, including pricing, distribution and advertising plans and marketing programs. Responsible for maintaining or improving the competitive position of the organization's products.

Production

Apprentice

Works with a mentor to learn a skill, craft or trade. Learns by practical

Art Director

Plans all activities of the art department including sketch art, production art, creative design, composition, art layout and finished art presentation. Determines quality level and establishes work procedures and materials for each level of work. Develops relationships with outside freelance artists, assists sales and marketing department with estimates, sketches, dummies, samples or other materials for presentations. Overall responsibility for art and design.



CAD/Display Designer

Plans and designs three-dimensional displays for point-of-purchase/sale installation. Designs and sketches display, selects stock, colors and assembly hardware, builds prototype and submits for customer approval. Creates detailed instructions for assembling display.

Channel Letter Fabricator or Automated CL Operator

Read and interpret shop drawings and determine methods of fabrication, size of material and equipment to be used. Ability to set up and operate equipment and hand tools to cut, bend and form materials for fabrication. Must understand Channel Letter Bending, Jeweliting, Channel Letter Assembly and Electrical Wiring.

CNC Router Operator

Produces sign parts by programming, setting up, and operating a computer numerical control (CNC) machine; maintaining quality and safety standards; keeping records; maintaining equipment and supplies.

Fulfillment/Kitting/Assembly

Assembles printed product components as part of an assembly line or at a bench. Operations are performed by hand and are generally not complex.

Graphic Designer

Creates original layout and design, specifies copy, fits type, and selects colors based on customer instruction or specifications. Submits layouts and designs for approval. Assists sales and marketing by providing artwork for customer presentations.

Ink Technician

Develops color formulas and mixes ink, adhesives and varnishes for production according to customer requirements. Mixes standard and matched color ink, sample ink batches, prints swatch and performs color check per color specifications. Estimates quantity of ink to be mixed. Performs vendor quality check on incoming ink. Uses various color measurement instruments, maintains ink inventories and records.

Install Helper

Assists in all aspects of sign installation and maintenance

Installer/Crane Operator

Certified crane operator or sign installer responsible for the installation, maintenance, and service of signs. Erect ladders, scaffolding, movable and immovable staging and various rigging to gain access to difficult areas to hang signs. Performs services such as electrical hook ups and troubleshooting, cleaning, painting, bulb replacement, etc.

Inventory/Materials Clerk

Controls raw materials. Counts and compiles information on receipt or disbursement of material, equipment, merchandise or supplies. Responsible for inventory control records. Recommends disposition of defective or unusable items.



Maintenance Manager/Supervisor

Plans and assigns activities of workers engaged in repair, maintenance and installation of equipment. Directs installation of, modification to and maintenance activities on the physical structures of buildings and building equipment such as heat, electric, gas and air. Has frequent contact with service and supply companies, contractors, outside engineers and other personnel. May also be responsible for grounds maintenance activities.

Mechanic/Helper

General Support of production and/or installation/service department

Neon Tube Fabricator

Charges illuminated sign tubing with rare (inert) gases: Attaches formed sign tubing to pumping unit through fused tubulations (glass nipples). Removes air from tubing by means of vacuum pump. Bombards tubing with high-voltage electric current to eliminate gaseous impurities. Reduces vacuum in tubing to specified point, using vacuum pump and vacuum gauge. Connects and opens rare gas bottle to admit rare gas, such as neon, argon, helium, krypton, xenon, distilled mercury, or blue gas (depending on color desired) to specified pressure as indicated by pressure gauge. Tests sign by connecting electrodes to secondary winding of transformer and observing color of light. Seals tubing by heating and closing tubulations. Connects tubing to transformer and operates several hours to age tubing (consume gaseous impurities). May paint or tape tubing to separate symbols.

Paint Booth Operator

Set up, operate, or tend machines to coat or paint any of a wide variety of products including glass, cloth, ceramics, metal, plastic, paper, or wood, with lacquer, silver, copper, rubber, varnish, glaze, enamel, oil, or rust-proofing materials.

Plastic Face Fabricator

Fabricates, assembles, reworks, and repairs plastic sign faces, applying knowledge of working characteristics of plastics and bonding techniques, using precision instruments, handtools, power tools, machines, and equipment: Reads and interprets blueprints, work orders, and related documentation to determine methods and sequence of operations and dimensional and finish specifications.

Production/Plant Manager

Determines priorities in conjunction with production schedule. Coordinates activities of production workers, plans operations, and establishes sequence for manufacturing products by resolving operational, production or maintenance problems. Inspects for quality and progress of jobs.

Quality Assurance Manager

Supervises quality control department and trains employees on quality control issues. Oversees implementation and monitoring of quality improvement efforts.

Service Technician

Repair and maintain electrical and non-electrical signs. Operate aerial equipment, be knowledgeable about electrical issues, properly document work orders, and communicate with customers and company sales representatives.



Shipping Clerk

Prepares finished goods for shipment. Verifies completeness of shipment against order, packs shipment, affixes labels, selects shipping method, weighs and determines shipping charges, and issues bill of lading. Helps to load trucks and keeps shipping records.

Sign Fabricator General

Designs, lays out and fabricates a variety of signs; applies and ensures compliance with institutional, state, and federal signage guidelines; operates hand and power tools such as saws, punches, knives, grinders, routers, drills, and other equipment; operates PC- or Mac-based computer-aided design/manufacturing systems for sign fabrication which can include various software and database programs, printers/plotters, scanners, lamination equipment, sign engraving equipment, and sublimation and Braille printers.

Sign Fabricator Journeyman/Plastic Department

Plan, lay-out, fabricate, assemble, install and repair plex/acrylic/polycarb sign faces and parts, utilizing knowledge of working characteristics of materials, machining and lay-out techniques, using hand-tools, power tools, machines, and equipment.

Sign Fabricator Journeyman/Metal Department

Plan, lay-out, fabricate, assemble, install and repair sheet metal parts and products, utilizing knowledge of working characteristics of metallic and non-metallic materials, machining and layout techniques, using hand-tools, power tools, machines, and equipment.

Sign Painter

Designs, lays out, and paints letters and designs to create signs, using measuring drawing instruments, brushes, and handtools.

Stock Clerk

Receives and dispenses supplies from stock or tool room. Identifies items requested from pull list, pulls items from inventory, issues or ships goods to requesting source and adjusts inventory level. Maintains records of transactions and orders replacement goods from purchasing or production as necessary.

Vinyl Sign Fabricator

Produces signs using individual artwork and/or written instructions. Operates computer-driven technologies to successfully complete job responsibilities. This can include, but is not limited to, printers/plotters, scanners, lamination equipment, sign engraving equipment, and sublimation and Braille printers. Assembles all types of vinyl and reflective vinyl material for production of all types of sign and vehicle applications.

Vinyl/Digital Print Technician

Sets up and runs vinyl and wide format printing operations.

Welder/Fitter

Lay out, fit, and fabricate metal components to assemble structural forms, using knowledge of welding techniques, metallurgy, and engineering requirements. Responsible for permanently joining metal parts using high heat application to form a permanent bond. May specialize in one of hundreds of different processes of welding to join metals together.



Sales

Director of Sales/Business Development

Develops the organization's sales and business development strategies. Plans, directs, and coordinates sales activities of the company to maximize profits, achieve greatest penetration of existing markets and retain company's customers. Forecasts and develops annual sales quotas and goals for regional or field sales professionals. Assigns sales territory to sales personnel and works with independent reps.

Sales Manager

Manages sales activities of the company to maximize profits, achieve greatest penetration of existing markets and retain company's customers. Forecasts and develops annual sales quotas and goals for regional or field sales professionals. Assigns sales territory to sales personnel and works with independent reps.

Sales Representative

Sells for manufacturer, distributor or printer to businesses and industrial establishments. Travels throughout assigned territory to call on regular and prospective customers to solicit orders. Quotes prices and credit terms and prepares sales contracts for orders obtained.