

DIFFERENTIATING ORGANIZATIONAL TITLES, ROLES AND FUNCTIONS

Goals:

1. To present a universal understanding and appreciation of the many job titles and their usual interactive job roles and relationships.
2. To encourage specific research leadership behaviors that encourage employee job success, regardless of job roles and relationships.

Introduction:

There are known job differences (requirements, titles, and performance expectations) that identify a job. Each job role overtly or covertly identifies with an assigned title. The determined/assigned employee is expected to perform accordingly and within the expected realm of the stated job role/responsibilities/expectations. An employee with any job title and related assigned role who performs successfully within the high expectations of the assigned title and job role is highly respected, accepted, and revered by all employees. Such forthcoming performance accolades for positive behavior tend to reward outstanding employee behavior(s) and encourage continued employee positive performance.

Job Titles:

Job titles are names given to job roles and the associated job functions. Each chosen job title implies a certain preliminary requirement of job preparedness, ability, and expectation to perform the role. These same job titles with their associated requirements of performance expectations can be *completely different in another organization/business*.

Job titles seem to be a determining factor related to employment prestige. However, the job title of choice must reflect accurately and respectfully the

power, influence, and hierarchy within the organization to expect optimum job performance.

There are commonly/universally accepted definitions and considerations when determining an organization's job titles and roles. These commonalities lend themselves to a possible universal understanding of specific titles and their associated roles. There are no rules that require any organization/business to comply with these universally accepted titles and roles. To comply as much as possible, however, with universally known and accepted titles and associated role expectations adds a respected conformity to societal expectations of the specific job being pursued.

Regardless of any organizational differences between the organization's job titles or roles, all signed and dated job descriptions upon employment (regardless of the selected job title or determined role) are to include the following three domains of expected performance:

1. Cognitive (thinking) job requirements
2. Psychomotor (activities) job requirements
3. Affective (attitude) while performing job requirements

Organizational Role Differentiation:

Administrative Executive/Vice President of Administration: Often known as Chief Executive Officer (CEO)/Chief Operating Officer (COO)

The CEO/COO is the highest position in an organization. This person is in total charge of the company, corporation/business. The role ideally requires reporting to organizational director(s)--often referred to as "The Board." This respectful and powerful position requires hiring a person with integrity, astuteness, critical thinking abilities, and common sense!

Chief Administrative Officer (CAO)/President/Chief Operating Officer/Top Administrative Executive/Vice President of Administration:

The CAO is often the highest-ranking working member of the organization. This position often requires reporting to the Chief Executive Officer (CEO) or COO. Therefore, it is often considered (by title) to be the second highest executive position/role, after the position of Chief Executive Officer (CEO)/Chief Operating Officer (COO).

Subservient (Assistive) Roles to all Major Leadership Roles:

The word “Assistant” is sometimes added to specific administrative roles. This job role/assignment is an *assistive* role. It can (and has been evidenced) sometimes be allowed to evolve into a too-trusting work relationship that tends to eventually be allowed to assume the power and responsibilities of major leadership roles. It behooves all major leaders who use and depend on assistants (by behavior and title) to set strict, specific and signed assistant job description expectations. Perhaps a statement of performance and decision limitations would help clarify the assistive role.

The Application of Entropy as a Universal Administrative Concept:

Remember the universal concept of Entropy (movement toward randomness in assigned job performance)!? To be inappropriately less or more in expected job performance/role requires a careful periodic review of observed ongoing employee behaviors or identified leadership roles. Such required adherence to a signed and dated job description by any employee with any title is to help ensure continued stabilization (i.e. without the onset of unacceptable Entropy). Entropy undermines organizational standards (philosophy, purpose, goals, and objectives).

Understanding & Clarifying Titles & Education Requirements for Specific Organizational Roles:

Clarifying administrative and assistive requirements, titles, and roles of employees helps employees understand their placement on the organizational hierarchy.

Some employee titles and organizational roles commonly used to designate the degrees of organizational role responsibilities are listed below.

HELPER: A person who helps, aids, or assists someone else who is skilled. The person is an ally in getting things done, an auxiliary person, a colleague, or a friend.

ASSISTANT: A person who helps someone else do a job. (Similar meaning as “helper.”)

MANAGER: A person responsible for controlling or administering all or part of the organization. The focus is *telling others **what** needs to be done, **when** it is to be done, and **by whom*** (note the difference in the supervisory role). Their communication is often with outside sources, not usually with employees inside the organization. Their role is at a higher level than a supervisor; therefore, they usually do not perform the same type of job activity. Their salary is often higher than a supervisor’s salary.

SUPERVISOR: A person who focuses on *telling others in the assigned role and situation as to **how** a certain job is to be done*. Their job usually requires the supervisor to do the same type of job/work/tasks as the employees they supervise. This role allows the supervisor to better understand the issues of employees under their supervision and help these employees better understand the requirements of the manager.

Commonalities Between Managers and Supervisors:

Both managers and supervisors of the organization are stakeholders in the organization, participate in employee evaluations, delegate tasks, and share a common concern for meeting organizational standards of philosophy, purpose, goals, and objectives.

Differences Between Managers and Supervisors:

The level of authority and past and current experience to be successful at their job are different. The responsibility, tasks, and organizational focus of internal versus external concerns are different.

Conclusion:

As a leader and decision-maker regarding organizational/business job titles and roles, the onus is great. Sharing in writing, verbally expressing expectations, providing positive feedback for positive work behaviors, and holding all employees accountable for job description responsibilities is important.

The secret: Know how, why, and what you are doing in the assigning of job titles, requirements, and forthcoming employee evaluations for which you, as a leader, will be accountable and known.

Greatness in leadership is often a personal choice and a gift; however, intelligence in how to do, what to do, and being precise and accountable for job titles, associated roles, and job behaviors will leave the mark of greatness (or not) on the leaders of today and tomorrow!

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