

Guidelines or Suggestions for Writing Job Descriptions and Completing Positions Description Questionnaires:

Description of Duties and Tasks: This is the key section of the PD, which describes the tasks, or functions required of the position. The position description should be written so that tasks to be performed are clearly understood with regard to scope of responsibility. When writing tasks statements the following suggestions may be useful:

- a. Start each sentence with an action verb ("trains", "operates") that best describes the task to be performed.
- b. If using a verb such as "assists" or passive phrases such as "is responsible for" explain **how** and to **what degree** the individual in that position assists another or is responsible for completion of certain tasks.
- c. Give information on decisions an individual in that position is expected to make; how, if at all, an individual in a position resolves problems; what level of authority, if any, the person in that position has to take action on a decision.
- d. Start each task with a summary statement of the activity to be undertaken, and where necessary, with information on the guidance or standards within which the task is performed. For example, for a bookstore cashier, this might be "following instructions received from store manager or assistant store manager, develops weekly schedule of cashiers" or "assists store manager in preparing schedule or coverage by coordinating vacation and holiday preferences of cashiers."
- e. Provide information on **how** and **why** a task is to be performed, such as "types documents for human resources director following specific instructions." Where the "how" and "why" is not obvious, spell out in a general manner the steps taken and the objectives of the position, e.g. "Reviews anticipated volume that determines the number of cashiers that may be required while minimizing overtime." "Plans and/or revises schedules to accommodate special circumstances."
- f. Avoid describing tasks using the phrases "able to" or "ability to"; these tend to confuse functions and required abilities.

Summary:

Writing tasks and duties:

- a. Use action verbs to start each task statement, such as operates, enters, totals, balances, writes, answers, telephones. Avoid non-descriptive verbs such as prepares, or conducts. Using these verbs tends to misinform the reader and does not tell the reader what you are really doing in your job.
- b. Use task statements to explain: What is done? What actions are you performing? To what or to whom? What is the purpose of this task? How it is done? What references, resources, tools, equipment are used? Do you train and supervise employees? Do you operate any equipment or machinery?

Examples of Good and Poor Task Statement:

Poor: Ensures that all daily cash is accounted for.

Good: Balances cash in register by comparing it with the total on the register tape, locating and correcting errors, in order to account for all cash received; writes totals and cash report for reconciliation by supervisor.

Poor: Maintains grounds and landscape area.

Good: Mows lawn with power mower and hand mower, rakes and weeds, grounds, trims trees using power saws; lubricates mowers.

TEXAS A&M UNIVERSITY-KINGSVILLE

The Position Description Questionnaire is designed to acquire information about the duties, responsibilities, and organizational relationships, educational and experiential requirements of a position. The completed questionnaire will be used to evaluate a position and ultimately to determine the most appropriate classification and pay grade of the position.

To assist in the position evaluation process, a *Supplemental Form to the Standard PD*, has been developed to provide additional information not thoroughly covered in the PD, but necessary to ensure a more objective evaluation of the position. Please provide the information requested below, and return it, together with the completed Position Description Questionnaire, to the Human Resources Department.

NAME: _____

TITLE: _____

DEPARTMENT: _____

IMMEDIATE SUPERVISOR:

NAME: _____

TITLE: _____

SUPPLEMENTAL FORM TO THE STANDARD PD

I. Complexity of Duties

- A. Describe the complexity of your job. Describe, with examples, the degree of independent action you are allowed to take.

B. Decision Making

What decisions are you permitted to make? _____

What kinds of problems or questions would you ordinarily refer to your supervisor?

II. Sources of Support and Guidance (Supervision Received)

A. How do you receive instruction in the performance of your duties? Indicate other positions within the University and/or University policies, procedures and practices (sources) which provide you with direction, guidance or assistance in performing your work. Please indicate the nature or type of support provided. (Describe the type of instructions, written or verbal, that relate to the methods by which this job is performed.)

Sources

Type of Support

B. How often is your work reviewed by your supervisor?

IV. Confidentiality

A. Does this job require the incumbent to retain information as confidential?

B. Please give examples of confidential information.

C. What are the possible consequences (to the department) if confidentiality would be breached?

V. Supervision of Others

A. Do you supervise others? _____ yes _____ no

B. If yes, list the job titles of the positions you **directly** supervise and explain briefly the nature of your supervisory duties. Please identify if the positions you supervise are full or part-time positions and/or students.

(See next page)

	<u>F or PT</u>	<u>Y OR N</u>	
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

C. Do others also supervise or assign work to the jobs listed in B above. If yes, please specify.

VI. Personal Contacts

A. Within the University, what personal, written or telephone contacts are most frequently required in the performance of this position, and for what purpose are they made?

<u>Person, Title, Department or Organization Contacted</u>	<u>Purpose</u>	<u>Are these contacts telephone, written, or personal?</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

B. Outside the University, what personal, written or telephone contacts are most frequently required in performance of this position, and for what purposes are they made?

Person, Title, Department
or Organization
Contacted _____

Purpose

Are these contacts
telephone, written,
or personal? _____

Signatures Required:

Employee's Signature

Title

Date

Supervisor's Signature

Title

Date

Head of Dept. Signature

Title

Date