Job Description Compendium

Version 2.0 (11/25/09)

--- Tools for Writing Job Descriptions ---

Section I  Action Verbs
Section II  Sample Language
Section III  Specific Skills
### Section I Action Verbs
--- Sample Action Verbs for Essential Function Statements

<table>
<thead>
<tr>
<th>Accounts</th>
<th>Computes</th>
<th>Drives</th>
<th>Innovates</th>
<th>Plans</th>
<th>Schedules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquires</td>
<td>Condenses</td>
<td>Dumps</td>
<td>Inspects</td>
<td>Posts</td>
<td>Scores</td>
</tr>
<tr>
<td>Adapts</td>
<td>Confers</td>
<td>Duplicates</td>
<td>Installs</td>
<td>Predicts</td>
<td>Screens</td>
</tr>
<tr>
<td>Adjusts</td>
<td>Confirms</td>
<td>Edits</td>
<td>Instructs</td>
<td>Prescribes</td>
<td>Seals</td>
</tr>
<tr>
<td>Administer</td>
<td>Consolidate</td>
<td>Elaborates</td>
<td>Interprets</td>
<td>Presents</td>
<td>Searches</td>
</tr>
<tr>
<td>Adopts</td>
<td>Constructs</td>
<td>Elects</td>
<td>Interviews</td>
<td>Preserves</td>
<td>Selects</td>
</tr>
<tr>
<td>Advises</td>
<td>Consults</td>
<td>Eliminates</td>
<td>Inventories</td>
<td>Prevents</td>
<td>Sells</td>
</tr>
<tr>
<td>Advocates</td>
<td>Controls</td>
<td>Employ</td>
<td>Invents</td>
<td>Procures</td>
<td>Sends</td>
</tr>
<tr>
<td>Allocates</td>
<td>Converts</td>
<td>Encourages</td>
<td>Investigates</td>
<td>Produces</td>
<td>Serves</td>
</tr>
<tr>
<td>Allots</td>
<td>Conveys</td>
<td>Endorses</td>
<td>Issues</td>
<td>Programs</td>
<td>Services</td>
</tr>
<tr>
<td>Alters</td>
<td>Coordinates</td>
<td>Escorts</td>
<td>Justifies</td>
<td>Pulls</td>
<td>Smells</td>
</tr>
<tr>
<td>Amuses</td>
<td>Copies</td>
<td>Enters</td>
<td>Joins</td>
<td>Proofreads</td>
<td>Solicits</td>
</tr>
<tr>
<td>Analyzes</td>
<td>Corrects</td>
<td>Entertains</td>
<td>Judges</td>
<td>Proposes</td>
<td>Solves</td>
</tr>
<tr>
<td>Answers</td>
<td>Correlates</td>
<td>Escorts</td>
<td>Justifies</td>
<td>Pulls</td>
<td>Smells</td>
</tr>
<tr>
<td>Applies</td>
<td>Corresponds</td>
<td>Estimates</td>
<td>Leads</td>
<td>Purchases</td>
<td>Stacks</td>
</tr>
<tr>
<td>Appoints</td>
<td>Counsels</td>
<td>Examines</td>
<td>Lifts</td>
<td>Pushes</td>
<td>Stores</td>
</tr>
<tr>
<td>Appraises</td>
<td>Counts</td>
<td>Evaluates</td>
<td>Loads</td>
<td>Quantifies</td>
<td>Studies</td>
</tr>
<tr>
<td>Approves</td>
<td>Creates</td>
<td>Exchanges</td>
<td>Locates</td>
<td>Questions</td>
<td>Submits</td>
</tr>
<tr>
<td>Arbitrates</td>
<td>Debates</td>
<td>Exercises</td>
<td>Lubricates</td>
<td>Ranks</td>
<td>Summarizes</td>
</tr>
<tr>
<td>Arranges</td>
<td>Decides</td>
<td>Exhibits</td>
<td>Manages</td>
<td>Rates</td>
<td>Supplies</td>
</tr>
<tr>
<td>Assembles</td>
<td>Defends</td>
<td>Experiments</td>
<td>Manipulates</td>
<td>Reaps</td>
<td>Surveys</td>
</tr>
<tr>
<td>Assesses</td>
<td>Defines</td>
<td>Explains</td>
<td>Manufactures</td>
<td>Rebuilds</td>
<td>Synthesizes</td>
</tr>
<tr>
<td>Assigns</td>
<td>Delegates</td>
<td>Extracts</td>
<td>Matches</td>
<td>Recommends</td>
<td>Systematizes</td>
</tr>
<tr>
<td>Audits</td>
<td>Deliberates</td>
<td>Fabricates</td>
<td>Measures</td>
<td>Reconciles</td>
<td>Tabulates</td>
</tr>
<tr>
<td>Authorizes</td>
<td>Delivers</td>
<td>Fastens</td>
<td>Mediates</td>
<td>Records</td>
<td>Teaches</td>
</tr>
<tr>
<td>Awards</td>
<td>Demonstrates</td>
<td>Feeds</td>
<td>Mends</td>
<td>Reduces</td>
<td>Tends</td>
</tr>
<tr>
<td>Balances</td>
<td>Describes</td>
<td>Files</td>
<td>Mixes</td>
<td>Refers</td>
<td>Testifies</td>
</tr>
<tr>
<td>Bargains</td>
<td>Designates</td>
<td>Forecasts</td>
<td>Modifies</td>
<td>Refines</td>
<td>Tests</td>
</tr>
<tr>
<td>Batches</td>
<td>Designs</td>
<td>Formulates</td>
<td>Monitors</td>
<td>Registers</td>
<td>Totals</td>
</tr>
<tr>
<td>Budgets</td>
<td>Destroys</td>
<td>Garners</td>
<td>Motivates</td>
<td>Regulates</td>
<td>Trades</td>
</tr>
<tr>
<td>Calculates</td>
<td>Detects</td>
<td>Gathers</td>
<td>Moves</td>
<td>Reinforces</td>
<td>Transacts</td>
</tr>
<tr>
<td>Calibrates</td>
<td>Determines</td>
<td>Gauges</td>
<td>Negotiates</td>
<td>Rejects</td>
<td>Transforms</td>
</tr>
<tr>
<td>Carries</td>
<td>Develops</td>
<td>Generates</td>
<td>Notices</td>
<td>Releases</td>
<td>Transcribes</td>
</tr>
<tr>
<td>Categorize</td>
<td>Devises</td>
<td>Governors</td>
<td>Nullifies</td>
<td>Remits</td>
<td>Treats</td>
</tr>
<tr>
<td>Certifies</td>
<td>Diagnoses</td>
<td>Grades</td>
<td>Observes</td>
<td>Repairs</td>
<td>Transfers</td>
</tr>
<tr>
<td>Checks</td>
<td>Digs</td>
<td>Guards</td>
<td>Obtains</td>
<td>Replaces</td>
<td>Translates</td>
</tr>
<tr>
<td>Circulates</td>
<td>Directs</td>
<td>Guides</td>
<td>Opens</td>
<td>Reports</td>
<td>Transmits</td>
</tr>
<tr>
<td>Classifies</td>
<td>Disburses</td>
<td>Hauls</td>
<td>Operates</td>
<td>Represents</td>
<td>Treats</td>
</tr>
<tr>
<td>Cleans</td>
<td>Disciplines</td>
<td>Hires</td>
<td>Organizes</td>
<td>Rescinds</td>
<td>Turns</td>
</tr>
<tr>
<td>Climbs</td>
<td>Discovers</td>
<td>Hypothesizes</td>
<td>Originates</td>
<td>Rescues</td>
<td>Tutors</td>
</tr>
<tr>
<td>Coaches</td>
<td>Discusses</td>
<td>Identifies</td>
<td>Outlines</td>
<td>Researches</td>
<td>Types</td>
</tr>
<tr>
<td>Codes</td>
<td>Dismantles</td>
<td>Illustrates</td>
<td>Overhauls</td>
<td>Resolves</td>
<td>Updates</td>
</tr>
<tr>
<td>Collaborates</td>
<td>Dispatches</td>
<td>Implement</td>
<td>Oversees</td>
<td>Retrieves</td>
<td>Ushers</td>
</tr>
</tbody>
</table>
--- On-line Resource for Writing Job Descriptions

The US Department of Labor maintains a website which has detailed information on key occupations (tasks, activities, tools, skills, qualifications, etc.).

Log onto http://www.acinet.org/acinet/jobwriter/default.aspx

1. Go to step 1 – *Get Started*
2. Enter keyword (i.e., your occupation or job title)
3. From display, pick specific job title that matches best
4. Go to step 3 – *Tasks & Activities*
5. At Tasks screen, select all tasks
6. Go to step 7 – *Job Description Writer*
7. Save to Word (add your filename) – this option is at bottom of screen
8. Then open Word document
9. Edit as needed.
Section III  Specific Skills

--- Sample Language on Specific Skills

Oral Communications

can apply effective interpersonal skills to provide service

can effectively present information one-on-one or small group

can lead meetings or committees

can listen and get clarification

can make presentations/speeches

can negotiate with other parties

can persuade or influence others

can remember and recall oral instructions provided by others

can respond effectively to most sensitive inquiries or complaints.

can respond to common inquiries and transfer knowledge to others.

can respond well to questions

can speak effectively before large groups

can transmit instructions to others

speaks clearly in positive or negative situations

Written Communications

can read and interpret written information

can remember and recall written instructions provided by others

can edit documents for accuracy, grammar and spelling

can read and understand complex text (i.e, regulations or policy)

writes clearly and informatively (email, memos, letters, reports)

can present narrative description of numerical data effectively

can vary writing style to meet audience needs

Computer Techniques


can navigate through Banner screens

can use COGNOS for HR or Finance applications

can enter data into Banner, edit and correct as necessary

can use EPAF processes accurately

can enter HRMS information via Web Forms

can resolve problems related to computer hardware

can resolve problems related to computer software

can setup and maintain networks (LAN)

can setup and maintain servers

can setup and maintain computer security

can train other users on computer systems

can use desktop publishing software
Computer Tools

- can use Microsoft Access (or other database)
- can use Microsoft Excel (or other spreadsheet)
- can use Microsoft Outlook (or other electronic email)
- can use Microsoft Outlook calendar
- can use Microsoft PowerPoint or Project or Visio
- can use Microsoft Word (or other word processing)

Analytical Skills

- analyze accounting, financial or other quantitative data
- analyze financial statements or numerical reports
- record and maintain bookkeeping or quantitative data
- compile statistical data
- produce mathematical computations with accuracy
- review and verify data in hardcopy or electronic format
- detect errors and discrepancies
- reconcile accounting or financial data
- trace or reconstruct transactions

Financial Skills

- monitor expenditures
- prepares financial transaction forms (IRB, SPA, TEAR)
- process cash receipts or reconcile banking statements
- process employee deductions, time entry or other payroll transactions
- negotiate contracts w/ vendors or suppliers
- prepare financial reports and statements of financial position
- forecast budgets
- audit financial data

Office Procedure Skills

- can coordinate events involving multiple parties
- can coordinate travel arrangements and itineraries
- can handle multiple tasks with interruptions
- can maintain calendar and schedule meetings
- can order and maintain inventory of office supplies
- can perform work tasks systematically and consistently
- can perform work with close attention to detail
- can process and maintain recordkeeping or filing systems
- can set daily priorities on workflow
- can use research tools to resolve customer complaints
- demonstrates accuracy and thoroughness
Business Acumen
understands objectives and mission of department and work unit
monitors own work to ensure quality
conserves organizational resources
works within approved budget
develops and implements time and/or cost saving measures
looks for ways to improve process and quality
can perform work with concentration and focus
can work within deadlines and complete work in timely manner

Initiative
volunteers readily
undertakes self-development activities
seeks increased responsibilities
takes independent actions and calculated risks
looks for and takes advantage of opportunities
asks for and offers help when needed
sets and achieves challenging goals
demonstrates persistence and overcomes obstacles
measures self against standard of excellence
takes calculated risks to accomplish goals
seeks ways to foster self-development and growth

Innovation
synthesizes complex or diverse information
collects and researches data
uses intuition and experience to complement data
designs work flows and procedures
translates concepts and information into images
displays original thinking and creativity
uses feedback to modify designs
displays original thinking and generates creative solutions

Problem-Solving Skills
identifies and resolves problems in a timely manner
gathers and analyzes information skillfully
works well in group problem solving situations
uses reason even when dealing with emotional topics
meets challenges with resourcefulness
generates suggestions for improving work
develops alternative approaches and ideas
presents ideas and information in a manner that gets others' attention
Planning/Organizing Skills
- prioritizes and plans work activities; adapts for changing conditions
- communicates changes and progress
- completes administrative tasks correctly and on time
- completes projects on time and budget
- develops realistic action plans
- develops strategies to achieve organizational goals
- manages project team activities
- organizes or schedules other people and their tasks

Reliability
- arrives at meetings and appointments on time
- completes tasks on time or notifies appropriate person with an alternate plan
- ensures work responsibilities are covered when absent
- follows through on commitments
- is consistently at work and on time

Interpersonal Skills
- able to deal with frequent change, delays, or unexpected events
- accepts responsibility for own actions
- adapts to changes in the work environment
- applies techniques for influencing without authority
- approaches others in a tactful manner
- changes approach or method to best fit the situation
- follows instructions, responds to management direction
- reacts well under pressure
- shares expertise with others
- treats others with respect and consideration regardless of their status or position

Cooperation
- applies feedback to improve performance
- balances team and individual responsibilities
- determines in advance how actions by self will impact others
- exhibits objectivity and openness to others' views
- focuses on solving conflict, not blaming
- listens to others without interrupting
- resolves conflict constructively

Customer Service Skills
- has mastery of telephone techniques & etiquette
- exhibits a pleasant, forthcoming demeanor to customers
- responds promptly to customer requests for service and assistance
- responds courteously to requests for service and assistance
- practices follow-up to ensure customer needs are met
- can manage difficult or emotional customer situations
MANAGEMENT SKILLS

Delegating Work
sets clear work unit policies and procedures
manages workflow and adjusts when necessary
provides adequate resources and time
assesses priorities and communicates to staff
reacts to successes and failures with a learning orientation
provides direct help when requested
clarifies where work is heading and why it matters
includes appropriate people in decision-making process

Organizational Leadership
displays willingness to make decisions
solicits and applies customer feedback (internal and external)
relates work tasks to key organizational objectives/ vision
exhibits sound and accurate judgment
supports and explains reasoning for decisions when appropriate
provides vision and inspiration to peers and subordinates
builds commitment and overcomes resistance from others
prepares and supports those affected by change

Managing Staff Performance
provides regular performance feedback
recognizes staff accomplishments
writes clear performance appraisals for staff
writes and communicates work improvement plans
trains staff individually or in groups
provides coaching and counseling to staff

Team Building
develops subordinates' skills and encourages growth
shows respect and sensitivity for cultural differences
promotes an environment without harassment or undue stress
includes staff in planning, decision-making, and process improvement
makes self available to staff
effectively influences actions and opinions of others
designs work methods that encourage staff to work cooperatively
encourages sense of positive affiliation among staff members