Hierarchical Level of Employees and Their Roles at FWC

1. Executive Level

- **Chief Executive Officer (CEO)**

  - **Role:** Provides overall leadership and strategic direction for the company, making high-level decisions on policy and strategy.

  - **Responsibilities:**

    - Define the company vision and goals.

    - Oversee operations and ensure alignment with strategic objectives.

    - Communicate with stakeholders, including clients, board members, and employees.

- **Chief Operating Officer (COO)**

  - **Role:** Manages day-to-day operations and ensures that business processes run smoothly.

  - **Responsibilities:**

    - Implement operational strategies.

    - Oversee project management and resource allocation.

    - Ensure compliance with regulatory standards.

- **Chief Financial Officer (CFO)**

  - **Role:** Manages the company's finances, including budgeting, forecasting, and financial reporting.

  - **Responsibilities:**

    - Develop financial strategies and monitor financial performance.

    - Oversee financial audits and risk management.

    - Manage investor relations.

2. Management Level

- **Department Heads/Directors (e.g., IT Director, HR Director)**

  - **Role:** Lead specific departments and ensure alignment with overall business objectives.

  - **Responsibilities:**

    - Develop departmental strategies and manage budgets.

    - Supervise managers and oversee departmental performance.

    - Liaise with other departments to ensure cross-functional collaboration.

- **Project Managers**
  - **Role:** Responsible for planning, executing, and closing projects within the organization.
  - **Responsibilities:**
    - Define project scope and objectives.
    - Coordinate team efforts and manage project timelines.
    - Communicate project status to stakeholders and manage project risks.

- **Team Leaders/Supervisors**
  - **Role:** Oversee specific teams or units within departments.
  - **Responsibilities:**
    - Guide team members and ensure task completion.
    - Conduct performance evaluations and provide feedback.
    - Facilitate communication between team members and management.

3. Technical Staff

- **Software Engineers/Developers**
  - **Role:** Design, develop, and maintain software applications and systems.
  - **Responsibilities:**
    - Write code and conduct unit testing.
    - Collaborate with product managers to define features.
    - Troubleshoot and resolve software issues.

- **System Administrators**
  - **Role:** Manage and maintain IT infrastructure, including servers, networks, and databases.
  - **Responsibilities:**
    - Monitor system performance and security.
    - Perform system upgrades and backups.
    - Support users with technical issues.

- **Data Analysts**
  - **Role:** Analyze data to provide insights and support decision-making processes.
  - **Responsibilities:**
    - Collect and clean data from various sources.

- Create reports and visualizations to communicate findings.
- Collaborate with stakeholders to identify data needs.

4. Support Staff

- **Human Resources (HR) Specialists**
  - **Role:** Manage employee-related processes, including recruitment, onboarding, and performance management.
  - **Responsibilities:**
    - Handle employee relations and resolve workplace issues.
    - Implement training and development programs.
    - Ensure compliance with labor laws and company policies.

- **Customer Support Representatives**
  - **Role:** Provide assistance and support to clients and customers.
  - **Responsibilities:**
    - Address customer inquiries and resolve issues.
    - Document support requests and escalate when necessary.
    - Gather feedback to improve service offerings.

- **Administrative Assistants**
  - **Role:** Support daily administrative operations within the organization.
  - **Responsibilities:**
    - Manage schedules, correspondence, and documentation.
    - Assist in organizing meetings and events.
    - Perform general office duties as needed.

5. Interns/Entry-Level Employees

- **Interns/Trainees**
  - **Role:** Assist various departments while gaining practical experience and training.
  - **Responsibilities:**
    - Support projects under the supervision of experienced staff.
    - Participate in training sessions and workshops.
    - Contribute to team efforts and tasks as assigned.