

## Sample Job Responsibilities

Department	Title	Summary	Job Responsibilities
Administrative	Executive Assistant	Typically 3 years experience or higher. Conduct research, prepare correspondence, expense and statistical reporting. Schedule travel, appointments and meetings. Supervise clerical staff. Screen phone calls, emails, mail and visitors; route and resolve information requests. Coordinates space and office organization, and special projects.	<ul style="list-style-type: none"> <li>• develop relationships to work as a team in order to handle an ever-changing and dynamic corporate environment</li> <li>• create processes and systems to maintain order and efficiency in a high energy and growth environment</li> <li>• design processes to prioritize many tasks across multiple functions</li> <li>• provide support ensuring leadership makes deadlines and hits goals all while promoting company values and maintaining team morale</li> </ul>
Administrative	Receptionist	Typically 1 years experience or higher. Perform administrative support tasks; proofreading, typing, operating calculators, facsimile machine and computers. Operate telephone switchboard to answer, screen, route calls and relays messages. Greet and answer inquiries for general public, customers and visitors; announce and log visitors. Process outgoing mail and receive deliveries.	<ul style="list-style-type: none"> <li>• provide gate keeper and ambassador view of first impressions for the company</li> <li>• consistently enhance the annual management plan by accomplishing key performance indicators as identified by management</li> <li>• achieve a positive and professional attitude and working relationship with all company staff</li> <li>• demonstrates the company Mission - Vision - Values through both behavior and job performance on a day-to-day basis</li> <li>• facilitate a work environment to ensure high levels of customer service in a fast paced environment</li> </ul>
Engineering	iOS Engineer	Typically 2 years experience or higher. Write, modify, and debug software for client applications. Use source debuggers and visual development environments. Test and document software for client applications. Write code to create single-threaded, multi-threaded or user interface event driven applications, either stand-alone and those which access servers or services.	<ul style="list-style-type: none"> <li>• design and build advanced applications for the iOS platform</li> <li>• collaborate with cross-functional teams to define, design, and ship new features</li> <li>• conceive, evaluate, and implement new technologies to maximize development efficiency</li> <li>• design and implement the next generations of the company's mobile applications</li> <li>• refine and enhance mobile architectures and frameworks</li> <li>• drive and manager mobile technology build, test and deployment activities</li> <li>• test and resolve application issues, bottlenecks, and inefficiencies</li> <li>• create new features from scratch using the best tools and technology</li> <li>• identify best practices and coach team members to help the team level up</li> </ul>

Department	Title	Summary	Job Responsibilities
Engineering	Platform Developer / Engineer	Typically 10 years experience or higher.	<ul style="list-style-type: none"> <li>• collaborate with a wide range of teams to deliver compelling user experiences</li> <li>• develop new and innovative technologies that scale company business and operations for company growth</li> <li>• collaborate on new technologies to solve big and systemic problems</li> <li>• evaluate and understand productivity blockers in the organization and recommend improvements</li> <li>• build tools to improve the development environment and pipeline</li> <li>• develop automation and processes to enable application teams to deploy, manage, scale and monitor their applications</li> </ul>
Engineering	Senior Director, Engineering	Typically over 8 years experience. Responsible for planning, scheduling, leading and deploying the daily maintenance, upgrades, operations, and new developments of the engineering platforms. Hands-on abilities, working collaboratively with the business, marketing, product, and sales teams, and growing the engineering team. Develop, track, and control tech development and deployment operating budget for purchasing, staffing, and operations.	<ul style="list-style-type: none"> <li>• provide technology leadership and strategic technical direction for all department activities</li> <li>• develop standards around engineering methods, materials, standardization of processes, and equipment</li> <li>• motivate a high-velocity team by guiding team to maximize speed and quality, and how to continually build the right amount of process to maximize efficiency at each point of a rapid organizational growth curve</li> <li>• lead engineering planning to achieve business goals by identifying and prioritizing development initiatives, timetables, implementation and deployment of product</li> <li>• provide strategic leadership to the overall engineering function and for leading the translation of business needs into technical solutions</li> </ul>
Engineering	Vice President (VP), Engineering	Typically 12 years experience. Analyze available technology, market needs and existing resources to determine project feasibility. Lead the engineering team, including coaching, allocating resources effectively and reviewing team performance. Ensure that the product is fully and correctly defined and documented. Coordinate and direct teams to complete projects, including documentation and integration of technical components. Guide and approve financial decisions including ordering of materials, expenditures and reporting.	<ul style="list-style-type: none"> <li>• create and or rapidly expanding development operations, systems, and practices</li> <li>• lead software engineering, test engineering, project/program management</li> <li>• develop improvement projects, design, develop scope documents, and project request, manage project to budget and time line</li> <li>• oversee software design and implementation, provide architectural guidance, shape engineering process and best practices</li> <li>• drive and implement clear, robust, and well documented engineering &amp; QA processes to ensure the team scales effectively</li> <li>• provide short and long term strategic objectives while communicate engineering objectives with both technical and non-technical team members</li> <li>• formalize and execute plans, timelines, and interdependencies between different engineering teams</li> </ul>

Department	Title	Summary	Job Responsibilities
Executive	Chairman of the Board	Typically 20 years experience. Ensure that organization complies with relevant laws and governance protocols. Preside over Board meetings and guide decision-making and policy development. Identify and build relationships with key figures, acting as ambassador for the organization. Develop goals and objectives for regulatory, governance, outreach, recruitment and budgetary decisions. Coordinate annual performance review of executive staff.	<ul style="list-style-type: none"> <li>• chair board meetings to ensure compliance with federal and state laws as well as company policies and procedures, and facilitate discussion from Board Members</li> <li>• lead standards and develop effective presentations and discussions</li> <li>• advisor to the company leaders and implements company strategic plan</li> <li>• develop and manage relationships and communicating with company stakeholders</li> <li>• advise the integrity of annual budget, audit reports, and material business decisions; being informed of, and meeting all, legal and fiduciary responsibilities</li> <li>• execute company initiatives and goals as ambassador to the company</li> <li>• ensure that all of company's board members make an annual contribution that is commensurate with their capacity</li> </ul>
Executive	President and CEO	Typically 21 years experience. Has management responsibilities. Plan, direct, and coordinate operational activities at the highest level of management with the help of subordinate managers. Determine company policies and business strategies and provide overall direction of private sector organizations.	<ul style="list-style-type: none"> <li>• manage and execute the company growth plan while providing leadership and motivation to key leadership staff</li> <li>• advance and evolve the company's strategic plan, including mission, vision, values, objective and scope</li> <li>• control the capital expenditure and asset deployment activities toward the achievement of the strategic plan</li> <li>• provide leadership and management to ensure that the mission and core values of the company are put into practice</li> <li>• promote high levels of employee engagement, well-being and personal integrity across the organization</li> <li>• motivate and lead a high-performance management team; attract, recruit, develop and retain key leaders throughout the organization</li> </ul>
Finance	Accounting Manager	Typically 5 years experience or higher. Manage the daily activities of the accounting department. Collect and provide information for audit inquiries and give assistance to auditors. Assist in the development and implementation of policies and procedures relating to financial management, budget and accounting. Oversee the posting and maintenance of general ledger accounts, payroll transactions, accounts payable and general ledger adjustments. Provide financial analysis statements including monthly balance	<ul style="list-style-type: none"> <li>• execute ad hoc projects and create new processes to support company growth</li> <li>• lead system implementation and improvements for corporate improvement of financial reporting</li> <li>• enhance and improve company accounting system and processes</li> <li>• develop efficient and scalable process improvements that will enable the Finance team to keep pace with the company's growth</li> <li>• generate process improvements with an emphasis on streamlining and scaling</li> <li>• oversee system integration and continued improvements on accounting related applications</li> <li>• develop and maintain accounting principles, practices and procedures</li> <li>• develop and implement new procedures and features to enhance the workflow of</li> </ul>
Finance	AR Analyst	Typically 2 years experience or higher. Monitor overdue accounts, receive payments and post amounts paid to customer accounts. Prepare statements to credit department if customer fails to respond. Locate and notify customers of delinquent accounts by mail or telephone.	<ul style="list-style-type: none"> <li>• drive results to meet individual, team and department objectives</li> <li>• lead implementations to improve department efficiency</li> <li>• develop effective working partnership with customers, brokers and internal company counterparts to identify and resolve noncompliant behavior/issues</li> <li>• formalize trends and identify potential for process improvement within assigned portfolio</li> </ul>

Department	Title	Summary	Job Responsibilities
Finance	Chief Financial Officer	Typically 20+ years experience. Has management and executive level responsibilities. Direct financing strategies, analysis, forecasting and budget management. Direct all aspects of accounting policies and procedures. Oversee all financial related matters where depth and scope is relative to the size of the company. Coordinate, prepare and review all annual financial reports, financial budgeting, and forecasting.	<ul style="list-style-type: none"> <li>• Develop and implement sophisticated policies and procedures both in the finance and general accounting operational realms</li> <li>• Advise key members of senior management on forecasting, budgeting, cash flow, investment priorities, and policy matters</li> <li>• Oversee, direct, and organize the work of the finance and accounting team</li> <li>• Promote a culture of high performance and continuous improvement that values learning and a commitment to quality</li> <li>• Oversees and directs treasury, internal audit, accounting, and asset management for the organization</li> <li>• Advises management about potential liabilities and risks, and defines and implements policies and procedures to minimize and protect against property and revenue losses</li> <li>• Lead annual financial budgeting, forecasting, and quarterly/monthly review process and effectively lead, manage, motivate and staff department team</li> </ul>
Finance	Controller	Typically 7 years experience or higher. Has management responsibilities. Supervise budget preparation and billings. Oversee accounting activities and cash, investment, and asset management. Develop and coordinate the operational functions of the accounting department. Ensure accurate reporting and conformance to financial policies. Requires Certified Public Accountant (CPA).	<ul style="list-style-type: none"> <li>• manage global accounting and finance operations</li> <li>• enhance and improve upon current internal controls, policies and infrastructure to scale with the business</li> <li>• manage and implement business financial systems</li> <li>• oversee all financial and project/program accounting; ensure that expenditures are consistently aligned with program budgets</li> <li>• manage and assess the financial efficiency of program operations and establish finance and administrative for corporate growth</li> <li>• manage and track the performance of invested assets in keeping with policies and investment guidelines</li> <li>• provide leadership in strengthening internal communications with staff at all levels throughout the organization</li> <li>• create and document internal controls, processes, and procedures to ensure the accuracy and integrity of financial information</li> <li>• effectively lead, manage, motivate and staff department team</li> </ul>

Department	Title	Summary	Job Responsibilities
Finance	Finance Manager	Typically 5 years experience or higher. Identify areas for cost reductions and operational improvements. Provide analyses to Operations team. Prepare informational analyses on current processes, actual performance versus budget and prior year data. Assist Operations team in Monthly Operations Review.	<ul style="list-style-type: none"> <li>• lead a team of financial professionals to support all finance and accounting related matters including budget, expense tracking, financial controls, forecasting and business support</li> <li>• successfully manage all aspects of finance operations including accounting and tax, to payroll systems and benefits management</li> <li>• establish and maintain partnerships with the company departments and serve as a key point of contact for all finance issues</li> <li>• formulate complex financial information to provide accurate and timely financial recommendations to management</li> <li>• develop, lead and execute company's purchasing policies and ensures compliance</li> <li>• strategically manage banking relationships and other key service providers</li> <li>• effectively lead, manage, motivate and staff department team</li> </ul>
Finance	Financial Analyst	Typically 2 years experience or higher. Assist with preparation of weekly, monthly and quarterly financial analysis schedules of actual vs. budget variances. Prepare detailed annual financial budget and monthly financial forecasts. Provide financial analysis support to various areas of the company.	<ul style="list-style-type: none"> <li>• execute analysis of financial reports, trends and opportunities, relating to business opportunities, investments, financial projects, and programs for the corporation</li> <li>• establish strong and ongoing relationship with finance and business counter parts</li> <li>• provide timely and insightful financial analysis of pertinent information to determine progress against strategic plan, budget, forecast, and to support external financial decisions</li> <li>• create budgets that incorporate strategic business plan objectives and incorporate appropriate assumptions</li> <li>• guide profitability growth by providing financial analytical support for key business decisions</li> <li>• drive strategic, financial, and operational plans</li> <li>• develop short and long-term financial models, budgets, and forecasts</li> </ul>
Finance	Payroll Manager	Typically 5 years experience or higher. Manage, develop and produce valid and valuable information concerning payroll and benefits programs for compliance purposes. Ensure programs are current, competitive and in compliance with legal requirements. Support senior level finance team with projects and requests.	<ul style="list-style-type: none"> <li>• Develop and produce valid and valuable information concerning payroll and benefits programs for compliance purposes</li> <li>• Recommend and implement changes in the organizations's payroll and benefits arena to increase efficiencies and decrease costs</li> <li>• Design, evaluate and modify benefits policies to ensure that programs are current, competitive and in compliance with legal requirements</li> <li>• Create compensation policies, government regulations, and prevailing wage rates to develop competitive compensation plan</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.</li> </ul>

Department	Title	Summary	Job Responsibilities
Finance	Senior Business Analyst	Collect data through interviews, surveys, web search, database search, or other methods. Partner with various teams to identify key information gaps and plan to provide that information. Synthesize and analyze information from various sources to identify trends, opportunities, and dangers.	<ul style="list-style-type: none"> <li>• strategically partners with various departments and business partners to raise and define new solutions</li> <li>• develop and communicate a clear understanding of the data management environment for all related systems</li> <li>• own and accurately the capturing, analyzing, synthesizing, assessing, documenting, and verifying of business requirements, processes and workflows</li> <li>• develop total cost of ownership and/or ROI analysis to drive and prioritize business needs</li> <li>• manage scope and details for building business cases to enable clear prioritization among the various stakeholders</li> <li>• manage the entire requirements generation and curation process from idea to implementation</li> </ul>
Finance	Staff Accountant	Typically 4 years experience or higher. Maintain records of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization. Maintain general ledger as needed. Analyze financial data in order to prepare financial reports. Generate and interpret financial records and statements for management. Requires Certified Public Accountant (CPA).	<ul style="list-style-type: none"> <li>• successfully oversee the full cycle accounting process</li> <li>• execute accounts payable transactions to ensure that all transactions are accurate and in accordance with company policies and procedures</li> <li>• ensure that the company is well positioned to support rapid growth and maintains strong internal controls</li> <li>• provide financial expertise to leadership and integral departments within the company</li> <li>• develop accounting controls and risk management strategies</li> <li>• oversee and ensure integrity of accounting information for compliance and quality control</li> </ul>
Finance	Vice President (VP), Finance	Typically 16 years experience. Has management responsibilities. Direct financing strategies, analysis, forecasting and budget management. Direct all aspects of accounting operations such as receivables, payables, payroll and financial reporting. Oversee all financial related matters where depth and scope is relative to the size of the company. Coordinate, prepare and review all annual financial reports.	<ul style="list-style-type: none"> <li>• develop and implement sophisticated policies and procedures both in the finance and general accounting operational realms</li> <li>• advise key members of senior management on forecasting, budgeting, cash flow, investment priorities, and policy matters</li> <li>• oversee, direct, and organize the work of the finance and accounting team</li> <li>• promote a culture of high performance and continuous improvement that values learning and a commitment to quality</li> <li>• establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct performance appraisals, and administer salary adjustments</li> <li>• oversees and directs treasury, internal audit, accounting, and asset management for the organization</li> <li>• advises management about potential liabilities and risks, and defines and implements policies and procedures to minimize and protect against property and revenue losses</li> <li>• lead annual financial budgeting, forecasting, and quarterly/monthly review process and effectively lead, manage, motivate and staff department team</li> </ul>

Department	Title	Summary	Job Responsibilities
Human Resources	Chief Human Resources Officer (CHRO)	Typically 16 years experience. Has management responsibilities. Account for and maintain human resources disciplines such as compensation, benefits, training, talent acquisition, and diversity. Design, develop, implement, and manage human resource business projects and procedures. Develop and improve recruiting practices and succession planning strategies. Manage the day to day operations of the human resources department. Oversee and ensure rewards programs are comprehensive, competitive, and align with business goals. Requires Senior Professional in Human Resources (SPHR).	<ul style="list-style-type: none"> <li>• establish HR strategies and implement programs and practices that will support continued growth for this multifaceted organization</li> <li>• refine existing systems and develop new processes that support staff retention and increase employee engagement</li> <li>• manage and develop the HR department to effectively develop strategy; serve as a role model for organizational trust, teamwork and collaboration, and for ownership of and commitment to the organization's success</li> <li>• drive initiatives to improve organizational development programs, employee orientation and training programs, benefits plans and administration, policies and guidelines, database management procedures, and employee records and documentation policies</li> <li>• provide leadership in talent acquisition, retention, performance management systems and tools, professional development plans, and comprehensive incentive and appreciation programs</li> </ul>
Human Resources	Payroll, Benefits & AP Administrator	Typically 3 years experience or higher. Communicate with employees and management about benefits options and usage. Ensure organizational compliance with federal and local regulations, auditing, and non-discrimination laws. Manage and analyze employee benefit programs, research issues, and track usage data. Process payroll, including updating employee numbers, hours, garnishments, benefits and vacation, etc.	<ul style="list-style-type: none"> <li>• develop and produce valid and valuable information concerning payroll and benefits programs for compliance purposes</li> <li>• recommend and implement changes in the company's payroll and benefits arena to increase efficiencies and decrease costs</li> <li>• drive upgrading and maintaining of HR systems to improve employee experience and ensuring compliance as far as eligibility and enrollment rules, and benefits procedures.</li> <li>• design, evaluate and modify benefits policies to ensure that programs are current, competitive and in compliance with legal requirements</li> <li>• create compensation policies, government regulations, and prevailing wage rates to develop competitive compensation plan</li> <li>• accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul>
Human Resources	Recruiter	Typically 3 years experience or higher. Source, screen and interview applicants to obtain information on work history, training, education, and job skills for open positions; may utilize ATS. Arrange for interviews and provide travel arrangements as necessary. Establish and maintain relationships with hiring managers to stay abreast of current and future hiring and business needs.	<ul style="list-style-type: none"> <li>• create a recruitment strategy ensuring that vacancies are filled with a timely fashion to help hit company's aggressive growth</li> <li>• manage the full cycle recruitment process</li> <li>• create exceptional candidate experience from first contact to start date</li> <li>• provide recommendations to improve recruitment process and provide detailed information regarding the market conditions</li> <li>• build relationships with management to understand hiring needs, and to capitalize on both existing and new opportunities to source and hire top talent</li> <li>• provide peer leadership among the team and serve as a resource to team members</li> </ul>

Department	Title	Summary	Job Responsibilities
Human Resources	Senior HR Business Partner	Typically 5 years experience or higher. Advise and facilitate legal proceedings and employment issues. Develop and implement HR strategies, including bargaining, terminations, policy violations, hiring and others. Identify, pursue and hire prospects, on-boarding them and coaching for success. Collaborate internally and externally to solve human resources problems and direct solutions. Lead change management strategies and mentor employees. Requires Senior Professional in Human Resources (SPHR).	<ul style="list-style-type: none"> <li>• engage employee population and leadership building relationships ensuring successful HR initiatives</li> <li>• execute HR initiatives to further the success of the client departments and the company as a whole and its drive to be a best place to work</li> <li>• partner with assigned departments which encompasses being an active member of the team(s) getting to understand and impact business goals and need</li> <li>• delivers high quality decisions and counsel consistently and appropriately to management and staff to maintain a productive and positive work environment and achieve optimal performance</li> <li>• direct human resources policies and programs, balancing employee advocacy and business operating needs</li> <li>• create and use workforce analytics and business metrics to track the success of HR initiatives</li> <li>• establish the planning, development and implementation of HR processes supporting strategic company initiatives</li> <li>• monitors the "pulse" of the organization to ensure a high level of employee engagement and retention</li> </ul>
Human Resources	Senior HR Generalist	Typically 5 years experience or higher. Coordinate human resources generalists and guide recruiting and employee relations processes. Administer employee compensation, training and benefit programs. Design and execute human resources policies and procedures. Acts as liaison between employee and management to answer questions or concerns regarding company policies, practices and regulations. Collect and analyze human resources data.	<ul style="list-style-type: none"> <li>• execute HR initiatives to further the success of the client departments and the company as a whole and its drive to be a best place to work</li> <li>• develop company culture through employee engagement programs and diversity initiatives</li> <li>• direct human resources policies and programs, balancing employee advocacy and business operating needs</li> <li>• develop department goals, objectives and systems</li> <li>• create and use workforce analytics and business metrics to track the success of HR initiatives</li> <li>• establish the planning, development and implementation of HR processes supporting strategic company initiatives</li> </ul>



Department	Title	Summary	Job Responsibilities
Human Resources	Talent Acquisition / Recruiting Manager	Typically 3 years experience or higher. Contribute to recruitment budgets and organizational recruitment plans. Ensure services and policies are in compliance with company, professional standards and state and federal laws and regulations. Source, interview and present candidates whose values are inline with the organizations overall goals and needs to management. Assist in developing strategy for overall corporate recruitment initiatives.	<ul style="list-style-type: none"> <li>• create continuous branding and hiring strategy of the organization</li> <li>• lead and establish goals &amp; metrics for the recruitment team</li> <li>• develop enhanced brand strategy and creative talent engagement techniques</li> <li>• conceive recruitment &amp; attrition metrics to identify trends and put in place strategies for improvement</li> <li>• achieve identify top talent and their ability to partner with client groups to ensure company talent acquisition programs are supporting the needs of the business</li> <li>• lead recruiting strategy for the company to ensure talent acquisition programs support the needs for strong company growth</li> <li>• drive comprehensive recruiting program and ensuring recruiting department efforts are in line with corporate goals and initiatives</li> <li>• develop potent recruiting and sourcing strategies for robust corporate growth</li> <li>• effectively lead, manage, motive and staff department team</li> </ul>
Human Resources	Talent Acquisition Specialist	Typically 1-2 years experience or higher. Contribute to organizational recruitment plans. Manage organization's full cycle recruitment process. Source, interview and present candidates whose values are inline with the organizations overall goals and needs to management. Assist in developing strategy for overall corporate recruitment initiatives.	<ul style="list-style-type: none"> <li>• Create a recruitment strategy ensuring that vacancies are filled with a timely fashion to help hit organization's aggressive growth</li> <li>• Manage the full cycle recruitment process</li> <li>• Create exceptional candidate experience from first contact to start date</li> <li>• Provide recommendations to improve recruitment process and provide detailed information regarding the market conditions</li> <li>• Build relationships with management to understand hiring needs, and to capitalize on both existing and new opportunities to source and hire top talent</li> <li>• Provide peer leadership among the team and serve as a resource to team members</li> </ul>
IT	Chief Technology Officer (CTO)	Typically 10 years experience. Monitor management of all hardware, software, databases and licenses, maintenance, and projections of future needs. Define technology strategies and ensure that processes meet expectations for federal, state and community privacy and security. Contribute to senior management team, guiding strategic decisions and resource allocation. Lead technology teams in day-to-day operations, provide key expertise, supervise the heads of departments, and set performance	<ul style="list-style-type: none"> <li>• oversee development of key performance metrics such as site availability and responsiveness, bug response time, code review response time, etc., and ensure consistent improvement along these metrics</li> <li>• lead, transform, and grow complex technology infrastructure and high performance cross-functional technology teams</li> <li>• create a healthy collaboration environment, which promotes a shared ownership of, and commitment to, product development goals</li> <li>• develop, inspire, and coach the technology leadership team across software engineering, technical operations, research, and product development</li> <li>• mentor the technology group in operationalizing the overall strategy into specific objectives, products, and services to deliver high quality software in support of</li> </ul>

Department	Title	Summary	Job Responsibilities
IT	Director of Information Technology	Typically 8-10 years experience. Monitor management of all hardware, software, databases and licenses, maintenance, and projections of future needs. Lead, transform, and grow complex technology infrastructure and high performance cross-functional technology teams. Support the senior management team, guiding strategic decisions and resource allocation. Lead technology teams in day-to-day operations, provide key expertise, supervise the heads of departments, and set performance goals.	<ul style="list-style-type: none"> <li>• Oversee development of key performance metrics such as site availability and responsiveness, bug response time, code review response time, etc., and ensure consistent improvement along these metrics</li> <li>• Lead, transform, and grow complex technology infrastructure and high performance cross-functional technology teams</li> <li>• Create a healthy collaboration environment, which promotes a shared ownership of, and commitment to, product development goals</li> <li>• Develop, inspire, and coach the technology leadership team across software engineering, technical operations, research, and product development</li> <li>• Mentor the technology group in operationalizing the overall strategy into specific objectives, products, and services, to deliver high quality software in support of the organization's mission</li> <li>• Evaluate and update organizational goals, formalize budgets, and balance priorities</li> </ul>
IT	IT Support	Typically 3 years experience or higher. Install, troubleshoot, and repair hardware, software, printers, phone and AV equipment. Review, audit, and revise policies affecting security and operability of hardware and software. Diagnose and solve problems with hardware, software, and network. Order equipment and software and coordinate with vendors.	<ul style="list-style-type: none"> <li>• develop an office technology infrastructure that enables it to operate smoothly</li> <li>• manage and maintain the daily operations of the technology infrastructure throughout continue change in the organization</li> <li>• evaluate system and application software, keeping software up to date on a continuous basis</li> <li>• facilitate improvements to maximize productivity and utilization</li> <li>• develop instructional documentation and convey highly technical information that can be understood by all employees</li> </ul>
IT	Software Architect	Typically 10 years experience or higher. Conceive, experiment with, and present architectural approaches for software applications, including web, client, server, and others. Ensure architectural integrity and consistency across the entire product. Design new software applications. Design new operating system components. Conceive, experiment with, and present architectural approaches for operating system components.	<ul style="list-style-type: none"> <li>• direct a team in building a unique interactive analytics application for massive scale data exploration product</li> <li>• transform vision to reality, creating ground-up scalable systems to meet current and future demand</li> <li>• lead groups towards a goal while incorporating feedback, building trust and adapting the plan to findings and changing market conditions is critical</li> <li>• define the system architecture; choose technology stack, research new technologies, and prototype new ideas</li> <li>• ensure that next generation products set standards for ease of use and integration that match company reputation for reliability and quality</li> <li>• achieve business objectives through the development and execution of pragmatic and innovative technology solutions</li> <li>• manage the technical and architectural road map and provide expert guidance and support to the organization in various technical/functional aspects</li> </ul>

Department	Title	Summary	Job Responsibilities
IT	Software Developer	Typically 10 years experience or higher. Write, modify, and debug software for client applications. Use source debuggers and visual development environments. Test and document software for client applications. Write code to create single-threaded, multi-threaded or user interface event driven applications, either stand-alone and those which access servers or services.	<ul style="list-style-type: none"> <li>• design, write and deliver software to improve the availability, scalability, latency, and efficiency of the company's services</li> <li>• oversee the regular new product development as well as adaption activities on existing software</li> <li>• define, design and implement new releases as well as maintain existing releases</li> <li>• execute requirements and estimate time and resources to create solutions. Work on building software solutions to satisfy business needs</li> <li>• achieve the creation, development, and maintenance of other components and tools that support applications for clients</li> <li>• build and coordinate the conversion and/or integration of new products based on customer requirements</li> </ul>
IT	Software Development Director	Typically 10 years experience. Has management responsibilities. Participate in the strategic decisions about technology, definition, and implementation of the software products. Plan, direct, and coordinate activities of a multi-team or cross-functional organization. Plan, direct, and coordinate all activities associated with creating software across multiple functional areas and products. Hire, review, and fire managers. Prioritize and allocate projects, products, and resources with the assistance of architects and managers.	<ul style="list-style-type: none"> <li>• lead, and continue to build, a talented group of software engineers in designing, developing and implementing our hybrid file sharing solutions</li> <li>• lead and coordinate software development activities and personnel throughout the product development lifecycle</li> <li>• contribute to the technology strategy, always keeping an eye on the future growth plans of company products</li> <li>• lead the application development team and vendors that will develop, implement and manage systems</li> <li>• manage the development team by providing direction, guidance and leadership</li> <li>• drive enhancements within an existing software architecture and envision future improvements to the architecture</li> <li>• execute all software purchase and development for rapid growth</li> <li>• determine software needs, develop their technology roadmap, and then execute on that roadmap.</li> <li>• drive technology to put it in place and cause significant increase to the operational efficiency of the company</li> </ul>
IT	Software Engineer	Typically 5 years experience or higher. Perform and interpret data studies and product experiments concerning new data sources or new uses for existing data sources. Develop prototypes, proof of concepts, algorithms, predictive models, and custom analysis. Design and build new data set processes for modeling, data mining, and production purposes. Determine new ways to improve data and search quality, and predictive capabilities.	<ul style="list-style-type: none"> <li>• oversee coding, performance profiling, optimization, and general troubleshooting</li> <li>• design, engineer, and work with production teams to devise optimal engineering solutions to game requirements</li> <li>• provide valuable input on the company's long term engineering roadmap and help identify areas of opportunity for improvement</li> <li>• design reliable services, monitoring, logging, application and service security, release engineering, and operational tools</li> <li>• create the platform and data teams to build the tools and efficient frameworks for onboarding engineering project platforms</li> <li>• provide clean, scalable back-end solutions that leverage well-maintained open-source software</li> </ul>

Department	Title	Summary	Job Responsibilities
Marketing	Associate Product Manager	Typically 2 years experience. Oversee product development and monitor trends that indicate the need for new products and services. Determine the demand for software products and services offered by a firm and its competitors. Develop pricing strategies to maximize the firm's profits and market share.	<ul style="list-style-type: none"> <li>• manage requirements, follow product management processes and be a product expert for market launch</li> <li>• develop product roadmap by managing existing goals and identifying new opportunities based on trends and market demand</li> <li>• provide leadership, direction, evaluation and decisions that ensure successful completion of the project</li> <li>• lead the analysis of the competitive environment, customers, and product metrics to determine the right feature set to drive engagement and usage of company product</li> <li>• lead product vision, strategy, development and execution across a number of products</li> </ul>
Marketing	Chief Marketing Officer	Typically 15 years experience. Has management responsibilities. Analyze and interpret data on customers, buying practices and competitors. Manage and build contacts and relationship base, including handling problems. Lead branding efforts for all organization products, across all forms of media.	<ul style="list-style-type: none"> <li>• provide vision and leadership for global brand strategy and for all marketing led initiatives within the company</li> <li>• develop lifecycle marketing programs to enhance retention, increase average number of products per customer, and drive referral business</li> <li>• enhance use of data and analytics within the organization to gain stronger consumer insights and stronger, more targeted marketing efforts</li> <li>• achieve greater industry visibility, brand equity and leading recognition by leveraging the company's success with prospects and customers</li> <li>• develop an integrated strategic &amp; tactical marketing plan to address current and future business activities</li> <li>• provide timely competitive intelligence to evaluate the competition's pricing, channel strategies, promotional plans, and distribution models</li> </ul>
Marketing	Communications Manager	Typically 4 years experience or higher. Act as a liaison between outside vendors and management. Guide and support management in marketing planning and public relation strategies to ensure alignment with objectives. Manage marketing communication initiatives; internal and external communications and special events promotions. Monitor advertising trends and budgets.	<ul style="list-style-type: none"> <li>• design short and longer-term public relations strategy and quarterly plans</li> <li>• develop key messages to help communicate company product and corporate story</li> <li>• creates, implements and oversees communications programs that effectively describe and promote the organization and its products</li> <li>• development and management of third party relationships</li> <li>• train and enforce all company policies, standards and legislative requirements, relevant to maintaining effective performance, communication and good business reputation</li> <li>• create strategies to increase product awareness and to promote productivity.</li> <li>• collaborate with the media and other interested parties to announce new products and discuss organizational changes in a way that attempts to maintain a positive image of the company</li> </ul>

Department	Title	Summary	Job Responsibilities
Marketing	Chief Product Officer (CPO)	Typically 15 years experience. Has management responsibilities. Act as the face of the product and representative for the company. May be responsible for release management and production. Oversee production and project management, and coordinate a team of product developers. Lead product conception, design, and strategy. Ensure the final product is functional and meets customer expectations.	<ul style="list-style-type: none"> <li>• provide all aspects of product and platform strategy, product design, production priority and planning and go-to-market efforts</li> <li>• define product roadmap establishing investment priorities across various product offerings</li> <li>• ensure organizational discipline for bringing products to launch and growing them over time and ensure company is aimed at the right products and producing them at quality and on time</li> <li>• develop a product management team that continuously delivers market driven solutions primarily through building applications but also in strategic partnering with key third parties</li> <li>• provide various company departments with needed intel to ensure prospects and clients align on industry trends, strategy and collaborate to deliver their needed capabilities while coordinating with our roadmap</li> </ul>
Marketing	Director of Communication	Typically 5 years experience or higher. Collaborate with management to set marketing planning and public relations. Direct, plan and coordinate the marketing communications effort of the organization. Oversee staff operations, business planning, staff and advertising budget development. Oversee communication press releases, scripts and editorials. Monitor market changes and adjust marketing strategies accordingly in order to remain competitive.	<ul style="list-style-type: none"> <li>• design and oversee internal and external communications strategy</li> <li>• lead and develop the communication function to achieve company goals</li> <li>• continuously connect, integrate and align strategic communications across the organization</li> <li>• formalize social medial channels and continuously measure and improve their effectiveness</li> <li>• create media monitoring guidelines and awareness of the corporation and identify opportunities for communication</li> <li>• build a culture of excellence in the department through the promotion of professional development and learning opportunities and effective internal communication</li> </ul>
Marketing	Marketing Analyst	Typically 2 years experience or higher. Identify key opportunities for new initiatives, generate sales forecasts, and make appropriate recommendations. Develop metrics and strategies to test and enhance performance. Conduct marketing program, business, and trend analysis through the use of predictive statistics, customer profiling, and data analysis. Collaborate with internal departments to prepare and present findings to clients.	<ul style="list-style-type: none"> <li>• define, scope, plan and execute on-demand marketing research projects</li> <li>• establish research in specific industry areas across the market space to develop in-depth expertise and knowledge</li> <li>• identify, track and give insight into key trends in the stated product market</li> <li>• manage all market research programs for recommendations on product strategy</li> <li>• formalize the profitability and ROI of new and existing product lines</li> <li>• propose and apply mathematical and statistical modeling to analyze impact of strategic and marketing initiatives</li> <li>• identify, execute and evaluate test-and-learn methodology for marketing projects and campaigns through reporting, analysis and crafting recommendations</li> </ul>

Department	Title	Summary	Job Responsibilities
Marketing	Marketing Designer	Typically 5 years experience or higher. May use a variety of mediums to achieve artistic or decorative effects but is often created by computer technology. May lead team of lower level graphic designers. Design or create artwork to meet specific marketing or promotional needs.	<ul style="list-style-type: none"> <li>• drive design and aesthetic across all marketing materials</li> <li>• propose complex ideas and distill them into clear and compelling visuals</li> <li>• formalize and execute against best practices in print and online design, including information design and online usability and user experience</li> <li>• develop creative new ideas and concepts, and rapidly iterate on designs based on feedback from design team</li> <li>• design and maintain style guides and systems for scaled communication</li> </ul>
Marketing	Marketing Engineer	Typically 1 years experience or higher. Write, modify, and debug software for client applications. Use source debuggers and visual development environments. Test and document software for client applications. Write code to create single-threaded, multi-threaded or user interface event driven applications, either stand-alone and those which access servers or services.	<ul style="list-style-type: none"> <li>• provide market architectures to identify customer pain points and propose differentiated solutions for market development and product growth</li> <li>• develop partnerships with major affiliated vendors to develop custom solutions that will drive broad revenue across the corporation</li> <li>• create new product development that aligns with overall product line for future business potential</li> <li>• consistently develop portfolio marketing that communicates technical value of company's products in the market</li> <li>• conceive and establish new technologies and products for both new and existing markets and customers</li> <li>• develop strategy to further penetrate accounts with existing technologies</li> </ul>
Marketing	Product Designer	Typically 5 years experience or higher. Coordinate artists or layout designers to ensure accurate design communication and efficiency. Modify or revise designs to meet customer needs or production limitations. Create design concepts, sketches, drawings, and illustrations, and determine the best presentation strategies. Research and remain up-to-date on current market trends.	<ul style="list-style-type: none"> <li>• design and deploy new features and improving existing capabilities</li> <li>• create engaging user experiences that address business, brand, market, and user requirements</li> <li>• define usability of company product by incorporating user research methods to guide the design, development, and refinement of the work</li> <li>• define the ideal user experience while keeping to the overall project and business goals</li> <li>• conceptualize and define designs for future roadmap features that will have a major impact across the entire experience</li> </ul>
Marketing	Product Manager	Typically 5 years experience or higher. Has management responsibilities. Provide analytical and technical feedback for internal departments and executive management. Coordinate with engineer teams to design and build products. Develop, design, and implement the product and market strategy. Generate and capitalize on strategic opportunities for further growth.	<ul style="list-style-type: none"> <li>• manage requirements, follow product management processes and be a product expert for market launch</li> <li>• develop product roadmap by managing existing goals and identifying new opportunities based on trends and market demand</li> <li>• provide leadership, direction, evaluation and decisions that ensure successful completion of the project</li> <li>• lead the analysis of the competitive environment, customers, and product metrics to determine the right feature set to drive engagement and usage of company product</li> <li>• lead product vision, strategy, development and execution across all products</li> <li>• design functionality and marketability of existing products to address new market opportunities</li> </ul>

Department	Title	Summary	Job Responsibilities
Marketing	Product Marketing Manager	Typically 2 years experience or higher. Collaborate with design and content staff to ensure project is meeting consumer objectives and expectations. Manage various aspects of marketing the product including development, launch, advertising, and pricing. Develop market strategies with the goal of maximizing profits while ensuring customers are satisfied with product. Conduct research on consumer opinions and marketing approaches to aid in performance measurement.	<ul style="list-style-type: none"> <li>• drive the positioning, messaging, sales enablement and marketing collateral for product market offerings</li> <li>• drive product direction based on market analysis and customer feedback</li> <li>• develop messaging and positioning for company products with compelling and highly differentiating value propositions to drive product leadership</li> <li>• define objectives, develop messaging, create plans for various channels and develop metrics for measuring success</li> <li>• manage and lead integrated full-funnel marketing activities</li> <li>• drive product launches, announcements, campaigns programs and initiatives</li> <li>• manage product release plan process, create new ways to communicate with key audiences and drive consistent messaging with customers and employees</li> <li>• effectively lead, manage, motivate and staff department team</li> </ul>
Marketing	Product Marketing Director	Typically 8 years experience or higher. Has management responsibilities. Drive the product marketing programs and develop a marketing plan, budget, and overall campaign. Collect market data and prepare competition analysis. Develop customer-based solutions using the company's products and services.	<ul style="list-style-type: none"> <li>• drive and execute the go-to-market strategy for the company, with a primary focus on product platform and the platform approach to the broader market community</li> <li>• develop core messaging &amp; positioning, strategies and tools that drive new product launches, developing product and platform positioning messages</li> <li>• create core messaging and subsequent marketing collateral, such as presentations, whiteboard discussions, data sheets, technical whitepapers, videos and case studies</li> <li>• develop product positioning and messaging based on deeply understanding company's product capabilities, competitors and customer requirements</li> <li>• create innovative product demonstrations highlighting a range of industry and application-specific data analysis challenges</li> </ul>
Marketing	Product Marketing Manager	Typically 2 years experience or higher. Collaborate with design and content staff to ensure project is meeting consumer objectives and expectations. Manage various aspects of marketing the product including development, launch, advertising, and pricing. Develop market strategies with the goal of maximizing profits while ensuring customers are satisfied with product. Conduct research on consumer opinions and marketing approaches to aid in performance measurement.	<ul style="list-style-type: none"> <li>• conceive and develop innovative marketing programs that drive demand resulting in meeting company revenue goals</li> <li>• develop the strategy and manage the marketing programs that drive demand for company products in the marketplace</li> <li>• identify opportunities for product innovation and product enhancements</li> <li>• effectively lead, manage, motivate and staff department team</li> <li>• drive ongoing improvement in sales and profitability</li> <li>• act as a champion for the given range of products, both internally and externally, to achieve the goals set for the products</li> <li>• develop and maintain a strong knowledge of market trends and customer needs for the given range of products</li> <li>• manage all aspects of the product lifecycle to ensure appropriate product market launch</li> </ul>

Department	Title	Summary	Job Responsibilities
Marketing	Senior Business Analyst	Typically 4 years experience or higher. Collect data through interviews, surveys, web search, database search, or other methods. Partner with various teams to identify key information gaps and plan to provide that information. Synthesize and analyze information from various sources to identify trends, opportunities, and dangers.	<ul style="list-style-type: none"> <li>• consistently facilitates business process improvement via the methodical investigation, analysis, review and documentation of functional business specifications</li> <li>• lead the business process analysis and execute the collection, elicitation, and recording of business requirements for better strategic project developments</li> <li>• evaluate and analyze activities of analysis projects on a large scale with an understanding of the business needs so as to be able to intuitively shape and craft business solutions to meet the desired results</li> <li>• achieve the development and advancement of the business discipline within the assigned division, and the organization as a whole</li> <li>• develops and documents business requirements and/or solutions and leads efforts to solve problems and issues related to business operations</li> <li>• leads in the planning and implementation of projects and strategic initiatives in order to meet projected company goals</li> </ul>
Marketing	Senior Product Manager	Typically 6 years experience or higher. Define and document product requirements and roadmaps for execution and sales. Collaborate with cross-functional teams for every stage of product development. Transform business and market strategies into do-able, defined product plans. Lead market research and position conversations to ensure viable products and balanced growth.	<ul style="list-style-type: none"> <li>• manage design challenges for promoting interoperability and scale of product</li> <li>• drive the overall research strategy, driving the usage of core innovative product technology to ensure that product decisions are based on in-depth data analysis</li> <li>• design project plans based on priorities, set clear/measurable objectives and deploy team resources appropriately to achieve business goals</li> <li>• execute product vision &amp; strategy, monitor product progression through completion of milestones and partner with product marketing and central analytics throughout their product's lifecycle</li> <li>• drive design and strategy by application of product to achieve market share and revenue goals</li> </ul>
Marketing	Vice President (VP), Marketing	Typically 15 years experience. Use sales forecasting and strategic planning to ensure the sale of products or services. Oversee staff operations, develop policies and business plans. Develop pricing strategies to balance company objectives and customer satisfaction. Plan, direct and set the strategic direction of marketing program for an organization. Conduct market research and monitor market trends in order to remain competitive and meet overall objectives.	<ul style="list-style-type: none"> <li>• lead the design and implementation of integrated multi-channel go-to-market strategies with the goal of delivering revenue-positive programs and tactics</li> <li>• execute marketing research and data to develop insights that inform messaging and targeting strategies for integrated campaigns</li> <li>• provide expertise and oversight of competitive benchmarking &amp; market insights to evaluate company marketing strategies and identify new opportunities to drive growth</li> <li>• manage integrated messaging plans from ideation to launch across multiple channels; making sure to support overall business objectives</li> <li>• develop and manage the marketing budget, recommend appropriate marketing mix and investment across all channels</li> </ul>



Department	Title	Summary	Job Responsibilities
Operations/Sales /Programs	Call Center Representative	Typically 1-2 years of call center experience in a fast-paced environment. Ability to manage incoming calls and requests promptly.	<ul style="list-style-type: none"> <li>• Answer all incoming calls from clients and provide information and assistance in order to properly navigate a client through the organization.</li> <li>• Follow protocols and route all calls to and from the Call Center to appropriate individual or department.</li> <li>• Schedules appointments for all staff as appropriate.</li> <li>• Monitoring all schedules for errors or overbooking</li> <li>• Greet all clients with a pleasant and helpful manner, and collecting pertinent demographic and billing information.</li> <li>• Supports the mission statement to develop, enhance, and promote quality customer service through team effort.</li> <li>• Exhibits flexibility, sensitivity, and respect, maintaining a working relationship with all team members.</li> </ul>
Operations	Director of Operations	Typically 4+ years of operations leadership experience within company industry. Deep understanding of finance, accounting, key business analytics and administrative functions. Excellent leadership skills and the ability to direct staff in a positive manner that promotes team work, productivity and delivery of proficient	<ul style="list-style-type: none"> <li>• provide analysis around user behavior, lifetime value and to develop key metrics</li> <li>• provide insights to the business through analytics and market research as required</li> <li>• oversee all finance, legal, compliance and administration efforts</li> <li>• design policies and procedures that are appropriate to programs and services and that are developed and/or adjusted according to programmatic changes and evolving company needs</li> <li>• develop budgets, including forecasting headcount and overall spending needs</li> </ul>
Operations	Operations Analyst	Typically 1 year of experience in administrative analysis or operations research. Demonstrated problem solving and analytical skills. Experience designing forms/templates. Must have excellent communication and customer service skills along with excellent attention to detail. Ability to manage multiple projects simultaneously and meet competing deadlines.	<ul style="list-style-type: none"> <li>•determine root causes of areas of concerns to ensure future proficiency</li> <li>•develop analytical tools and reports (e.g., staffing models, production rate models, procurement models, inventory models, operations models, metrics, etc.) in order to manage company ops performance</li> <li>•develop programs which improve customer service, employee productivity and value efficiencies</li> <li>•identify areas of opportunity using data collection and survey reporting methods in order to monitor and improve company ops performance</li> <li>•oversee department utilization and productivity to ensure effective implementation of established strategies and tactics</li> </ul>
Operations	Operations Manager	Typically 3 years of operations management experience. Proven history of demonstrating ability to interface with individuals in a supervisory capacity as well as have the ability to comfortably interface with customers and senior level managers. Strong analytical, presentation, and communication skills with a prowess for analytical insight.	<ul style="list-style-type: none"> <li>•provide project support and management of strategic initiatives to meet company operational goals</li> <li>•provide a level of competence across all operational service areas</li> <li>•manage an on-site environment that is professional, best in quality and with high standards of ethics and efficiency</li> <li>•provide leadership and operations direction for company ops initiatives to obtain an efficient, productive, and economical operation</li> <li>•create an environment of continuous improvement, putting in place cost-effective procedures and systems to continually improve company goals and productivity</li> <li>• effectively lead, manage, motive and staff department team</li> </ul>

Department	Title	Summary	Job Responsibilities
Sales	Sales Coordinator	Typically 2 years of administrative experience in a fast-paced environment. Ability to manage several projects at once with emphasis on meeting customer required needs. Experience in administrative support of multiple team members.	<ul style="list-style-type: none"> <li>• collaborate and effectively communicates with the business development team, sales team and project management teams to ensure the all department efforts are coordinated in order to meet company goals</li> <li>• oversee critical sales information and tracking down new leads which sets sales team up for success</li> <li>• provide input for the regional/local marketing plan to meet company goals on a continuous basis</li> <li>• identify client opportunities and deliver strategic recommendations growing business</li> <li>• develop and maintain long-term relationships with VIP and repeat clients</li> </ul>
Sales	Sales Director	Typically 10 or more years of direct sales experience, preferred experience within company product line. Two years or more years of experience as a Sales Leader with direct reports. Proven track record of independently developing new business opportunity areas demonstrated by ten or more years of ‘hunting’ and prospecting sales experience	<ul style="list-style-type: none"> <li>• determines annual unit and gross-profit plans by implementing marketing strategies; analyzing trends and results</li> <li>• develop sales objectives by forecasting and projecting annual sales quotas for regions and territories; projecting expected sales volume and profit for existing and new products</li> <li>• build executive relationships with clients and partners and ensure overall client satisfaction at the highest levels</li> <li>• identifies new incremental revenue opportunities</li> <li>• provide suggestions and recommendations for new or enhanced products or opportunities/ industry areas</li> </ul>
Sales	Sales Manager	Typically 2 years of sales and business-development experience. Experience managing a team in a fast-paced, high-volume selling environment. Demonstrated, proven success in lead generation, prospecting, contract negotiation and closing customers.	<ul style="list-style-type: none"> <li>• lead and coach a sales team using consultative sales skills to understand prospect’s needs and deliver measurable solutions</li> <li>• deliver on set targets and work directly with existing clients to exceed revenue and growth targets across markets</li> <li>• oversee needed solutions and design and iterate sales process and operations</li> <li>• build team structure, recognize leadership potential, and support career development through enhancing capabilities within the team</li> <li>• design projects involving quantitative analysis, industry research and strategic development</li> <li>• develop team readiness to deliver complex services solutions and create a culture of sales innovation and client success on the team</li> <li>• effectively lead, manage, motive and staff department team</li> </ul>

Department	Title	Summary	Job Responsibilities
Sales	Sales Representative	Typically 2 years of experience within product line. Ability to sell products and document solutions to new and existing clients achieving monthly and quarterly revenue quotas. Experience building and managing a territory. Proven success in sales call strategies.	<ul style="list-style-type: none"><li>• builds rapport with customers and provides support and training to meet product growth and quotas</li><li>• develop protocols and procedures that satisfy customer needs and requirements</li><li>• manage multiple projects and deadlines to provide further company growth and revenue</li><li>• develop new relationships with prospective customers</li><li>• provide operational assistance to maintain business continuity</li><li>• develop consultative sales approach to uncover and address business needs</li><li>• provide superior customer service and solutions by delivering products and services to meet or exceed customer expectations</li></ul>