

SERVICE SUPPORT LADDER

S5

Applies highly-specialized trade skills, typically developed through a combination of specific job-related training and extensive on-the-job experience and/or Typically acts as a lead, or coordinating the work of others—but not a supervisor

Uses discretion within broad parameters to modify and enhance work practices and processes

Works autonomously within established procedures and practices

Acts as a resource for colleagues with less experience

S4

Entry-level service/support position requiring highly specialized trade skills and/or formal vocational training/licensure

Generally works autonomously within established procedures and practices

Solves routine issues, evaluating and selecting solutions from established options

S3

Demonstrates expertise typically developed through considerable and/or specialized on-the-job experience/training

Has developed skills to perform day-to-day activities within established procedures with a moderate degree of supervision

S2

Entry-level position in a service/support area with little or no prior relevant training or work experience

Work is prescribed and completed with close supervision and little autonomy

Duties are clearly defined, and methods and tasks are described in detail

ADMINISTRATIVE & SUPERVISORY LADDER

A6

Working supervisor of a business support team; may spend portion of time performing the work supervised—
Provides day-to-day supervision to a team including coaching on performance, coordinating activities, checking on quality and work progress or executive assistant providing direct administrative support to executive leadership
Has comprehensive understanding of a range of processes, procedures, systems and concepts within own working team/area
Works within general guidelines, resolving problems/issues through application of experience and exercise of limited discretion/judgment
Uses insights into how the team integrates with other teams to coordinate efforts and resources to help achieve shared and individual objectives

A5

Has developed expertise in a variety of work processes or activities typically developed through a combination of job-related training and considerable on-the-job experience
Typically acts as the subject-matter expert in an area and may coordinate the work of others—but not a supervisor
Works autonomously within established procedures and practices
Gathers information to identify and address problems/issues that arise with little or no precedent

A4

Has developed broad and/or specialized skills through job-related training and considerable on-the-job experience
Provides solutions to commonly occurring problems by using existing precedents or procedures
Completes work with a limited degree of supervision
Likely to act as an informal resource for colleagues with less experience to support team operations
Requires knowledge and skills developed through formal training or prior work experience
Performs a range of day-to-day administrative/customer service activities within established procedures with a moderate degree of supervision
Supports team operations through ownership of assigned individual duties

A3

Entry-level administrative position requiring limited prior training or relevant work experience
Demonstrates basic skills to perform routine administrative and/or customer support tasks
Work is prescribed and completed with little autonomy
Works with either close supervision or under clearly defined procedures

TECHNICAL & SPECIALTY LADDER

T7

Typically acts as a lead, coordinating and guiding the work of others - but not a supervisor
Operates independently in ambiguous situations with general direction as needed
Applies a comprehensive understanding of a range of processes, procedures, systems and concepts within own technical area to identify and solve problems that arise with little or no precedent

T6

Has developed depth and breadth of technical expertise through BOTH specialized job-related training and considerable on-the-job experience
Provides informal guidance and support to more junior team members
Gathers and analyzes data to identify and solve complex problems/issues

T5

Has developed depth of technical expertise through specialized job-related training and/or considerable on-the-job experience; typically requires technical certification
Generally works autonomously within established procedures and practices, receiving limited direct supervision
Solves a range of straightforward problems
Has direct impact on delivery of patient care and/or medical services

T4

Entry-level position in a technical and/or direct patient care area requiring specialized skills developed through job-related training and/or on-the-job experience; may require technical certification
Works under regular direct guidance to apply technical expertise under clearly established practices and precedents
Focus is on technical quality and consistency across individual patients/tasks
Has direct, but limited impact on patient care and/or medical services

