

# Job Description Writing Guide

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## Job Summary

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**Job Description Summary** – The job description summary (General Summary):

- Contains 1 - 2 paragraphs
- Summarizes the main points of the job description, which may include key responsibilities, functions, and duties, education and experience requirements, and any other pertinent information (i.e. scheduling requirements, travel, etc.)

Below is an example of a general summary:

### GENERAL SUMMARY

Under general direction from senior leadership, this role has functional responsibility and oversees all aspects of a CNM business unit. This role directly supervises non-exempt employees to include work and non-work study student employees and partners across all core functions; Programs, Operations, IT, Accounting, and Marketing to drive desired business outcomes. This role is highly visible to all staff and requires a highly motivated and inspiring leader who models a reliable work ethic in alignment with the CNM core values.

## Job Duties

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The Job Duties section is the foundation of the Job Description. It conveys the complexity, scope, and level of responsibility of the core duties of the job. Due to the significance of this section, it is important to accurately, concisely, and completely, describe the core duties and responsibilities of a job.

This section of the Job Description is comprised of two main elements:

<b>Key Accountabilities</b>	The main areas of responsibility within a job, or “ <b>buckets of work.</b> ” A job description usually contains six to eight Key Accountabilities.
<b>Duty Statements</b>	Sentences that provide additional information about the tasks associated with the Key Accountability.

### Job Duties Writing Methods

To assist in the organization and writing of the core Job Duties, two writing methods may be used:

#### **Method # 1:**

1. Think of the job in terms of its Key Accountabilities, or main responsibilities/functions. Typically, a job will have 3 - 5 major Key Accountabilities. Here are some examples:
  - Budget Management

- Executive Support
  - Event Coordination
2. After establishing the Key Accountabilities, generate specific job duties associated with each. These are the individual tasks or duties that correspond to the Key Accountability. For example, specific Budget Management duties might include:
    - Prepare budgetary reports
    - Analyze expenditures
    - Monitor levels
  3. Condense the specific job duties into 2 - 3 concise “Duty Statements,” beginning each statement with an **action verb** (see page 8 for a list)

**Method # 2:**

1. Brainstorm a list of all the duties required to perform the job. These are the individual tasks completed on a daily, weekly, monthly or annual basis. Below is an example of a task list:
  - Arrange for catering
  - Compose and types correspondence
  - Coordinate logistical support for meetings, seminars, and departmental events
  - Determine and secures the event location
  - Make travel arrangements
  - Prepare budgetary reports
2. Review the list and group the duties based upon the specific functions and responsibilities of the position, also known as Key Accountabilities.
3. Establish the Key Accountabilities. For this group, the Key Accountabilities may include: Event Coordination, Administrative Support, and Budget Administration.
4. Condense the specific job duties into two to three concise “Duty Statements,” beginning each statement with an **action verb** (see page 8 for a list).

Here is an example of a well-written and organized Key Accountability Section in a Job Description:

<b>Key Accountability</b>	<i><b>Event Coordination</b></i>
<b>Duty Statements</b>	<b>Coordinates all Dean’s Office events.</b> This includes securing the event location, scheduling presenters, coordinating the production of event marketing materials and programs, maintaining the RSVP list, and making all catering arrangements. At the event, supervise the event staff and greet the guests.

To summarize, here are some things to consider when completing the Job Duties section of a job description:

- The Job Duties section should contain 3- 5 Key Accountabilities.
- Title each Key Accountability section to summarize the function / role.

- Include 2 - 3 concise Duty Statements for each Key Accountability. The Duty Statements expand upon that particular area of responsibility as well as the role and complexity of the position.
- Begin Duty Statement with an **action verb** (see page 8 for a list).
- Limit the listing of Duty Statements and Key Accountabilities to what is required to perform the job.
- Do not include duties that are no longer performed, or those that may be required in the future.
- Write the duties in terms of what the position requires, **not** based upon the capabilities of any individual.

Below is an example of Duties & Responsibilities:

### ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Supervises a non-exempt subordinate staff, which includes prioritizing and assigning work, conducting performance evaluations, ensuring staff is trained, ensuring compliance with policies and procedures, maintaining a healthy and safe working environment, and making hiring, termination, and disciplinary recommendations.
- Supervises and coordinates the documentation, maintenance and modernization of all processes and procedures necessary to effectively and efficiently manage the operations of the business unit. Incorporates process orientation into new-hire onboarding and ensures all Ingenuity staff are timely educated and trained on all process improvements.
- Serves as a subject matter expert to advise and assist management on all College and other regulatory policies, procedures and laws pertaining to the business unit.
- Provides customized statistical reports on the performance of the business unit and, as required, benchmarks performance against stated key performance indicators and organizational and industry standards.
- Participates in special projects, attends special events as needed, and performs other related duties as assigned.
- Supervises the implementation and optimization of CNM Ingenuity's Human Resources Information System (Paycom).
- Performs other related duties as assigned.

## Minimum Qualifications and Knowledge, Skills and Abilities

The minimum qualifications and knowledge skills, and abilities are required to successfully function in the job. This covers a variety of areas pertaining to the job, for example, the level of education/experience required, analytical skills, and ability required for the job.

Below is an example of minimum qualifications and knowledge skills and abilities:

<b>MINIMUM QUALIFICATIONS</b>
<p><b>Minimum Qualifications</b></p> <ul style="list-style-type: none"> <li>• Associate’s degree and three (3) years of related experience.</li> </ul>

Human Resources has a set of standard knowledge, skills and abilities that are used on all job descriptions. Feel free to add additional knowledge, skills and abilities for your position.

<b>KNOWLEDGE, SKILLS AND ABILITIES</b>
• Strong knowledge of payroll practices and the administration of an organization’s payroll activities to include compliance with the Affordable Care Act and other regulatory requirements.
• Ability to manage multiple types of employee transactions across multiple Human Resources Information Systems (HRIS).
• Ability to motivate others to achieve results both within and outside of direct reporting relationships.
• Understand the operation of a non-profit organization.
• Ability to work in a matrixed environment with formal and informal reporting structures.
• Ability to support a decentralized organization across multiple sites.
• Possess a strong work ethic that is outcome-oriented and meets all schedules and deadlines.
• Ability to utilize and adapt to emerging technology. (Standard)
• Establish and maintain constructive and cooperative interpersonal relationships with others and collaborate to solve complex problems. (Standard)
• Ability to maintain confidentiality. (Standard)
• Relate to and interact with a non-traditional and diverse student and employee population. (Standard)
• Ability to work independently. (Standard)
• Ability to balance competing requirements and needs of client organizations. (Standard)
• Read, analyze, and interpret standards, policies, procedures, and regulations. (Standard)
• Exercise good judgment and focus on detail as required by the job. (Standard)
• Strong knowledge of CNM policies, procedures, and regulatory requirements. (Standard)
• Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities. (Standard)
• Ability to communicate effectively, both verbally and in writing. (Standard)

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Select one of the following the best describes the working environment for your position.

Work Environment v1.0 ▲

- Work is performed in a standard office or indoor environment. Essential functions are regularly performed without exposure to adverse environmental conditions, however, employees may be exposed to minor inconveniences such as occasional noise, exposure to computer screens, crowded working conditions, and/or minor heating, cooling or ventilation problems.
- Work is performed in a standard indoor and outdoor environment. Essential functions are can be performed with exposure to adverse environmental conditions, including unpleasant weather conditions, blowing sand and dirt, and uneven terrain.
- Employees in this job are frequently exposed to outdoor environments. Essential functions are can be performed with exposure to adverse environmental conditions, including unpleasant weather conditions, blowing sand and dirt, and uneven terrain.
- Employees in this job are frequently exposed to confined spaces, warehouse environments, moving mechanical parts, odors, dusts, gases, vibrations, poor ventilation, oils, loud or intense noises.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Select one of the following that best describes the physical demands for your position.

Type of Work v1.0 ▲

- Sedentary Work: Performing the essential functions typically requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently. The work involves sitting most of the time. The work typically involves talking, hearing, and seeing; keyboarding, typing, and use of a computer monitor; moving and organizing papers and other light office materials; filing and retrieving documents; and similar sedentary office work.
- Medium Work: Performing the essential functions typically requires exerting up to 50 pounds of force occasionally, up to 25 pounds of force frequently, and/or up to 20 pounds of force constantly. The work frequently involves walking, stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling, lifting.
- Heavy Work: Performing the essential functions typically requires exerting up to 65 pounds of force occasionally, up to 50 pounds of force frequently, and/or a negligible amount of force constantly. The work occasionally involves walking, driving, stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling, lifting. Ability to climb and work in elevated positions up to 95'.

## Job Description Dos and Don'ts

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Before writing a job description, here are some helpful hints to consider:

### *DO:*

- Refer to the Job Description Writing Guide.
- Base the job description on the department's needs.
- Write an accurate, concise, and complete job description.
- Use complete sentences.
- Keep sentence structure as simple as possible, omitting unnecessary words that do not contribute pertinent information.
- Begin each duty/task with an **action verb** (see page 8 for a list).
- Be consistent when using terms like “may” and “occasionally” (These should be used to describe tasks that are performed once in a while, or tasks that only some employees perform).
- Refer to job titles rather than incumbents, i.e., “Reports to\_Manager” instead of “Reports to Mary Smith.”
- Be precise as this is critical for accurate job evaluation and analysis.
- Focus on critical activities.
- Use a logical sequence in describing duties and responsibilities (key responsibilities first, followed by the corresponding duties).
- Contact the College's Human Resources Department for additional guidance.

### *DON'T:*

- Limit yourself by referencing previous templates.
- Base the content of the job description on the capabilities, skills, and interests of a person. Write the duties and minimum qualifications to try to achieve a desired grade and pay range.
- Write a job description like a position description.
- Write minimum qualifications for a person.
- Write minimum qualifications that limit the applicant pool, that are narrow in scope or focus.

## Action Verbs

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accommodate	communicate	draft	interface	recruit
achieve	compile	edit	interpret	reduce
acquire	complete	eliminate	interview	regulate
address	compose	enforce	investigate	report
adjust	compute	establish	issue	research
administer	conduct	evaluate	lift	resolve
advise	confer	execute	maintain	review
allocate	consolidate	expand	manage	schedule
analyze	construct	explore	monitor	search
apply	consult	facilitate	motivate	select
appoint	control	formulate	negotiate	solve
approve	coordinate	furnish	observe	specify
arrange	correspond	generate	operate	strategize
assess	counsel	guide	organize	streamline
assign	create	handle	participate	strengthen
assist	customize	hire	perform	summarize
audit	delegate	identify	plan	support
augment	deliver	illustrate	predict	teach
authorize	demonstrate	implement	prepare	train
budget	design	improve	present	translate
calculate	develop	improvise	process	troubleshoot
circulate	devise	incorporate	program	update
clarify	direct	increase	provide	validate
clear	disseminate	inform	quantify	verify
collaborate	distinguish	initiate	recognize	
collect	distribute	instruct	recommend	
combine	document	interact	record	