

Basic Skills Workforce Training Program

**Enhance Your
Workers'
Basic Skills...**

**Give Them the
Training They
Need to Succeed
in Your Workplace**

A PARTNERSHIP OF
New Jersey Business & Industry Association
New Jersey Community College Consortium for Workforce & Economic Development
NJ Department of Labor and Workforce Development

Consortium for Workforce & Economic Development NJCCC

To: Members of the New Jersey Senate and New Jersey Assembly

From: NJ Community College Consortium for Workforce and Economic Development

Date: August 16, 2011

Subject: New Jersey Basic Skills Training Program for Economic Growth Act End of Year Report: FY'11

We are pleased to supply as required in P.L. 2009, Chapter 199 the New Jersey Community College Consortium for Workforce and Economic Development's report on activities of the New Jersey Basic Skills Training Program for Economic Growth Act (NJBIA Basic Skills Workforce Training Program) for the past fiscal year ending June 30, 2011. This is the second year of program operation as directed by the legislature.

This public-private partnership between the New Jersey Department of Labor and Workforce Development (LWD), the New Jersey Community College Consortium for Workforce and Economic Development (Consortium) and the New Jersey Business and Industry Association (NJBIA) continues to assist the state's business community in improving workers' skills. Because of its unique flexibility, the program is able to reach more workers and employers than any other state training program.

Much of the success of the program is due to the vision and leadership of the NJBIA. Under CEO Phil Kirschner's leadership, the NJBIA was

responsible for the original concept of the program. NJBIA leaders recognized that thousands of small businesses in New Jersey were having difficulty accessing LWD training funds due to existing grant policy restraints. Your legislation has corrected this problem. LWD Commissioner Hal Wirths is fully supportive of the program.

The program is managed by the Consortium, with instruction delivered by the state's community colleges. Instructors are seasoned college adjunct professors with experience in providing instruction to the business community. The NJBIA provides outreach to its 22,000 members. LWD manages fiscal oversight, including payment of invoices prepared by the Consortium. In FY'11 the project provided \$1,119,563.75 in tuition training dollars for New Jersey businesses. This figure represents a 25% increase over FY'10 training funds expended.

667 New Jersey employers participated in the program in FY '11 sending over 10,901 of their employees to training classes (Figures 1 & 2). See Attachment A for complete list of employers.

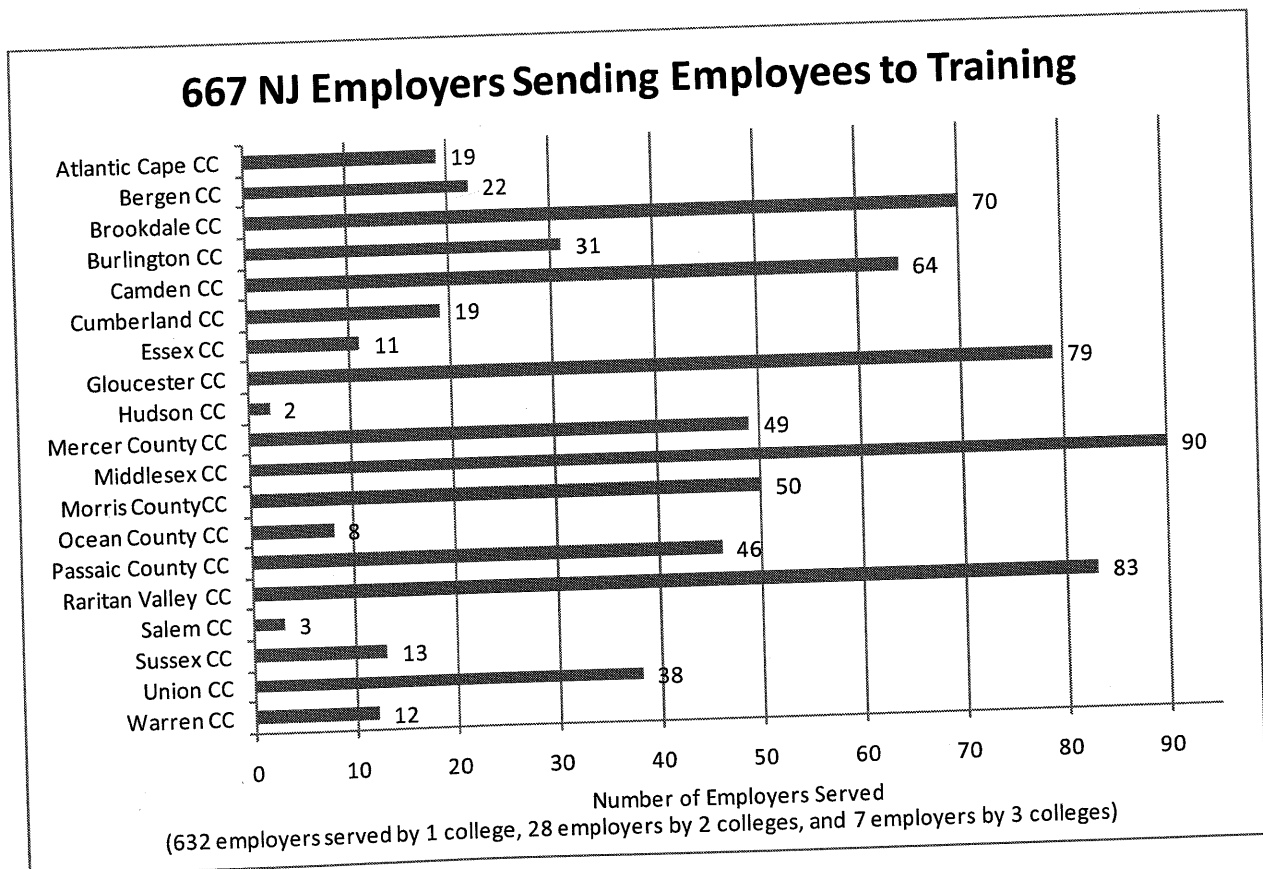


Figure 1

The training classes served employers in all 21 of New Jersey's counties. The majority of classes were delivered at employer locations and at scheduled delivery times that allowed each employer to focus on productivity. Classes were delivered as early as 6 AM in the morning and as late as 11 PM at night.

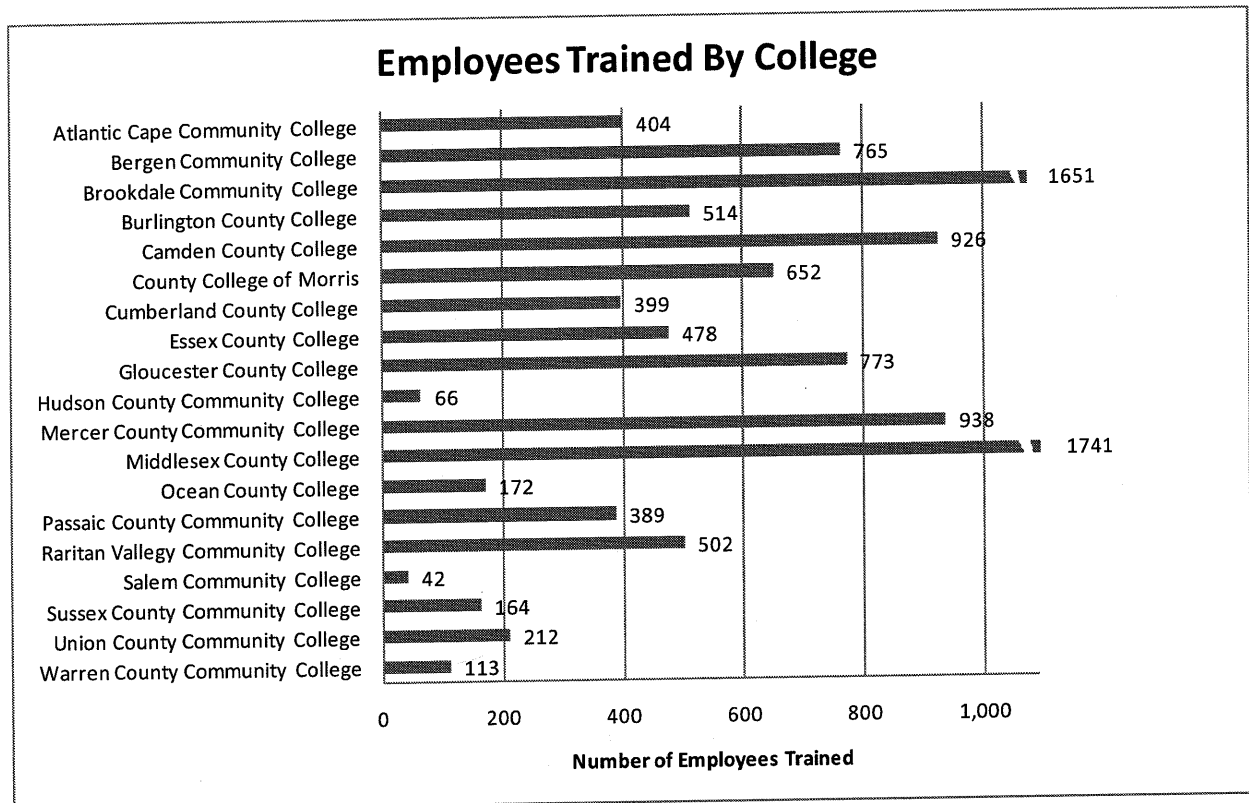


Figure 2

A total of 970 training classes were delivered by all of the 19 community colleges. The following is a listing of each college and the number of classes the college delivered. For a comparison with FY'10 activity see Figure 3.

- Atlantic Cape Community College (Atlantic & Cape May Counties) – 41 classes
- Bergen Community College – 60 classes
- Brookdale Community College (Monmouth County) – 125 classes
- Burlington County College – 45 classes
- Camden County College – 81 classes

- Cumberland County College – 34 classes
- Essex County College – 42 classes
- Gloucester County College – 79 classes
- Hudson County Community College – 6 classes
- Mercer County Community College – 78 classes
- Middlesex County College -174 classes
- County College of Morris – 48 classes
- Ocean County College – 14 classes
- Passaic County Community College – 39 classes
- Raritan Valley Community College (Somerset & Hunterdon Counties) – 46 classes
- Salem County Community College – 4 classes
- Sussex County Community College – 16 classes
- Union County Community College – 24 classes
- Warren County Community College – 14 classes

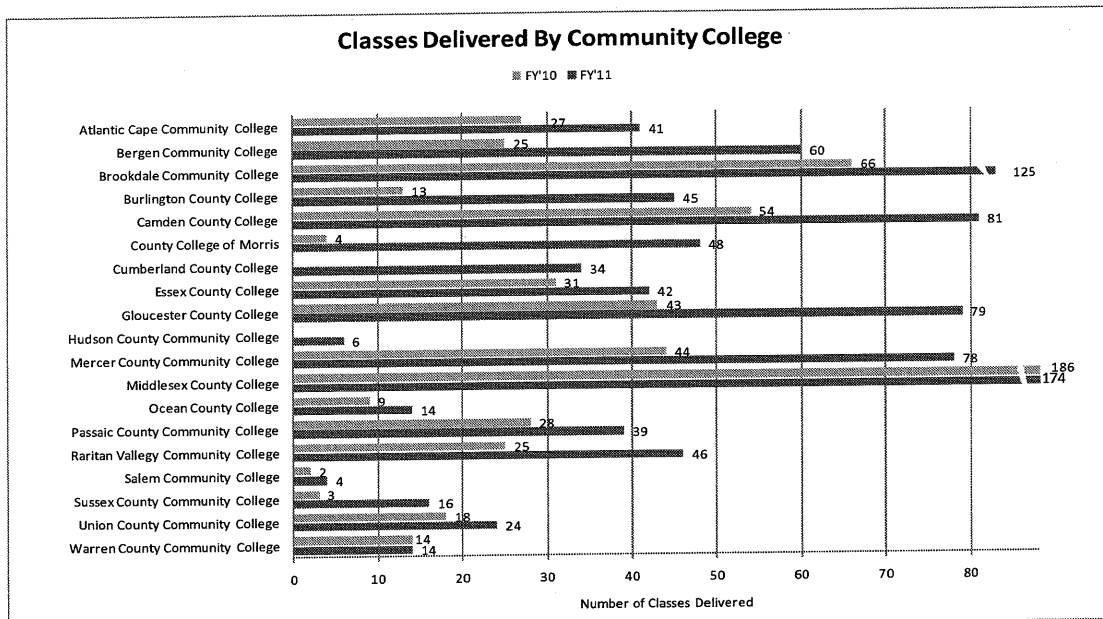


Figure 3

There was an increase in the number of classes delivered in every subject category in FY'01 over FY'11. In keeping with the ever increasing pressure on employees for improved technology skills, computer training led the demand by a wide margin. 678 classes, or 70% of the 970 classes offered were in basic computer skills (Windows, Word, Excel or Outlook).

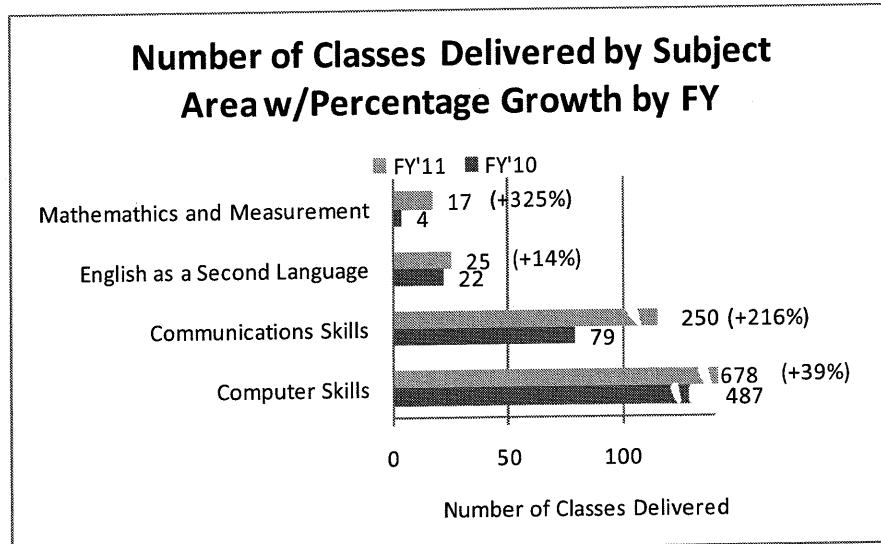


Figure 4

7,125 employees completed computer skills classes. Another 250 classes, with 3,296 employees were delivered in Basic Communication Skills, including Verbal Communication, Written Communication and Basic Communication for Improved Customer Service. This represents a 216% increase in communication classes delivered over FY'10. Clearly, employers are placing increasing importance on improved communications skills for their employees. 25 classes with 287 employees were delivered in English as a second language and 17 classes for 193 employees were delivered in Basic Mathematics and Measurements.

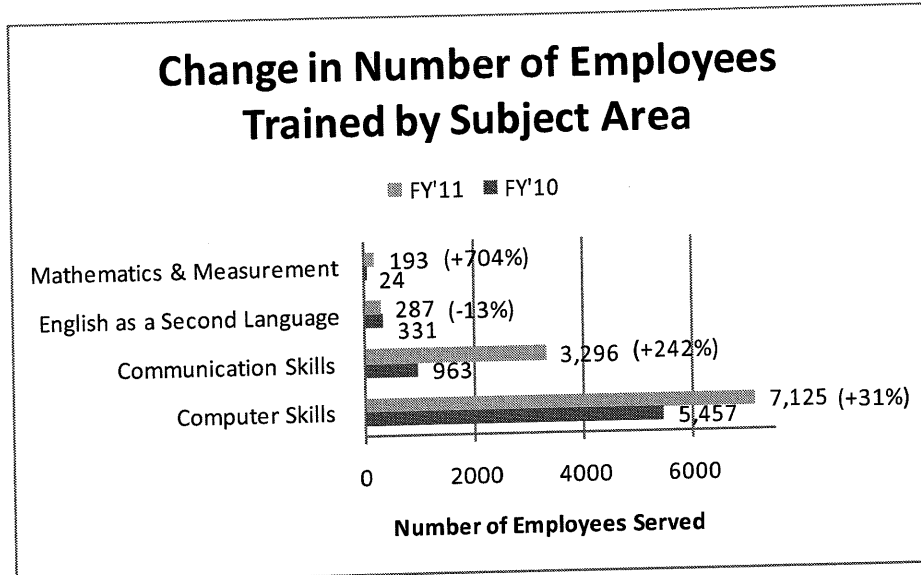


Figure 5

New Jersey's economy is driven by small business, with over 90% of employers having that designation from the LWD. This project is targeted to those employers and is reaching them in significant numbers. Of the 667 employers sending employees to training 523, or 78%, took advantage of the open enrollment formatted classes which were specifically targeted to small employers. These employers would not have been able to meet the minimum headcount requirement under normal conditions and would have been unable to access this valuable business resource without open enrollment classes.

Employees improved their skills as demonstrated on LWD's approved assessment instruments. Improvement in Basic Computer Skills was uniformly impressive with an overall improvement of 149%. English as a second language participants had an improved score of 19%. Assessment scores in the Basic Communications areas increased 36%.

Low to medium wage employees are those most often enrolled by their businesses. Over 56% of employees who participated in training reported hourly wages of less than \$20 per hour. The 10,901 workers report an astounding 2,853 different job titles (see Attachment B for a complete list of job titles reported).

Program Analysis

Strengths

- Freeing the program to work in cooperation with the Grants Operations Office at the LWD, while not bound by some of the rigid parameters of LWD's on line invoicing system, allows the project to be truly "demand driven".
- Class lengths are no longer driven by a rigid formula but are demand driven allowing employers to select the best match between class length and that employer's needs.
- Funding allows for immediate ramp up and outreach to the business community.
- Consortium's management allows faster turnaround and delivery for all businesses because those businesses do not have to go through a lengthy application process.
- Consortium's central administration allows for a single point of contact for all New Jersey businesses.
- State's community colleges provide a deep pool for instructors.
- State's community colleges provide access to 65 campus locations within 25 minutes of every resident and worker in New Jersey.
- Many of the community colleges have invested in mobile laptop computer labs allowing for technology based classes to be brought directly to company locations.
- There is a willingness to provide instruction any hour of the day or night on the company site. Customization of all classes means targeted training to better meet each business' needs.
- Cooperation between Consortium, LWD and NJ Office of Taxation has led to improved tax compliance on the part of participating businesses.
- Seamless collaboration between the three partners – Consortium, NJBIA and LWD, allows for smooth project fiscal management and precise record keeping.

Weaknesses

- There continues to be some difficulty organizing classes of 10 or more for very small businesses. They have trimmed their workforces to the bare bones in an attempt to remain competitive. Taking workers out of production, or office operations, is a challenge to many of these small

employers. Over 50% of the scheduled classes targeting small employers had to be cancelled due to the need to hit this threshold.

- Concerns over identity theft continue to put pressure on securing the mandated social security number. Almost 6% or 626 employees completed classes but refused to supply their social security number. These employees were not included in invoicing to LWD for tuition reimbursement.

Improvements

The consortium is especially pleased to note that weaknesses identified early in the program year have been addressed at the highest levels of the Department. A new Memorandum of Understanding between the Department (LWD) and the Consortium eliminates each of the weaknesses listed below.

- Weakness - The poor economic climate made it difficult for many small businesses to meet the requirement to pay workers while in training.
 - Solution – The NJLWD Commissioner has waived the requirement that employees be paid their normal wage while in training for employers with fewer than 250 employees.
- Weakness - Invoicing into LWD's CTTS on line system is not cost effective or efficient for both the LWD and the Consortium.
 - Solution – The Consortium will begin invoicing NJLWD with a direct monthly invoice process. All required data will be maintained by the Consortium as per legislative mandate.

Testimonials

Brian Kaufmann, Vice President, Renaissance Marble & Granite:

“We are extremely satisfied with the results of the program and how our employees have improved and gained useful and insight and valuable skills that will follow then through all stages of their career development...”

Jerri Haas, Plant Accountant ,Advanced Drainage Systems Inc:

“Before taking the classes, employees were compiling reports manually,” said Haas. “Now we are saving a great deal of time and are better equipped to access information stored on Excel. We are extremely satisfied with the results and would recommend the program to other businesses.”

Ms. Dotti Frye, Owner, Miracle Ear (2 store locations):

“The courses helped my employees build self esteem and become more comfortable with the computer applications.” “When our corporate office required us to stop using our appointment books, all of my employees were comfortable with the new databases and were able to provide the best quality customer service at our locations.”

Nancyanne Fama, Assistant Vice President, Human Resources, Food Circus Stores :

“...this could never be replicated by a small family-owned business.”

Ms. Chuni Li, Director of HR & Organizational Development, Monmouth Cares:

The community college “...put together a customized communication program that covered topics needed for our employees” and that the course “was delivered on our premises, ... with an interactive format.”

Stephen Van Houten, Director of Human Resources, Nisivoccia LLP: complemented the community college staff who were “diligent in meeting the company’s needs.” He further commented that the training in communications skills “allows our staff to be more proficient in job tasks and more comfortable in dealing with our clients.”

Ms. Pat Carroll, Director of Benefits and Staff Development, Solix Inc.: the college’s trainer was “on target with what we needed to know within our company’s environment.”

Ms. Alberta George, Practice Manager, The Neurosciencecenter of Northern NJ: says that the training helped staff “...understand our patients. We are still using the techniques we learned in this training.”

Dian Condie, Director of Sales, Hampton Inn in Mount Laurel:

“These face-to-face classes were a much better way to train our employees rather than an online course or simply handing them a booklet. Hampton Inn

is always on the lookout for ways to improve our operations and provide guests with the best possible experience at the Hampton Inn.”

Mr. Imram Rauf, Project Engineer, W H Industries Inc.:
Basic Mathematics training, directed to production supervisors, key shipping/receiving and quality control served as “a morale booster and refresher of important math skills.” Mr. Rauf added that new training in English as a second language is planned for the summer.

Attachment - A

New Jersey Basic Skills Training Program for Economic Growth
Act

FY'11 Annual Report

New Jersey Basic Skills Training Program for Economic Growth Act
FY'11 Annual Report
Employer Master Listing
Attachment - A

2B Design	Arc of Union County
7-11 Food Store	Archway Programs
7-Oil Co, Inc.	ARS Hospitality LLC
A Simpler Life Concierge	Asian Buffet
Ace Logistics, Inc.	Association Associates Inc
Administrative Solutions	Astrix Technology
Advanced Computer Repair	Atlantic Medical Imaging
Advanced Digitech LLC	Atlanticare
Advanced Food Systems	AtlantiCare Administrators, Inc
Advanced Health Media	Attitudes In Dressing
Advanced Physical Therapy Associates	Banc3 Inc
Advocare ENT Specialty Center	Bancroft NeuroHealth
AFL Web Printing	BASF
Aflac	Bayada Nurses
AIG	Beacon Planning and Consulting
Air Cruisers	Bed, Bath and Beyond
Akrimax Pharmaceuticals	Bedard Kurowicki & CO.
Aldo Design Group	Beneficial Bank
Allied Beverage	Bernardsville Print Center
Allied Realty Associates, LLC	BL Nickerson & Associates LLC
Allstate Information Management	Blue Dolphin Health Management
Alternatives Inc.	BM Merchandizing
Amcors	Boiling Springs Savings Bank
American Diagnostics Svc	Bolttech-Mannings
American Red Cross of Northern NJ	Boscov's
Amerigroup Community Care	Bowles Corp Servcies
Amerisource Bergen Corp	Brand New Day
Amspec Services, LLC	Brushfire Inc
Analytical Solutions LLC	Burlington Meetinghouse & Conference Center
Anchor House	Burpee Materials
Anderson House	Cablevision
Anna D'Foods (McDonalds)	Calendare Communication
Anthony Jannetti Inc	Calvary Bible Church
Applied Concierge, LLC	Campbell Soup Company
AQT LLC	Cape May County Chamber Of Commerce
Aramark	Cape Savings Bank
Arc of Atlantic County	Capital Collection
Arc of Camden County	Capitol Beverage
Arc of Gloucester County	Care Source
Arc of Middlesex County	Castle Golf
Arc of Monmouth County	Catholic Charities of Burlington County

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Employer Master Listing
Attachment - A

Catholic Charities of Essex County	Countrywide Enterprises
Catholic Charities of the Archdiocese of Newark	Cozzoli Machine Company
Catholic Charities of Trenton	CP Risk Solutions
CDW	Creek Crossing Podiatry
Cedar Shopping Centers Partnership, LP	Crest Furniture
Celebrate the Children	Cruise Outlets & Travel
Center for Family Services	Cumberland Insurance Group
Center for Therapeutic Bodywork	Custom Sportswear
Central Jersey Bank	Dale and Thomas Popcorn
Century Bank	Dan AE
Check Point Inc	David Santoriello Inc.
Checkpoint Systems	Dawn Center
Chemglass Life Sciences	Daybreak Fast Freight Inc
Cherished Home Healthcare	Daytop Village of NJ Inc
Child Care Connection	Dean Foods
Child Care Resources	Decker Wright Corp
Children on the Green	Dental Health Associates
Children's Home Society	Deo Voleute Farms, LLC
Children's Place	Devereux Foundation
Choice International	Dewberry
Circle 3 farms Inc	DialAmerica
Clarity IT, LLC	Dialogic Inc
Cleary Alfieri & Jones	Diocese of Trenton
Cleary, Giacobbe, Alfieri, and Jacobs	Divita Balance Service Co LLC
Clementon Lake Operations	Door to Door Storage
Clifton Cheder	D'Orazto Foods
Coastal Ear Nose and Throat	Dr. Leonard's Healthcare Corp
Coastal Habitat for Humanity	Drake, Lehner & Morgan, LLC
Code Environmental Services, Inc.	Dress for Success
Coining Technologies	Drug Policy Alliance
Coldwater Creek	Eagle American Realty, Inc.
Coldwell Banker	Easter Seals
Coldwell Banker Elite Realtors	ECS - The Electrochemical Society
Commercial Cleaning Corp	Educational Information & Resource Center
Community Blood Services	Edward Oberman CPA PC
Community Child Care Solutions	Egbert & Barnes PC
Community Coordinated Childcare of Union County	Egenolf ECC
Community Visiting Nurses Assoc.	El Primo Paso
Compas Inc.	Elecon Services
CompleteCare Health Network	Elementis Worldwide Inc.
	Elizabeth Residence Inn

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Employer Master Listing
Attachment - A

Elizabethport Presbyterian Center, Inc.	Glenlora Home Outreach
EMD Chemicals	Glenro, Inc.
Enable, Inc	Global Energy
Engineered Arresting Systems	Gloria Nilson Realtors
Ensinger Industries	Goffle Brook Farm
Enterprise Consulting Group	Gold Shield Financial
Enterprise Zone Development Corp	Gooch Equipment Marketing Inc
EnviroChem	Grainger
Environmental Compliance Services	Great Clips
Epocrates	Greater Alliance Credit Union
EPS Corporation	Greater Media
Esposito Electric	Green Planet Inc
Falstrom Company	Greenwood Lake Animal Hospital
Family Service of Morris County	Growing Expectations
FedEx Corp	Gustatec
Feigenbaum and Menter	Gymboree Play & Music of Chester
Ferguson Enterprises Inc	H & R Block
Ferrero USA	Habitat for Humanity- Morris
Fiddlers Elbow Country Club	Hair Illusion
First Baptist Church of Red Bank	Hamilton Foot Solutions
First Presbyterian Church	Handyman Headquarters LLC
Fishing Reports Now.com	Hannah's House
Flag House	Harvey Burton Interiors
Floors Unlimited LLC	Health South Rehabilitation - Toms River
Food Circus	Healthquest of Hunterdon
Food Sciences Corporation	Heart & Soul Handyman
Form Fit and Function LLC DBA F3	Helmer, Paul, Conley, Kasselmann
Engineering	Henry Troemner LLC
Francis E Parker Memorial Home	Herbalist and Alchemist
Franklin Electronic Publishers	Herbert Hinchman & Son
Franklin Township Chamber of Commerce	Heritage House Sotheby's International Realty
Fred's Small Engine	Higgins Memorial Home
Garden Homes	High Point Insurance
GCIA Dream Park	Highland Lakes Cleaning
Genesis Health Care	Hispanic Affairs & Resource Center
Gentle Care Home Services	Hi-Tronics Designs, Inc
Gerdau AmeriSteel	HMS Host
Gerresheimer Glass Inc.	Hoffmann-LaRoche
Girl Scouts Heart of NJ	Holcomb Bus Services
Girl Scouts of the Jersey Shore	Holiday Inn Express
GlaxoSmithKline	Holiday Inn of Carteret

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Hollywood Golf Club	JNet Communications LLC
Home Care Assistance	Joan Halter CPA
Honeywell International	Joe Canal's
Hope for Family, Inc.	Joseph Cory Holdings LLC
Hopewell HomeCareLLC	Joseph J. Master, Esq.
Horizon Eye Care	Jura Capresso Inc
House of the Good Sheperd	Kamson Corp.
HPS Inc	Kangaroo Kids
Hunterdon Care Center	Kautex Machines Inc.
Hussman Corp	Kay & Assoc
Hutchinson Industries	Keller Williams Realty
Hyacinth Aids Foundation	Kelly Services
Hyatt of Morristown	Kerry, Inc
ICA Risk Management Co	Key Impact Sales Systems
Ikaria Holdings	Kiddie Academy
Imarksman	Kinder Morgan
Imclone	Kingsway Realty
Impact Graphics Marketing	Kinsley's LandFill, Inc.
Individualized Shirts	Kintock - Newark
Industrial Fuel Stop LLC	Kintock Group - Bridgeton
Ingersoll-Rand	Kruller Inc dba Dunkin Donuts
Insight Consulting Services	K-Tron America
Insurance Company in Liquidation	LaBrea Bakery
Integrity Insurance Co.	Lady in White Housekeeping
Integrium	Lamart Corp
International Products Corporation	Lamonica Fine Foods
Ironbound Community Corporation	Laury Heating & Cooling L.L.C.
IT Contractor, LLC	Lawrenceville School
J. Battista Plumbing & Heating	Leinheart Insurance Solutions
J. Knipper and Company	Leland Limited., Inc
J. Lipani Decorations Inc	Liberty Mutual
Jahanian Associates	Libery Insurance Assc.
Janssen Global Servcies	Lilac Center
JCC of Central NJ	Lionheart Assurance
JED Trucking	Lloyd Kitchin DMD
Jeld-Wen	Locus Telecommunications, Inc.
Jersey Cape Diagnostic	Long Branch Concordance
Jersey Dog Sales Bedbugs LLC	Lord & Taylor
Jewish Family and Child Services	Loreal USA
Jewish Family Service Of Atlantic & Cape May Counties	Lortech Engineering Inc
	Louis J.R. Kady

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Lourdes Medical Associates	Midland School
Lutheran Care at Moorestown	Millennium Mechanical
Lutheran Social Ministries	Monmouth Cares
M & M Vending Services	Monmouth County Historical Association
M & M Wines Corp	Montgomery Investment Technology
M. Bross	Moorestown Theater Company
M.D. Atlantic Appraisal	Morris Habitat for Humanity
Maid To Clean, LLC	Morristown Jewish Center Beit Yisrael
Mallinckrodt	Morristown Neighborhood House
Manasquan Premium Fasteners	Motivating Youth CLC
Mankind	Mrs Bpo LLC
Maquet Cardiovascular	Mt. Olive Child Care & Learning Center
Marcal Manufacturing	MTF/Handy Tube
Maribell Associates Inc	Musculoskeletal Transplant Foundation (MTF)
Marlin Business Services Corp.	MX Solar
Marquez Pianos	National Council on Aging
Martin and Edith Stein Hospice	National Starch & Chemical Co
Mary Mother of God Church	Nationwide MRO Supply
Masonic Charity Foundation of NJ	NDI Engineering
Masonic Hospice	Nelbud Services Group
McDonald Sheet Metal, LLC	New Jersey Payroll Services
MedAvante	New Jersey Resources
Medicia Holding	New Jersey School Boards Assoc.
Medisys Health Communications	Newark Emergency Services for Families
Members 1st Credit Union	Newark Museum
Menagerie Collective	Newfield Bank
Mental Health Assoc. SWNJ	Newmark Associates Inc
Mercadien Group	Newsworthy
Mercer Chamber of Commerce	Newton Hospital
Merck and Co	Nisivoccia
Meridian Health Affiliated Foundations	NJ Funeral Directors Services Inc
Meridian Hospitals Corporation	Normandy Real Estate Partners
Meridian Pediatric Surgical Associates	North Jersey Media Group
Metcom Excess	NovaCare
Metuchen Savings Bank	NuStar Energy
Metuchen YMCA	Nutri-Serve
MG Documentation	O.C.E.A.N., Inc.
Micheller and Son Hydraulics	Ocean Health Initiatives
Micros Retail Systems	Oiltest Inc
Middle Atlantic Products	Old Bridge YMCA
Middlesex Water	Old Country Buffet

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Olivieri Shousky & Kiss	Prudential Fox & Roach Realtors
Opus-ISM	Pruftechnic Services
Ortho Clinical Diagnostics	PSEG
Overdevest Nurseries, LP	Purcell, Mulcahy, O'Neill & Hawkins
P.G. Chambers School	Quest Copy Service
Pad & Publication Assembly Corp	R.K. Occupational and Environmental Analysis
Pap Iron Works	Radwell International
Paramount Metal Finishing	Rahway Hospital
Parente Beard	Raritan Bay Medical Center
Parents Anonymous of NJ, Inc.	Rastellis Market Fresh (Meat Shop Inc.)
Parker Development	Ray Angelini Inc
Parker Home	Real Estate Mortgage Network
Parkway Veterinary Hospital	Reconstructive Orthopedics
Parsippany Child Day Care Center	Red Mill Museum Village
Partnership for People	Reformed Church Home
Passaic County Elks C.P. Center	Remax Classic Group
Patel Printing Plus	ReMax Gateway
Paterson Day Care	Renaissance Marble & Granite
Pathway Medical Staffing, LLC	Rentte Care Home Services
Patrick Parker Realty	Research Assist Inc
PG Chambers School	RHP Construction Inc
Pinnacle Federal Credit Union	Right at Home
PL Custom Vehicles	Rite Aid
Plymouth Printing Co Inc.	RLS Logistics
Polymer Technologies Inc	Robert Michael Communications, Inc
Precious Steps Child Care & Development Center	Roebbling Bank
Precise Components & Tool Design	Roma Bank
Precision Benefits Group	Roman Jewelers
Preferred Meals Systems	Ronald Crites Inc
Preferred Nursing & Staffing	Ronetco Supermarkets
PREIT Associates	Roof Maintenance Systems
Press of Atlantic City	Roux Associates
Pride Industries	Ruchi Enterprises, dba Marriott
Princeton Family YMCA	Rumson Fair Haven Bank
Princeton Radiology Associates	Running Deer Golf Club
Princeton University Press	Rutgers Casualty
Pringle Quinn Anzaro	RWJUH Rahway
Prism Electronics	RWP Enterprises
Prize Driven LLC	Sabert Corp
Programs for Parents	Safeway Freezer Storage
	Sahara Sam's Oasis

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Samson Electrical Supply Co.	St. Francis Medical
Save A Life	St. John of God Community Services
SCARC, Inc.	St. Mary Hospital
Schering Plough	St. Mary School
Scibal Associates	St. Nicholas Church
Scozzari Construction	St. Pauls Church CDC
Screen2sales LLC	Star Group
Sea Box	State Farm Insurance
Sea Breeze	Stavola Asphalt
Second Street Youth Center	Stay on Top Tutoring
Selective Insurance Co	Stein Hospice
SES Engineering	Steven Klein DO PC
SES World Skies	Stone Ind Inc
Shamrock Communications	Stone Inds
Shinon & Sara Birnbaum LLC	Sturdy Savings Bank
ShopMite	Summit Area YMCA
ShopRite Branchburg	Summit Medical Group
ShopRite of Franklin	Sun Farm Network
Shore Orthopedic Group	Sun Home Loans
Shore Rehabilitation	Sun Pharmaceutical
Sigma Corporation	Sunburst Creative Group Inc
Sign a rama	Sunhillo Corp.
Sleepy's The Mattress Professionals	Sunoco
Solix Inc	Susan G. Komen Foundation
Somerset Hills YMCA	Sushi Devnani
Somerset Medical Center	Susquehanna Bank
South Jersey Energy	Sussex Bank
South Jersey Healthcare	Sussex County Adult Day Center (SCADC)
South Jersey Publishing	Symbolic Systems
South Jersey Radiology	Taygan Point Consulting
Southland Corp. (7-11)	TCSI of NJ Inc.
Spartan Planning Agency Inc	Team Management
Specified Technologies Inc.	Temple Beth Ahm Yisrael
Spencer Gifts	Temple Emanu-el
Spex Certiprep Group	Terracycle
Spirent Communications, Inc.	The Bank
Springhill Suites	The Children's Home Society of NJ
St Jude Medical	The Country Griddle Bar & Restaurant
St. Ann's Home	The Elm Group
St. Barnabas Medical Center	The Get Well Center
St. Claire's Hospital	The House of the Good Sheppard

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The Kamson Corporation	USA Foodservice
The King's Daughters Day School	Valcor Engineering
The Red Mill Museum Village	Valley Hospital
The Rehabilitation Hospital of Tinton Falls	Valley National Bank
The Wardlaw Hartridge School	Veckridge Chemical Company
The Wayne Group	Ventana Medical Systems
Thermo Seal Ind.	Ventantonio & Wildenahain PC
Time Well Spent	Verizon Wireless
Trac/SeaCastle	Versabar Corporation
Trans World Marketing	Via Data & Marketing Services
TransAxle	Victory Asset Management Co
Transistor Devices Inc	Viking Import House
Trap Rock Industries	Vindico Medical Education
Tri State Employment	Vintage Rose Tea Room
Triton Property Mgt, LLC	Virtua Health
Tunabike Inc	Visiting Homemaker Service of Warren County, Inc
Turtle & Hughes, Inc	Visiting Nurse Association of Central Jersey
Tuscan Dairy	Vital Signs Inc
Two River Community Bank	Vitamin Shoppe
Tyler Distribution Center	VNACJ
UMDNJ	VOIP Networks
Underwood Memorial Hospital	Volunteers of America Delaware Valley
UNFCU	VRH Construction
United Telecom	Wakefern Food Corp.
United Vision Sales	Walgreens
United Water	Wanaque Center
United Way of Burlington County	Warren Cty Chamber of Commerce
United Way of Salem County	Warren Hospital
United Way of Warren County	Wedgewood Pharmacy
Universal Supply	Wegmans
University Physician Associates	Wegman's - Cherry Hill
Upland Business Capital	Weichert Realtors
Upper Montclair Country Club	Wells Fargo Bank
Uptown Bakery	West Ridgelawn Cemetery
Urbana International	Western Scientific Computers
URS	Westlake Mews, LLC
US Facilities	WH Industries
US Fire Insurance Company	Wilf Campus for Senior Living
US Foodservice	Williams Sonoma Stores
US Medical Funding Inc	Willow Grove Preschool
US Vision	

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Willowglen Academy
Wilmar/Interline Brands
Windows Fashion
Wireless Network Group
Women's Health & Counseling Center
WSP Sells
WW Grainger
Wyndham Hotel Mount Laurel
YMCA of Burlington County
YMCA of Clifton
YMCA of Passaic
YMCA of Western Monmouth County
Youth Consultation Service
Zack's Monogramming Inc
ZB Design
Zip Systems Inc.

Attachment - B

New Jersey Basic Skills Training Program for Economic Growth
Act

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Reported Job Titles

New Jersey Basic Skills Training Program for Economic Growth Act
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Reported Job Titles
Attachment - B

AC Area Manager	Accounts Manager	Activities Coordinator
Access Educator	Accounts Payable	Activity Director
Access Representative	Accounts Payable - Payroll	Adjuster
Access Service Representative	Accounts Payable Analyst	Admin. Assistant Operations Dept.
Access Services	Accounts Payable Assistant	Admin. Assistant Retail Deposit Ops.
Access Services - Cashier	Accounts Payable Associate	Admin. Asst/Data Intake Specialist
Account Manager	Accounts Payable Clerk	Admin. Asst. Employee & Training
Account Administrator	Accounts Payable Coordinator	Admin. Asst Field Services
Account Assistant Coordinator	Accounts Payable Inventory	Administration/Parole
Account Development Manager	Accounts Payable Manager	Administration/Quality Coordinator
Account Development Specialist	Accounts Payable Professional	Administration/Writer
Account Executive	Accounts Payable Supervisor	Administrative Analyst
Account Executive II	Accounts Payable Supervisor	Administrative Analyst III
Account Representative	Accounts Payable Technician	Administrative Analyst IV
Account Representative II	Accounts Payable/Receivable	Administrative Analyst V
Account Supervisor	Accounts Payable/Receivable Admin.	Administrative Assistant
Account Technician	Accounts Payable-Payroll Specialist	Administrative Assistant II
Accountant	Accounts Receivable	Administrative Assistant LPS
Accountant Assistant	Accounts Receivable Representative	Administrative Associate
Accountant Clerk	Accounts Receivable Accounting	Administrative Clerk
Accounting /STL	Accounts Receivable Administrator	Administrative Coordinator
Accounting Administrator	Accounts Receivable Analyst	Administrative Coordinator I
Accounting Assistant	Accounts Receivable Bookkeeper	Administrative Coordinator II
Accounting Associate	Accounts Receivable Clerk	Administrative Data Coordinator
Accounting Clerk	Accounts Receivable Coordinator	Administrative Desk
Accounting Collector	Accounts Receivable Coordinator	Administrative Dir. of Construction
Accounting Coordinator	Accounts Receivable Manager	Administrative Office Assistant
Accounting Development Assistant	Accounts Receivable Supervisor	Administrative Professional
Accounting Intern	Accounts Receivable/Payable Coordinator	Administrative Reception
Accounting Manager	Accounts Receivable/Payroll	Administrative Secretary
Accounting Proof Clerk	Acting Director	Administrative Service Technician
Accounting Specialist	Activities Aide	Administrative Services
Accounting Supervisor	Activities Assistant	Administrative Services Manager

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Administrative Supervisor	Application Systems Analyst III	Assistant Director Community Service Program
Administrative Support Staff	Appraiser	Assistant Director Facilities
Administrative Writer	Aquatics	Assistant Director of Accounts
Administrator	Aquatics Director	Assistant Director of Activities
Administrator Pathology Surgery	Arcade Operator	Assistant Director of ACTs
Admission Lead	Area Manager	Assistant Director of Deacons
Admissions	Area Supervisor	Assistant Director of Finance
Admissions & Comm. Relations Coord.	Area Team Leader	Assistant Director of Housing
Admissions Dean	Art Teacher	Assistant Director of Nursing
Adult Program Assistant	Assembler	Assistant Director of Recruitment & Licensing
Advanced Construction Technician	Assembly & Shipping Supervisor	Assistant Dispatch
Advanced Practice Nurse	Assembly I	Assistant Engineer
Advertising Associate	Asset Recovery Specialist	Assistant Executive Director
Advertising Coordinator	Assist Facility Director	Assistant Fiscal Administrator
Advertising Manager	Assistant	Assistant Fitness Director
Advertising Sales Manager	Assistant to ESI Coordinator	Assistant Food Service Director
Afternoon Receptionist	Assistant Account Manager	Assistant Fresh Foods Manager
Agency Manager	Assistant Account Receivable	Assistant Front Office Manager
Agent	Assistant Accounts Payable	Assistant General Manager
Agent Sales Associate	Assistant Aquatics Director	Assistant In Permissions
Aide/Clean	Assistant Branch Manager	Assistant IRA Director
AKG Tech	Assistant Buyer	Assistant Kitchen Manager
Analyst	Assistant CEO/COO	Assistant Lab Manager
Analyst Customer Service	Assistant Compliance Manager	Assistant Liability Supervisor
Analyst III	Assistant Comptroller	Assistant Loan Processor
Analytical Chemist	Assistant Consumer Loan Manager	Assistant Maintenance Manager
Answering Service	Assistant Controller	Assistant Manager
Appliance Service Supervisor	Assistant Coordinator	Assistant Manager/LPN
Application Administrator	Assistant Credit Manager	Assistant Math Department Head
Application Analyst	Assistant Customer Service Representative	Assistant Nurse Manager
Application Development Manager	Assistant Dental	Assistant Office Manager
Application Specialist	Assistant Director	Assistant Operations Manager
Application Systems Analyst	Assistant Director Bunn Library	Assistant Physical Therapist

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Assistant Practice Manager	Associate Director	Awards Coordinator
Assistant Production Editor	Associate Director of Worship Office	B1 Claims Adjuster
Assistant Project Manager	Associate Executive Director	Babysitter and Cosmetic
Assistant Secretary	Associate Judicial Vicar	Backhoe Operator
Assistant Service Manager	Associate Manager	Baker
Assistant Service Rep	Associate Manager II	Bakery CAC
Assistant Shipping Supervisor	Associate Manager Programs	Bakery Customer Service
Assistant Shop Manager	Associate Member Technical	Bakery Manager
Assistant Store Manager	Associate Operations Manager	Bank Teller
Assistant Supervisor	Associate Panel Manager	Bariatric Coordinator
Assistant Support Manager	Associate Recruiting Office	Bartender
Assistant Teacher	Associate Research Technician	Batchmaker
Assistant Team Leader	Associate Superintendent	BD Secretary
Assistant to Alumni Relations	Asst. Director Program Operations	Beautician
Assistant to CFO/COO	Asst. Employment & Training Coor.	Beautician Supervisor
Assistant to Coordinator	Asst. Home Office Agency Rep.	Beauty Shop Operator
Assistant to ESI Coordinator	Asst. Office Admin. Assistant	Behavior Analyst
Assistant to Executive Director	Asst. Training & Employment Coor.	Benefits Assistant
Assistant to the Coordinators	Athletic Administrator	Benefits Associate
Assistant to the Program Director	Athletic Director	Benefits Consultant
Assistant Treasurer	Attendant	Benefits Coordinator
Assistant Underwriter	Attorney	Benefits Customer Service Rep.
Assistant Unit Manager	Audiologist	Benefits Services Associate
Assistant Vice President	Audit Assistant	BI Claims Adjustor
Assoc. Dir. of Conference Publications	Audit Technician	Big Claims Adjustor
Assoc. Dir. of Office of Family Life	Auditor	Bilingual Counselor
Assoc. Dir. of Technical Programming	Auxiliary Secretary	Bilingual Sales
Assoc. Mgr - Financial Reporting	AVP & Operations Manager	Bilingual Therapist
Assoc. Mgr, Business Development	AVP & Training Manager	Bill Collector
Associate Administrative Manger	AVP of Human Resources	Billbacks & Deductions
Associate Aquatics Director	AVP of Information Technology	Biller
Associate Buyer	AVP of Underwriting	Biller/Collector
Associate Clinical Trial Manager	AVP/Corp. Training Manager	Billing Administrator

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Billing Analyst	Bunn Library Clerk	Call Center
Billing Associate	Bus Driver	Call Center Agent
Billing Auditor Assistant	Business Accounting Administrator	Call Center Mail Agent
Billing Clerk	Business Analyst	Call Center Representative
Billing Coordinator	Business Associate	Call Representative
Billing Manager	Business Associate - Finance	Campaign Manager
Billing Processor	Business Associate/Staffing	CAP Project Coordinator
Billing Representative	Business Assurance Specialist	Capture Manager
Billing Service Representative	Business Center Concierge	Cardiac Rehab Registered Nurse
Billing Specialist	Business Developer/Strategic Partnership	Care Coordination Specialist
Billing Specialist Revenue Cycle	Business Development	Care Manager
Billing Supervisor	Business Development - Sales	Caretaker
Billing Technician	Business Development Manager	Case Manager
Bistro	Business Director	Case Manager Aide
Bistro Attendant	Business Manager	Case Manager Coordinator
Bistro Worker	Business Office Coordinator	Case Manager/Registered Nurse
Bookkeeper	Business Office Facilitator	Case Manager/Site Supervisor
Bookkeeper - Office Manger	Business Office Supervisor	Case Specialist
Bookkeeper/Payroll	Business Operation	Case Worker
BP Corporate Strategy	Business Operations Manager	Cash Application
Branch Administrative Assistant	Business Services Manager	Cash Control Supervisor
Branch Director	Business Services Representative	Cash Management Sales Associate
Branch Manager	Business Systems Analyst	Cash Manager
Branch Operation Assistant	Business Systems Application Analyst	Cash Poster
Branch Secretary	Business Technology Consultant	Cash Poster
Branded Customer Exp	Butcher	Cash Posting Specialist
Broker	Buyer	Cashier
Broker Associate	Buyer II	Cashier/Revenue Lead
Broker Manager	Buying Media Coordinator	CAT Scan Technician
Broker/Sales Associate	Buying Services Coordinator	Category Manager
Budget Analyst	CADD Counselor	Catering Advisor
Builder Operator II	CADD Manager	Catering Coordinator
Building Pathologist	CADD Operator	Catering Sales Manager

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Central Access Representative	Chief Serials	Cleaner
Central Access Scheduler	Chief Technologist	Clerical
Central Communications	Chief Ultrasound Technician	Clerical Administrative
Central Registrar	Child Care Counselor	Clerical Assistant
Central Scheduler	Child Care Director	Clerical Assistant III
Certified Coder	Child Care Provider	Clerical Associate
Certified Dental Assistant	Child Care Representative	Clerical Data Assistant
Certified Home Health Aide	Child Care Specialist	Clerk
Certified Medical Assistant	Child Health Nurse	Clerk III
Certified Medical Assistant	Child Protection Coordinator	Client & Risk Services
Certified Nursing Assistant	Childcare Director	Client & Risk Specialist
Certified Nursing Assistant Aide	Childcare Food Program Coordinator	Client Account Manager
Certified Public Accountant	Childcare Office Manager	Client Care Coordinator
Certified SPD Technician	Childcare Specialist	Client Care Specialist Exports
Change Management Associate	Children's Director	Client Service Analyst
Chaplain	Church Administrator/Secretary	Client Service Representative
Chapter Executive	Circulation Coordinator	Client Services
Charity Care	Circulation Director	Client Services Specialist
Chef	Circulator Desk Assistant	Clinical Administrator
Chemical Compounder	Claims Adjuster	Clinical Assistant
Chemist	Claims Administrator	Clinical Coordinator
Chief Administrative Officer	Claims Assistant	Clinical Data Coordinator
Chief Chemist	Claims Clerk	Clinical Director
Chief Compliance Officer	Claims Examiner	Clinical Director
Chief Engineer	Claims First Reports	Clinical Informaticist
Chief Executive Officer	Claims Handler	Clinical Informatics Educator
Chief Financial Officer	Claims Investigator	Clinical Liaison
Chief Human Resources Officer	Claims Manager	Clinical Manager
Chief Information Officer	Claims Processor	Clinical Manager
Chief Measurement Technician Specialist	Claims Representative	Clinical Manager Health Education
Chief Operating Officer	Claims Supervisor	Clinical Nurse Coordinator
Chief People Officer	Classified Sales Assistant	Clinical Nurse Educator
Chief Resource Officer	Classroom Aide	Clinical Nurse Manager

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Clinical Nurse Specialist	Communications Director	Conference Planning Attendant
Clinical Nurse Supervisor	Communications Manager	Conference Planning Manager
Clinical Pharmacist	Communications Operator	Conference Services
Clinical Pharmacist	Community Child Care Solutions	Confidential Administrator
Clinical Program Manager	Community Information	Consignment Coordinator
Clinical Project Team Lead	Community Integration Specialist	Consortia Review Manager
Clinical Research Coordinator	Community Liaison	Construction Coordinator
Clinical Services Coordinator	Community Manager	Construction Crew Chief
Clinical Social Worker	Community Nurse Educator	Construction Foreman
Clinical Supervisor	Community Outreach Coordinator	Construction Lending Officer
Clinical Systems Analyst	Community Relations Coordinator	Construction Loan Manager
Clinical Trials Assistant	Community Support Specialist	Construction Supervisor
Co-Chairman	Community Wellness Director	Construction Technician
Cod Co-od	Compensation Service Rep.	Construction Technician II
Coder/Biller	Compensation Services Specialist	Consultant
Coding Specialist II	Compliance Auditor	Consumer Loan Processor
Co-Director	Compliance Liaison	Consumer Outreach & Support
Cold Preparation	Compliance Manager	Contact Analyst
Collection Agent	Compliance Reviewer	Continuing Education Assistant
Collection Representative	Compliance Specialist	Continuous Improvement Facilitator
Collection Specialist	Compliance Support Team Leader	Continuous Improvement Manager
Collection Support Analyst	Compounder	Contract & Sales Administrator
Collections	Comptroller	Contract Administrator
Collections/Accounts Receivable	Comptroller Accounts Payable	Contract Analyst
Collector	Computer Lab Instructor	Contract and Credentialing Coordinator
Collector Trainer	Computer Operator	Contract Management Specialist
Color Room Operator	Computer Programmer	Contract Manufacturing Planner
Comad Manager	Computer Service Representative	Contract Specialist
Commercial Liner Manager	Computer Service Specialist	Contractor Coordinator
Commercial Real Estate Sales VP	Computer Specialist	Controller
Commodity Manager	Computer Support Technician	Converting Supervisor
Communication Supervisor	Computer Technician	Cook
Communications & Media Specialist	Concierge	Cooler

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Cooler/Driver	Counselor/CADC	CT Technician
Coordinating Manager	Counter Manager	CT Technologist
Coordinator	Counter Sales	Culinary Manager
Coordinator CME	Courier	Customer & Technical Support
Coordinator Goods & Services	CPR Coordinator	Customer Account Specialist
Coordinator International Services	CPR Instructor	Customer Account Specialist
Coordinator Ministry for Maturing Adults	Credentialing Assistant	Customer Care Representative
Coordinator of Logistics	Credentialing Coordinator	Customer Care Specialist
Coordinator of Respite	Credentialing Specialist	Customer Care Supervisor
Coordinator of Senior Care Management	Credit & Collections	Customer Operations Associate
Coordinator of Special Events	Credit & Collections Coordinator	Customer Operations Supervisor
Coordinator of Teen Programs	Credit Agent	Customer Relations Coordinator
Coordinator School Finance	Credit Analyst	Customer Relations Manager
Copywriter	Credit Clerk	Customer Representative
Corporate Access Services Representative	Credit Coordinator	Customer Returns
Corporate Analyst	Credit Hold	Customer Satisfaction Rep.
Corporate Attorney	Credit Manager	Customer Service & Sales Rep.
Corporate Buyer	Credit/Billing Representative	Customer Service Agent
Corporate Buyer/Asset Manager	Crew Chief	Customer Service Associate
Corporate Director	Crew Trainer	Customer Service Consultant
Corporate Educator II	Critical Care Manager	Customer Service Coordinator
Corporate MDS Coordinator	Critical Care Nurse	Customer Service Desk
Corporate Recruiter	CS Representative Assistant	Customer Service Desk Analyst
Corporate Risk Manager	CS Representative Deposit Services	Customer Service Manager
Corporate Sales Manager	CS Representative Head Teller	Customer Service Representative
Corporate Secretary	CS Representative II	Customer Service Specialist
Correspondence Clerk	CS Representative Manager	Customer Service Supervisor
Cosmetologist	CS Representative Supervisor	Customer Service Support
Cost Accountant	CS Representative Teller	Customer Service Transport
Cost Effective Reviewer	CS Representative Traffic Dept.	Customer Support Analyst
Counsel Lobbyist	CS Representative Trainee	Customer Support Desk Analyst
Counselor	CT SCAN Technologist	Customer Support Process Coord.
Counselor Intern	CT Supervisor	Customer Support Technician

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Customs Compliance	Deacon	Deputy Director of Operations
Cytology Preparation Technician	Debit Card Coordinator	Derivative Valuation Consultant
Cytotechnologist	Debt Collector	Design Engineer
Dairy Frozen Foods Night Manager	Debt Manager	Design Supervisor
Dairy Manager	Deck Supervisor	Designer
Dairy/Frozen Manager	Deduction Analyst	Designer I
Data Analyst	Delegate for Consecrated Life	Desktop Publishing Specialist
Data Assistant	Deli Manager	Desktop Typesetting Specialist
Data Biller	Deli Preparer	Developer Analyst
Data Cleanser	Deli Supervisor	Development & Commo. Director
Data Clerk	Demand Planner	Development & Special Events Asst.
Data Collection Associate	Dementia Care Coordinator	Development Assistant
Data Control Clerk	Dental Assistant	Development Associate
Data Control II	Dental Assistant/X-ray Technician	Development Coordinator
Data Coordinator	Dental Clerk	Development Director
Data Entry Clerk	Dental Coordinator	Development Foundation
Data Entry Coordinator	Dental Front Desk	Development Manager
Data Entry Operator	Dental Hygienist	Development Trainer
Data Entry Specialist	Dental Receptionist	Device Engineer
Data Entry Supervisor	Dental Technician	Diabetes Educator
Data Entry Voucher Representative	Dentist	Diet Clerk
Data Management	Department Assistant	Dietary
Data Processor	Department Coordinator	Dietary Aide
Data Reconciliation	Department Head	Dietary Porter
Data Reconciliation Manager	Department Lead	Dietician
Data Reconciliation Specialist	Department Manager	Dining Room Supervisor
Data Reconciliation Supervisor	Department Manager Natural Resources	Dining Services
Data Reconstruction Manager	Department Secretary	Diocesan Coord. of Marriage Ministries
Data Resource Manager	Department Specialist	Dir. Admin. Information Technology
Data Specialist	Department Supervisor	Dir. Corporate Service Development
Database Analyst/Developer II	Dependent Care Specialist	Dir. Development & Commo.
Database Developer	Deposit Services Assistant Manager	Dir. Nursing Innovation/Outcomes
Day Supports Manager	Deposit Services Representative	Dir. of Children & Youth Services

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Dir. of Education & Outreach	Director of Aftercare Program	Director of Healthcare Sales
Dir. of Mental Health Partnerships	Director of Business Development	Director of HR Systems
Dir. of Personnel & Staff Develop.	Director of Business Development	Director of Human Resources
Dir. of Referral & Reim. Programs	Director of Business Development	Director of Information Technology
Dir. of the CIT Ctr for Excellence	Director of Care Management	Director of Inventory
Director	Director of Catering	Director of Lending
Director - Claims	Director of Change Management	Director of Meat & Seafood
Director - Survey	Director of Child Care	Director of Medical Affairs
Director Administrative Services	Director of CIT	Director of Member Services
Director Adult/Senior Services	Director of Client Relations	Director of National Accounts
Director Career Services	Director of Client Services	Director of Nursing
Director Clinical Practice	Director of Community Education	Director of Occupational Therapy
Director Clinical Systems	Director of Community Partnering	Director of Operations
Director Creative Services	Director of Community Services	Director of Parent Programs
Director CS/Office Manager	Director of Competitive Aquatics	Director of Parish Development
Director Customer Service	Director of Conference Planning	Director of Part Time Care Services
Director Customer Support	Director of Constituent Services	Director of Patient Care Services
Director Early Childhood Programs	Director of Creative Services	Director of Patient Services
Director EDP	Director of Deacons	Director of Personnel
Director Education	Director of Development	Director of Pharmacy
Director Education & Outreach	Director of Education	Director of Pharmacy IT
Director Educational Programs	Director of Educational Programs	Director of Plant Operations
Director Emergency Services	Director of Employee Benefits	Director of Prepared Foods
Director Employment Training	Director of Engineering	Director of Prevention & Support
Director for Development	Director of Family Life	Director of Product Sales
Director Help Desk	Director of Family Support	Director of Production
Director Internal Audit	Director of Finance	Director of Projects
Director IT & Web Services	Director of Geriatric and Caregiver Outreach	Director of Publications
Director Loss Prevention	Director of Global Marketing	Director of Publicity
Director Nursing	Director of Golf	Director of Publishing Tech
Director Nutrition Care	Director of Governmental Relations	Director of Quality
Director of Administrative Services	Director of Grocery	Director of Quality Management
Director of Advertising	Director of Hardware	Director of Radiology

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Director of Recreation	Diversity Coordinator	Education Services Coordinator
Director of Rehab Services	Division Administrative Assistant	Education Specialist
Director of Research & Development	Division Director	Education Supervisor
Director of Rooms	Doctor Client Services	Education Support Specialist
Director of Sales	Document Control	Educational Coach
Director of Sales and Marketing	Document Coordinator	Educational Programs Coordinator
Director of Sales Operations	Document Processor	Educational Specialist
Director of Service Delivery	Donor Relations Office	Educator
Director of Service Delivery	DP Time Keeper	EHS Manager
Director of Surveys	Driver	Electrical Engineer
Director of Training	DVP Logistics	Electrical Product Specialist
Director of Web Development	Early Childhood Director	Electrical Technician
Director of Worship	Early Childhood Education	Electrician
Director-Claims	Early Childhood Program Coordinator	Electrician Assistant Supervisor
Dispatch	Early Childhood Specialist	Electronic Banking
Dispatch Assistant	East Coast Logistics Coordinator	Electronic Cash Posting Specialist
Dispatcher	EBay Sales Coordinator	Electronic Funds Representative
Dispatcher B	EBay Sales Representative	Electronic Medical Records Specialist
Dispenser	E-Commerce Representative	Electronic Pub. Marketing Manager
Distribution Assistant	ECST Production Assistant	Employee Facilitator
Distribution Center Lead Person	Ed Informatics RN	Employee Health
Distribution Clerk	ED Supervisor	Employee Representative
Distribution Foreman	Edger	Employment Assistant Human Resources
Distribution Manager	EDI Administrator	Employment Coordinator
Distribution Purchasing Assistant	Editor/Group Publisher	Employment Counselor
Distribution Supervisor	Editorial Administrator	Employment Facilitator
Distributor Business Manager	Editorial Assistant	Employment Specialist
District Foodservice Manager	Editorial Associate	EMR Specialist
District Manager	Education Coordinator	EMS Advanced Applications Consultant
District Manager of Operations	Education Instructor	Endoscopy Technician
District Sales Manager	Education Representative	Energy Auditor
District Supervisor	Education Respiratory Care	Energy Efficiency Field Auditor
District Team Leader	Education Segment Manager	Engineer

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Engineering Manager	Executive Housekeeper	Field Service
Engineering Technician	Executive Secretary	Field Service Engineer
Enhanced Team Leader	Exercise Physiologist	Field Service Representative
Enrollment Services Representative	Exhibits Specialist	Field Service Supervisor
Entitlement	Expeditor	Field Supervisor
Entitlement Representative	Export Coordinator	Field Technician
Environmental Aide	Export Sales	File Clerk
Environmental Services Manager	Extrusion	File Room
EOL Auditor	Extrusion Foreman	Fill Pack Label
EOL Auditor/Lead	Fabric Engineer	Film Supervisor
Equipment Instrument Specialist	Facilitator	Finance
Equipment Operator	Facilities	Finance Administration
ES Supervisor	Facilities & Camping Registrar	Finance Analyst
ESI Facilitator	Facilities Assistant	Finance Analyst III
ESI Manager	Facilities Coordinator	Finance Assistant
Estimating Assistant	Facilities Engineer	Finance Associate
Estimator	Facilities Manager	Finance Clerk
Events Manager	Facilities Supervisor	Finance Coordinator
EVS Manager	Facility Manager	Finance Director
Ex. Director Project Development	Facility Supervisor	Finance Manager
Ex. Assistant to President & CEO	Family Assistance Manager	Finance Officer
Ex. Assistant/Office Manager	Family Child Care Specialist	Financial Advisory Assistant
Except Processor	Family Partner	Financial Analysis Manager
Excess Claims Examiner	Family Services Coordinator	Financial Analyst
Exec Director Community Services	Family Support Worker	Financial Analyst
Executive	Family Worker	Financial Analyst II
Executive Administrative Assistant	Faxer/Call Center	Financial Analyst Trainer
Executive Administrator	Field Coordinator	Financial Assistant
Executive Assistant	Field Manager	Financial Assistant Advisor
Executive Chef	Field Marketing Representative	Financial Coordinator
Executive Director	Field Operations	Financial Counselor
Executive Director Child Care	Field RN	Financial Development Assistant
Executive Editor	Field Sales Manager	Financial Planner

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Financial Pricing Analyst	Food Supervisor	Games Lead
Financial Representative	Foodservice	Games Supervisor
Finishing	Foodservice Director	Gatehouse Attendant
Finishing Manager	Foreman	General Assistant
Fire Prevention Tech	Foreman Production	General Clerk
Firmware Engineer	Foreman Supervisor	General Foreman
First Cook	Foreman Trainer	General Manager
Fiscal Administrator	Forklift Driver	General Manager Off Highway
Fiscal Assistant	Forklift Operator	General Manager Team Leader
Fiscal Coordinator	Forklift Truck Mechanic	Geriatric Care Manager
Fiscal Manager	Fossil Sap Business Specialist	Glassware Cleaner
Fiscal Reviewer	French School Teacher	Golf Services Director
Fiscal Specialist II	Fresh Food Manager	Golf Shop Manager
Fitness & Wellness Director	Front Desk	Grant Analyst
Fitness Director	Front Desk - Phone	Grant Analyst II
Fitness Specialist	Front Desk Agent	Grants Assistant
Fixed Assets	Front Desk Biller	Grants Manager
Fleet Manager	Front Desk Cashier	Graphic Artist
Float Customer Service Rep.	Front Desk Receptionist	Graphic Arts Supervisor
Float Teller/Customer Service Rep.	Front Desk Representative	Graphic Design Specialist
Floater	Front Desk Supervisor	Graphic Designer
Floor Tech	Front End Manager	Graphics Manager
Floor Training Support Manager	Front Office Administrator	Greater Media
Floral Manager	Front Office Clerk	Grocery
Floral Supervisor	Front Office Supervisor	Grocery Manager
Food & Nutrition	Frozen Manager	Group Home ASM
Food and Beverage Manager	Fuel Attendant	Group Home Manager
Food Pantry Coordinator	Fulfillment Service Manager	GT File Clerk
Food Preparer	Fulfillment Service Specialist	Guest Relations
Food Service Associate	Fulfillment Supervisor	Guest Service Representative
Food Service Director	Full Time App. Account Admin.	Habilitation Plan Coordinator
Food Service Manager	Fund Develop	Hairdresser
Food Service Worker	Fundraising Director	Halloween Coordinator

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HCM/LPN	Hospice Aide	Illustration Manager
Head Data Control Clerk	Hospice Specialist	Imaging Services
Head Developer	Hostess	Inbound Process Manager
Head Housekeeper	Hostess/Dining supervisor	Industrial Meter Setter
Head Teacher	Housekeeper	Industry Events Manager
Head Teller	Housekeeping	Infant & Toddler Specialist
Head Teller/CS Representative	Housekeeping and F&B	Infection Control
Health and Wellness Coordinator	Housekeeping Manager	Infection Control Coordinator
Health Care Case Manager	Housekeeping Supervisor	Info. Secretary Risk Management
Health Center Manager	Houseman	Info. Tech. & Network Manager
Health Center Manger/LPN	Housing Counselor	Info. Tech. Project Coordinator
Health Coordinator/Nurse	HR Benefit Services Rep.	Info. Tech. Project Manager
Health Educator	HR Contractor Admin. Specialist	Info. Technology Administration
Health Instructor	Human Resources	Info. Technology Analyst
Health Safety Policy Manager	Human Resources Administrator	Info. Technology Business Analyst
Healthcare Account Manager	Human Resources Analyst	Info. Technology Coordinator
Healthcare Case Manager	Human Resources Assistant	Info. Technology Department
Heat Technician	Human Resources Associate	Info. Technology Director
Help Desk	Human Resources Benefits Associate	Info. Technology Helpdesk
Help Desk Manager	Human Resources Business Partner	Info. Technology Lead
Help Desk Technician	Human Resources Compliance Specialist	Info. Technology Manager
Helper	Human Resources Consultant	Info. Technology Security
Hemodialysis Nurse	Human Resources Coordinator	Info. Technology Site Manager
Hi-Lo Driver	Human Resources Director	Info. Technology Specialist
Histologist	Human Resources Generalist	Info. Technology Support
HIV Counselor	Human Resources Manager	Info. Technology Support Analyst
Home Deliver Zone Manager	Human Resources Professional	Info. Technology Support Specialist
Home Health Aide	Human Resources Representative	Info. Technology Systems Analyst
Home Health Aide Manager	Human Resources Specialist	Info. Technology Technician
Home Health Manager	HVAC Supervisor	Info. Technology Technician II
Home Visitor/Teacher	HVAC Technician Supervisor	Informatics Educator
Homebased Visitor	iClaims	Information Desk
Homeowners Claim Representative	IEP Coordinator	Information Resources Assistant

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Information Security Analyst	Insurance Verifier	Junior Buyer
Information System Specialist	Intake & Data Entry	Junior Customer Service Representative
Information Technology	Intake & Data Management	Justice Coordinator
Inforshare	Intake Manager	K-12 Education Segment Manager
Infoshare Budget Manager	Intensive Care Manager	Key Account Manager
Infrastructure	Interface Production Manager	Kidz Komer Coordinator
Initial Auditor	Interim Director	Kitchen
Initial Reviewer	International Pool Administrator	Kitchen Aide
Inpatient Registration	International Sales Manager	Kitchen Exhaust Specialist
Input/Output Specialist	Internet Banking Clerk	Kitchen Exhaust Technician
Inquiry Supervisor	Internet Banking Coordinator	Kitchen Manager
Insert Mold Operator	Interventional	Kitchen Staff
Insert Control Clerk	Inventory Administrator	Lab Assistant
Inside Claims Specialist I	Inventory Analyst	Lab Manager
Inside Plant Tech	Inventory Auditor	Lab Supervisor
Inside Sales	Inventory Clerk	Lab Technician
Inside Sales Coordinator	Inventory Control	Label Operator
Inside Sales Manager	Inventory Control Clerk	Labor Department
Inside Sales Representative	Inventory Control Coordinator	Labor Relations Specialist
Inspector	Inventory Control Specialist	Labor Specialist
Installation Manager	Inventory Control/Administrative Assistant	Laboratory Assistant
Instruction Technology Manager	Inventory Coordinator	Laboratory Manager
Instructor	Inventory Manager	Laborer
Instrument & Repair 2nd Class	Investigator	Laminating Supervisor
Instrument Repair Technician	Investment Bookkeeper	Laundry
Insulation	Invoicing	Laundry Attendant
Insurance	ISP Technician	Laundry Supervisor
Insurance Administrator	Janitor	Laundry Worker
Insurance Biller	Job Administrator	Lead Clerical Supervisor
Insurance Billing	Job Coach	Lead Collector
Insurance Billing Representative	Job Coach - Transition Specialist	Lead Courier
Insurance Billing Specialist	Judicial Vicar	Lead Energy Auditor
Insurance Coordinator	Junior Accountant	Lead Fulfillment

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Lead Help Desk Supervisor	Library Monitor	Logistics Control
Lead in Training	Library Staff	Logistics Coordinator
Lead Internal Auditor	Licensed Clinical Social Worker	Logistics Specialist
Lead Loan Processor	Licensed Practical Nurse	Loss Prevention
Lead Mammographer	Licensed Practical Nurse, Manager	Loss Prevention Associate
Lead Operator	Licensing Accreditation Specialist	Loss Prevention Coordinator
Lead Pharmacy Technician	Licensing Coordinator	Loss Prevention Manager
Lead Receptionist	Lifeline Operations Analyst	Loss Prevention Specialist
Lead Resident Supervisor	Line Supply	Loss Prevention Supervisor
Lead Residential	Liquidation Operator	LPN Assistant Health Center Manager
Lead Teacher	Liquor Manager	LPN Info. Tech. Systems Analyst
Lead Technician	Liquor Store Manager	LPN/Program Assistant
Lead Worker	Litigation Analyst	Lunch Aide
Lead Worker Environmental Serv.	Litigation Recovery Specialist	M & R Coordinator
Leadership Specialist	Load & Unload	M/R Supervisor
Learning Consultant	Load Research Specialist	Machine Cleaner
Lease Servicer	Loading Trucks	Machine Operator
Leasing Agent	Loan Administrative Assistant	Machinist
Leasing Consultant	Loan Administrative Department	Machinist Lead
Leasing Manager	Loan Closer	Mail Clerk
Legal Administrative Associate	Loan Coordinator	Mail Coordinator
Legal Administrative Rep.	Loan Manager	Mail Room
Legal Assistant	Loan Officer	Mail Room Bindery
Legal Secretary	Loan Processor	Mail Room Manager
Legal Secretary/Paralegal	Loan Processor Closer	Mail Room/Maintenance Supv.
Legal Supervisor	Loan Processor/Servicing Officer	Mailroom Operator
Legislative Coordinator	Loan Servicing	Maintenance
Lending Operations Admin. Assistant	Loan Servicing Representative	Maintenance & Engineering Mgr.
Lending Operations Manager	Loan Servicing Specialist	Maintenance & Facilities Manager
Liability Adjuster	Loan Supervisor	Maintenance Assistant
Liability Claims Adjuster	Loan Underwriter	Maintenance Coordinator
Librarian	Logistical Analyst	Maintenance Engineer
Library Assistant	Logistics	Maintenance Foreman

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Maintenance Lead	Manager Health Services	Manager/Licensed Practical Nurse
Maintenance Mechanic	Manager Infrastructure	Managing Director
Maintenance Supervisor	Manager In-Home Comp	Managing Editor
Maintenance Technician	Manager Inventory Review	Managing Principal
Maintenance Worker	Manager Lease Administration	Manger Accounting & Reporting
Major In-house Sales	Manager Liquor Store	Manufacturing
Major National Sales Consultant	Manager Logistics Projects	Manufacturing Admin. Assistant
Male Tax Counselor	Manager Nursing Systems	Manufacturing Engineer
Mammographer/X-ray Technician	Manager of Customer Service	Manufacturing Logistics Specialist
Mammography Technician	Manager of Gift Records	Manufacturing Manager
Manageable Care Coordinator	Manager of Logistics	Manufacturing Operator
Management Assistant	Manager of Operations	Manufacturing Technical Coordinator
Management Development Spec.	Manager of Quality Assurance	Marketing & Licensing Assistant
Manager	Manager of Store Applications	Marketing & Licensing Manager
Manager - Financial	Manager of Training	Marketing Assistant
Manager - Procedures	Manager Operations	Marketing Coordinator
Manager Administrative Services	Manager Operations Support	Marketing Coordinator II
Manager Assets & Plant Maint.	Manager Patient Care Services	Marketing Director
Manager Benefits	Manager Physician Compliance	Marketing Liaison
Manager Benefits Operations	Manager Planning & Analysis	Marketing Manager
Manager Billing & Collections	Manager Policy	Marketing Manager
Manager Cancer Center	Manager Procedures	Marketing Project Team Leader
Manager Compliance Support	Manager Program Compliance	Marketing Representative
Manager Corporate Service	Manager Radiation Oncology	Marketing Services Representative
Manager Critical Care	Manager Radiology	Marketing Team
Manager Customer Advocacy	Manager Registration	Marketing Team Representative
Manager Customer Care	Manager Repair Department	Master of Spanish
Manager Customer Operations	Manager Scientific & Regulatory	Material Analyst
Manager Environmental Services	Manager Supply Chain	Material Control
Manager Financial Reporting	Manager System Maintenance	Material Handler
Manager Gift Shop	Manager Systems Planning	Material Mover
Manager Guest Relations	Manager Trainee	Material Mover Specialist
Manager Health Safety & Security	Manager, Educator	Materials Coordinator

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Materials Distribution Associate	Medical Records Clerk	Meter Setter
Materials Handler	Medical Records Coordinator	Metrology Senior Tech III
Materials Management	Medical Secretary	Metrology Supervisor
Materials Management Supervisor	Medical Staff Coordinator	MGP Staff Administrator
Materials Manager	Medical Team Leader	Mgr Environmental Health/Safety
Materials Specialist	Medical Technologist	Mgr. Performance Improvement
Materials Supervisor	Medical Transcriber	Mgr. Performance Mtg. Planner
Meat Manager	Medical Transcriptionist	Mgr. Watershed & Envir. Resources
Mechanic	Medicare Biller	Microbiologist
Mechanic Packer	Meeting Coordinator	Microbiology Lab Supervisor
Mechanic/Operator	Meeting Manager	Microbiology Supervisor
Media Assistant	Meeting Planner	Mixing Manager
Media Consultant	Mega Center Associate	Morrison Registered Nurse
Media Payables Analyst	Member Outreach Associate	Mortgage Closer
Media Sales Consultant	Member Relations Manager	Mortgage Collector
Media Technician	Member Services	Mortgage Consultant
Medial Technologist	Member Services Coordinator	Mortgage Development Officer
Medicaid Accounts Receivable Specialist	Member Services Representative	Mortgage Loan Processor
Medicaid Biller	Membership & Marketing	Mortgage Processor
Medical Assistant	Membership Assistant	Move In Coordinator
Medical Biller	Membership Coordinator	MRB Coordinator
Medical Billing Specialist	Membership Director	MRI Invoicing
Medical Clerk	Membership Manager/ Event Coordinator	MRI Manager
Medical Coder	Membership Registrar	MRI Secretary
Medical Collections Assoc./Rep.	Membership Specialist	MRI Staff Technologist
Medical Disability Associate	Menu Clerk	MRI Supervisor
Medical Doctor	Merchandise Analyst	MRI Technician
Medical File Clerk	Merchandiser	MRI Technologist
Medical Insurance Biller	Merchandising Assistant	Music
Medical Laboratory Technologist	Merchant Assistant	Music Assistant
Medical Office Assistant	Messenger	Music Therapist
Medical Receptionist	Meteorologist	National Account Manager
Medical Records	Meter Repair 1st Class	National Business Analyst

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National Sales Manager	Nursing Informaticist	Operating Room Secretary
Nature's Team Leader	Nursing Secretary	Operation Director Liquor
Network Administrator	Nursing Services Coordinator	Operation Reporting Analyst
Network Consultant	Nursing Supervisor	Operations
Network Engineer	Nursing Systems Administrator	Operations & Logistics Administrator
Network Infrastructure Engineer I	Nursing Unit Secretary	Operations Administrator
Network Infrastructure Manager	Nutrition/Diabetes Educator	Operations Analyst
Network Manager	Nutritionist	Operations and Logistics Administrator
New Business Applications	Occupational Therapist	Operations Assistant
New Product Development Assistant	Office Administrator	Operations Associate
News Editor	Office Assistant	Operations Clerk
Night Auditor	Office Assistant/Receptionist	Operations Coordinator
Night Closing Manager	Office Clerk	Operations Engineer
Night Manager	Office Coordinator	Operations Manager
Night Supervisor	Office Coordinator - Social Services	Operations Supervisor
NJCK Program Assistant	Office Facilities/Service Messenger	Operations Support Manager
Non Profit Consultant	Office Lead Person	Operator
NSF Clerk	Office Manager	Optical Lab Technician
NSG Informaticist	Office Manager Controller	OR Buyer
Nuclear & CT Technologist	Office Manager/Bookkeeper	OR Buyer II
Nuclear Medicine	Office Operations	OR Coordinator
Nuclear Medicine Technician	Office Services	OR Materials Technician
Nuclear Quality Assurance Auditor	Office Services Assistant	OR Supervisor
Nurse	Office Supervisor	Oral Surgeon
Nurse Assistant Manager	Office Support	Oral Surgery Coordinator
Nurse Case Manager	Office Support I	Order Administrator
Nurse Coordinator	Old World Cheese Customer Service	Order Desk Administrator
Nurse Educator	Online Banking Manager	Order Picker
Nurse Manager	Online Banking Processor	Org. Development Coordinator/Coach
Nurse's Aide	Onsite Coordinator	Organizational Development Specialist
Nursing Assistant	Onsite Pacs Quality Control	Ortho Assistant
Nursing Education	Operating Clerk	Orthodontist
Nursing Home Administrator	Operating Room Scheduler	OT Coordinator

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OTR Clinical Supervisor	Paralegal/Translator	Patient Representative II
Outdoor Program Manager	Paraprofessional	Patient Safety Assistant
Outdoor Program Specialist	Parent Coordinator	Patient Satisfaction
Outdoor Programming	Parent Group Educator	Payment Assist Outreach Support Asst.
Outpatient Dietitian	Parent Support Coordinator	Payment Coordinator
Outpatient Office Coordinator	Parish Auditor	Payment Department Supervisor
Outpatient Scheduler	Park Services Supervisor	Payroll Administrator
Output Operator	Parole Coordinator	Payroll Assistant
Outreach & Recruitment Coordinator	Parole Counselor	Payroll Associate
Outreach Clerk	Parole Liaison	Payroll Benefits Coordinator
Outreach Coordinator	Parole Liaison/Administrative	Payroll Bookkeeper
Outreach Counselor	Part Time Access Clerk	Payroll Business Associate
Outreach Program Coordinator	Part Time Access Representative	Payroll Clerk
Outreach Worker	Part Time Account Representative	Payroll Coordinator
Outside Process Buyer	Part Time Accountant	Payroll Data Clerk
Outsource Coordinator	Part Time Accounts Federal Biller	Payroll Lead Associate
OWC Department Manager	Part Time Aide	Payroll Manager
P&C Clerical Assistant	Part Time Financial Analyst	Payroll Processor
P&C Renewal Underwriter	Party Host	Payroll Representative
P/L Underwriter	Pastoral Associate	Payroll Specialist
Pack Technician	Patient Access	Payroll Supervisor
Packaging	Patient Access Coordinator	Payroll Technician
Packaging Operator	Patient Access Registrar	Payroll/Accounts Payable Administrator
Packaging Porter	Patient Access Representative	Payroll/Accounts Receivable
Packaging Technician	Patient Account Biller	Payroll/Human Resources
Packaging/Distribution	Patient Account Clerk	PC Specialist
Packer	Patient Account Representative	PC Specialist
Packing Administrator	Patient Accounts	PC Specialist I
Packing Assistant	Patient Aide	PC Support I
Paint Line	Patient Care Technician	PC Technician
Painter	Patient Flow Coordinator	Pediatric Dentist
Palletizer	Patient Liaison	Pedo Coordinator
Paralegal	Patient Navigator	Performance Improvement Manager

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PeriUp Manager	Planning Manager	Press Operator
Persona Lines Y/W	Planning/Logistics	Pricing Coordinator
Personal Trainer	Plant Controller	Pricing Department
Personal Underwriter	Plant Manager	Primary Driver Activity Assistant
PET Lead Technologist	Plant Operations Manager	Primetime /Camp Registrar
Pharmacist	Plant Supervisor	Principal
Pharmacy Coordinator	Playzone Manager	Principal Management Assistant
Pharmacy Information Technology Specialist	Plumber	Principal Medical Records
Pharmacy Manager	Point of Care Coordinator	Principal Receptionist
Pharmacy Technician	Policy Consultant	Principal Systems Engineer
Phone Installer	Policy Coordinator	Principal Training Specialist
Phone Technician	Policy Processor	Proactive & Post Sales Support Expeditor
Physical Therapist	Porc Analyst	Procedure & Compliance Coordinator
Physical Therapy Coordinator	Portfolio Analyst	Procedures Manager
Physician	POS Associate	Process Analyst
Physician Assistant	POS Supervisor	Process Lead
Physician Billing Coordinator	POS Support Center	Process Manager
Physician Liaison	POS Technician	Process Technician
Picker	PPS Secretary	Process Training
Picking Lead	Practice Manager	Processing Assistant
PIP Claims Representative	Practice Performance Manager	Processing Manager
Pipeline Integrity Technician	Practice Supervisor	Processing Supervisor
PKG Mech	Preferred Venue Analyst	Processor
Planned Living Coordinator	Pre-K Teacher	Processor/Administrative
Planner	Prenatal Ultrasound Technician	Procurement Coordinator
Planner Logistics	Prenatal Ultrasound Technologies	Procurement Manager
Planner Meetings	Preoperative Associate	Produce Clerk
Planner of Logistics	Prepress	Produce Director
Planner of Meetings	Prepress Supervisor	Produce Manager
Planner Speaker	Preschool Director	Product Builder
Planner Speaker Bureau	President	Product Builder II
Planner, Logistics	President CEO	Product Builder III
Planning Coordinator	President RWJ Rahway Foundation	Product Development

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Product Development Manager	Program Compliance Reviewer	Proof Reader
Product Information Specialist	Program Coordinator	Property Adjuster
Product Manager	Program Coordinator - EIP Clinic	Property Manager
Product Manager's Assistant	Program Director	Provider Relations Representative
Product Marketing Specialist	Program Engineer	PT Coordinator
Product Specialist	Program Improvement Coordinator	Public Affairs Officer
Production & Inventory Manager	Program Manager	Public Relations Coordinator
Production Assistant	Program Manager Clinical Trials	Public Relations Manager
Production Audit	Program Registrar	Publication Assistant
Production Builder	Program Specialist	Publications Production Assistant
Production Clerk	Program Supervisor	Publicity Associate
Production Control Administrator	Program Support Manager	Publishing Production Assistant
Production Control Clerk	Programmer	Purchasing Agent
Production Coordinator	Programmer Analyst	Purchasing Assistant
Production Coordinator for Reprints	Programmer I	Purchasing Associate
Production Editor	Programmer II	Purchasing Coordinator
Production Foreman	Programmer/Web Master	Purchasing Director
Production Fulfillment	Project Administrator	Purchasing Manager
Production Manager	Project Controls Engineer	Purchasing Supervisor
Production Manager Assistant	Project Coordinator	Purchasing Team Leader
Production Operator	Project Coordinator	QM Coordinator
Production Planner	Project Director	Quality Analyst
Production Supervisor	Project Engineer	Quality Assurance
Production Technician	Project Engineer/Team Leader	Quality Assurance Administrator
Production Worker	Project Executive	Quality Assurance Analyst
Professional Coder	Project Leader	Quality Assurance Assistant Manager
Program & Services Coordinator	Project Manager	Quality Assurance Director
Program Administrative Assistant	Project Manager Business App	Quality Assurance Engineer
Program Administrator	Project Quotations Coordinator	Quality Assurance Inspector
Program Assistant	Project Specialist	Quality Assurance Lab Supervisor
Program Assistant/Driver	Project Supervisor	Quality Assurance Lead
Program Auditor	Promotions Manager	Quality Assurance Leader
Program Compliance Manager	Promotions/Community Relations	Quality Assurance Manager

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Quality Assurance Specialist	Radiation Therapist	Recreation Therapist
Quality Assurance Supervisor	Radiographer	Recruiter
Quality Assurance Technician	Radiographic Technician	Recruitment Associate
Quality Assurance Vendor	Radiologic Technologist	Referral Coordinator
Quality Assurance/Quality Control Auditor	Radiology Aide	Regional Accounting Supervisor
Quality Care Liaison	Radiology Assistant	Regional Activities Coordinator
Quality Cast	Radiology Manager	Regional Administrator
Quality Control	Radiology Technician	Regional Advertising Manager
Quality Control Analyst	Radiology Technologist	Regional Coordinator
Quality Control Clerk	Raw Material Coordinator	Regional Director
Quality Control Inspector	Reading Room Assistant	Regional Manager
Quality Control Lab Technician	Reading Room/File Room	Regional Property Manager
Quality Control Lead	Readmission Coordinator	Regional Sales Assistant
Quality Control Manager	Realtor	Regional Sales Director
Quality Control Officer	Realtor Associate	Regional Sales Manager
Quality Control Receiving Inspector	Realtor Sales Associate	Regional Sales Representative
Quality Control Roving ISP	Rebate Processor	Regional Vice President
Quality Control Specialist	Receiving Exceptions Supervisor	Registered Dental Assistant
Quality Coordinator	Receiving Inspector	Registered Nurse
Quality Improvement	Receiving Process Lead	Registered Nurse Assistant Nurse Manager
Quality Inspector	Receiving/Parts	Registered Nurse Case Manager
Quality Management Specialist	Receptionist II	Registered Nurse Cath Lab Manager
Quality Manager	Receptionist/PT Scheduler	Registered Nurse Clinical Analyst
Quality Program Leader	Receptionist/Scheduler/Front End Biller	Registered Nurse Clinical Education
Quality Supervisor	Records Analyst	Registered Nurse Coordinator
Quality Technician	Records Department	Registered Nurse Director of Clinical Operations
R&D Assistant	Recovery	Registered Nurse Employee Health
R&D Chemist	Recovery Agent	Registered Nurse Field Supervisor
R&D Technician	Recovery Specialist	Registered Nurse Infection Control Coordinator
R&D Technician	Recovery Supervisor	Registered Nurse Infection Preventionist
R/S - Driver	Recreation	Registered Nurse Manager
R/S RECE	Recreation Assistant	Registered Nurse Manager
Rack Shelf Operator	Recreation Coordinator	Registered Nurse Occupational Health Nurse

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Registered Nurse Supervisor	Resident Family Liaison	Rides Supervisor
Registered Nurse Surgical Administration	Resident Service Director	Risk Management
Registered Nurse, Director of Nursing	Resident Supervisor	Risk Manager
Registrar	Residential & Consumer Lending Manager	RMA Coordinator
Registration Coordinator	Residential Assistant	RMA Processing Supervisor
Regulatory Compliance	Residential Coordinator	Room Attendant
Regulatory Compliance Analyst	Residential Energy Auditor	Routing Clerk
Regulatory Compliance Coordinator	Residential Manager	Runner
Regulatory Specialist	Residents Accounts Manager	Rx Health Care Cafe Manager
Rehab Manager	Resource & Referral Specialist	Safety Fleet Manager
Renewal Assistant	Resource Manager	Safety Manager
Renewal Clerk	Restorative Aide	Safety/Security Coordinator
Renewal Underwriter	Restore Volunteer Coordinator	SAIF Program Coordinator
Rental Agent	Retail Advertising Manager	Sale Territory Route
Rental Homes	Retail Facilities Supervisor	Sales Administration Manager
Repair Production Support Assistant	Retail Manager	Sales Administrative
Report Manager	Retail Operations	Sales Administrative Assistant
Report Reviewer	Retail Operations Specialist	Sales Agent
Reporter	Retail Sales Merchandising	Sales Assistant
Reporting Analysis Operations	Retail Systems Analyst	Sales Associate
Reports	Returns Coordinator	Sales Associate Realtor
Reports Clerk	Returns Expeditor	Sales Association
Research Account Specialist	Returns Manager	Sales Consultant
Research Assistant	Returns Processor	Sales Coordinator
Research Associate	Revenue	Sales Director
Research Documentation Specialist	Revenue Billing	Sales Director Assistant
Research Nurse	Revenue Integrity	Sales Engineer
Research Study Assistant	Revenue Lead	Sales Engineering
Research Technician	Revenue Representative	Sales Executive
Reservations Coordinator	Revenue Supervisor	Sales Manager
Residency Coordinator	Revenue Support Clerk	Sales Manager Assistant
Resident Asset Coordinator	Reviewer	Sales Media Consultant
Resident Clothing	Reviewer Analyst	Sales Merchandiser

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Sales Operation Supervisor	School Based Coordinator	Security Supervisor
Sales Person	School Bus Driver	Selector
Sales Representative	School Counselor/Teen Programming Assistant	Semi-Senior
Sales Specialist	School Nurse	Semi-Senior Accountant
Sales Supervisor	School Nurse Supervisor	Senior Accountant
Sales Support	School Outreach	Senior Accounting Clerk
Sales Support Team Leader	Scientific Associate	Senior Accounts Payable Clerk
Sales Team leader	Scientist	Senior Administrative Assistant
Sales Technician	Scientist I	Senior Analyst
Sales Vice President	Scientist II	Senior Application
Sales Web Coordinator	SCM Manager	Senior Associate
Sales/Administrative Assistant	Seafood	Senior Associate Director of Finance
Sales/Customer Service	Seafood Captain	Senior Auditor
Sales-Advertising	Seafood Manager	Senior Billing Representative
Salesman	Seafood Team Leader	Senior Billing Service Representative
Salesperson	Seasonal Coordinator	Senior Business Analyst
Salesperson/Broker	Secretary	Senior Buyer
Salesperson/Realtor	Secretary Assistant	Senior Case Manager
Salon Stylist	Secretary I	Senior Case Worker
Sample Accountability Specialist	Secretary II	Senior Cashier
Sample Coordinator	Secretary III	Senior Claims Adjuster
Sanction Outreach Aide	Secretary of Business Manager	Senior Claims Examiner
Sanitation Foreman	Secretary Surgical Services	Senior Clerk
Sanitation Supervisor	Secretary/Billing Technician	Senior Clerk Typist
Scale Technician	Secretary/Bookkeeper	Senior Clinical Administrator
Scale Technician	Secretary/Receptionist	Senior Collector
Scanner	Section Head	Senior Commercial Lines Underwriter
Scanning Coordinator	Security	Senior Commercial Loan Processor
Scheduler	Security Coordinator	Senior Consultant
Scheduling Agent	Security Director	Senior Consultant Negotiator
Scheduling Clerk	Security Guard	Senior Corporate Paralegal
Scheduling Coordinator	Security Officer	Senior Counselor
School Administrative Assistant	Security Specialist	Senior Customer Service Specialist

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Senior Customer Support Specialist	Senior Help Desk Specialist	Senior Planner Meetings
Senior Database Developer	Senior HIM Associate	Senior Platform Training Officer
Senior Database Engineer	Senior HR Specialist Outreach	Senior Production Administrator
Senior Designer	Senior Human Resources Generalist	Senior Production Coordinator
Senior Dir. of Membership & Marketing	Senior Hydrogeologist	Senior Production Editor
Senior Director	Senior Industrial Engineer	Senior Program Analyst
Senior Director Energy Management	Senior Information Security Analyst	Senior Program Coordinator
Senior Director Fund	Senior Institute Assistant	Senior Program Director
Senior Director Human Resources	Senior Instructional Assistant	Senior Program Manager
Senior Director Infoshare	Senior Investigator	Senior Programmer
Senior Director of Development	Senior Lab Technician	Senior Property Manager
Senior Director of Education	Senior Labor Relations Consultant/Negotiator	Senior Quality Assurance Inspector
Senior Director of Housing	Senior Legal Secretary	Senior Quality Coordinator
Senior Director of Membership	Senior Loan Processor	Senior Receptionist
Senior Director of Operations	Senior Mail Clerk	Senior Receptionist Switchboard Operator
Senior Director of Service	Senior Management Assistant	Senior Reviewer
Senior Distribution Supervisor	Senior Manager	Senior Sales Coordinator
Senior District Manager	Senior Manager Business Development	Senior Sales Manager
Senior Editor	Senior Manager Finance	Senior Sales Team Coordinator
Senior Employment Facilitator	Senior Manager Financial Control	Senior Sales Team Leader
Senior Employment Resource Counselor	Senior Marketing Consultant	Senior SAS Programmer
Senior Employment Specialist	Senior Marketing Representative	Senior Scientist
Senior Engineer	Senior Media Billing Administrator	Senior Security Specialist
Senior Engineer Pipeline Integrity	Senior Meeting Planner	Senior Service Coordinator
Senior Engineering Manager	Senior Meeting Planner	Senior Service Induction Technician
Senior Engineering Technical	Senior Metrology Technician	Senior Service Social Worker
Senior Estimator	Senior Network Engineer	Senior Service Technician
Senior Financial Accountant	Senior Operating Clerk	Senior Services Social Worker
Senior Financial Analyst	Senior Operation Supervisor	Senior Services Team Leader
Senior Financial Coordinator	Senior Operations Clerk	Senior Specialist
Senior Firmware Engineer	Senior P/A	Senior Staff Accountant
Senior Forecasting Analyst	Senior Paralegal	Senior Stock Clerk
Senior Grant Writer	Senior Planner	Senior Supervisor

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Senior Supervisor Customer Service	Shipping & Receiving	SPD Manager
Senior Support Specialist	Shipping Clerk	SPD Production Coordinator
Senior System Analyst	Shipping Coordinator	SPD Supervisor
Senior Technical Analyst	Shipping Inventory Control Rep.	SPD Surgical Technical
Senior Technician	Shipping Lead	Spec Technician
Senior Teller	Shipping Manager	Special Compliance Reviewer
Senior Test Engineer	Shipping Technician	Special Education Teacher
Senior Training Specialist	Shipping/Receiving Specialist	Special Events Associate
Senior Underwriter	Shop Foreman	Special Events Officer
Senior Underwriting Assistant II	Shop Manager	Special Investigator
Senior Vice President	Shop Managers Assistant	Special Project Director
Senior Vice President Claims	Shop Technician	Special Projects Coordinator
Senior Visual Merchandising Manager	Showroom Designer	Specialist Operations
Serials Specialist	Signage Manager	Specialty Patient Liaison
Serve Executive Coordinator	Site Coordinator	Spectrum Development Manager
Server	Site Education Supervisor	Speech Pathologist
Service Center Manager	Site Management Supervisor	Spot Welder
Service Consultant	Site Manager	Sr. Customer Relations Representative
Service Excellence	Site Supervisor	Sr. Customer Service Representative
Service Manager	Site Supervisor/Family Partner	Sr. Operations Clerk Commercial Dept.
Service Representative	Site/Education Supervisor	Sr. Quality Control & Assurance Analyst
Service Supervisor	SKT Coordinator	Sr. Administrative Technician
Service Team Leader	Slitter Helper	SRT Coordinator
Service Technician	Social Service Coordinator	SRT Supervisor
Service Writer	Social Work Manager	Staff Accountant
Services Associate	Social Worker	Staff Assistant
Shelter Coordinator	Software Developer	Staff Counsel
Shelter Coordinator/Case Manager	Software Engineer	Staff Development
Shift Leader	Software Training Specialist	Staff Development Coordinator
Shift Manager	Sonographer	Staff Engineer
Shift Supervisor	Sous chef	Staff Nurse
Shipper	SPD Coordinator	Staff Radiographer
Shipping	SPD Equipment Technician	Staff Recruiter

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Staff Technologist	Super Peri Operative	Support Manager
Staff Writer	Super Prog Assistant	Support Service
Staff X-ray Technician	Superintendent	Support Services Technician
Staffing Coordinator	Supervising Program Assistant	Support Specialist
Staffing Manager	Supervising Senior Accountant	Support Staff
Staffing/Licensing Coordinator	Supervising Staff Engineer	Surgeon
Statewide Coordinator	Supervisor	Surgical Coordinator
Sterile Processing	Supervisor Access Services	Surgical Technician
Sterile Technician	Supervisor and Trainer	Survey Coordinator
Stock	Supervisor Cooler	Sustaining Contracts Supervisor
Stock Room/tech/shipping	Supervisor Customer Operations	Sustaining Engineer Supervisor
Store Lead	Supervisor Customer Relations	SVP & Controller
Store Manager	Supervisor Customer Service	SVP Audit
Store Planning Manager	Supervisor Facilities Maintenance	SW Developer
Strategic Service	Supervisor Maintenance	SW Engineer
Strategic Service Expediter	Supervisor Mechanical	Swim Coach
Strategic Service Support Assistant	Supervisor of Collections	Swing Manager
Strategic Service Support Coor.	Supervisor of Games	Switchboard
Strategic Service Support Mgr.	Supervisor of Materials	System Analyst
Street Outreach Counselor	Supervisor of Operations	System Engineer
Stroke Program Manager	Supervisor of Painting	System Interface Specialist
Structural Engineer	Supervisor of Payroll Processing	System Manager
Stylist	Supervisor OR Materials	Systems Administrator
Sub	Supervisor Processing and Contracts	Systems Analyst
Sub Foreman	Supervisor Production	Systems Application Specialist
Sub Serv Rep	Supervisor Service Delivery	Systems Engineer
Subsidy Counselor	Supply Chain	Systems Librarian
Subsidy Manager	Supply Chain Administrator	Systems Operator
Subsidy Services Representative	Supply Chain Planner	Systems Operator II
Subsidy Specialist	Supply Chain Sourcing	Systems Programmer
Substance Abuse Coordinator	Supply Coordinator	Systems Support
Substance Abuse Counselor	Support And Continuous Improvement	Talent Manager
Substitute Assistant	Support Counselor	Tax Accountant

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Tax Associate	Technician Operator	Training Resources Coordinator
Tax Manager	Technology Assistant	Training Specialist
Tax Supervisor	Telco Administration	Trans Technician
Teacher	Telcom Supervisor	Transcription Clerk
Teacher Aide	Telecommunications	Transcriptionist
Teacher Assistant	Telecommunications Supervisor	Transcriptionist Medical
Teacher Associate	Telephone Collector	Transcripitor
Teacher Helper	Teller	Transition Specialist
Team Lead-Direct Sales	Teller Supervisor	Transmission Technician
Team Leader	Terminal Operator	Transportation Coordinator
Team Leader Call Center	Territory Manager	Transportation Manager
Team Leader Cleaner	Test Engineer	Transportation Supervisor
Team Leader Front Desk	Test Operator	Travel Agent
Team Leader Frozen	Textile Tech	Treasurer
Team Leader Overnight	Therapy Technician	Treatment Specialist
Team Manager	Thermal Engineer	Truck Driver
Team Supervisor	Third Party Collection	Trusts & Estates Manager
Team Trainer	Third Party Recovery Specialist	TSR Collector
Technical Assistant	Titling Coordinator	Tutor
Technical Baker	Toddler Teacher	UCM Supervisor
Technical Clerk	Tool Room	Ultrasonographer
Technical I	Trainer	Ultrasound Manager
Technical Operator	Training & Development Coordinator	Ultrasound Technician
Technical Research Analyst	Training & Development Specialist	Ultrasound Technologist
Technical Resource Manager	Training & Outreach Manager	Underwriter
Technical Sales Manager	Training and Development	Underwriting Assistant
Technical Security Manager	Training and Employment Coordinator	Underwriting Consultant
Technical Service	Training Assistant	Underwriting Supervisor
Technical Services Assistant	Training Coor/QA Specialist	Unit Clerk
Technical Services Manager	Training Coordinator	Unit Manager
Technical Support I	Training Director	Unit Representative
Technical Support Technician	Training Manager	Unit Secretary
Technician	Training Officer	Universal Care Representative

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US Aide	Vice President of Engineering	Warehouse Mover
Utilities	Vice President of Estimating	Warehouse Operations
Utilities Chief Engineer	Vice President of Lending	Warehouse Supervisor
Utility	Vice President of Manufacturing	Warranty Administrator
Utility Manager	Vice President of Marketing	Water Plant Manager
Utility Worker	Vice President of Operations	Waterpark Senior Supervisor
Validation Analyst	Vice President Product Development	Waterpark Supervisor
Validation Engineer	Vice President Quality Assurance	Web Maintenance Analyst
Van Driver	Vice President Sales	Web Multimedia Coordinator
Van Driver/Doorman/Concierge	Vice President Sales & Marketing	Web Sales
Vault Custodian		Web Sales Coordinator
Venue Analyst	Vice President Senior Commercial Loan Underwrite	Webmaster
Vicar General	Vice President Software Engineer	Website Administrator
Vice President Tax	Vice President/GM	Weight Room Operator
Vice Chancellor	Viruet	Welcome Ambassador
Vice President	Visual Merchandising Administrator	Welcome Center
Vice President Acute /NSG Service	Visual Merchandising Assistant	Welder
Vice President Administration & Finance	Visual Merchandising Coordinator	Wellness Director
Vice President Business Devopment	Volunteer Administrative Assistant	Wellness Nurse
Vice President Chassis Pools	Volunteer Clerical	Whole Health Manager
Vice President Chief Credit Officer	Volunteer Coordinator	Wireman
Vice President Consumer Loans	Volunteer Office Assistant	Word Processor
Vice President Customer relations	Volunteer Recruiter	Worker Package
Vice President Finance	Volunteer Registration Manager	Workers Compensation Adjuster
Vice President Finance and Administration	Volunteer Secretary	Workers Compensation Manager
Vice President Human Resources	Voucher Operations Supervisor	Workstation Technician
Vice President Human Resources Director	Voucher Reviewer	Workup Specialist
Vice President Information Technology	Waiter	Wound Care NP
Vice President IRA Director	Waitress	W-Room Operator
Vice President Loan Servicing	Waitress/Bistro	WW Lead
Vice President Mission	Warehouse	X-ray Mammography Technician
Vice President Nursing	Warehouse Clerk	X-ray Technician
Vice President of Construction	Warehouse Manager	X-ray Technologist

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Youth Advisor

Youth Scholar Coordinator

Youth Services Coordinator

Attachment - C

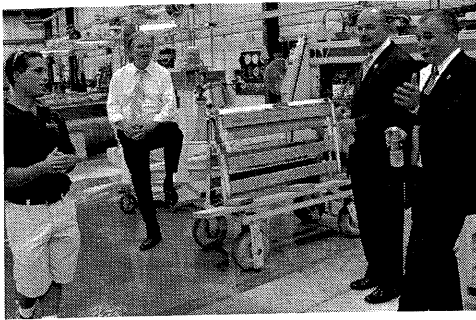
Assorted Articles

New Jersey Business Magazine

September 2010 to June 2011

The NJ Basic Skills Training Program, Popular with Employers and Their Employees, is Lauded by Labor Commissioner Wirths

By Dr. Raymond Yannuzzi, President, Camden County College



(From left to right) Renaissance Marble & Granite Operations Manager Steven Johnson, Camden County College Vice President Edward McDonald and State Senator Fred H. Madden Jr. listen as State Labor Commissioner Harold J. Wirths (left) makes an observation during the Renaissance plant tour.

Nearly 80 percent of New Jersey businesses employ between one and 19 workers, making small business a key driver in the state's economy, according to New Jersey Labor Commissioner Harold Wirths. The commissioner made his comments in a recent visit to Renaissance Marble & Granite Inc. in Blackwood to promote the fourth year of the NJ Basic Skills Workforce Program.

"Small business is the backbone of our economy and we must make programs available to them that provide training, and the NJ Basic Skills Workforce Program is a shining example of a program

that works and has proven results," Wirths said.

There could be no better example of the program's success than the 30 employees at Renaissance Marble who benefited from the training, enrolling in math and computer classes held at Camden County College. Employees have put their sharpened math skills to use while reading drawings and installing countertops. They have also used their new Excel and Outlook skills to communicate more effectively with customers and to better manage their workflow.

The event, which included a press conference and tour, attracted notable guests including Senator Fred Madden, Assemblyman Paul Moriarty, Camden County College President Raymond Yannuzzi and NJBIA Vice President Christopher Biddle.

The speakers joined Commissioner Wirths in lauding the training program's success in improving the efficiency and productivity of small businesses by offering no-cost training in math and measurement; written and verbal communications, including customer service communications; and computer applications (Microsoft Word, Excel, etc.); and English as a second language.

Approximately 17,000 employees in more than 1,100 mostly small companies have received training since the program's inception in 2007. Classes are available onsite at the business or at any of the 67 community college facilities statewide. Training is available free of charge to participating companies and does not require business owners to complete any complicated paperwork or make financial disclosures. However, they must pay their employees at their regular hourly rate while in training.

"We are extremely satisfied with the results of the program and know our employees have improved and gained useful insight and valuable skills that will follow them through all stages of their career development," said Renaissance Vice President Brian Kaufmann.

The NJ Basic Skills Workforce Program represents a partnership between the NJ Department of Labor and Workforce Development, the New Jersey Business & Industry Association, and the New Jersey Community Colleges.

To find out how this no-cost training program can work for you, call Bob Rosa at the New Jersey Community College Consortium at 609-393-9000 or send an e-mail to rrosa@njworkforce.org.



At your company or at any one of 65 college campuses closest to you, and at no extra charge to your company, your employees can get training in:

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To participate in the program, you must be a registered NJ business and in compliance with NJ tax law.

Manufacturing Companies Increase Productivity Through No-Cost Workforce Training Program

By Dr. Russell Davis, President, Gloucester County College



Employees at Advanced Drainage Systems Inc. participated in Excel classes, through Gloucester County College, to learn how to prepare reports more efficiently. Back row from left are Keith Bullion, David Richer, Joe Balestri, Peter Ott, and Harry Woodards. Front row from left are Gary Williams, Jamie Millard and Keith Hellyer.

Like many New Jersey manufacturing plants, Advanced Drainage Systems Inc. in Logan Township faced the challenge of improving operations despite a sluggish economy and high overhead costs. The plant has manufactured polyethylene corrugated HDPE pipe products in Gloucester County since 2006.

Plant Accountant Jerri Haas learned about the Basic Skills Workforce Training Program through Gloucester County College and coordinated the enrollment of 10 employees in computer applications classes. Instructors came to the plant and held two, four-hour training sessions on

Excel and other Microsoft applications, tuition free. Specifically, the computer training provided employees with the skills to compile more comprehensive work reports and to communicate, internally, on the status of projects.

Our business partners have responded extremely well to the opportunity for us to deliver training courses for their employees, at their location, at no cost. Last year, our Continuing Education Department delivered more than 45 courses, and based on the initial marketing response that we have received to this new offering, we expect to offer more than that this year.

One of the attractive aspects of enrolling employees in the Workforce Training Program has to do with the simplicity of the application process. Companies are not required to fill out complicated paperwork or make financial disclosures in order to enroll employees.

"Before taking the classes, employees were compiling reports manually," said Haas. "Now we are saving a great deal of time and are better equipped to access information stored on Excel. We are extremely satisfied with the results and would recommend the program to other businesses."

The Basic Skills Workforce Training Program, provided through a partnership with the New Jersey Business & Industry Association, the NJ Department of Labor, and the NJ Community College Consortium on Workforce and Economic Development, has trained approximately 17,000 employees at more than 1,100 companies in the last three years.

Training is available at business sites or at any of the 67 community college campus facilities statewide. Any New Jersey employer can enroll employees in classes on basic computer operations (Microsoft Word, Excel); mathematics and measurement; verbal, written, and customer service communications; and English as a second language.

"New Jersey provides this training to help employees sharpen their skills and raise the education level of our state's workforce," NJBIA President Philip Kirschner said. "It's been a tremendous success with manufacturing businesses across the state."

Businesses are not required to pay tuition or fees for the classes. They are, however, required to pay employees at regular hourly rates during training.

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Small Businesses Improve Workers' Skills Through No-Cost Workforce Training Program

Dr. Joann La Perla-Morales, President, Middlesex County College

Like many small business owners, Dotti Frye faced the challenge of training her store employees to use new computer programs at the Miracle Ear locations in East Brunswick and at the Woodbridge Center Mall.

Miracle Ear's corporate office required all its stores to switch to a computer database for scheduling hearing aid tests and appointments. Because the majority of Frye's workers are 55 years old or older, they lacked familiarity with computers and how to properly utilize these databases.

Frye learned about the NJ Basic Skills Workforce Training Program after a family member received training through the program. She took advantage of this rare opportunity to gain valuable training for her small workforce and enrolled 10 employees in Microsoft Excel and Microsoft Word classes, tuition free, at Middlesex County College.

"The courses helped my employees build self esteem and become more comfortable with the computer applications," Frye said. "When our corporate office required us to stop using our appointment books, all of my employees were comfortable with the new databases and were able to provide the best quality customer service at our locations."

One of the attractive aspects of enrolling employees in the Workforce Training Program is the simplicity of the application process. Companies are not required to fill out complicated paperwork or make financial disclosures in order to enroll employees. Businesses are also not required to pay tuition or fees for the classes. They are, however, required to pay employees at regular hourly rates during training.

Frye said she was so pleased with the computer classes that she also enrolled her 10 employees in an effective customer service communications class through Middlesex County College. As a result of this additional training, Miracle Ear employees could better schedule visits and converse with customers on the phone.

"We are better able to schedule appointments and meet the needs of our customers as a result of these courses," Frye said. "I'm extremely satisfied with the results and would recommend the program to small businesses that are looking to enhance their operations and improve their workers' skills."

The Basic Skills Workforce Training Program, operating under the leadership of the NJ Department of Labor Commissioner Hal Wirths, is a unique tool for small businesses in New Jersey and hasn't been replicated by any other state, noted NJBIA President Phil Kirchner.

"Miracle Ear serves as a great example of how this training can help small businesses to sharpen their operations and help employees raise their skill levels," Kirchner said. "This program is a national model for other states and has been embraced by employers and employees alike."

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Community College Designs Specialized Technical Courses Through NJ Training on Demand Program

First Graduates Start New Jobs Within Days of Graduation

By Dr. G. Jeremiah Ryan, President, Bergen Community College, Chair, NJ Community College Consortium for Workforce and Economic Development



NJ Training on Demand students, along with instructors and Bergen Community College administrators. Ten students were hired by Crestron after completing electronic technician training courses.

During an economic downturn marked by high unemployment, the road to recovery is often paved one new job at a time. Such was the case when 10 out-of-work New Jersey residents secured new jobs after completing electronic technician training courses through the NJ Training on Demand program at Bergen Community College (BCC).

This program addresses companies' personnel needs and the needs of unemployed and underemployed people with training designed to fill jobs that are in demand. In this case, BCC designed a curriculum to meet the training requirements of Rockleigh-based New Jersey Business & Industry Association member Crestron, a global provider of electronic control and automation systems for homes, offices, schools, hospitals, hotels and other commercial applications.

"We rely on cutting-edge technology and the level of training we were getting in other programs left us with three or four months of additional training that we had to do before new employees could test our products," said Martin J. Devaney, Crestron's senior director of human resources. "Through the Training on Demand program, we were able to customize the training and bring our products into the classroom at BCC, test them there, and eliminate the need for additional training."

The courses provided a second chance in a tough economy for unemployed residents with experience in a range of fields. One student had returned to college and was majoring in physics. Another worked as an electrical engineer before losing his job.

"It was a refreshing course that re-instilled all of the things I learned in technical school. The course gave a lot of detail and information in a short time," said George Stathopoulos, an air conditioning and heating controls technician from Paramus who was out of work for a year. "It has a good success rate for people to continue in the workforce. All of us started jobs as technicians and testers at Crestron."

The highly successful program is offered through a partnership among the Consortium, the NJ Department of Labor and Workforce Development, the local Workforce Investment Board and with the support of the NJBIA.

The NJ Training on Demand program is just one training program available to New Jersey businesses through the state's community colleges. The Consortium also offers the NJ Basic Skills Workforce Training program, which provides free training in basic computer operations (Microsoft Word, Excel); mathematics and measurement; verbal, written, and customer service communications; and English as a second language. Training is available on-site at the business or at one of the 67 community college campus facilities statewide.

On behalf of the Consortium, I am particularly gratified for Labor Commissioner Harold Wirth's continued support of - and providing funding for - these valuable programs that enhance the skills of our statewide workforce and continue the mission of community colleges to match individuals with job needs in order to help people improve their lives.

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Working to Improve Workers' Communication Skills

**>Dr. Peter F. Burnham,
President Brookdale Community College**



Computers, bits and bytes, information technology, software, spreadsheets! It is difficult to pick up a business publication or newspaper today without some reference to the way that technology and computers have taken over New Jersey's workplace. One might think that simple mastery of computer skills is all that is needed for success today. Nothing could be further from the truth.

Businesses in Monmouth County are finding that among their most pressing staff training need is not computer training, but improved communication skills, especially verbal communication. Companies like Meridian Health Systems, Monmouth Cares and Food Circus have all turned to Brookdale Community College and its ability to access the NJBIA Basic Skills Workforce Training Program funds as a solution.

Now in its fourth year, this unique program has provided training to over 1350 New Jersey businesses and almost 20,000 of their employees since its inception in 2007. The 2010-2011 program is operating with over \$900,000 in funding supplied by the NJ Department of Labor (NJLWD) under the leadership of Commissioner Hal Wirths. "We must make programs available to (businesses) that provide training and the NJ Basic Skills Workforce Program is a shining example of a program that works and has proven results," said Wirths.

Monmouth Cares, a private not for profit, is part of the NJ System of Care for children and families. In that role communication between employees and those they are tasked with helping is paramount. Ms. Chuni Li, Director of HR & Organizational Development praised the fact that Brookdale Community College staff "... put together a customized communication program that covered topics needed for our employees" and that the course "was delivered on our premises, ... with an interactive format".

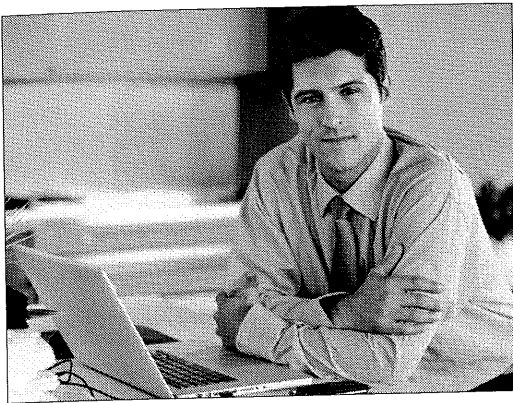
Food Circus a multi store food chain tapped into the College's expertise to assist their employees improve communication between store workers and their customers. Nancyanne Fama, Assistant Vice President for Human Resources said that "...this could never be replicated by a small family-owned business."

Meridian Health Systems, a major provider of health care services to the Monmouth and Ocean counties has set improved communication skills as a companywide goal for the coming year. The ability of Brookdale Community College to customize the content of its Verbal Communication curriculum to seamlessly fit into the company's training plan has allowed departments across the system to expand professional development to a wider range of personnel than would have been possible without these grant funds.

The training provided under the NJBIA Basic Skills Workforce Training Program is managed by the state's Community College Consortium, but delivered locally by each county college. There is no charge to participate. To learn more call the New Jersey Consortium at 609-393-9000, send an email to info@njworkforce.org, or visit the project web site at www.njworkforce.org/nj_business.html.

Suburban Companies Find Training resources

>Dr. Edward Yaw, President, County College of Morris



When you hear the name **Morris County** what comes to your mind first. Wonderful suburban settings? Bucolic towns with beautiful homes? Perhaps, if you are a history buff, it might be that you know that Morristown, in Morris County, served as General George Washington's Winter Headquarters for two winters? How about the fact that Morris County has the fourth highest number of employees or, with

over 17,200, has the fifth highest total of business establishments in New Jersey? Morris County is indeed one of the strongholds of economic activity in the Garden State.

This large concentration of business activity means that those businesses are constantly on the look out to improve their bottom line. One way they have found to attack this issue is by tapping into the NJBIA Basic Skills Workforce Training Program, one of the state's true business resources. The County College of Morris has played a key role in the delivery of business focused training since the program's inception in 2007.

Companies such as Solix, Inc., a process outsourcing company serving government and commercial clients; Nisivoccia LLP, a full service CPA and advisory firm; and The Neurosciencecenter of Northern NJ, a neurological medical practice, have all found that many of their staff training needs can be met with funds supplied by the New Jersey Department of Labor and delivered by the County College of Morris and any of the other 18 county colleges.

Focused on implementing a company-wide office software upgrade Solix wanted to prepare its employees properly through an established source it trusted. Ms. Pat Carroll, Director of Benefits and Staff Development reached out to County College of Morris staff to set up customized computer skills training. Ms. Carroll states that the college's trainer was "on target with what we needed to know within our company's environment".

Stephen Van Houten, Director of Human Resources at Nisivoccia LLP, complemented the College staff who were "diligent in meeting the company's needs". He further commented that the training in communications skills "allows our staff to be more proficient in job tasks and more comfortable in dealing with our clients".

The Neurosciencecenter of Northern NJ also made communications skills the focus of their staff training. Ms. Alberta George, Practice Manager said that the training helped staff "...understand our patients. We are still using the techniques we learned in this training".

The Basic Skills Workforce Training Program, provided through a partnership with the New Jersey Business & Industry Association, the NJ Department of Labor, and the NJCCC Consortium on Workforce and Economic Development, has trained over 20,000 employees at more than 1,500 companies in the last three years.

Training is available at business sites or at any of the 67 county college campus facilities statewide. Any New Jersey employer can enroll employees in classes. Businesses are not required to pay tuition or fees for the classes. They are, however, required to pay employees at regular hourly rates during training.

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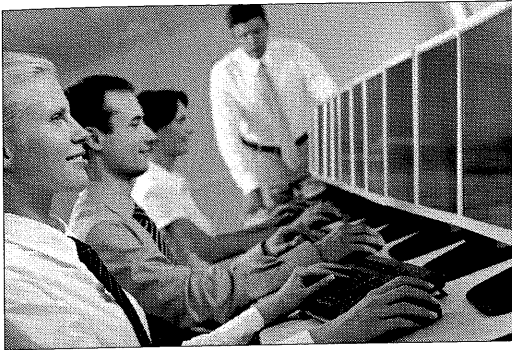
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Employee Training Funded by the New Jersey Department of Labor and Workforce Development

➤ *Dr. Robert C. Messina, Jr., President, Burlington County College*



Businesses across New Jersey have been taking advantage of the NJBIA Basic Skills Workforce Training Program in record numbers. Since its inception, more than 20,000 individual employees from more than 1,500 businesses have been served. This program has been successful due in large part to: the leadership of

New Jersey Commissioner of Labor and Workforce Development Harold J. Wirths; the team he has assembled at the department; and the New Jersey Business & Industry Association's (NJBIA) team led by President Phil Kirschner.

Examples of successful training at company locations abound. For instance, although the Hampton Inn in Mount Laurel consistently receives enthusiastic feedback from its guests, it recently boosted its customer satisfaction ratings further through tuition-free training classes offered by Burlington County College. The Basic Skills Workforce Training program is a partnership between NJBIA, the New Jersey Community College Consortium and the Department of Labor.

Instructors came to the Hampton Inn's location and held two days of training sessions on the best way to interact with customers on the phone, in the hallways and in other real-life scenarios. The classes covered topics such as the importance of vocal tones, the best types of non-verbal communications, good listening skills, and how to avoid using jargon and slang.

"These face-to-face classes were a much better way to train our employees rather than an online course or simply handing them a booklet. Hampton Inn is always on the lookout for ways to improve our operations and provide guests with the best possible experience," said Dian Condie, director of sales.

Burlington County College schedules classes at locations and times that are convenient for local businesses, and at no extra charge to the company. Your employees can access training in Computer Applications, Communications, Math & Measurement, as well as English as a Second Language.

There are several aspects of the Workforce Training Program that make it particularly attractive to businesses and their employees. The application process is simple; and companies such as the Hampton Inn are not required to fill out complicated paperwork, or make financial disclosures in order to enroll employees. The classes are free, and businesses are not required to pay tuition or fees for the classes. They are, however, required to pay employees at their regular hourly rates during training.

"A good portion of our employees' day is spent in customer service, and providing great customer service is critical to attracting and retaining clients in the hospitality industry," Condie said. "That's why we thought this training would be great for our employees, and we're pleased with the results."

Companies that wish to schedule training or secure additional information should feel free to visit the project website at: http://njworkforce.org/nj_business.html, e-mail info@njworkforce.org, or call 609-393-9000.

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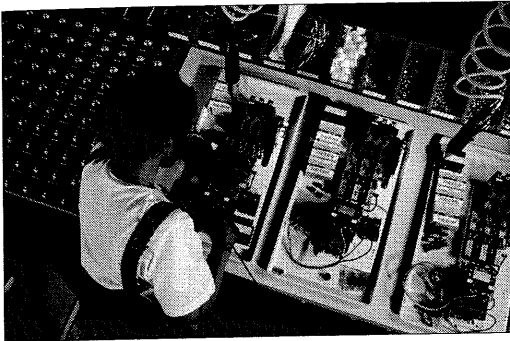
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Manufacturing Companies Access Training

► *By Dr. G. Jeremiah Ryan, President, Bergen Community College; Chair, NJ Community College Consortium for Workforce and Economic Development*



A recent survey of New Jersey manufacturers conducted by The New Jersey Business & Industry Association (NJBIA) shows demand for skilled production technicians and assembly workers in light industrial plants throughout the state. At the same time, skilled production workers and technicians remain in demand.

Mirroring these trends are April 2011 statistics from the US Department of Labor, Bureau of Labor Statistics. Manufacturing employment continued to trend upward, with growth in fabricated metal products and machinery. In fact, employment in durable goods manufacturing has risen by 243,000 since its low in December 2009.

Supporting this growth has been an increased emphasis on employee training for many of the state's manufacturers. Companies are recognizing that a well-trained workforce is a significant asset that needs to be nurtured. Much of this training has been financed with training funds supplied under the NJBIA Basic Skills Workforce Training Program, a partnership between the NJBIA, the state's community colleges and the NJ Department of Labor and Workforce Development.

"Our partnership with NJBIA and the New Jersey Community College Consortium for Workforce and Economic Development ensures that businesses in New Jersey remain successful and competitive, while workers who receive basic skills training through our cooperative efforts are equipped to work more productively. The worker's career prospects are improved as we also improve the bottom line for business in our state," says Harold J. Wirths, Commissioner of the Department of Labor and Workforce Development.

W H Industries, a Bergen County manufacturer of engine parts, recently incorporated training that was funded by the NJBIA program and delivered by Bergen Community College. Imram Rauf, project engineer for W H Industries, says that the Basic Mathematics training, directed to production supervisors, key shipping/receiving and quality control staff served as "a morale booster and refresher of important math skills."

Radwell International, Inc., a South Jersey-based developer of industrial automation products, embarked on a strategic goal to improve customer service. Training supplied by Gloucester County College formed the centerpiece of that effort. Vice President of Customer Relations, John Radwell, reports that employees have "learned and enjoyed this program" and are seeing "relevance to their jobs."

Training is available to all NJ businesses and can be delivered at business locations or at any of the 67 county college campus facilities statewide. Any New Jersey employer can enroll employees in classes. Businesses are not required to pay tuition or fees for the classes. They are, however, required to pay employees at regular hourly rates during training.

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Commenting on Real Success

► **By Dr. Patricia Donohue, President, Mercer County Community College**

The NJBIA Basic Skills Workforce Training Program has just completed its fourth year of operation. Calling this service to New Jersey's business community a success is an understatement. Looking at the achievements, we find:

- * \$3.6 million in tuition
- * 1,715 businesses receiving training
- * 26,700 employees trained
- * 2,420 training sessions delivered in all 21 counties and at all 19 county colleges.

These amazing statistics speak to the importance of this program in the professional development and training plans of businesses across the state. The program is funded with the support and leadership of Harold J. Wirths, commissioner of the New Jersey Department of Labor and Workforce Development.

Comments from various business sectors across the state - from healthcare to manufacturing to business services to entertainment - serve to highlight the relevance of the training to each participating company's bottom line and productivity.

Isles, a nationally recognized non-profit community development and environmental organization located in Trenton, has taken advantage of several training courses in computer applications and communication. "When Isles received the notification about the NJBIA grant, we were excited to take advantage of the opportunity," says Isles' Human Resources Director Liz Wood. "The course content was relevant and necessary for our workforce - from computers to communications skills. The scheduling was flexible and the instructor was interested in tailoring the program to our organizational issues."

Bob Sommer, president of the "The Rock," as the Prudential Center in Newark is affectionately known, calls the training "a huge help in teaching our associates the importance of enhanced communication skills for customer service."

Willie Kelley, of Marlin Business Systems in Mt. Laurel, says that "we were very lucky to have found this training program. It has a first-rate training portfolio and excellent instructors. It has become a permanent part of our long-term program for productivity improvement and employee enhancement."

Liberty Insurance Associates CEO Andy Harris speaks enthusiastically when he says, "... everything we do on behalf of our customers depends on our ability to communicate electronically. The training ... has helped everyone in our office - myself included - upgrade their skills".

Dennis Cronin, director of education, The Valley Hospital in Ridgewood, comments about the program this way: "The positive evaluation ratings, comments and personal feedback I have received are unanimous. ... The instructor demonstrates a comprehensive knowledge of the topics and excels in her ability to engage and motivate her students to high levels of achievement."

Shore Memorial Hospital's Donna Gurdgiel, MSN, speaks to the importance of ongoing training when she says, "Staff training targets many critical areas. Improved communication between staff "is key to keeping patients safe, and training delivered under the program focused on improving communication between doctors, nurses and their patients."

Training is available to all New Jersey businesses and can be delivered at business locations or at any of the 67 county college campus facilities statewide. Businesses are not required to pay tuition or fees for the classes. They are, however, required to pay employees at regular hourly rates during training.

Don't wait. Get your company in line for training in the new FY beginning on July 1. To schedule a class, contact Bob Rosa at NJCCC Consortium on Economic and Workforce Development at rosa@njworkforce.org or (609) 393-9000.



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- Customized curriculum specific to your needs
- Customized skill training, centralized billing and record keeping
- Maintaining your company training database
- Delivering training onsite at your company or at any one of our over 60 community college campuses

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