

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
F	AAS	<b>Administrative Services</b>	Provides various office and location support activities. Identifies, enhances and follows specific processes and procedures to maximize the efficiencies of the business to which the support is being provided; ensures the correct functioning of facilities, office and/or business support services.	X
D	AAS000	<b>Administrative Services Generalist/Multidiscipline</b>	Supports general business operations by providing various administrative support activities as a generalist or in a combination of Disciplines in the Administrative Services Function	X
D	AAS010	<b>Office/Location/Post and Messenger Services</b>	Coordinates the administrative activities of an office   Evaluates office production and devises alternative methods to improve workflow   Oversees opening, sorting and routing of incoming and makes preparations for outgoing correspondence, post, mail and packages; organizes special mailings   Coordinates the receipt, storage and issuance of stationery and office supplies; oversees periodic inventories and reorders items as required   Acts as the first point of contact for internal facilities issues and logs all maintenance, cleaning and office/location services and refers related issues to the appropriate personnel; negotiates contracts for services such as cleaning and maintenance	X
D	AAS011	<b>Clerical</b>	Performs routine clerical duties, such as filing, tabulating, compiling and/or posting records and photocopying using an array of business software applications such as a word processor or spreadsheet	X
D	AAS012	<b>Word Processing/Presentations</b>	Uses appropriate software packages to prepare standard and/or complex documents from various sources of written or dictated input which may include page layouts and difficult charts   Enters corrections and revisions and proofreads material for accuracy and completeness, applying knowledge of department terminology and organization practices   May operate desktop publishing equipment and utilize integrated software packages to complete various assignments   Produces various types of presentations such as word processing documents, slides, charts, graphs, etc.	X
D	AAS013	<b>Print Services</b>	Operates and maintains a range of printing equipment (e.g., photocopier, digital printing press) and finishing equipment (e.g., trimmer, binder) to print quantities of various documents	X
D	AAS020	<b>Library/Information Services</b>	Provides timely delivery of information services, including printed, nonprinted and electronic materials   Classifies and catalogues various types of media   Conducts research and prepares summaries of findings to requesting personnel   Determines the need for and purchases additional source materials and information services   May develop and maintain record retention policies, practices and procedures	X
D	AAS030	<b>Reception/Switchboard</b>	Greets clients and visitors at front desk   Answers incoming calls and typically operates a multi-line telephone system   Organizes meeting room, taxi and chauffeur bookings   Completes security procedures (e.g., issues badges, ensures proper completion of visitors' log)   May perform clerical tasks (e.g., mail distribution, word processing)	X
D	AAS041	<b>Secretarial/Administrative Assistance</b>	Provides secretarial/administrative support to nonexecutive employees or groups in the organization   Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc.   Receives, screens and directs incoming calls, visitors, mail and email   Maintains files, records, calendars and diaries   May arrange business travel, coordinate meeting arrangements, and/or track expenses	X
D	AAS042	<b>Secretarial/Executive Administrative Assistance</b>	Provides secretarial/administrative support directly to executives (excluding CEO), exercising confidentiality, tact and diplomacy   Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc.; may prepare responses to routine correspondence and inquiries   Receives, screens and directs incoming calls, visitors, mail and email   Maintains files, records, calendars and diaries; typically arranges business travel, coordinates meeting arrangements and tracks expenses   Participates in the development and implementation of secretarial standards, policies and practices for the organization	X
D	AAS050	<b>Travel Services</b>	Coordinates travel arrangements for employees consistent with established policies and cost guidelines   Ensures that reservations for air travel, car rentals and overnight accommodations are accurate and that itineraries, tickets and instructions are available to employees on a timely basis   Analyzes services provided by travel vendors and recommends changes as appropriate   May utilize an outside travel agency and/or an online reservation system	X
D	AAS070	<b>Food and Beverage Administration</b>	Plans menus to accommodate all employees   Determines food service budget expenditures   Coordinates purchases and ensures that adequate supplies of food are maintained   Assesses food service activities and recommends modifications to improve operating efficiency	X

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D	AAS072	Food and Beverage Service	Performs routine duties related to serving food and beverages, as well as clearing dishes and cleaning   May operate dishwasher or assist with washing dishes, glassware, silverware, utensils, pots, pans, etc.   Collects and disposes of garbage left at tables   May assist with stocking food inventory and with light cooking	X
D	AAS074	Food Preparation	Reviews menus and work or customer orders to determine type and quantities of food to be prepared   Prepares, seasons and cooks food   Carves portions of meat, fish or fowl for individual servings   May plan menus and estimate required food quantities, labor and overhead costs   May coordinate food storage and maintenance of kitchen and storage facilities	X
D	AAS085	Data Control	Reviews source documents for data input   Checks accuracy and relevance of input and output data by visual examination, correcting codes and batching for computer processing   Verifies output against control totals, reviews format and accuracy of printouts, and distributes information to appropriate departments	X
D	AAS086	Data Entry	Operates a data entry device to key and/or verify a variety of standard and/or complex coded or uncoded business and statistical source data into a computer	X
D	AAS999	Administrative Services - No Applicable Discipline	Responsibilities are within the Administrative Services Function but are not described in other Discipline summaries	X
F	AAT	Transportation Services and Administration	Provides and administers passenger transportation and vehicle services such as vehicle fleet management, chauffeur services, aircraft management and operations.	X
D	AAT000	Transportation Services and Administration Generalist/Multidiscipline	Supports general business operations by providing various transportation and related support activities as a generalist or in a combination of Disciplines in the Transportation Services and Administration Function	X
D	AAT010	Vehicle Fleet Management	Operates and maintains motor vehicles and equipment   Schedules and dispatches the organization's vehicles and drivers   Prepares reports on inspection findings and ensures proper vehicle maintenance to comply with prescribed safety regulations   Develops design specifications for vehicle requisitions   May negotiate vehicle and/or equipment purchase terms in coordination with the procurement function	X
D	AAT015	Vehicle Maintenance	Performs preventive maintenance on automobiles and light trucks through vehicle washing and cleaning, oil changes, greasing, and inspection of hoses, belts, fluids and wiring   Performs automobile and light truck repairs by disassembling and overhauling engines, transmissions, clutches, rear ends and other assemblies   Replaces worn or broken parts, aligns wheels, adjusts brakes, tightens bearings, tunes engines and performs minor body work   Performs all work in accordance with established safety procedures and holds appropriate certification as may be required by law   Estimates time and material costs on vehicle repairs, and requisitions new parts and equipment	X
D	AAT020	Driver/Chauffeur	Picks up and transports employees or visitors as directed   May be the designated driver of a manager or executive within the organization   Occasionally picks up and delivers packages	X
D	AAT999	Transportation Services and Administration - No Applicable Discipline	Responsibilities are within the Transportation Services and Administration Function but are not described in other Discipline summaries	X
F	AAY	Security	Protects the organization's employees, properties and all items of value on the organization's premises from any preventable harm or danger.	X
D	AAY000	Security Generalist/Multidiscipline	Protects the organization's employees, properties and all items of value on premises from any preventable harm or danger   Develops security policies and procedures that comply with government guidelines and standards   Conducts investigations to protect organization assets   Responds to contingency events, including bomb threats, sabotage and severe weather conditions through on-site security force or with the assistance of government law enforcement agencies   Recommends hiring of outside security contractors as necessary and may oversee contract guard force   Responsibilities are within the Security Function as a generalist or in a combination of Disciplines	X
D	AAY002	Security Armed	Guards property against damage, fire, theft, trespassing and illegal entry   Makes periodic tours around buildings and grounds, examining doors, windows and gates to ensure that they are properly secured   Ensures identification of employees or visitors by fingerprinting, photographing, interviewing and preparing badges   Investigates disturbances, may serve as a liaison with police and maintains order and safety of personnel in the event of an emergency   Holds a valid firearms license and carries a firearm at all times when on duty	X
D	AAY003	Security Unarmed	Guards property against damage, fire, theft, trespassing and illegal entry   Makes periodic tours around buildings and grounds, examining doors, windows and gates to ensure that they are properly secured   Ensures identification of employees or visitors by fingerprinting, photographing, interviewing and preparing badges   Investigates disturbances, may serve as a liaison with police and maintains order and safety of personnel in the event of an emergency	X

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D	AAY010	<b>Business Continuation</b>	Develops and implements plans and practices to achieve efficient and effective communication and restoration of operations during emergencies   Conducts assessments to identify gaps in business continuity, emergency and disaster recovery plans   Develops and tests infrastructure protection strategies and incident response exercises   Coordinates disaster recovery initiatives and plans with staff and line functions   Develops and coordinates prevention and emergency preparation plans with government safety and security agencies (e.g., police, fire, military)	X
D	AAY999	<b>Security - No Applicable Discipline</b>	Responsibilities are within the Security Function but are not described in other Discipline summaries	X
F	ACA	<b>Corporate Affairs/Communications</b>	Researches, develops, plans, designs, maintains and implements policies and programs that enhance the organization's relations with the community, the public, government and regulatory authorities, shareholders and employees. Delivers communications through various media. Coordinates dissemination of the organization's communications with news or trade media contacts, through special events, public speaking or other means to reach defined audiences and meet specific program objectives.	X
D	ACA000	<b>Corporate Affairs/Communications Generalist/Multidiscipline</b>	Researches, develops, plans, designs, maintains and implements policies and programs that enhance the organization's relations with the community, the public, government and regulatory authorities, shareholders and employees   Responsibilities are within the Corporate Affairs/Communications Function as a generalist or in a combination of Disciplines	X
D	ACA010	<b>Public Relations</b>	Coordinates media relations and prepares external communications   Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization   Develops and maintains lines of communication with media contacts and other external audience groups	X
D	ACA020	<b>Community Affairs/Relations</b>	Develops and maintains a favorable relationship with the surrounding community   Develops and coordinates programs to promote good will by disseminating information to the community and soliciting feedback from residents   Organizes and supports employee volunteer programs and coordinates with local groups   May participate in the organization's charitable giving programs as they affect community initiatives   May represent the organization at community gatherings or forums	X
D	ACA030	<b>Corporate Social Responsibility</b>	Plans and implements efforts to demonstrate the organization's commitment to sustainability, the environment and social responsibility   Coordinates internal and external social responsibility programs and activities with other groups (e.g., Human Resources, Legal, Government Relations, Marketing)   Reviews the impact of the organization's social responsibility programs and activities on key stakeholders (e.g., employees, shareholders, communities)	X
D	ACA050	<b>Regulatory Affairs and Compliance</b>	Maintains the organization's ongoing relationships with regulatory commissions/authorities   Coordinates and conducts the assessment of internal controls to ensure compliance as required by regulatory commissions/authorities   Develops programs and processes to manage complaint cases brought to regulatory authorities and develops process improvements to avoid future complaints   Advances organization positions with internal and external parties   Prepares and sponsors testimony to governmental or regulatory agencies	X
D	ACA060	<b>Environmental Affairs and Compliance</b>	Develops and implements the organization's positions on environmental policy issues regarding the impact of the organization's operations on water, air and land quality   Designs and implements programs to ensure healthful and safe working conditions and compliance with all environmental regulations, including clean air and hazardous waste disposal, on the organization's premises   Serves as a liaison with external government environmental agencies   Monitors programs and maintains up-to-date records required by environmental permits to ensure government compliance	X
D	ACA063	<b>Personal Data Privacy Compliance</b>	Coordinates the development, implementation and administration of policies and procedures to ensure the protection of personal data in compliance with organization and regulatory requirements   Collaborates with Legal and IT departments in order to identify personal data risks and to establish procedures to eliminate these risks   Monitors procedures related to the collection, storage, retrieval and disclosure of personal data   Identifies and follows up on data protection issues that require investigation, resolution and/or legal action   Plans and conducts personal data compliance training programs   May provide professional legal advice regarding personal data privacy	X
D	ACA065	<b>Sustainability</b>	Plans, implements and maintains the organization's sustainability programs to reduce the use of nonrenewable resources and minimize the environmental impact of operations   Communicates the organization's sustainability vision and program information   Monitors and facilitates progress of sustainability programs consistent with strategies, goals, measurements and reporting standards	X

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D	ACA070	Government Relations	Develops and maintains policies and programs to ensure organizational awareness of government legislation and/or regulatory issues that affect the organization and respond to same   Ensures that the organization's interests are represented and protected in legislative proceedings and in the development of market rules and procedures   Prepares and organizes forums and gatherings with government officials to exchange ideas and information on business activities and potential legislation that may affect the organization   Acts as a resource on regulatory matters with regard to product changes	X
D	ACA100	Internal/Employee Communications	Develops and coordinates lines of communication within the organization among employees   Implements policies and programs to increase employee awareness and knowledge of activities affecting employees	X
D	ACA110	Creative Writing Services	Develops creative, clear-written material in support of the organization's communications strategies   Plans, develops, and publishes internal or external communications (e.g., newsletters, brochures, manuals, website content)   Develops and maintains the organization's style guide, including editorial standards and policies	X
D	ACA120	Creative Design Services	Develops and maintains graphic designs (e.g., art, color themes, photographs, web pages), audio and video to support the organization's image, identity and brands   Develops and maintains the organization's graphics standards, techniques and methods   Develops the organization's website design and layout	X
D	ACA190	Not-For-Profit Development Generalist/Multidiscipline	Develops, plans, designs and implements fundraising or membership programs within a not-for-profit organization	X
D	ACA191	Not-For-Profit - Fundraising/Major Gifts	Develops, plans, designs and implements various fundraising/major gifts programs   Cultivates and solicits new funding opportunities and development strategies for a broader base of donors   Identifies potential grant opportunities and oversees the preparation of proposals	X
D	ACA192	Not-For-Profit - Membership Management	Develops, plans, designs and implements the organization's program to attract, retain and serve its members   Establishes membership policies and practices	X
D	ACA193	Not-For-Profit Development - Program Management	Manages the development and ongoing operation of one of the organization's programs   Develops the program budget, staffing requirements and ensures the program meets its stated objectives	X
D	ACA999	Corporate Affairs/Communications - No Applicable Discipline	Responsibilities are within the Corporate Affairs/Communications Function but are not described in other Discipline summaries	X
F	ACD	Strategic Planning/Corporate Development	Develops the organization's strategic plan(s) to ensure its continued successful growth and profitability. Conducts environmental scans, organization positioning analyses and other studies. Identifies, investigates, evaluates and negotiates acquisitions/divestitures, licensing opportunities and strategic business alliances that are in line with the organization's long-range goals.	X
D	ACD000	Strategic Planning/Corporate Development Generalist/Multidiscipline	Performs strategic planning and corporate development   Develops the organization's strategic plan(s) to ensure its continued successful growth and profitability   Identifies, investigates, evaluates and negotiates acquisitions/divestitures, licensing opportunities and strategic business alliances that are in line with the organization's long-range goals   Responsibilities are within the Strategic Planning/Corporate Development Function as a generalist or in a combination of Disciplines	X
D	ACD010	Strategic Planning	Develops the organization's strategic plan(s) to ensure its continued successful growth and profitability   Conducts environmental scans, organizational positioning analyses and other studies   Coordinates input from all major business units to facilitate the integration of individual business unit plans with the corporate plan   May conduct or facilitate periodic reviews of achievements and performance vs. strategic plans	X
D	ACD016	Digital Strategy	Researches, brainstorms and proposes the introduction of digital products, services and/or e-business platforms   Defines scope, cost and benefits of digital initiative   Maintains in-depth knowledge of current and emerging digital technology   Oversees the implementation of new digital e-business options and ensures the growth of revenues and productivity savings through the implementation of digital business initiatives   Ensures all digital outlets are up-to-date and optimizes the user experience   Monitors the organization's digital options across its target markets to ensure consistency and alignment with the organization's digital strategy	X
D	ACD020	Corporate Development and Licensing Generalist/Multidiscipline	Performs corporate development and licensing in a combined role   Identifies, investigates, evaluates and negotiates acquisitions/divestitures, licensing opportunities and strategic business alliances that are in line with the organization's long-range goals   Conducts financial feasibility studies and appropriate due diligence to ensure the reliability of information provided by third parties   Develops proposals for new business and licensing opportunities in both new and existing markets   Identifies, analyzes and compares alternative opportunities for entering new markets and adopting new technologies	X

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D	ACD999	<b>Strategic Planning/Corporate Development - No Applicable Discipline</b>	Responsibilities are within the Strategic Planning/Corporate Development Function but are not described in other Discipline summaries	X
F	AEM	<b>Data Analytics/Business Intelligence and Data Science</b>	Develops, analyzes and models operational, economic, management, accounting and other organizational data. Recommends solutions to new and complex problems, develops innovative strategies, quantifies the competitive performance of the organization's operations and/or markets, evaluates the potential impact of changes and reports on economic forecasts that affect the industry.	X
D	AEM000	<b>Data Analytics/Business Intelligence and Data Science Generalist/Multidiscipline</b>	Develops, analyzes and models operational, economic, management, accounting and other organizational data to quantify the competitive performance of business segments, evaluate potential operational changes, and design new approaches and methodologies   Analyzes organizational data to recommend solutions to new and complex problems, develops innovative strategies, quantifies the competitive performance of the organization's operations and/or markets; models and evaluates the potential impact of changes   Applies and integrates statistical, mathematical, predictive modeling and business analysis skills to manage and manipulate complex high volume data from a variety of sources	X
D	AEM999	<b>Data Analytics/Business Intelligence and Data Science - No Applicable Discipline</b>	Responsibilities are within the Data Analytics/Business Intelligence and Data Science Function but are not described in other Discipline summaries	X
F	AEO	<b>Business Operations Analysis</b>	Prepares operations analyses, including analysis of competitors, operational effectiveness and capacity utilization. Analyzes, plans, conducts and/or prepares plans or procedures that provide operational and/or technical support to business operations to achieve specific objectives. Maintains an ongoing interface with various organizational and regional groups in areas such as decision analysis, technical needs, planning and execution.	X
D	AEO000	<b>Business Operations Analysis Generalist/Multidiscipline</b>	Prepares operations analyses, including analysis of competitors, operational effectiveness and capacity utilization, and makes recommendations for improvement   Develops process analyses, designs and simulations   Requires a solid understanding of the organization's business operations and industry and possesses strong analytical skills   Provides statistical information to ensure the most effective utilization of personnel, equipment and materials for electric and/or gas operations   Performs analyses of the operation's cost elements to ensure effective and efficient operations   May track, maintain and provide current information on the operation's business scorecard	X
D	AEO999	<b>Business Operations Analysis - No Applicable Discipline</b>	Responsibilities are within the Business Operations Analysis Function but are not described in other Discipline summaries	X
F	AFB	<b>Accounting</b>	Establishes and maintains accounting policies and controls, fiscal controls, preparing financial reports and safeguarding the organization's assets. Maintains accounting and financial records and reports, including general ledger, financial statements, regulatory and management reports.	X
D	AFB000	<b>Accounting Generalist/Multidiscipline</b>	Establishes and maintains accounting policies and controls, fiscal controls, preparing financial reports and safeguarding the organization's assets   Responsibilities are within the Accounting Function as a generalist or in a combination of Disciplines	X
D	AFB010	<b>General Accounting</b>	Performs general accounting activities, including the preparation, maintenance and reconciliation of ledger accounts and financial statements such as balance sheets, profit and-loss statements and capital expenditure schedules   Prepares, records, analyzes and reports accounting transactions and ensures the integrity of accounting records for completeness, accuracy and compliance with accepted accounting policies and principles   Provides financial support, including forecasting, budgeting and analyzing variations from budget   Analyzes and prepares statutory accounts, financial statements and reports   Conducts or assists in the documentation of accounting projects	X
D	AFB015	<b>Systems Accounting</b>	Performs detailed review, design, development and implementation of accounting systems (both manual and computerized), systems documentation and procedures/instructions   Possesses accounting knowledge and works closely with accountants   Plays a key role in ensuring systems operate effectively	X
D	AFB020	<b>Financial Reporting</b>	Prepares and distributes periodic financial statements for users other than those directly employed by the organization   Ensures all reports and disclosures comply with applicable government regulations, professional standards and organization policies   Prepares consolidation journal entries, eliminates intercompany transactions and consolidates divisional and subsidiary financial accounts in a timely and accurate basis for inclusion in internal and external financial statements	X
D	AFB040	<b>Cost Accounting</b>	Prepares, records, analyzes and reports on the cost of producing the organization's products and services   Analyzes capital budget requests   Maintains ledgers and financial statements	X
D	AFB050	<b>Bookkeeping/Account Maintenance</b>	Performs bookkeeping, data entry and verification procedures   Prepares and maintains records of amounts owed or receivable	X

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D	AFB060	Accounts Payable/Receivable	Prepares, records, verifies, analyzes and reports accounts payable/receivable transactions   Pays vendor invoices and receives and posts customer payments on a timely basis   Maintains and reconciles accounts payable/receivable ledger accounts, financial statements and reports   Prepares analyses and reconciliations of bill runs to detect fraud   Ensures that transaction entry verification procedures are followed   May prepare and deliver low-volume customer billing and respond to resulting queries	X
D	AFB061	Accounts Payable	Prepares, records, verifies and pays vendor invoices for goods and services on a timely basis and responds to vendor queries   Maintains, analyzes and reconciles accounts payable ledger accounts, financial statements and reports   Develops, directs, plans and evaluates accounts payable policies and procedures, and ensures external and internal controls and policies are adhered to   May process employee expenses reimbursement requests for payment	X
D	AFB062	Accounts Receivable	Prepares, records, verifies, analyzes and reports accounts receivable transactions, and posts customer payments on a timely basis   Maintains and reconciles accounts receivable ledger accounts, financial statements and reports   Develops, directs, plans and evaluates accounts receivable policies and procedures, and ensures external and internal controls and policies are adhered to   Produces reports of accounts that are in arrears and analyses of bad debt, and prepares analyses and reconciliations of bill runs to detect fraud   May be responsible for low-volume customer billing, including preparation, delivery and responding to resulting queries	X
D	AFB070	Payroll	Prepares, documents and disburses payroll checks, payroll taxes and employee benefit payments   Evaluates current systems, and recommends and develops operating efficiency improvements   Monitors and ensures proper documentation of employee benefit payments   Prepares reports illustrating payroll expenditures, including such items as tax payments and benefit plan disbursements	X
D	AFB999	Accounting - No Applicable Discipline	Responsibilities are within the Accounting Function but are not described in other Discipline summaries	X
F	AFC	Credit and Collections	Minimizes financial risk to the organization by assessing and advising on creditworthiness of prospective and existing customers. Negotiates and advises on collection of overdue bills and takes appropriate action to recover overdue payments.	X
D	AFC000	Credit and Collections Generalist/Multidiscipline	Minimizes financial risk to the organization by assessing and advising on creditworthiness of prospective and existing customers   Investigates credit applications and approves applications within established guidelines for companies and individuals   Liaises with corporate customers and other departments to resolve credit problems   May collect and negotiate terms of payment on overdue accounts   Responsibilities are within the Credit and Collections Function as a generalist or in a combination of Disciplines	X
D	AFC010	Credit	Minimizes financial risk to the organization by assessing and advising on creditworthiness of prospective and existing customers   Investigates credit applications and approves applications within established guidelines for companies and individuals   Liaises with corporate customers and other departments to resolve credit problems   May collect and negotiate terms of payment on overdue accounts	X
D	AFC020	Collections	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients   Conducts investigations and collection activities from an office or in the field	X
D	AFC030	Customer Contact Center Collections	Makes a high volume of telephone calls to customers regarding the collection of delinquent accounts due to the organization for goods and/or services rendered   Determines the reason for the delinquent account and arranges terms of Deferred Payment Arrangement (DPA)   Performs the necessary follow-up with customers who have not met the terms of the DPA   May refer certain accounts to collection agencies	X
D	AFC999	Credit and Collections - No Applicable Discipline	Responsibilities are within the Credit and Collections Function but are not described in other Discipline summaries	X
F	AFT	Financial Analysis and Tax	Conducts financial analyses. Develops and prepares the organization's financial plans and budgets, interprets financial reports and tax returns, and maintains good corporate relations with the investment and banking communities.	X
D	AFT000	Financial Analysis and Tax Generalist/Multidiscipline	Performs a variety of financial activities   Develops and evaluates financial plans and policies   Responsibilities are within the Financial Analysis and Tax Function as a generalist or in a combination of Disciplines	X
D	AFT010	Financial Analysis	Performs economic research and studies of rates of return, depreciation and investments   Analyzes profit-and-loss income statements and prepares reports and recommendations to management   Generates forecasts and analyzes trends in sales, finance and other areas of business   Researches economic progressions to assist the organization's financial planning   Creates financial models of "what if" scenarios for future business planning decisions in areas such as new product development, new marketing strategies, etc.	X

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D	AFT020	Budget Analysis	Compiles and reviews the budgets for corporate departments, taking into consideration actual performance, previous expenditures, and estimated expenses and income   Maintains accurate spending records and establishes measures for budgetary control	X
D	AFT030	Treasury Operations	Performs treasury operations involving cash funds, foreign exchange, debt and capital management   Provides analytical and technical support to treasury-related activities	X
D	AFT040	Corporate/Financial Planning	Supports corporate planning by conducting analyses of competitors, operational effectiveness and capacity utilization   May research, evaluate and analyze prospective mergers, acquisitions and divestitures	X
D	AFT050	Tax Reporting and Compliance	Prepares and maintains tax records, returns, reports and other related materials   Participates in the development and implementation of tax strategy   Devises legal means to minimize tax liability using thorough knowledge of tax laws and regulations   Recommends alternative tax treatments to alleviate or reduce tax burden	X
D	AFT060	Tax Planning and Research	Conducts research and analyses of existing and upcoming tax legislation (domestic and/or international) to support the organization's planning and strategy   Conducts research as necessary to advise management of the tax implications resulting from projected organizational actions	X
D	AFT080	Insurance Risk	Develops, recommends and administers risk management and loss prevention programs, such as property and casualty insurance and product liability service (excluding insured employee benefit plans), to attain maximum protection at the most economical rates	X
D	AFT999	Financial Analysis and Tax - No Applicable Discipline	Responsibilities are within the Financial Analysis and Tax Function but are not described in other Discipline summaries	X
F	AFU	Audit and Financial/Business Controls	Designs, develops and implements the organization's audit program for accounting and financial control systems.	X
D	AFU000	Audit and Financial/Business Controls Generalist/Multidiscipline	Ensures the effectiveness of internal controls in compliance with corporate objectives and government standards such as the Sarbanes-Oxley Act (SOX) or the 8th Company Law Directive   Reviews, evaluates, develops, implements, maintains and verifies internal and business controls for processes, systems, financial statements, journals and reports in accordance with internal auditing and government-mandated standards   Identifies internal control gaps in business procedures, processes or systems and initiates appropriate remedial action   Ensures that documentation for all processes across the organization is reviewed and updated periodically   May coordinate with external auditors to prepare the attestation of management assessment on internal controls in accordance with Section 404 of the Sarbanes-Oxley Act   Responsibilities are within the Audit and Financial/Business Controls Function as a generalist or in a combination of Disciplines	X
D	AFU010	General Audit	Develops, plans and evaluates internal audit programs for the organization's accounting and statistical records and the activities of various departments to ensure compliance with the organization's policies, procedures and standards   Determines proper accountability of assets   Audits accounting records of contract agreements in which the organization is involved   Prepares reports for management on the results of audits, providing recommendations on improvements   Interfaces with and assists outside auditors to expedite their work	X
D	AFU020	IS Audit	Develops, directs, plans and evaluates internal audit programs for the organization's information systems and related procedures to ensure compliance with the organization's policies, procedures and standards   Audits information systems applications to ensure that appropriate controls exist and that information produced by the system is accurate   Advises others on information systems, internal controls and security procedures   Prepares reports and recommendations for management on the results of information systems audits	X
D	AFU030	Business Ethics and Compliance	Designs, develops, implements and promotes awareness of the organization's business ethics policies   Monitors the organization's standards of conduct and ethical relationships with customers, contractors, suppliers, employees and the communities in which business is conducted   Investigates allegations of unethical activity and develops safeguards to eliminate future breaches of the organization's ethics policies	X
D	AFU999	Audit and Financial/Business Controls - No Applicable Discipline	Responsibilities are within the Audit and Financial/Business Controls Function but are not described in other Discipline summaries	X
F	AFY	Risk Management	Develops, recommends and implements controls and cost-effective approaches to minimize the organization's risks effects. Identifies and analyzes potential sources of loss to minimize risk and estimates the potential financial consequences of an occurring loss.	X

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D	AFY000	<b>Risk Management Generalist/Multidiscipline</b>	Identifies and analyzes potential sources of loss to minimize risk   Estimates the potential financial consequences of an occurring loss   Develops and implements controls and cost-effective approaches to minimize the organization's risks   Assesses and communicates information regarding business risks with functions across the organization	X
D	AFY999	<b>Risk Management - No Applicable Discipline</b>	Responsibilities are within the Risk Management Function but are not described in other Discipline summaries	X
F	AHR	<b>Human Resources</b>	Designs, implements and monitors human resource programs and policies, including recruitment, learning and development, performance management, compensation, benefits, equal opportunity and diversity, etc. Anticipates and plans for long-term human resource needs and trends.	X
D	AHR000	<b>HR Generalist/Consultant Generalist/Multidiscipline</b>	Designs, implements and monitors a variety of human resource programs   Anticipates and plans for long-term human resource needs and trends in partnership with business management   Responsibilities are within the Human Resources Function as a generalist or in a combination of Disciplines	X
D	AHR010	<b>Compensation and Benefits Generalist/Multidiscipline</b>	Plans, designs, evaluates and administers employee compensation and benefit programs such as salaries, short- and long-term incentives, job evaluations, performance appraisals, retirement plans, and life, health and disability insurance	X
D	AHR020	<b>Compensation Generalist/Multidiscipline</b>	Develops, implements and administers compensation such as salaries, short- and long-term incentives, job evaluations, performance appraisals, salary increases and salary surveys   May provide services in Executive Compensation, International Compensation, Sales Compensation and other specialized areas of compensation	X
D	AHR030	<b>Compensation - Executive Compensation</b>	Develops, implements, and analyzes compensation programs for executives, officers and other top key positions, including short- and long-term incentive plans, financial and tax treatment of compensation programs, and proxy disclosure and analysis	X
D	AHR060	<b>Benefits</b>	Develops, implements and administers cost-effective benefits programs such as pension plans and life, health and disability insurance	X
D	AHR095	<b>Employee Relations</b>	Coordinates employee relations programs to ensure compliance with policies and practices   Develops and implements policies and procedures, including grievance procedures and exit interviews   Researches and responds to employee questions, concerns and grievances   Maintains employee relations records	X
D	AHR100	<b>Labor Relations</b>	Establishes and maintains labor management relations   Represents the organization in contract negotiations with labor unions   Administers the collective bargaining agreements and grievances	X
D	AHR116	<b>Equal Employment Opportunity</b>	Develops, implements and evaluates affirmative action programs to ensure compliance with government legislation and organization goals   Determines the efficiency and effectiveness of the Equal Employment Opportunity (EEO) data system   Prepares employment trend reports related to the utilization of the job market in employment practices   Recommends improvements in recruitment and employee programs to ensure compliance with EEO goals and regulations	X
D	AHR120	<b>Organization Development</b>	Analyzes the organizational structure, determines changes to organizational responsibilities, staffing, managerial skills and the quality of work life   Ensures policy/program changes affecting employees do not conflict with the organization's objectives	X
D	AHR122	<b>Workforce Analytics</b>	Applies and integrates advanced and predictive analysis, people metrics and reporting to develop strategic and operational insights for workforce decision-making (e.g., staffing, learning and development, talent management, diversity and human resource compliance)   Assesses organizational staffing and identifies requirements and solutions to meet workforce objectives	X
D	AHR130	<b>Employee Development/Training Generalist/Multidiscipline</b>	Develops, implements and evaluates employee development plans and programs to support organizational needs as a generalist or in a combination of Disciplines such as management development, talent management, succession planning, technical or nontechnical training, or e-learning   Monitors employee development and training programs, assesses needs and results, develops new programs and modifies existing programs	X
D	AHR131	<b>Employee Development/Talent Management</b>	Identifies and develops talents of employees based upon current and future business objectives   Identifies required skills within the organization and develops training and procedures to ensure the current skills remain within the organization	X
D	AHR134	<b>Technical Training</b>	Develops and implements training activities directed at both employee competencies and technical skills   Collaborates with other functions (e.g., Engineering, Operations, Maintenance) to ensure that course materials reflect current specifications and to obtain information on new processes and equipment   May visit work locations to confirm effectiveness of technical training programs	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AHR140	<b>Recruitment Generalist/Multidiscipline</b>	Sources, recruits, screens, interviews and recommends external and/or internal candidates for all level jobs, including entry level, experienced professional/technical, IT, support staff and hourly, and possibly management   May utilize the services of employment agencies   Places employment ads in appropriate sources, including the Internet and print media   Ensures the maintenance of accurate and concise records and reports concerning all phases of the recruitment process, including EEO statistics   May recruit from colleges, technical schools and job fairs	X
D	AHR142	<b>Recruitment - Management</b>	Sources, recruits, interviews and recommends external and/or internal candidates for management jobs	X
D	AHR144	<b>Recruitment - Professional/Technical</b>	Sources, recruits, interviews and recommends external and/or internal candidates for entry-level and experienced professional/technical jobs, including information technology and industry-specific technical disciplines	X
D	AHR148	<b>Recruitment - Support/Hourly</b>	Sources, recruits, screens, interviews and recommends external and/or internal candidates for support staff, clerical, craft and/or hourly jobs	X
D	AHR150	<b>Human Resources Information Systems</b>	Processes the organization's human resource information using the most efficient and cost-effective computer systems and applications   Researches, analyzes, designs and maintains information systems in support of human resource administration and projects   Monitors HR information needs and designs new or modifies existing systems to meet changing requirements	X
D	AHR160	<b>HR Service Center</b>	Provides centralized human resource services spanning payroll, benefits and other transactions   Ensures efficiency of service center operations, technology and transaction processes   Establishes standards and procedures for handling employee questions, transactions and administration of human resource programs   Coordinates services with the human resource information systems, human resource program managers and technology specialists	X
D	AHR999	<b>Human Resources - No Applicable Discipline</b>	Responsibilities are within the Human Resources Function but are not described in other Discipline summaries	X
F	AHS	<b>Environmental Health and Safety</b>	Designs, develops, implements and oversees the organization's environmental health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations.	X
D	AHS000	<b>Environmental Health and Safety Generalist/Multidiscipline</b>	Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations   Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines	X
D	AHS010	<b>Environmental Science</b>	Develops and implements programs to ensure that environment regulatory obligations are fulfilled in a cost-effective manner and that environmental risks are effectively managed   Analyzes and maintains detailed records of pollutant concentrations in air, water, plant and soil samples   Assists field locations in pollution prevention and waste minimization programs through periodic monitoring and technical guidance   Conducts research on the degradation of pollutants in the environment, including streams, sediments and groundwater   Maintains detailed records and prepares related reports and studies for submission to regulatory agencies	X
D	AHS030	<b>Health and Safety</b>	Conducts studies and investigations to ensure compliance with government safety and health laws, standards and regulations, and industrial hygiene   Investigates accidents and promotes safety-conscious work performance and training programs   Provides safety performance measures   Determines root cause analyses	X
D	AHS040	<b>Industrial Hygiene</b>	Inspects facilities and premises and prescribes corrective measures to reduce the risks of disease and other job-related ailments   Investigates and prepares reports on job-related injuries and fatalities, and determines measures to avoid any recurrence   Audits facilities to ensure compliance with environmental regulations and promotes maintenance of a clean and sanitary working environment   Conducts employee training in environmental compliance and the handling of hazardous materials   Provides direction on how to contain spills and clean spill sites to avoid civil or criminal penalties	X
D	AHS050	<b>Safety</b>	Conducts safety audits of buildings, facilities, tools and equipment   Determines safety training requirements and provides employees with safety training applicable to their work processes   Investigates accidents to determine the root cause, circumstances and contributing factors   Develops recommendations and follow-up to prevent accident recurrence   Maintains comprehensive knowledge of government safety regulations	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AHS070	<b>Workers' Compensation Case Management</b>	Directs and coordinates appropriate, timely and cost-effective delivery of health care related to disability, urgent and emergency care, work limitations, transitional return to work plans, accommodations and part-time work for workers' compensation and nonworkers' compensation illness and injury   Determines service needs, selects and evaluates the services of appropriate network providers, and makes recommendations for retention or removal from the network   Identifies and coordinates the process of cases requiring physician-level review and implements recommendations   Identifies cases involving high-frequency and high-risk injuries/illnesses and performs ongoing evaluation and treatment plans   Determines essential job functions and identifies and implements necessary limitations, accommodations and part-time work for high-frequency/high-risk cases to reduce the length of disability	X
D	AHS090	<b>Medical Services - Nursing</b>	Provides professional nursing care for the comfort and well-being of employees and assists physicians during examinations and treatments   Administers prescribed medications and changes dressings   Prepares and maintains patient clinical records   Develops preventive health care programs   May maintain established inventory levels for medicines, supplies and equipment	X
D	AHS999	<b>Environmental Health and Safety - No Applicable Discipline</b>	Responsibilities are within the Environmental Health and Safety Function but are not described in other Discipline summaries	X
F	AID	<b>IT Development</b>	Designs, develops, modifies, adapts and implements short- and long-term solutions to information technology (IT) needs through new and existing applications, systems architecture, network systems and applications infrastructure. Reviews system requirements and business processes; codes, tests, debugs and implements software solutions.	X
D	AID000	<b>IT Development Generalist/Multidiscipline</b>	Designs, develops, modifies, adapts and implements short- and long-term solutions to information technology (IT) needs through new and existing applications, systems architecture, network systems and applications infrastructure   Reviews system requirements and business processes; codes, tests, debugs and implements software solutions   Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines	X
D	AID010	<b>Application Development</b>	Provides application software development services typically in a defined project   Develops program logic for new applications or analyzes and modifies logic in existing applications   Codes, tests, debugs, documents and implements software applications   Analyzes requirements, tests and integrates application components   Ensures that system improvements are successfully implemented	X
D	AID015	<b>Internet/Web Application Development</b>	Designs and develops primarily Internet/web pages and applications such as e-commerce and content-driven websites   Codes, tests, debugs, documents and implements web applications using a variety of languages and platforms such as HTML, Java, PHP, JSP, Python, AJAX, JavaScript, ASP, CGI, Perl, XML   Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UI) that consist of web pages with graphics, icons and color schemes that are visually appealing   Ensures that applications are compatible across multiple computing platforms and browsers   May require familiarity with streaming media concepts and techniques, including digital video and audio compression standards such as MP3, WAV and MPEG   May also involve responsive web design techniques	X
D	AID020	<b>Business Systems Analysis</b>	Acts as a liaison between the IT development group and business units for the development and implementation of new systems and enhancement of existing systems   Evaluates new applications and identifies systems requirements   Evaluates new IT developments and evolving business requirements and recommends appropriate systems alternatives and/or enhancements to current systems   Prepares communications and makes presentations on system enhancements and/or alternatives	X
D	AID030	<b>IT Architecture (Systems Design)</b>	Designs and develops IT architecture (integrated process, applications, data and technology) solutions to business problems in alignment with the enterprise architecture direction and standards   Performs technical planning, architecture development and modification of specifications   Develops specifications for new products/services, applications and service offerings   Assesses the compatibility and integration of products/services proposed as standards in order to ensure an integrated architecture across interdependent technologies	X
D	AID040	<b>Systems Software Development</b>	Designs, develops, tests, debugs and implements operating systems components, software tools and utilities   Determines systems software design requirements   Ensures that system improvements are successfully implemented and monitored to increase efficiency   Generates systems software engineering policies, standards and procedures	X

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D	AID050	<b>Software Quality Assurance and Testing</b>	Conducts a wide range of quality control tests and analyses to ensure that software meets or exceeds specified standards and end user requirements   Drafts, revises and approves test plans and scripts to ensure alignment with standards and IT strategy   Creates test data files with valid and invalid records to thoroughly test program logic and verify system flow   Coordinates with users to plan user acceptance testing, alpha and beta testing   Ensures that system tests are successfully completed and documented and all problems are resolved	X
D	AID055	<b>Application Development Support</b>	Maintains, integrates and implements software applications within the organization   Coordinates software application testing, quality assurance, configuration, installation and support to ensure smooth, stable and timely implementation of new software and updates to installed applications   Ensures proper controls are established and maintained over test and production systems and software source code	X
D	AID060	<b>Database Design and Analysis</b>	Analyzes, designs, creates and implements databases, including data models, logical and physical databases, data dictionaries and schemas, access methods, device allocations, validation checks, organization and security   Develops and implements database recovery plans and procedures   Develops and implements database analysis and development policies, standards and procedures   Collaborates with database software vendors and external technical support on issues such as software upgrades, problems and potential solutions	X
D	AID070	<b>Database Warehousing/Mining</b>	Creates data warehouses (very large databases, usually loaded from transaction and Enterprise Resource Planning systems, to support decision making in an organization) and/or data marts (a subset of a data warehouse for a single department or function)   Designs, develops and implements data mining tools and analyses to sift through large amounts of data stored in a data warehouse or data mart to find relationships and patterns	X
D	AID080	<b>Network Architecture Design</b>	Plans, researches, evaluates, designs and develops network systems by applying engineering, hardware and software design theories and principles to develop a compatible system infrastructure in line with organization strategies	X
D	AID090	<b>Network Planning and Implementation</b>	Researches networking requirements; prepares detailed architectural and installation plans   Conducts internal studies of network performance and traffic analysis   Researches problems, conducts cable and equipment installations, and evaluates new technologies	X
D	AID100	<b>Enterprise Resource Planning</b>	Configures, implements, maintains and upgrades enterprise resource planning (ERP) application modules (e.g., Human Resources, Finance, Supply Chain Management)   Analyzes user requirements to determine ERP system configuration and customization   Provides ongoing ERP system support   May participate in defining requirements and selecting software vendors	X
D	AID110	<b>IS and Cyber Security Development</b>	Designs, develops, implements and troubleshoots various information system (IS) and cyber security software   Develops, tests and validates solutions to remediate exploitable conditions on devices such as web servers, mail servers, routers, firewalls and intrusion detection systems   Evaluates, codes and implements software fixes (patches) to address system vulnerabilities such as malicious code (e.g., viruses), system exploitation using SQL injection, cross-site scripting, buffer overflows, parameter tampering, hidden field manipulation, cookie poisoning and web services manipulation   Conducts security assessments of systems and applications using penetration tests, ethical hacking tools and risk assessment/mediation methodologies to evaluate vulnerabilities	X
D	AID999	<b>IT Development - No Applicable Discipline</b>	Responsibilities are within the IT Development Function but are not described in other Discipline summaries	X
F	AIT	<b>IT Administration</b>	Manages the Information Technology (IT) infrastructure within an organization, including the physical network (e.g., LANs/WANs, servers, terminals) as well as server applications and software (e.g., PeopleSoft, Oracle). Configures, installs, maintains and upgrades server applications and hardware.	X
D	AIT000	<b>IT Administration Generalist/Multidiscipline</b>	Administers the IT infrastructure within an organization, including the physical network (e.g., LANs/WANs, servers, terminals) as well as server applications and software (e.g., PeopleSoft, Oracle)   Responsibilities are within the IT Administration Function as a generalist or in a combination of Disciplines	X
D	AIT010	<b>Computer Systems Administration</b>	Configures, installs, maintains and upgrades computer systems hardware and software   Administers and maintains security of operating systems   Restores files or systems by designing, writing and implementing back-up procedures   Provides operational support for the organization's information systems and peripheral equipment such as application servers, database servers, web servers, desktops, printers and storage devices   Performs recovery procedures, scheduling and back-ups and monitors batch processes	X

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D	AIT015	Website Administration	Plans and administers web systems hardware and operating system server software, including web server setup and implementation   Maintains and monitors website functionality (e.g., links, calculators, news feeds) and website security   Conducts performance monitoring, capacity planning, workload modeling and predictive analyses to identify and resolve potential issues (e.g., performance, security breaches)   Collaborates with internal and/or external resources (i.e., content owners, editors, web developers) to maintain current information and tools on the organization's website(s)   Troubleshoots network problems and security issues	X
D	AIT020	IT Help Desk Support	Provides technical support to the organization's internal users of computer applications and hardware (e.g., PCs, servers, mainframes)   Answers questions regarding system procedures, online transactions, systems status and downtime procedures and is typically located within a call center   Collaborates with network services, software systems engineering and/or application development in order to restore service and/or identify problems   Maintains a troubleshooting tracking log ensuring timely resolution of problems	X
D	AIT025	IT On-Site Support	Provides on-site technical support to the organization's internal users of computer applications and hardware (e.g., PCs, servers, mainframes)   Collaborates with network services, software systems engineering and/or application development in order to restore service and/or identify problems   Typically resolves issues referred by help desk support	X
D	AIT030	Database Administration	Administers database utilities, monitors the relationships between the database users and applications, and maintains the organization's databases across multiple platforms and computing environments   Applies understanding of relational database concepts and query languages in order to design required summary or aggregation tables to support analyses   Collaborates with technology/infrastructure staff to identify data relationships and functional requirements; analyzes and resolves issues related to information flow and content   Maintains database support tools, database tables and dictionaries and recovery and back-up procedures   Performs data modeling studies and develops detailed data models; maintains data model and entity relationship diagrams	X
D	AIT040	Network Control/Administration	Provides technical expertise in the management of a public and/or private network; tests and analyzes network facilities, including network control software, routers, switches, lines, modems, adapters and servers   Installs, supports and/or maintains LANs and/or WANs; evaluates and recommends networking product and software upgrades   Performs technical analyses of software, hardware and transmission facilities using various diagnostic tools in support of efficient network operations   Monitors data traffic and controls network resource performance to ensure high-quality transmission   Identifies, diagnoses and resolves technical problems related to network failure/integrity and usage of PC hardware and software	X
D	AIT050	Email Administration	Provides overall administration and support for email applications to ensure that the system's integrity and security are not compromised   Embargoes incoming email on notice of virus alert, assesses the impact of the virus on email applications and works with other IT administrators to identify affected systems   Measures and maintains email capacity and utilization and notifies users when utilization exceeds established limits   May administer GroupWare systems	X
D	AIT060	IS Disaster Recovery/Business Continuation	Develops and tests plans to ensure the continuity of critical business functions and minimizes information loss in the event of a disaster (e.g., fire, flood, hurricane, earthquake)   Sets up hot sites so that backup systems can be brought up and running quickly   Institutes loss-reduction mechanisms to lessen exposure to disaster risks such as sprinkler systems, insurance policies and evacuation procedures   In the event of disaster, assesses damage to computer hardware, vital records, etc., to determine what should be salvaged, restored or replaced	X
D	AIT070	IS and Cyber Security	Evaluates, tests, recommends, develops, coordinates, monitors and maintains information systems (IS) and cyber security policies, procedures and systems, including access management for hardware, firmware and software   Ensures that IS and cyber security architecture/designs, plans, controls, processes, standards, policies and procedures are aligned with IS standards and overall IS and cyber security   Identifies security risks and exposures, determines the causes of security violations and suggests procedures to halt future incidents and improve security   Develops techniques and procedures for conducting IS and cyber security risk assessments and compliance audits, the evaluation and testing of hardware, firmware and software for possible impact on system security, and the investigation and resolution of security incidents   Implements IS and cyber security policies and takes measures against intrusion, frauds, attacks or leaks	X

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D	AIT080	IT Training/Documentation	Develops, coordinates and conducts IT training, educational and orientation programs for users   Develops and maintains documentation of information technology systems and applications and coordinates incorporation of documentation within applications (e.g., online help)   Develops, implements and/or approves training and documentation policies, standards and procedures   Maintains records and prepares documentation of training programs, scheduling, employee attendance and training program effectiveness	X
D	AIT090	Voice Communications	Performs technical analysis of software, hardware and transmission systems for voice communications   Ensures that remote hardware and communication facilities have procedures for installation and support of voice communications systems   Collaborates with internal and external customers and vendors to determine voice communications system requirements	X
D	AIT999	IT Administration - No Applicable Discipline	Responsibilities are within the IT Administration Function but are not described in other Discipline summaries	X
F	ALG	Legal	Provides legal advice and services on issues concerning the rights, obligations and privileges of the organization. Represents the organization to customers, suppliers, competitors and government agencies. Provides resolution of business or technical issues by identifying legal solutions and recommending a course of action. Examines legal data to determine advisability of defending or prosecuting lawsuits.	X
D	ALG000	Legal Generalist/Multidiscipline	Provides a full range of legal advice and services   Responsibilities are within the Legal Function as a generalist or in a combination of Disciplines	X
D	ALG010	Contract Law	Reviews, drafts and negotiates a broad range of commercial contracts   Ensures that contracts are in compliance with legal, regulatory and organization policies   Monitors the contract process to assure compliance with the organization's contractual guidelines, satisfaction of customer specifications and adherence to organization policy   May act as a contract liaison between the organization and customers/vendors, including participation in precontract discussions, contract negotiations and contract changes   Assesses commercial risk of contracts	X
D	ALG020	Employment Law	Provides legal advice regarding employment law   Collaborates with Human Resources on all issues of the law related to the organization's human capital   Monitors legal issues and implications concerned with discrimination, sexual harassment, health and safety, hiring and firing, as well as all other aspects of employee rights and responsibilities	X
D	ALG065	Corporate Governance	Creates efficient monitoring systems and incentives to ensure that executive behavior aligns with the interests of stakeholders   Plans and monitors relationships among stakeholders, Board of Directors, executive officers, independent auditors and the Board Audit Committee to ensure compliance with rules and policies of the organization   Identifies and resolves issues and recommends preventive and corrective measures	X
D	ALG072	Food Law	Provides advice to the organization on food laws and government regulations affecting the operation of the organization   Implements policies and procedures to ensure organization compliance with food regulations and regulatory reporting requirements, including food safety, labeling, genetically modified organisms, environmental concerns, sales regulation, intellectual property rights in food, and the international regulation of food   Investigates and resolves compliance problems and responds to questions from internal sources and regulatory agencies	X
D	ALG080	Tax Law	Provides legal advice and represents the organization with relevant taxation agencies   Monitors potential impact of tax legislation and formulates tax savings plans to alleviate or reduce an increased tax burden   Prepares opinions on tax liability resulting from past or future operations	X
D	ALG100	IS and Cyber Security Law	Focuses on information technologies and communication laws and regulations   Advises and represents the organization in legal issues concerning information systems (IS) and cyber security risks and violations   Specializes in IS and cyber defense, cybercrime (e.g., hacking) and personal data	X
D	ALG999	Legal - No Applicable Discipline	Responsibilities are within the Legal Function but are not described in other Discipline summaries	X
F	ALS	Legal Support	Provides support for a variety of law-related activities that do not require a law degree, including legal or factual research, contract administration, document preparation and analysis, citation checking and trial preparation.	X
D	ALS000	Legal Support Generalist/Multidiscipline	Provides support for a variety of law-related activities that do not require a law degree, including legal or factual research, contract administration, document preparation and analysis, citation checking and trial preparation   Responsibilities are within the Legal Support Function as a generalist or in a combination of Disciplines	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	ALS020	<b>Contract Administration</b>	Participates in the development and fulfillment of contract requirements in the purchase or sale/delivery of equipment, materials, products or services   Evaluates contract compliance and advises others on contractual rights and obligations   Requests or approves amendments to contract terms or contract extensions   Prepares bids or requests for proposals (RFPs), including specifications and requirements; negotiates contract terms and participates in the determination of acceptable bids	X
D	ALS040	<b>Legal Secretarial/Administrative Assistance</b>	Performs secretarial duties that require knowledge of legal procedures and terminology   Prepares papers and correspondence such as contracts, briefs, summonses, complaints and motions   May maintain files and calendars, schedule appointments, schedule meetings and make travel arrangements	X
D	ALS999	<b>Legal Support - No Applicable Discipline</b>	Responsibilities are within the Legal Support Function but are not described in other Discipline summaries	X
F	AMK	<b>Marketing</b>	Markets the organization's products, brands and/or services. Designs, develops and implements communication programs to advertise the organization's products/brands/services using media (e.g., print, broadcast, digital), events and sales promotions. Develops and evaluates pricing strategies and structures. Designs and maintains websites to promote and sell the organization's products through the Internet.	X
D	AMK000	<b>Marketing Generalist/Multidiscipline</b>	Designs, develops and implements marketing programs and/or pricing strategies to support the organization's products, services or market sector   Uses specific marketing strategies and media (e.g., print, broadcast, digital) to launch and position products and services in a sector   Identifies and implements marketing strategies and programs in collaboration with sales and technical teams   Responsibilities are within the Marketing Function as a generalist or in a combination of Disciplines	X
D	AMK010	<b>Channel/Partnership/Co-Branded Marketing</b>	Develops and implements marketing strategies to identify effective distribution channels   Researches and analyzes the marketplace to identify new channel, partnership and co-branding opportunities   Develops and monitors channel opportunities, licensing agreements, joint ventures and partnerships to maximize revenues   Designs, develops and implements marketing programs with third-party partners	X
D	AMK020	<b>Advertising/Marketing Communications</b>	Coordinates the development of advertising/marketing communications materials by creative design and creative writing services to effectively represent the products, services, brands and/or the organization to customers and prospects   Applies various communication strategies to create an impression, raise awareness, and encourage a preference and response by the target audience for the organization and its products, services and brands   Develops and coordinates multimedia packages (e.g., letters, brochures, video, point-of-purchase displays)   May involve use of sponsorship, events and sales promotions	X
D	AMK025	<b>Advertising</b>	Promotes the sale of the organization's products, services, brands and/or the organization through various advertising media (e.g., print, broadcast, digital) and other methods   Oversees creation and placement of advertisements using various media and coordinates efforts with advertising agencies   Designs, develops and implements advertising/promotion policies and monitors results   Coordinates with internal clients (e.g., product/brand managers, business unit managers) to source and produce advertising materials	X
D	AMK026	<b>Marketing Promotions</b>	Plans, recommends and implements promotions and events designed to increase sales and awareness for the organization's products and/or services   Identifies promotion targets and specific offers; coordinates end-to-end campaign life-cycle   Collaborates with and participates in promotion-related marketing and sales efforts, including merchandising, advertising and on-site visits to targets and/or events   Maintains promotion-related documentation (e.g., promotion codes, discounts, promotion calendar)   Develops and maintains budgets to oversee costs and metrics to evaluate the effectiveness of promotions and events	X
D	AMK030	<b>Market/Segment Development</b>	Identifies new business opportunities and creates appropriate business plans   Identifies new market opportunities (i.e., products/services, technologies, markets)   Monitors organization's market share and competition	X
D	AMK040	<b>Market Research/Intelligence</b>	Performs analyses and prepares forecasts and recommendations in the areas of product preferences, sales coverage, market penetration, market practices and sales trends   Researches market conditions to determine potential sales of a product	X
D	AMK041	<b>Customer Insight and Research Generalist/Multidiscipline</b>	Undertakes detailed quantitative analyses of consumer databases and external data sources and develops a data driven insight into customers, their behaviors, buying preferences and patterns   Identifies and communicates initiatives that enhance the positioning and offering of products and services to customers   Performs multiple functions of analytics, modeling, data management or reporting solutions	X

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D	AMK042	Customer Data Management	Develops and maintains customer information database (usually specific data marts) to support analysis, application development and data driven marketing techniques   Manages information security, data protection, data quality and exchange   Liaises with the IT and other data management functions as required both internally and externally	X
D	AMK043	Customer Research Analytics and Modeling	Undertakes detailed analysis of data and mining for insights and employs modeling techniques that offer actionable marketing benefits informing the organization's or client's strategy   Integrates data analysis and models into commercial systems which support marketing and product management/development decision making   Develops new analysis methodologies and influences design of technologies supporting future analytical capabilities	X
D	AMK050	Product Management	Develops and directs marketing programs for a significant product or product category   Compiles and evaluates research on the market's product requirements and identifies enhancements to current features and functionality   Establishes marketing strategies, including product direction, advertising, packaging, pricing, expense budgets, profit plans and future product development, to manage a product or product category's life cycle   Interfaces with engineers, designers, suppliers and customers to develop product requirements and specifications   Prepares and coordinates product introductions and updates	X
D	AMK060	Direct Marketing	Markets the organization's products and services using customer marketing databases   Creates direct mail marketing plans, targeting specific market segments with specialized offers   Collaborates with market research in developing response models and other database improvements   May conduct data mining analyses of customer data to develop marketing trends	X
D	AMK070	Brand Marketing	Promotes and maintains the brand image at local, national or international levels   Coordinates marketing strategies, including packaging, pricing, expense budgets, advertising and promotion of the brand   Develops associated advertising campaigns for the brand	X
D	AMK080	Pricing	Develops pricing strategies to meet customers' needs while providing a profit for the organization   Determines core business costs of service in support of pricing/tariff development   Designs, implements and maintains pricing infrastructures   Evaluates effectiveness of pricing strategies and modifies pricing structures as needed   Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers	X
D	AMK100	Trade Shows/Events	Plans, develops and oversees marketing events (e.g., trade shows, conventions, sales meetings) for internal and/or external clients   Coordinates customer invitation solicitations, advanced and on-site registration, and post-event follow-up and evaluations   Researches available venues and recommends event sites; investigates, selects, negotiates and coordinates services with vendors, including catering and event support   Prepares budgets and forecasts and compiles summaries of total event costs, cost-per-contact, audience profiles and attendees' comments	X
D	AMK110	Digital Marketing Generalist/Multidiscipline	Develops marketing, merchandising and creative strategies and affiliated programs to promote the organization's products and services through the Internet or other digital channels to increase exposure to and business from the target audience   Manages the implementation of digital marketing programs and analyzes their effectiveness   Establishes and manages the relationships with search engines and portal sites that are strategically aligned with the digital goals   Tracks usage trends of the organization's websites, including number and quality of visitors and advertising campaign impact   Develops and maintains website graphic designs and layout to support the organization's image, identity and brands through a diverse mix of web material, graphical user interfaces and multimedia delivered for the web   Ensures that the organization's website provides up-to-date and comprehensive product/service information that is easily available to existing and potential customers   May be responsible for social media marketing and online community management	X
D	AMK111	Internet Search Optimization	Analyzes the results of the leading search engines to understand what keywords influence results rankings in order to optimize traffic to the organization's online/digital sites   Develops visible content and hidden tags in online/digital sites to improve the volume and/or quality of traffic to a site from search engines from unpaid search results by analyzing traffic and search results   Ensures that online content is labeled in the way that best serves users' needs in finding content and exploring the website   Advises and trains content management staff on best practices for labeling content	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AMK112	Social Media Marketing	Plans and implements marketing strategies and campaigns through social media optimization (SMO)   Builds brand identification through penetration of social media   Solicits, creates and posts content that attracts attention and encourages readers to share it with their social networks   Establishes and maintains relationships with social network members, bloggers and the online community   Participates in building websites that include integration points to various social networking and microblogging sites and tools	X
D	AMK113	Online Community Management	Builds, grows and manages internal and/or external online community relationships across a variety of platforms (e.g., social media, blogs, message boards, email groups) to generate brand awareness, encourage loyalty to the organization and increase engagement of target audiences   Generates and posts social media content and sponsors online community events (e.g., webinars, group discussions)   Monitors and engages community targets in online conversations, fields questions and offers solutions   Monitors, evaluates and reports on online community trends   Continually monitors content developed internally and/or posted by users to ensure content is appropriate for target audience	X
D	AMK120	Digital Content Management/Production	Ensures that the organization's websites provide up-to-date and comprehensive product/service information that is easily available to existing and potential customers   Establishes and maintains an information architecture that is well organized, user-friendly, and presents a consistent corporate look and feel   Coordinates the development, integration, format design and release of content from writers and designers   Analyzes the use of website content and design; takes steps as necessary and affordable to improve information content architecture and design   Employs focus groups, surveys, web statistics, email, etc., to elicit feedback and improve website content and organization	X
D	AMK130	Digital Graphic/Visual Design	Develops and maintains website graphic designs (e.g., art, color themes, photographs, web pages) and layout to support the organization's image, identity and brands   Reviews all elements of site design from a human factors (i.e., ergonomics of human/computer interaction) perspective to ensure maximum usability and to ensure alignment with the organization's overall objectives   Establishes and maintains the organization's website graphics standards, techniques and methods   Analyzes website technology trends to identify new techniques and ensure optimal site design	X
D	AMK150	Digital Creative Writing	Develops creative, clearly-written material for the organization's websites in support of the organization's marketing programs in accordance with the established editorial and style guidelines   Plans, develops and publishes online marketing communications for websites such as descriptions of the organization's products and services, FAQs (frequently asked questions) and electronic brochures	X
D	AMK999	Marketing - No Applicable Discipline	Responsibilities are within the Marketing Function but are not described in other Discipline summaries	X
F	AMS	Customer Support/Operations	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints. Includes Call Center - Outbound, Call Center/Customer Service and e-Commerce Customer Service.	X
D	AMS000	Customer Support/Operations Generalist/Multidiscipline	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints   Resolves customer inquiries and complaints fairly and effectively   Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships   Recommends and implements programs to support customer needs   Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines	X
D	AMS010	Customer Service	Provides customer services relating to sales, sales promotions, installations and communications   Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws   Develops organization-wide initiatives to proactively inform and educate customers   Develops improvement plans in response to customer surveys	X
D	AMS020	Customer Contact Center Generalist/Multidiscipline	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards   Processes customer orders, bills and accounts, and applications for service, maintenance and termination   Troubleshoots and resolves customer complaints	X
D	AMS022	Customer Contact Center - Complaints Escalation	Ensures that both new and existing customer complaints are handled effectively   Resolves more complex complaints escalated by customer contact center staff	X
D	AMS024	Customer Contact Center Planning and Monitoring	Plans and monitors customer contact center schedules and operations   Provides management information and productivity forecasts by observing customer call patterns   Develops, monitors and analyzes key performance indicators   May schedule call center equipment maintenance and repair appointments	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AMS026	Customer Contact Center Process Improvement	Analyzes and measures the effectiveness of existing contact center processes and develops sustainable, repeatable and quantifiable process improvements   Collects and analyzes contact center activity data and initiates, develops and recommends improvements to systems, processes and procedures to increase productivity and reduce cost   Monitors resource requirements, call volume, quality and efficiency of customer contact center operations   Collaborates with training resources to provide training on improved processes	X
D	AMS999	Customer Support/Operations - No Applicable Discipline	Responsibilities are within the Customer Support/Operations Function but are not described in other Discipline summaries	X
F	AMT	Technical Customer Support	Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance. Responds to customer questions regarding operation and malfunctions. Advises customers on preventive maintenance and configuration adjustments to improve product performance and customer satisfaction.	X
D	AMT000	Technical Customer Support Generalist/Multidiscipline	Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance of products and services   Responsibilities are within the Technical Customer Support Function as a generalist or in a combination of Disciplines	X
D	AMT010	Technical Customer Support - Remote/Help Desk	Delivers remote (e.g., telephone, online) post-sale troubleshooting and diagnostic support services to ensure that all products and services function properly   Resolves technical support inquiries directly or indirectly through on-site and/or remote first-level support representatives	X
D	AMT020	Technical Customer Support - Customer Site	Delivers post-sale services at customer sites, including installation, maintenance and repair of organization and third-party products and services to ensure that all function properly   Ensures customer satisfaction by advising customers on preventive maintenance and configurations that may favorably impact performance	X
D	AMT999	Technical Customer Support - No Applicable Discipline	Responsibilities are within the Technical Customer Support Function but are not described in other Discipline summaries	X
F	AOM	Manufacturing/Operations	Oversees manufacturing and/or production operations, including assembly, machinery, processing and/or packaging. Sets production schedules based on product introduction, equipment efficiency, materials supply, staffing resources and volume required to meet demand and to ensure maximum production quantity and quality.	X
D	AOM000	Manufacturing/Operations Generalist/Multidiscipline	Manufactures sufficient quantities of quality products at or below budgeted production costs in order to meet marketplace demand   Sets up equipment operation feed, speed and temperature   Follows established procedures for operating various conventional and/or CNC (computerized numerical control) manufacturing equipment for tasks such as cutting, punching, forming, drilling, tapping, turning, milling and stamping to fabricate, form or shape manufactured parts, tools or parts assemblies from raw materials   Selects and measures raw materials and parts to specifications to prepare for production processing   Resolves issues related to the organization's production, machinery, processing and/or packaging operations   Responsibilities are within Manufacturing/Operations Function as a generalist or in a combination of Disciplines	X
D	AOM010	Production Planning and Control	Plans and prepares manufacturing production schedules and departmental workflows to establish sequence and lead time of each production operation to meet shipping dates according to sales forecasts or customer orders   Expedites operations that delay schedules and alters schedules to meet unforeseen conditions; includes estimating   Analyzes plant capacity and production requisition data to determine manufacturing processes and required resources; prepares production reports	X
D	AOM015	Production/Process Equipment Operations	Sets up and operates automatic or semi-automatic machines and related equipment in a continuous production/processing operation   Monitors meters, gauges, valves, flow ratios, temperatures, pressures, and related controls and guidelines to ensure adherence to production/process specifications   Reports any malfunctions or abnormalities and makes minor adjustments and repairs to equipment   Performs all work in accordance with established safety procedures	X
D	AOM020	Production Assembly	Assembles mechanical units, fabricated parts/components and/or electrical/electronic systems to make subassemblies, assemblies or complete units using hand tools, power tools, jigs, fixtures and miscellaneous equipment   Fits, aligns, calibrates and adjusts parts and mechanisms to meet tolerances and product operating requirements; repairs units or products that have failed to meet requirements	X
D	AOM050	Packaging Operations	Operates, monitors and controls part of a production line which yield packaged products that meet regulatory and quality standards   Follows established procedures and respects Good Manufacturing Practices (GMP) concerning quality, safety and hygiene   Cleans and ensures proper functioning of manufacturing equipment; performs simple maintenance   May also complete standards documents, including those relating to quality assurance	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AOM999	<b>Manufacturing/Operations - No Applicable Discipline</b>	Responsibilities are within the Manufacturing/Operations Function but are not described in other Discipline summaries	X
F	APM	<b>Project/Program Management</b>	Plans, monitors and manages internal projects from initiation through completion. Secures required resources and uses formal processes and tools to manage resources, budgets, risks and changes. Manages projects to ensure on-time completion according to specifications and within budgeted costs. At the higher levels, incumbents manage large multifaceted projects; at lower levels, incumbents may be concerned with clearly identifiable elements or functions within a larger project. Typically incumbents matched to this function are working towards or have achieved certification in project management.	X
D	APM000	<b>Project/Program Management Generalist/Multidiscipline</b>	Plans, monitors and manages internal projects from initiation through completion   Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management   Ensures project results meet requirements regarding technical quality, reliability, schedule and cost   Monitors performance and recommends schedule changes, cost adjustments or resource additions   Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines	X
D	APM010	<b>Information Technology Project Management</b>	Manages all aspects of a diverse IT project or multiple IT projects, typically involving multiple Disciplines in the IT Function   Utilizes expertise and leadership skills to direct staff and to resolve issues to ensure project goals and requirements are met   At senior levels may employ Scrum Master techniques in Agile development practices	X
D	APM020	<b>Facilities Construction Project Management</b>	Leads or coordinates construction projects such as developing a new facility; the addition, expansion or extension of an existing facility; or renovation/alterations to a facility in collaboration with project team, construction site and management   Develops assignments, timetables and responsibilities for team members for the duration of the project   Organizes and directs construction personnel and ensures that materials and equipment resources are delivered on time	X
D	APM030	<b>Engineering Project Management</b>	Leads or coordinates project planning, resourcing, staffing, progress reporting, people management and troubleshooting for engineering projects   Ensures project results meet requirements regarding technical quality, reliability, schedule and cost	X
D	APM050	<b>Product Development Project/Program Management</b>	Leads or coordinates cross-functional project/program teams from design to delivery of fully-developed products that are ready for customer use   Monitors performance and recommends schedule changes, cost adjustments or resource additions   Investigates facts and develops solutions to problems during the design and planning phases   Provides timely and accurate information and status updates to functional leaders   May be responsible for feasibility studies, field trials management, identifying product gaps, defining product requirements and engaging with customers to understand market needs and trends	X
D	APM060	<b>Resource Management</b>	Manages employee resources on a "pool" basis   Ensures that resources of suitable skills and caliber are available for tasks and activities as required   Manages the education, planning, skills enhancement, costing, etc., associated with resources	X
D	APM999	<b>Project/Program Management - No Applicable Discipline</b>	Responsibilities are within the Project/Program Management Function but are not described in other Discipline summaries	X
F	AQY	<b>Quality Assurance Methods</b>	Develops and implements programs to establish and maintain quality standards of existing products and services, as well as developing programs to focus employees on quality improvement. Develops policies, procedures and methods to check product, material, components and/or operational quality and improve same.	X
D	AQY000	<b>Quality Assurance Methods Generalist/Multidiscipline</b>	Develops policies, procedures and methods to evaluate and improve the quality of products, materials, components and/or operations   Develops, assures and maintains the quality of products and processes, including standard procedures (e.g., ISO 9001:2000, ISO 14000 family of standards), quality audits/review, Taguchi methods, process reengineering, etc.   Responsibilities are within the Quality Assurance Methods Function as a generalist or in a combination of Disciplines	X
D	AQY020	<b>Business Process Improvement</b>	Analyzes and measures the effectiveness of existing business processes and develops sustainable, repeatable and quantifiable business process improvements   Researches best business practices within and outside the organization to establish benchmark data   Collects and analyzes process data to initiate, develop and recommend business practices and procedures that focus on enhanced safety, increased productivity and reduced cost   Determines how new information technologies can support reengineering business processes   May specialize in one or more of the following areas: benchmarking, business process analysis and reengineering, change management and measurement, and/or process-driven systems requirements	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AQY030	Six Sigma Process	Develops, implements and sustains process improvement initiatives utilizing Six Sigma methodologies   Drives process improvement initiatives throughout the organization, often extending them to suppliers and customers   Typically requires or is working towards Six Sigma certification (i.e., Master Black Belt, Black Belt)	X
D	AQY040	Supplier Quality Assurance	Collaborates with suppliers to assure the quality of their products, materials, components and/or operations   Monitors supplier performance and supports efforts to develop and implement changes to improve the production process   Follows up with suppliers on quality deviations and ensures that solutions are identified and implemented	X
D	AQY050	Food Safety	Ensures food products meet standards set by organization and regulatory authorities   Executes and tracks regulatory compliance policies and procedures for food safety and quality, including allergens, microbiological issues, foreign materials and other food safety issues that pose a risk to human health   Collaborates with quality, R&D, marketing, manufacturing and legal functions on food safety implications of new product formulations or ingredient changes   Develops and reviews food quality and safety policies, provides training and manages audits by third-party inspectors	X
D	AQY999	Quality Assurance Methods - No Applicable Discipline	Responsibilities are within the Quality Assurance Methods Function but are not described in other Discipline summaries	X
F	ARE	Real Estate and Facilities	Plans, controls and directs real estate activities such as site location and acquisition, right-of-way negotiation, building and land acquisition and disposition, space leasing, property management and maintenance of properties.	X
D	ARE000	Real Estate and Facilities Generalist/Multidiscipline	Plans, controls and directs real estate activities; identifies, acquires or leases land and buildings for the organization's operations   May negotiate right-of-way easements   Ensures the optimal utilization of the organization's facilities   Disposes of facilities that are no longer required by the organization   Responsibilities are within the Real Estate and Facilities Function as a generalist or in a combination of Disciplines	X
D	ARE010	Real Estate/Property Management	Manages real estate to ensure maximum return and profitability   Advises and assists with site selection, site acquisition, leasing space and other functions relating to land acquisition, negotiation and sale	X
D	ARE020	Facilities Management	Ensures the optimal utilization of the organization's facilities   Assesses and evaluates the physical space requirements of the organization and recommends plans to meet needs   Ensures proper functioning of facilities through ongoing inspection and maintenance	X
D	ARE999	Real Estate and Facilities - No Applicable Discipline	Responsibilities are within the Real Estate and Facilities Function but are not described in other Discipline summaries	X
F	ARP	Product Development	Discovers, develops and evaluates new product ideas, enhancements to existing products or strategic product extensions, and translates research discoveries into usable and marketable products. Leads, plans and tracks all phases of the product life cycle, from inception to introduction into the marketplace. Appraises new product ideas to determine their potential to address customer needs and to achieve goals in revenue growth and market share. Establishes product specifications and coordinates with various functions, including Engineering, Manufacturing, Marketing and Sales, to ensure successful product development and implementation.	X
D	ARP000	Product Development Generalist/Multidiscipline	Discovers, develops and evaluates new product ideas, enhancements to existing products or strategic product extensions, and translates research discoveries into usable and marketable products   Leads, plans and tracks all phases of the product life cycle, from inception to introduction into the marketplace   Develops design briefs for new product ideas, including specifications, sketches and/or models to present a clear, focused concept for strategic consideration   Responsibilities are within the Product Development Function as a generalist or in a combination of Disciplines	X
D	ARP010	Product Development - Physical Science	Initiates, leads, conducts and supports product development based on chemistry, earth sciences, physics or metallurgy	X
D	ARP020	Product Development - Health Science	Initiates, leads, conducts and supports product development based on medicine, nuclear medicine, dentistry, osteopathy or veterinary medicine	X
D	ARP030	Product Development - Life Science	Initiates, leads, conducts and supports product development based on biology, bio-tech, physiology, pharmacology, neurosciences, microbiology, agriculture, food, genomics, bioinformatics, bacteriology or stem cell research	X
D	ARP035	Food Science/Technology	Develops and formulates new or improved food products or processes   Documents processes, formulas, ingredients and results related to production tests, samples and product evaluations   Conducts taste-test panel evaluation with test batches for new products or processes   Typically has a strong working knowledge of food science, health and nutrition, food manufacturing processes, quality assurance principles, ingredient functionality and supply, and market research practice	X
D	ARP040	Product Development - Mathematics, Statistics and Computer Science	Initiates, leads, conducts and supports product development based on mathematics, statistics or computer science	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	ARP050	Product Development - Engineering	Designs, validates and brings new products to market   Specifies precise new product functional requirements; designs, tests and integrates components to produce final designs; and evaluates the design's overall effectiveness, cost, reliability and safety   Designs, develops, executes and evaluates fitness-for-use testing, product specifications and process validation plans; creates and reviews material part specifications and bills of materials   Collaborates with internal manufacturing partners, contract manufacturers, designers and product specialists to optimize designs for manufacturability   Utilizes CAD (Computer Aided Design) or CAE (Computer Aided Engineering) systems to model new designs and produce detailed engineering drawings	X
D	ARP080	Product Development - Creative Design/Industrial Design	Creates and develops the look of products (e.g., shape, color and size) with a focus on product external appearance rather than internal functionality   Evaluates the feasibility of design ideas based on factors such as appearance, safety, function, serviceability, budget, production costs/methods and market characteristics	X
D	ARP999	Product Development - No Applicable Discipline	Responsibilities are within the Product Development Function but are not described in other Discipline summaries	X
F	ARR	Product Development Support	Provides technical support to discovery and development of new product ideas or strategic product extensions. Participates in analytical, experimental, investigative and other fact-finding work in support of product development scientists and engineers. Collects and classifies new product ideas. Captures specifications for product requirements and functionality.	X
D	ARR000	Product Development Support Generalist/Multidiscipline	Provides technical support to discovery and development of new product ideas or strategic product extensions   Collects and classifies new product ideas or strategic product extensions to support evaluation of their potential to address customer needs and to achieve goals in revenue growth and market share   Captures specifications for product requirements and functionality   Supports the development of design briefs for new product ideas, including specifications, sketches and/or models to present a clear, focused concept for strategic consideration   Responsibilities are within the Product Development Support Function as a generalist or in a combination of Disciplines	X
D	ARR010	Product Development Support - Physical Science	Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists and/or engineers engaged in product development in the fields of chemistry, earth sciences, physics or metallurgy	X
D	ARR020	Product Development Support - Health Science	Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists, physicians and/or engineers engaged in product development in the fields of medicine, nuclear medicine, dentistry, osteopathy or veterinary medicine	X
D	ARR030	Product Development Support - Life Science	Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists, physicians and/or engineers engaged in product development in the fields of biology, bio-technology, physiology, pharmacology, neurosciences, microbiology, agriculture, food, genomics, bioinformatics, bacteriology or stem cell research	X
D	ARR040	Product Development Support - Mathematics, Statistics and Computer Science	Participates in analytical, experimental, investigative and other technical fact-finding work in support of scientists and/or engineers engaged in product development in the fields of mathematics, statistics and computer science	X
D	ARR060	Product Development Technical Writing	Develops clear-written materials to support product development activities such as operations, maintenance or repair manuals, tutorials, specifications and help systems   Interviews technical staff to collect product information and specifications   Collects and organizes technical information and product images and coordinates layout for publication   Adheres to established terminology, style and editorial quality standards	X
D	ARR070	Product Development Library/Knowledge Management	Organizes and maintains the product development research library   Catalogs documents, papers and written materials as well as electronic materials   Implements new or improved storage and retrieval systems   Responds to various information requests from product development staff	X
D	ARR999	Product Development Support - No Applicable Discipline	Responsibilities are within the Product Development Support Function but are not summarized in other Discipline summaries	X
F	ARS	Research Science	Performs basic theoretical and experimental scientific and technological investigation directed toward the acquisition of new knowledge. Research activities are typically outside the normal planning horizon of the organization's business units and encompass such endeavors as enlarging and systematizing the knowledge base in science and technology, and understanding the limitations of technology and how to apply its capabilities. Publishes activities, findings and conclusions in recognized scientific publications and presents same at appropriate scientific conferences and forums.	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	ARS000	<b>Research Science Generalist/Multidiscipline</b>	Performs basic theoretical and experimental scientific and technological investigation directed toward the acquisition of new knowledge   Prepares comprehensive documented observations, analyses and interpretations of results, including technical reports, summaries, protocols and quantitative analyses   Publishes activities, findings and conclusions in recognized scientific publications and presents same at appropriate scientific conferences and forums   Documents research leading to patent disclosure or technical and/or scientific advancement   Responsibilities are within the Research Science Function as a generalist or in a combination of Disciplines	X
D	ARS010	<b>Research Science - Physical Science</b>	Initiates, leads, conducts and supports discovery and validation of research in chemistry, earth sciences, physics or metallurgy   Prepares comprehensive documented observations, analyses and interpretations of results, including technical reports, summaries, protocols and quantitative analyses   Publishes activities, findings and conclusions in recognized scientific publications and presents same at appropriate scientific conferences and forums   Documents research leading to patent disclosure or technical and/or scientific advancement	X
D	ARS999	<b>Research Science - No Applicable Discipline</b>	Responsibilities are within the Research Science Function but are not described in other Discipline summaries	X
F	ASC	<b>Supply Chain and Logistics</b>	Performs supply chain and logistics functions, which may include, but are not limited to, material procurement, production planning, inventory control, outsourcing, vendor selection and distribution. Creates integrated processes among internal functions such as operations, purchasing and logistics, and outside suppliers. Focuses resources on continuous improvement of the movement of materials through various production processes and establishes key performance metrics and benchmarks relating to supply chain planning/forecasting to measure actual performance against goals on a regular basis. Promotes alignment by understanding and communicating customer needs and requirements throughout the organization.	X
D	ASC000	<b>Supply Chain and Logistics Generalist/Multidiscipline</b>	Performs supply chain and logistics functions such as material procurement, production planning, inventory control, outsourcing, vendor selection and distribution   Creates integrated processes among internal functions (e.g., operations, purchasing and logistics) and outside suppliers   Responsibilities are within the Supply Chain and Logistics Function as a generalist or in a combination of Disciplines	X
D	ASC010	<b>Supply Chain Development and Optimization</b>	Coordinates and integrates the flow of materials and information among suppliers, manufacturers, distributors and customers   Conducts and/or oversees strategic supply chain analysis   Identifies and recommends opportunities for improving efficiency, effectiveness and capabilities of the supply chain   Develops and implements supply chain designs, models, strategies and/or processes to improve the business	X
D	ASC012	<b>Supplier Development</b>	Coordinates the development of new products, materials and/or services with suppliers   Provides specifications and collaborates with suppliers on the organization's technical, operational and quality requirements   Collaborates with suppliers on technical aspects of development work such as selecting materials   Administers a roster of approved suppliers	X
D	ASC015	<b>Materials Planning/Scheduling</b>	Plans, schedules and monitors inbound movement of materials from suppliers   Determines material requirements and coordinates the efficient movement of materials with purchasing, production and engineering   Develops specifications for new contract orders	X
D	ASC020	<b>Materials Management</b>	Coordinates incoming and outgoing movement and storage of raw materials, finished products and parts that include functions such as warehousing, shop and delivery services to ensure material availability and delivery when needed to meet production schedules   Compiles data on order volume, production schedules and forecasts and applies statistical methods to estimate future materials requirements	X
D	ASC022	<b>Forklift Operations</b>	Transports merchandise using a forklift truck or reach truck to designated locations within the warehouse, which may include loading, unloading and order picking	X
D	ASC025	<b>Inventory Control</b>	Ensures that inventories are secure, properly identified and readily accessible to authorized personnel   Maintains controls over various types of inventories (e.g., raw materials, subassemblies, finished goods)   Conducts physical inventory counts and reconciles results with inventory records   Ensures that quantities of incoming and outgoing shipments are correct   Conducts analyses of inventory levels and coordinates with production and sales requirements	X
D	ASC030	<b>Logistics</b>	Coordinates inbound and outbound logistical operations, including inventory management, warehousing and transportation to ensure sufficient supply of goods and products   Controls the commercial impact of the complete range of activities from receiving, locating and dispatching, sourcing, purchasing and optimizing inventory levels   Administers an effective system that meets the organization's inventory control needs through efficient transportation of raw materials, component parts and/or finished goods	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	ASC035	Import/Export	Administers the efficient and economical movement of goods (e.g., materials, products, equipment) across international borders in accordance with organizational policies and in compliance with relevant local, country and international customs laws and processes   Prepares, reviews, approves and maintains files for import/export documents (e.g., customs declarations, a PO (purchase order), packing list, commercial invoice, SLI (shipper's letter of instruction), SED (shipper's export declaration), BOL (bill of lading), AWB (air waybill), IC (import certificate), etc.) required for the lawful completion of import/export activities   Ensures that commercial and sales invoices are accurate in accordance with physical shipment and customer's SLI, quantities, value of goods, country of origin and other regulatory requirements   Serves as an import/export liaison for international customers/subsidiaries, distribution, procurement, planning, manufacturing, intercompany finance, regulatory and import/export compliance functions	X
D	ASC040	Warehousing	Administers and operates the organization's warehouses, including processing, packaging and storage of supplies, materials and equipment   Accounts for all materials and supplies in the stores facilities; audits goods received into warehouse   Oversees receipt, storage and shipment of materials, and related reporting in accordance with established procedures   Prepares and coordinates schedules for shipping and receiving materials to control the flow of goods and regulate warehouse space   Ensures the effectiveness of operating procedures, space utilization, and maintenance and protection of facilities and equipment	X
D	ASC045	Fulfillment	Fulfills orders, including order entry, administration and shipping   Processes orders and oversees related activities of third-party vendors to ensure orders flow effectively through systems and processes in accordance with the organization's customer service standards   Develops capacity plans to support build-to-stock and/or build-to-order environments   Ensures adequate inventory levels are maintained to maximize customer satisfaction and minimize cost   Prepares and maintains volume and demand planning analyses and supply and production schedules based on internal and external information to establish and effectively manage an order backlog	X
D	ASC050	Transportation	Analyzes transportation and distribution systems and procedures to ensure the efficient and economical delivery of the organization's products   Reviews proposals and makes recommendations for modifications in rates and transportation regulations   Evaluates freight classifications, tariff rates and operating efficiency to ensure the proper delivery of products   Plans and coordinates fleet operations, including acquisition, scheduling, maintenance service and repair, and disposal of trucks, and hires common carriers (third-party transportation companies) as appropriate	X
D	ASC053	Transportation - Light Delivery Vehicle Operations	Operates light trucks, vans or similar vehicles to pick up and deliver products, supplies and equipment to and from organization, supplier and customer sites   Actions may involve complex pickups and deliveries, e.g., night deliveries, international travel, transport of dangerous and hazardous products	X
D	ASC054	Transportation - Heavy Delivery Vehicle Operations	Operates heavy trucks or similar vehicles to pick up and deliver products, supplies and equipment to and from organization, supplier and customer sites   Actions may involve complex pickups and deliveries, e.g., night deliveries, international travel, transport of dangerous and hazardous products	X
D	ASC055	Transportation - Tractor Trailer Delivery Vehicle Operations	Operates tractor trailer trucks to pick up and deliver products, supplies and equipment to and from organization, supplier and customer sites   Actions may involve complex pickups and deliveries, e.g., night deliveries, international travel, transport of dangerous and hazardous products	X
D	ASC060	Purchasing Generalist/Multidiscipline	Negotiates favorable terms, volume discounts and long-term contracts with suppliers and prepares and processes requisitions and purchase orders for the procurement of goods, services and supplies for customer-related business processes or for internal use as a generalist or in a combination of Purchasing Disciplines	X
D	ASC070	Goods Purchasing	Negotiates favorable terms, volume discounts and long-term contracts with suppliers and prepares and processes requisitions and purchase orders for the procurement of goods and supplies (e.g., paper, office supplies, coffee, tea)   Develops and implements strategies for cost reduction, supplier consolidation, quality improvements and process efficiencies   Reviews purchase order claims and contracts for conformance to organization policy, and discusses defects and delivery problems with suppliers and negotiates refunds	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	ASC080	Services Purchasing	Negotiates favorable terms, volume discounts and long-term contracts with suppliers and prepares and processes requisitions and purchase orders for the procurement of services (e.g., travel, cleaning, transportation, consulting services)   Develops and implements strategies for cost reduction, supplier consolidation, service delivery improvements and process efficiencies   Sources services for the organization and its employees (e.g., travel, cleaning, transportation, consulting services) or the negotiation of contracts with third-party suppliers (e.g., software licenses)   Reviews purchase order claims and contracts for conformance to organization policy and discusses defects and delivery problems with suppliers and negotiates refunds	X
D	ASC090	Technical Purchasing	Negotiates favorable terms, volume discounts and long-term contracts with suppliers and prepares and processes requisitions and purchase orders for the procurement of technical equipment, custom engineered products, systems, software or components   Acquires and maintains understanding of technology trends, market forces, cost trends and supplier technology road maps   Reviews purchase order claims and contracts for conformance to organization policy and discusses defects and delivery problems with suppliers and negotiates refunds	X
D	ASC095	Commodity Purchasing	Develops and implements procurement plans and strategies to support forecasted needs for commodities (i.e., homogeneous products that are traded solely on the basis of price such as foodstuffs, metals and fuels)   Establishes and implements strategies for negotiating commodity purchase agreements based on in-depth knowledge of foreign and domestic markets for optimum pricing and terms   Purchases commodities in accordance with approved buying programs, using trade judgment in implementation and/or the established procurement policy	X
D	ASC999	Supply Chain and Logistics - No Applicable Discipline	Responsibilities are within the Supply Chain and Logistics Function but are not described in other Discipline summaries	X
F	AZE	Engineering	Performs engineering work in operations, production, construction or maintenance environments. Designs and scales up manufacturing processes, instruments and equipment and tests manufactured products to maintain quality. Plans, designs and estimates time and cost and oversees construction and maintenance of structures, facilities, systems and components. Analyzes and develops solutions to engineering problems related to manufacturing equipment and systems or the causes of component failures. Develops and applies engineering standards and procedures and provides advice on issues within the engineering field.	X
D	AZE000	Engineering Generalist/Multidiscipline	Performs engineering work in operations, production, construction or maintenance environments   Responsibilities are within the Engineering Function as a generalist or in a combination of Disciplines	X
D	AZE010	Chemical Engineering	Performs engineering work related to the operation of chemical plant equipment and processes   Maintains and operates chemical production equipment such as condensers, absorption and evaporation towers, columns and stills   Coordinates maintenance and operation of chemical production equipment such as mixing, crushing, heat transfer, distillation, oxidation, hydrogenation and polymerization   May specialize in the processes pertaining to specific chemical products such as gasoline, synthetic rubber, plastics, detergents, cement, or paper and pulp	X
D	AZE030	Quality Assurance Engineering	Develops and implements methods and procedures for process control, process improvement, testing and inspection to ensure that the products are free of flaws and function as designed   Designs and installs sophisticated testing equipment and performs product testing and analysis to maintain quality levels and minimize defects and failure rates   Analyzes reports and defective products to determine trends and recommend corrective actions   Collaborates with supplier representatives on quality problems, ensures that effective corrective actions are implemented and contributes to supplier quality improvement programs	X
D	AZE040	Civil Engineering	Plans and designs structures and facilities such as bridges, railroads, roads, airports, harbors, dams, irrigation projects, pipelines, tunnels, power plants and other projects   Analyzes proposed projects to ensure structural reliability, resource efficiency and cost-effectiveness   May construct models to identify project specifications and meet related needs	X
D	AZE050	Electrical Equipment Engineering	Plans and implements the design, manufacture, installation and/or maintenance of electrical systems and apparatus, such as electric motors, machinery controls, lighting, wiring and power systems/devices, for the generation, transmission and control of electric power	X
D	AZE060	Process Engineering	Develops and modifies process formulations, methods and controls to meet quality standards   Recommends and implements improvements, modifications or additions to document work   Reviews product development requirements for compatibility with processing methods to determine costs and schedules   Integrates equipment and material capabilities to meet process module target specifications and technology target specifications	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AZE070	Industrial Engineering	Develops, designs and plans equipment and machine layouts, workflow and safety precautions to maximize utilization of plant and manufacturing facilities   Ensures compliance with established industry safety and design standards and guidelines   Evaluates worker productivity and recommends improvements to increase manpower efficiency and operating performance, reduce waste and delays and promote cost control/reductions   Develops metrics to measure plant and equipment capacity output and identifies equipment and process flow bottlenecks   Establishes accident prevention measures and plans and schedules training programs for personnel concerning all phases of production operation	X
D	AZE080	Manufacturing Engineering	Plans, designs and constructs manufacturing facilities and related structures   Determines facility specifications, including analysis and evaluation of location, material resources and structural design   Resolves technical problems and recommends production improvements	X
D	AZE090	Tool and Design Engineering	Develops and designs a variety of tools, machinery and equipment, such as shaping and cutting tools, dies, gauges and fixtures, for manufacturing and experimental purposes   Consults with plant and manufacturing personnel to determine tool specifications and requirements   Evaluates tools and machinery to improve quality and performance	X
D	AZE110	Mechanical Engineering	Directs and coordinates fabrication, installation, operation, application, maintenance and repair of mechanical or electromechanical machines, equipment, tools, engines and systems   Ensures that quality levels and industry standards are maintained or improved in the manufacturing process   Oversees installation, operation, maintenance and repair of equipment such as centralized heat, gas, water and steam systems   Evaluates mechanical products to determine their cost effectiveness and efficiency   May evaluate field installations and recommend design modifications to eliminate malfunctions	X
D	AZE120	Environmental Engineering	Analyzes environmental conditions and recommends changes to prevent or eliminate dangerous substances and materials   Ensures compliance with regulatory agency policies, including government legislation pertaining to the preservation of the environment   Develops, designs and may operate gauging equipment to determine the amounts of toxic pollutants present in air, land and water to ensure compliance with regulatory agency policies	X
D	AZE130	Computer Control Systems Electronics Engineering	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume   Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions   Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMI), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology	X
D	AZE140	Electronic Engineering	Designs, fabricates, tests, implements and modifies electronic components, products and systems in a production setting   Establishes test procedures and systems for inspection of incoming electronics components   Develops, tests and implements engineering change orders (ECOs) for design revisions   Analyzes and evaluates new or improved electronic components	X
D	AZE150	Packaging Engineering	Develops and designs packaging equipment and materials for safe, convenient and attractive transport of goods under a variety of conditions   Analyzes engineering drawings and specifications to determine the required type of packaging materials and to maximize convenience, utility and function based on the product's physical characteristics, safety and special-handling requirements   Evaluates packaging and transporting methods and procedures to ensure compliance with safety and quality standards   Evaluates and recommends efficient packing procedures, innovations in packaging materials, and utilization of sealing and fastening devices	X
D	AZE160	Safety Engineering	Identifies, analyzes and controls occupational hazards and promotes worksite or product safety by applying knowledge of industrial processes, mechanics, psychology, physiology, and industrial health and safety laws   Advises on structural safety requirements based on failure mode analysis of such factors as fatigue, stability, stress, concentration and creep   Designs protective equipment or safety devices for machines and redesigns machines and plant equipment to eliminate occupational hazards   Develops standards which set tolerances, stress ratios, strength of materials and other related engineering requirements   Reviews proposed occupational safety policies, guidelines and standards to determine their consistency with accepted engineering principles and practices; recommends technical changes as needed	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AZE165	<b>Welding Engineering</b>	Develops welding techniques, procedures, and application of welding equipment to problems involving fabrication of metals by utilizing knowledge of production specifications, properties and characteristics of metals and metal alloys, and engineering principles   Conducts research to develop and test new fabrication processes and procedures, improve existing or develop new welding equipment, develop new or modify current welding methods, techniques, and procedures or discover new patterns of welding phenomena   Establishes welding and inspection procedures that comply with regulatory code requirements and serve as guides for production and welding personnel   Ensures quality control and welding personnel are qualified/certified and maintains compliance with established procedures   Maintains current knowledge of regulatory developments in welding/hot tapping fields	X
D	AZE170	<b>Structural/Facilities Engineering</b>	Develops and implements capital improvement projects, such as construction, remodeling, renovation, and maintenance of buildings and facilities, including preliminary concept development, detailed engineering design and bidding   Conducts preliminary surveys and prepares schematics and work drawings for the construction and maintenance of new or remodeled structures and facilities   Examines and approves engineering and architectural drawings and design computations for buildings and facilities to ensure compliance with sound engineering practices and codes; incorporates functional requirements into facility requirements   Estimates cost of projects; writes contracts and specifications for labor, materials and equipment for construction projects; secures bids from contractors   Conducts periodic inspections of work in progress and advises construction supervisors and contractors on plans and specifications   Inspects existing facilities and prepares reports on the condition, deficiencies observed, designs necessary for repairs and estimated cost of repairs	X
D	AZE999	<b>Engineering - No Applicable Discipline</b>	Responsibilities are within the Engineering Function but are not described in other Discipline summaries	X
F	AZT	<b>Technical Specialty/Skilled Trade</b>	Provides technical support to engineers and scientists in areas such as production, operations, maintenance, safety, testing, process improvement or product development. Uses schematics, diagrams, written and verbal descriptions or defined plans to perform testing and troubleshooting on electronic or mechanical components, equipment or systems. Gathers, maintains, formats, compiles and manipulates technical data using established formulae and procedures and performs detailed mathematical calculations.	X
D	AZT000	<b>Technical Specialty/Skilled Trade Generalist/Multidiscipline</b>	Provides technical support to engineers and scientists on a variety of technical tasks   Develops and recommends procedures and methods and prepares technical reports and documentation   Performs technical evaluations of events to determine root cause; recommends corrective action   Responsibilities are within the Technical Specialty/Skilled Trade Function as a generalist or in a combination of Disciplines	X
D	AZT010	<b>Equipment Maintenance Technical Specialty</b>	Performs preventive maintenance and repairs on equipment and systems (e.g., mechanical, electrical)   Evaluates and recommends equipment improvements to improve availability, capability and yield   Performs equipment failure analyses (including preventive and unscheduled maintenance)   Troubleshoots and diagnoses equipment problems   Prepares technical reports to document equipment modifications and equipment maintenance procedures	X
D	AZT015	<b>Civil Engineering Technical Specialty</b>	Supports engineers in the planning, design, and supervision of the construction of structures and facilities such as bridges, railroads, roads, airports, harbors, dams, irrigation projects, pipelines and tunnels   Monitors and inspects completed and in-progress construction work and may performs tests to ensure quality standards are met   Compiles and analyzes traffic patterns, hydrological and meteorological information and other engineering data   Prepares detailed site layouts and specifications   Reviews and analyzes design drawings for feasibility, performance, safety and durability	X
D	AZT020	<b>Calibration Technical Specialty</b>	Performs precise calibrations and preventive and corrective maintenance on measuring and test equipment, instruments, tools, gauges and fixtures   Sets up test equipment and conducts tests on performance and reliability of mechanical, structural or electromechanical equipment   Develops calibration operating procedures and documentation for all instruments   Selects and procures instrument spare parts to minimize machine downtime   Coordinates calibration with outside contractors for equipment that cannot be maintained internally	X
D	AZT030	<b>Product Test/Debug Technical Specialty</b>	Debugs and troubleshoots failed electronic components, assemblies and systems using test equipment and schematics   Monitors component failures and initiates supplier notification if defect rates exceed acceptable levels   Identifies and resolves issues that adversely affect test yields   Collaborates with engineering and manufacturing teams to establish production test plans and processes   Compiles and maintains test-related documentation, including test plans, procedures, results and reports	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AZT040	Facilities Technical Specialty	Operates, monitors and maintains utilities, including HVAC (heating, ventilation and air conditioning) setup, maintenance and balancing, WFI (water for injection), purified water and process equipment   Maintains, troubleshoots and repairs facilities mechanical components and electrical equipment and systems in accordance with SOPs (standard operating procedures), internal requirements, manufacturer's specifications and safety policies   Develops, maintains and secures a spare parts inventory of basic maintenance hand and power tools   Recommends purchase of maintenance tools, equipment and supplies as required to streamline processes and increase efficiency   Assists engineers in developing methods and procedures to control or improve facilities processes	X
D	AZT050	Process Technical Specialty	Provides technical support to engineers to achieve improvements in cycle-time, yield, unit cost, quality, safety and compliance of production and operations processes   Monitors instruments and equipment and collects operating data, including calibration, inspection, testing and repair activities, to assist in making on-line adjustments to instruments, equipment or products   Analyzes and resolves malfunctions and deviations of instruments and control systems to identify and resolve problems   Conducts analyses and prepares reports using metrics from salvage tracking, trending, reporting and root-cause analyses   Maintains process designs to optimize process and facility use while conforming to standard operating procedures (SOPs) and Good Manufacturing Practices (GMPs)	X
D	AZT060	Quality Control/Inspection Technical Specialty	Provides technical support to the quality and quality engineering (QE) functions   Conducts nondestructive examination (NDE) and quality control (QC) inspections on products, materials, components, parts, etc., at various stages of the production process to ensure compliance with established quality and reliability standards   Captures and analyzes statistical data from processes to either confirm compliance with established standards or identify deviations from standards   Recommends new or enhanced methods, procedures and standards	X
D	AZT070	Test Equipment Technical Specialty	Plans, lays out, assembles, modifies, validates and maintains test equipment and related structural assemblies by reading and interpreting blueprints, engineering drawings and sketches   Assists engineers in operating test equipment to obtain performance data on parts and assemblies under varying operating conditions   Collects, compiles and summarizes test data and reviews results with Engineering to resolve problems such as product or equipment issues, malfunctions and incomplete test data   Diagnoses test equipment malfunctions and services and repairs equipment as required	X
D	AZT080	CAD/CAE Drafting Technical Specialty	Prepares and maintains detailed design drawings, schematics or specifications typically using computer-aided design software   Works closely with design originators (e.g., engineers, designers) to resolve design details or discrepancies or to prepare drawings of unusual, complex or original designs which require a high degree of precision using computer-aided drafting (CAD) or computer-aided engineering (CAE) equipment   Creates, modifies and controls detailed two- and three-dimensional parts and assembly drawings from engineers' and technicians' sketches, plans and written and verbal instructions   Develops and maintains drafting standards and procedures   Evaluates and recommends purchase of CAD/CAE-related computer hardware and software	X
D	AZT085	Design and Drafting	Prepares drawings for civil engineering projects such as bridges, highways, waterfront facilities, sanitary and drainage systems, traffic systems, tunnels, mass transit systems, airports, commercial and industrial buildings, dams and reservoirs   Prepares drawings or schematics of electronic power distribution systems involving electronic circuitry   Prepares drawings for HVAC (heating, ventilating and air conditioning) systems, piping systems, refrigeration systems and equipment machinery, engines and mechanical apparatus   Prepares drawings for vehicle (e.g., automobiles, planes, motorcycles) design and production   Prepares maps, cross-sections, logs, graphs and charts used in resource exploration operations	X
D	AZT090	Production/Operations Laboratory Technical Specialty	Assists engineers and scientists with a variety of laboratory tasks   Performs chemical and/or physical analyses or scientific tests using both routine and special techniques in compliance with all safety and infection control standards   Collects, analyzes and processes laboratory samples   Records results of tests, organizes data, performs basic computations, and prepares reports and analyses using standard procedures and guidelines   Installs, operates, maintains and repairs laboratory test equipment, apparatus, systems and supplies	X
D	AZT100	Biology Technical Specialty	Assists biologists with a variety of laboratory tasks in studying living organisms and infectious agents related to product development or quality control of production processes or products   Analyzes organic substances such as blood, food and drugs	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AZT110	<b>Chemistry Technical Specialty</b>	Assists chemists and chemical engineers conducting chemical and physical laboratory tests using instrumental techniques in making qualitative and quantitative analyses of solids, liquids and gaseous materials related to product development or quality control of production processes or products   Performs quantitative and qualitative analyses in organic, inorganic, physical, analytical chemistry, photochemistry or electrochemistry to determine the chemical and physical properties of materials, liquids and gases	X
D	AZT120	<b>Stationary Engineering Technical Specialty</b>	Operates, monitors, adjusts, maintains and repairs stationary engines and mechanical equipment and systems used in production and operations under the overall guidance of stationary engineers   Ensures that equipment such as generators, motors, turbines, boilers and complex fire safety systems in buildings and plants operate safely, economically and within established limits by monitoring meters, gauges and computerized controls either on-site or from a central location   Performs repairs ranging from a complete overhaul to replacing defective valves, gaskets or bearings   Records relevant events and facts concerning the operation and maintenance of equipment   Conducts routine maintenance to maintain or improve operating efficiency such as lubricating moving parts, replacing filters, removing soot and corrosion from boilers, and adding chemicals to boiler water to prevent corrosion and harmful deposits	X
D	AZT130	<b>Technical Documentation Control</b>	Compiles and maintains technical documentation such as blueprints, drawings, change orders and specifications   Examines documents to verify completeness and accuracy of data and resolves discrepancies with document originators   Maintains computerized document control records management system and/or hardcopy documents to ensure compliance with all applicable and required standards, including GMP (good manufacturing practice) and QSR (quality system regulation) requirements   Develops and maintains procedures and standards for maintaining documents and change control of documents, including document development, approval, production, distribution and amendment   Plans and directs document and content management life cycles and may work with either structured or unstructured metadata	X
D	AZT140	<b>Skilled Trade Generalist/Multidiscipline</b>	Performs installations, preventive maintenance and repairs on buildings, mechanical equipment and utility systems using one or more trade skills (e.g., electrical, mechanical, plumbing, carpentry)   Prepares and maintains records of completed maintenance repair work   Maintains current knowledge of all applicable procedures and safety measures	X
D	AZT150	<b>Electrical Skilled Trade</b>	Repairs, installs, replaces and tests electrical circuits, equipment and appliances using hand tools and testing instruments to supply electrical power for lighting, equipment and machine operations	X
D	AZT160	<b>Welding Skilled Trade</b>	Welds all types of commonly used metals and alloys of various sizes, shapes and thicknesses, including dissimilar metals such as copper to steel   Operates various hand-welding, flame-cutting, hand-soldering or brazing equipment to weld or join metal components or to fill holes, indentations or seams of fabricated metal products   May set up, operate and/or tend to robots that weld, braze, solder or heat treat metal products, components or assemblies	X
D	AZT170	<b>Mechanical Skilled Trade</b>	Repairs and maintains machinery and mechanical equipment such as motors, pumps, conveyors, belts, fans, air conditioners, etc.   Examines mechanical equipment to diagnose malfunctions   Adjusts, cleans and lubricates parts of mechanical devices as necessary   Requisitions replacement parts and equipment   Oversees contractors at supervisory/management level	X
D	AZT180	<b>Machinery/Millwright Skilled Trade</b>	Installs, modifies, moves, troubleshoots, repairs and dismantles machinery and equipment according to requisition documentation, layout plans, blueprints or other drawings   Prepares installation site by constructing foundations and aligns and fastens machinery to the foundation using hoists, dollies, rollers, trucks, tools, squares, rules and micrometers   Performs operational tests on newly installed, modified, repaired and moved machinery and equipment to ensure that it meets technical specifications   Fabricates metal parts for prototype equipment based on drawings   Programs PLCs (programmable logic controllers)	X
D	AZT190	<b>Finishing/Coating/Painting</b>	Paints, varnishes, stains, enamels, lacquers and redecorates walls, woodwork and fixtures   Mixes paint and matches colors; uses brushes, sprayers or rollers to apply paint or other coatings   Removes old finishes using a scraper, chemical compounds or a blowtorch   Fills nail holes, joints and cracks in walls with plaster or other filler	X
D	AZT191	<b>Carpentry</b>	Performs the carpentry duties necessary to construct and maintain building woodwork such as bins, counters, shelves, benches, stairs, doors and windows   Works from drawings or verbal instructions and uses a variety of carpentry hand and power tools   Repairs high-grade articles of furniture such as cabinets, chairs, store fixtures and office equipment   May operate hand saw, mortiser, drill press, wood lathe and related woodworking equipment	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	AZT192	Masonry	Performs the masonry work necessary to construct and maintain building and grounds such as walls and floors, furnace and boiler settings, stairs and sidewalks   Applies and repairs plaster, concrete, bricks, pavers and stones   May operate mixer, sander, concrete lathe and related masonry equipment	X
D	AZT999	Technical Specialty/Skilled Trade - No Applicable Discipline	Responsibilities are within the Technical Specialty/Skilled Trade Function but are not described in other Discipline summaries	X
F	AZU	Manual/Unskilled Labor	Performs a variety of general manual labor tasks (e.g., sweeping and cleaning floors and work areas, picking up papers and refuse from grounds, assisting in the handling of heavy materials, making minor repairs, mowing lawns, shoveling snow, cleaning, dusting, washing windows, moving and polishing furniture and equipment). Follows specific processes and procedures to maintain the buildings, facilities and grounds.	X
D	AZU000	Manual/Unskilled Labor Generalist/Multidiscipline	Performs miscellaneous manual labor activities (e.g., sweeping and cleaning floors and work areas, picking up papers and refuse from grounds, heavy lifting and moving materials, making minor repairs, mowing lawns and shoveling snow)   Performs janitorial activities, such as cleaning, dusting, washing windows, moving and polishing furniture and equipment	X
D	AZU999	Manual/Unskilled Labor - No Applicable Discipline	Responsibilities are within the Manual/Unskilled Labor Function but are not described in other Discipline summaries	X
F	CAM	Account/Relationship Management	Builds and maintains effective long-term relationships with a defined customer base to ensure a high level of satisfaction and increase revenues. Identifies, develops and typically closes new sales opportunities. Serves as the primary interface for all products and services, and creates demand for the organization's products and services by raising their profile with customers. Typically has a limited number of key/strategic accounts and maintains relationships with clients at the senior management or executive level.	X
D	CAM000	Account/Relationship Management Generalist/Multidiscipline	Builds and maintains effective long-term relationships and a high level of satisfaction with key senior-level decision makers and influencers at an assigned group of customer accounts that may include major strategic customers within a geographic or industry focus   Identifies, develops and typically closes new sales opportunities   Creates demand for the organization's products and services by raising their profile with customers   Achieves revenue targets by increasing revenue spend per account   May conduct regular status and strategy meetings with the customer's senior management to understand their needs and link them to the organization's product/service strategies   Responsibilities are within the Account/Relationship Management Function as a generalist or in a combination of Disciplines	X
D	CAM005	Small/Non-Strategic Account/Relationship Management Single Country	Builds and maintains effective long-term relationships and a high level of satisfaction with key senior-level decision makers and influencers at an assigned group of ten or more customer accounts, but not major or strategic accounts   Identifies, develops and typically closes new sales opportunities   Creates demand for the organization's products and services by raising their profile with customers   Achieves revenue targets by increasing revenue spend per account   May conduct regular status and strategy meetings with the customer's senior management to understand their needs and link them to the organization's product/service strategies	X
D	CAM010	Major/Strategic Account/Relationship Management Single Country	Builds and maintains customer relationships with strategic accounts in a single country   Identifies, develops and typically closes new sales opportunities   Creates demand for the organization's products and services by raising their profile with customers   Achieves revenue targets by increasing revenue spend per account   May conduct regular status and strategy meetings with the customer's senior management to understand their needs and link them to the organization's product/service strategies	X
D	CAM020	Major/Strategic Account/Relationship Management Global	Builds and maintains customer relations with strategic accounts that typically involve an international partner or major global accounts   Identifies, develops and typically closes new sales opportunities   Creates demand for the organization's products and services by raising their profile with customers   Achieves revenue targets by increasing revenue spend per account   Conducts regular status and strategy meetings with the customer's senior management to understand their needs and link them to the organization's product/service strategies	X
D	CAM999	Account/Relationship Management - No Applicable Discipline	Responsibilities are within the Account/Relationship Management Function but are not described in other Discipline summaries	X
F	CDM	Client Service Delivery Management	Manages ongoing contractual relationships and the operational delivery of services to clients for an account or group of accounts. Serves as the primary point of contact with clients and ensures client satisfaction.	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	CDM000	<b>Client Service Delivery Management Generalist/Multidiscipline</b>	Manages the delivery of contracted services to clients to ensure that SLAs (service level agreements) and KPI (key performance indicators) as defined in the relevant contracts are met or exceeded   Maintains tight control over the project schedule, risks, scope of work and budget; ensures that operational teams and subcontractors have a clear understanding of client requirements   Builds and maintains strong client relationships and provides day-to-day client advice and support   Promotes the organization's capabilities to clients, identifies sales opportunities to be forwarded to the account managers and achieves contract extensions or additional business within the account(s)   Contracts may involve both short- and long-term commitment of service and vary significantly in value/strategic importance	X
D	CDM999	<b>Client Service Delivery Management - No Applicable Discipline</b>	Responsibilities are within the Client Service Delivery Management Function but are not described in other Discipline summaries	X
F	CSC	<b>Channel Sales</b>	Maximizes revenues from sales of the organization's products and/or services through a base of reseller partners such as dealers, systems integrators, value-added resellers (VARs), distributors or retailers. Locates, evaluates and recruits potential channel partners. Supports partners throughout the sales process in all sales-oriented activities, such as marketing, advertising, sales promotions and training, to achieve revenue targets.	X
D	CSC000	<b>Channel Sales Generalist/Multidiscipline</b>	Maximizes revenues from sales of the organization's products and/or services through a base of reseller partners in specific assigned channels and/or vertical markets   Locates, evaluates and recruits potential channel partners, including systems integrators, value-added resellers (VARs), distributors, dealers or retailers   Supports partners throughout the sales process in all sales-oriented activities, including marketing, advertising, sales promotions and training to achieve revenue targets   Responsibilities are within the Channel Sales Function as a generalist or in a combination of Disciplines	X
D	CSC010	<b>Channel Sales - Durable Goods Generalist/Multidiscipline</b>	Sells a portfolio of the organization's and/or third-party durable (hard) goods (i.e., products that do not quickly wear out) through a base of reseller partners; typically sells products such as vehicles, appliances, business equipment, electronic equipment, home furnishings and fixtures, housewares and accessories   Locates, evaluates and recruits potential channel partners, including systems integrators, value-added resellers (VARs), distributors, dealers or retailers   Supports partners throughout the sales process in all sales-oriented activities, including marketing, advertising, sales promotions and training to achieve revenue targets	X
D	CSC020	<b>Channel Sales - Nondurable Goods Generalist/Multidiscipline</b>	Sells a portfolio of the organization's and/or third-party nondurable (soft) goods (i.e., products that are used up when used once or that have a lifespan of less than three years) through a base of reseller partners; typically sells products such as food, cosmetics, pharmaceuticals, cleaning products, office supplies, printer ink, packaging and containers, paper and paper products, personal products, rubber, plastics, textiles and clothing   Locates, evaluates and recruits potential channel partners, including systems integrators, value-added resellers (VARs), distributors, dealers or retailers   Supports partners throughout the sales process in all sales-oriented activities, including marketing, advertising, sales promotions and training to achieve revenue targets	X
D	CSC999	<b>Channel Sales - No Applicable Discipline</b>	Responsibilities are within the Channel Sales Function but are not described in other Discipline summaries	X
F	CSD	<b>Direct Sales</b>	Closes direct sales of products and/or services in order to meet individual/team quotas and the organization's business objectives. Creates, monitors and revises lead generation plans to ensure a substantive sales opportunity pipeline. Typically, sales cycles are relatively short.	X
D	CSD000	<b>Direct Sales Generalist/Multidiscipline</b>	Promotes and sells a portfolio of technical and/or nontechnical products and/or services and solutions directly to current and new end customers   Informs customers of new product/service introductions and prices   Creates, monitors and revises lead generation plans to ensure a substantive sales opportunity pipeline   Responsibilities are within the Direct Sales Function as a generalist or in a combination of Disciplines	X
D	CSD010	<b>Direct Sales - Durable Goods Generalist/Multidiscipline</b>	Sells a portfolio of the organization's and/or third-party durable (hard) goods (i.e., products that do not quickly wear out) directly to customers; typically sells products such as vehicles, appliances, business equipment, electronic equipment, home furnishings and fixtures, housewares and accessories   Informs customers of new product/service introductions and prices for such   Creates, monitors and revises lead generation plans to ensure a substantive sales opportunity pipeline	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	CSD020	Direct Sales - Nondurable Goods Generalist/Multidiscipline	Sells a portfolio of the organization's and/or third-party nondurable (soft) goods (i.e., products that are used up when used once or that have a lifespan of less than three years) directly to customers; typically sells products such as food, cosmetics, pharmaceuticals, cleaning products, office supplies, printer ink, packaging and containers, paper and paper products, personal products, rubber, plastics, textiles and clothing   Informs customers of new product/service introductions and prices for such   Creates, monitors and revises lead generation plans to ensure a substantive sales opportunity pipeline	X
D	CSD030	Direct Sales - Services Generalist/Multidiscipline	Sells a portfolio of the organization's and/or third-party services directly to end user organizations   Informs customers of new product/service introductions and prices for such   Creates, monitors and revises lead generation plans to ensure a substantive sales opportunity pipeline	X
D	CSD999	Direct Sales - No Applicable Discipline	Responsibilities are within the Direct Sales Function but are not described in other Discipline summaries	X
F	CSG	Government Sales	Promotes and sells technical and/or nontechnical products and/or services and solutions directly to government entities or subcontractors. Develops new accounts and/or expands existing accounts within assigned agencies or geographic territories. Ensures that the organization's sales initiatives are fully compliant with government procurement procedures and guidelines.	X
D	CSG000	Government Sales Generalist/Multidiscipline	Promotes and sells technical and/or nontechnical products and/or services and solutions directly to government entities or subcontractors   Develops new accounts and/or expands existing accounts within assigned agencies or geographic territories   Maintains a thorough understanding of government procurement procedures and guidelines to ensure that the organization's sales initiatives are fully compliant; may be required to have security clearance   Promotes the inclusion of the organization's products and/or services on government specification lists   Responsibilities are within the Government Sales Function as a generalist or in a combination of Disciplines	X
D	CSG010	Government Sales - Durable Goods Generalist/Multidiscipline	Sells a portfolio of the organization's and/or third-party durable (hard) goods (i.e., products that do not quickly wear out) directly to government entities or subcontractors; typically sells products such as vehicles, appliances, business equipment, electronic equipment, home furnishings and fixtures, housewares and accessories	X
D	CSG020	Government Sales - Nondurable Goods Generalist/Multidiscipline	Sells a portfolio of the organization's and/or third-party nondurable (soft) goods (i.e., products that are used up when used once or that have a lifespan of less than three years) directly to government entities or subcontractors; typically sells products such as food, cosmetics, pharmaceuticals, cleaning products, office supplies, printer ink, packaging and containers, paper and paper products, personal products, rubber, plastics, textiles and clothing	X
D	CSG030	Government Sales - Services Generalist/Multidiscipline	Sells a portfolio of the organization's and/or third-party services directly to government entities or subcontractors	X
D	CSG999	Government Sales - No Applicable Discipline	Responsibilities are within the Government Sales Function but are not described in other Discipline summaries	X
F	CTS	Telesales	Initiates and answers inbound and/or outbound sales calls directly from/to prospective and/or existing customers. Responds to customer questions and takes orders. Builds rapport with customers by probing for needs and recommending appropriate solutions. Achieves monthly, quarterly and annual sales objectives while ensuring optimum customer experience and satisfaction.	X
D	CTS000	Telesales Generalist/Multidiscipline	Initiates and answers inbound and/or outbound sales calls directly from/to prospective and/or existing customers   Accepts orders, closes sales, maintains customer records and completes required documentation   Identifies and qualifies prospective customers and records sales prospecting activity in computer-based tracking systems   May have an assigned product line that may overlap other sales teams' territories   May have an individual or team sales quota and is likely to have a target earnings bonus or sales incentive opportunity	X
D	CTS010	Telesales - Inbound/Inside	Answers inbound customer calls regarding product and service information and identifies upselling opportunities from such calls   Accepts orders, closes sales, maintains customer records and completes required documentation   Identifies and qualifies prospective customers and records sales prospecting activity in computer-based tracking systems   May have an assigned product line that may overlap other sales teams' territories   May have an individual or team sales quota and is likely to have a target earnings bonus or sales incentive opportunity	X
D	CTS020	Telesales - Outbound	Performs outbound sales calls, including cold calling, lead follow-up and sales qualification, to develop a portfolio of buying customers and meet or exceed daily outbound call quotas   Accepts orders, closes sales, maintains customer records and completes required documentation   Identifies and qualifies prospective customers and records sales prospecting activity in computer-based tracking systems   May have an assigned product line that may overlap other sales teams' territories   May have an individual or team sales quota and is likely to have a target earnings bonus or sales incentive opportunity	X

Benchmark/ Discipline/ Function	Code	Title	Description	GI CSR US
D	CTS999	Telesales - No Applicable Discipline	Responsibilities are within the Telesales Function but are not described in other Discipline summaries	X
F	CUS	Sales Support and Administration	Supports sales representatives and channel partners in administrative areas such as order processing, sales quotes, sales information management, product training and financing. Tracks transactions and prepares reports regarding information such as order status, sales results, leads, sales quotas and sales representative earnings.	X
D	CUS000	Sales Support and Administration Generalist/Multidiscipline	Supports sales representatives and channel partners in administrative areas such as order processing, customer quotes, sales information management, product training and financing   Responsibilities are within the Sales Support and Administration Function as a generalist or in a combination of Disciplines	X
D	CUS010	Sales Training	Develops, plans and conducts training on techniques for selling the organization's products and/or services for sales representatives and reseller partners   Designs training classes and training materials and prepares documentation   Conducts sales training needs assessments and analyzes employee training needs to determine requirements for new program development   Monitors and evaluates sales training programs, assesses results and implements enhancements as needed to ensure effectiveness of programs	X
D	CUS020	Product Sales Financing	Negotiates terms and financial structures of the organization's leasing and other financing services for customers   Coordinates the completion of all necessary documentation for the financing arrangement	X
D	CUS030	Sales Planning/Forecasting	Prepares and analyzes sales forecasts and results reports and presentations, including analyses of variances vs. budget forecasts   Supports periodic sales revenue target setting and forecasting and may conduct research to estimate market demand   Supports sales teams in preparing and evaluating deal scenarios and contract terms   Collaborates with sales, IT and finance to develop, create and maintain reporting requirements and ensure that the revenue recognition and forecasting systems provide accurate and timely data   May track sales vs. quota information to determine commissions	X
D	CUS999	Sales Support and Administration - No Applicable Discipline	Responsibilities are within the Sales Support and Administration Function but are not described in other Discipline summaries	X
F	CUT	Technical Sales Support	Provides technical knowledge, advice and support to sales representatives, resellers and customers during the sales process to resolve requests regarding product/service technical issues and to maximize the benefits derived from the organization's products and/or services.	X
D	CUT000	Technical Sales Support Generalist/Multidiscipline	Provides technical expertise to sales representatives, resellers and customers during the sales process   Performs technical sales support at customer sites or on a multiple-site basis   Resolves technical product/service issues   Assists customers during the sales process to maximize the benefits derived from the organization's products and/or services   Responsibilities are within the Technical Sales Support Function as a generalist or in a combination of Disciplines	X
D	CUT010	Pre-Sales Technical Support/Systems Engineering	Provides pre-sales technical expertise to the sales team and customers during the sales process   Provides technical input into bid proposals, projects and technical documents within the sales process and identifies additional sales opportunities with existing customers   Installs and demonstrates the organization's products at customer sites   Collaborates with sales teams to develop and recommend products and services to meet customers' requirements   Maintains up-to-date and comprehensive knowledge of the organization's and competitors' products and/or services	X
D	CUT040	Technical/Product Training	Develops, implements and/or delivers technical training as it relates to the organization's products   Works with product development teams to update training materials and ensure accuracy and effectiveness of courseware and supporting materials to align with new product releases   May provide technical product training to both internal staff (e.g., customer services, engineers, sales staff) and customers	X
D	CUT999	Technical Sales Support - No Applicable Discipline	Responsibilities are within the Technical Sales Support Function but are not described in other Discipline summaries	X