

## Job Analysis Questionnaire Instructions

**Job Title:** Please indicate your current job title.

**Job Grade:** Please indicate your current job grade.

**Job summary:** The job summary is a brief, one-paragraph description of your job's purpose and corresponding duties and responsibilities. You may find it easier to fill in this section after you have completed the rest of the questionnaire.

**Section 1:** This section requests a listing of your weekly duties and responsibilities. In filling out this section, you should focus on general duties and responsibilities, not the steps required to complete them. For example, a secretary might "make travel arrangements for the department". You don't need to indicate the steps required (e.g. calling the travel agent, preparing a list of available flights, etc.) Job descriptions are intentionally a general description of the duties and responsibilities assigned to a particular job. Too much detail creates a description that is person-specific (different people may approach the same duties and responsibilities in different ways).

The words chosen for describing duties and responsibilities should be as brief and specific as possible. For example, rather than using words such as "prepares reports", you should indicate the nature of your specific work. For example, you may search data bases, compile and/or interpret data, write the report or be the one responsible for distributing the report.

In addition, there may be some duties and responsibilities that are planned for your job, but have not yet been assigned to you. If you and your supervisor agree that certain duties and responsibilities will be assigned in the very near future (e.g. within 3 months), you should list these as well.

Please be aware that longer lists of duties and responsibilities do not necessarily correspond to a higher grade assignment. It is the nature of your work that is important.

You are also asked to indicate the percentage of time you spend on each task. This question is asked so that the listing of duties and responsibilities in the job description can be placed in descending order of most-to-least importance (in terms of time spent). You do not have to be exact about the percentage of time spent on each duty or responsibility. An estimate will be fine.

**Section 2:** In this section you are asked to describe duties or special projects that are not performed on a weekly basis. These may be regularly recurring duties (e.g. a monthly or annual report) or "special projects". In either case, please indicate the frequency in which these duties are performed. If you use language such as "special projects", please provide typical examples of the types of special projects and your specific role in them.

**Section 3(a):** This section asks you to indicate the type of equipment that you operate, maintain or repair and the number of hours per week in which you engage in these activities. The term "operate" refers to engaging the equipment in its

normal functions (e.g. operating a typewriter means typing). The term "maintaining" refers to normal upkeep of equipment (e.g. changing a typewriter ribbon, adding toner to a photocopier, etc.) The term "repair" means to restore equipment by replacing broken parts or disassembling and reassembling.

**Section 3(b):** This section asks you to indicate any additional equipment that you utilize in the performance of your current job. You should follow the same guidelines as in Section 3(a).

**Section 3(c):** This section asks you to indicate the amount of cash, inventory, supplies or materials for which you are responsible. Do not include the cash value of equipment or routine office supplies that are for your personal use. Rather, "inventory and supplies" refers to quantities of equipment or supplies that are maintained for others (e.g. departments).

**Section 3(d):** This section asks you to indicate the reports, records and files for which you are responsible. For example, if you are responsible for maintaining records about officers of affiliates, you may simply indicate (for example), "Maintain current names and addresses of affiliate officers." You are further asked to indicate the nature of the responsibility by placing a ✓ in the appropriate column. Also, you are free to add additional information if you feel that the choices do not adequately represent the nature of your responsibility.

**Section 4(a):** In this section you are asked to indicate the amount of physical effort required in the normal performance of your job. Please use the "other" section to indicate additional types of physical exertion involved in your job. You do not need to indicate the amount of time spent working on a computer. This information is requested in section 4(d).

**Section 4(b):** In this section you are asked to indicate which of the statements best describes the nature, diversity and pace of the tasks and duties of your job. You are further asked to explain why you checked the statement you did. For example, if you check a 3rd degree, indicating that the pace of work is erratic (rapid at times and evenly paced at other times), you would need to explain why the work is occasionally erratic (e.g. preparing for specific events may cause a spike in workload and the pace of work required to meet deadlines).

**Section 4(c):** In this section you are asked to indicate whether your work involves exposure to dangerous chemicals or hazardous machinery. If you indicate "yes", please explain by identifying the chemicals or hazardous machinery. You should not include working in or around computers, xerox machines or automobiles because this information is collected elsewhere on the questionnaire (Sections 3a, 4d and 4e).

**Section 4(d):** In this section you are asked to indicate the number of hours you spend working on a computer. It is very important that you indicate the number of hours in the space provided and then CIRCLE whether the hours are per day, week, month or year.

**Section 4(e):** In this section you are asked whether your work involves regular driving and if so, how often. The term "regular driving" does not include commuting to work. Rather, it refers to driving that is required to perform your job duties (e.g. delivering or chauffeuring).

**Section 5(a):** In this section you are asked to check the statement which best describes the kind of knowledge that is required to perform your job. Please refer to the following descriptions and definitions of terms in order to identify the most appropriate statement for your job.

**Basic work procedures:** the fundamental tasks in a work environment (e.g. filing, sorting, photocopying, answering and transferring telephone calls).

**Routine:** regular, recurring, predictable duties and responsibilities

**Technical:** requires the use of scientific principles or having special, usually practical knowledge of a scientific or mechanical subject

**Specialized:** requires knowledge, skills and abilities that are unique to a particular discipline

**Discipline:** a subject that is taught or a field of study. Examples of disciplines are accounting, computer science, labor relations, economics, law, journalism, public relations, political science, sociology, finance, and biology.

**Diverse:** the extent to which the job involves varied, unrelated duties and responsibilities

**Analytical:** requires the use of analysis (breaking a whole into its component parts) and/or the use of abstract reasoning and comprehension

**Section 5(b):**

This section asks you to describe the minimum level of knowledge, skills and abilities (KSAs) required in your job. Please note, these are KSAs that are absolutely required in order to perform your job. These may be different from the preferred qualifications or from the qualifications that you, personally, possess. Please refer to the following descriptions of KSAs as guidance in filling out this section.

**Knowledge:** the information you must possess in order to perform your job. This includes practices, procedures, policies, concepts and theories relating to your work.

**Skill:** refers to a demonstrated level of proficiency in the application of knowledge and abilities.

**Ability:** refers to innate talents or aptitudes.

For example, to be a secretary you probably need to have knowledge about how to do word processing, how to format a letter or memo, or how to do data entry. You also probably need some level of skill or proficiency (e.g. typing at a certain number of words per minute). In addition, you probably need interpersonal and communications skills as well as other types of skills. Finally, you probably need certain abilities such as the ability to understand and follow instructions, the ability to exercise good judgment and discretion and so forth).

**Section 6:** In this section you are asked to indicate whether you have ongoing responsibility for delegating the work of an office and, if so, to please describe that responsibility. Delegation of work involves identifying work that needs to be delegated to others and having the authority to assign the work. "Ongoing responsibility" means that delegation is a regular part of your work, not that delegation occurs only for special assignments or events.

**Section 7(a):** This section asks you to indicate the most appropriate description of the types of decisions you make in your job. You may refer to the following descriptions to assist you.

**Routine decisions** are those that are regular, recurring and predictable and are limited to pre-existing alternatives. For example, if you are responsible for answering the telephone, a routine decision would be whether to transfer the call or take a message. Making a decision about priorities (e.g. which work needs to be done first) would also be an example of a routine decision.

**Substantive decisions:** are important decisions in which you may have to identify or create alternatives. For example, if you are assigned the work of composing a report, but the content, format and style are at your discretion, this would be a substantive decision.

**Section 7(b):** In this section you are asked to identify the kinds of judgment and initiative that are required for your job. Judgment could include setting priorities among tasks, determining whether and to whom calls should be transferred, determine whether and by whom items should be approved and so forth. Initiative might include identifying problems (rather than having them identified for you) and seeking possible solutions.

**Section 8:** In this section you are asked to indicate the frequency with which your job requires contacts with people outside of your department, as well as the nature of the contacts. You need to be very specific about the duties requiring contacts and the purpose of the contacts. For example, the purpose of the contacts may include notifying or providing information, gathering information, making arrangements, explanation, discussion, advising, persuasion or negotiation. As an example, if you are responsible for setting up a meeting with affiliates, your contacts would be "the affiliates," the purpose would be "making arrangements" and the duty would be "setting up meetings". If the duty also involved making airline and hotel arrangements, your contacts would be "travel agents and hotel reservations staff" and the purpose would be "making arrangements". It is also possible that you would be responsible for "negotiating room rates."

**Section 9:** In this section you are invited to provide any additional information about aspects of your job that are not adequately covered by the preceding sections.