## Position Titles

1. **Account Manager (AM):** Internal TEKsystems employee that focuses on providing solutions to our client’s business & technology needs. Ensures we place quality *(technical & cultural fit)* consultants.
2. **Account Recruiting Manager (ARM):** An experienced recruiter that also manages the operational aspects of a current, high-volume account
3. **Account Manager Recruiter Lead (AMRL):** An account manager whose responsibilities also include the support and development of 1-3 new recruiters (also known as a “pod”)
4. **Recruiter Lead:** An experienced recruiter that also assumes responsibility for the support and development of 1-3 new recruiters (also known as a “pod”)
5. **Executive DBO (EDBO)-** A director responsible for managing a small group of offices, within a specific region; they partner with DBOs to support and grow individual field offices
6. **Business Development Manager (BDM):** Internal TEKsystems job focusing on selling and developing our Global Services practice in the local market.
7. **Business Operations Associate (BOA)**: Provides exceptional customer service to clients by delivering timely and accurate billing. Partners with clients to stay current and continue using our services to achieve their goals.
8. **Customer Support Associate (CSA):** Partners with Recruiters and Account Managers to create a positive experience for consultants by ensuring they are paid timely and accurately.
9. **Customer Support Supervisor (CSS):** Oversees and ensures operational compliance with policies and procedures and maintains day-to-day supervision of field support personnel.
10. **Business Support Associate (BSA) and Business Support Supervisor (BSS)-** These are almost identical to the CSA and CSS, only difference is that they are only in offices that have undergone the “Evolve” transition
11. **Director of Business Operations (DBO):** Responsible for daily operations of a branch office *(e.g., office productivity, morale, professional development, profit & loss, etc.).*
12. **Director of National Accounts (DNA):** Manages reporting, billing, escalation and requirement fulfillment processes associated with each national account.
13. **National Account Manager (NAM):** Solicits national business and manages the proposal process for supplemental services/projects.
14. **National Recruiter:** A recruiter that works for the TEKsystems National Recruiting Center (NRC). While they physically sit in one market, they recruit on business across the country.
15. **Division Lead (DL)**: Internal TEKsystems job focusing on developing customer strategy and helping new/underperforming AMs grow spread within their territories. Typically a senior/successful Account Manager.
16. **Delivery Manager/DM**: Internal TEKsystems job focusing on driving strategy around getting a requirement up to presenting a candidate and closing the business. Heavy focus on D4 (steps 2-5 of the DBC). Works to improve performance with Recruiters and Account Managers.
17. **Director of National Accounts (DNA)**: Internal TEKsystems job focusing on overseeing a team of sellers nationwide that support one account driving overall company strategy to approach the specific customer.
18. **Regional Vice President (RVP):** Responsible for productivity *(e.g., customer share, aggregate spread, client retention, etc.),* morale, professional development and attrition for assigned region (i.e., Midwest, Northwest, Central, Northeast, Southeast and Canada).

**Roles that may work together within the offices.**

* Recruiters work with: RLs or AMRLs, AMs, CSA or BSA
* BSA/ BSS or CSA/CSS (these are the support team titles in a non-Evolve office), DLs, DBOs, DMs, and RVPs
* DBOs work with: Whole Office
* Consultants work with: Primarily Recruiters and AMs
* AMs work with: Recruiters, DMs, DBOs, DNAs, ARMs, DLs, support team (CSA/CSS or BSA/BSS)