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Job Description Development Tool

Overview

The purpose of this tool is to assist with the writing of job descriptions for Non-Academic, Non-Represented employees, which will provide sufficient information for:

- Job requisition and recruitment
- Candidate selection
- New hire orientation
- Employee training
- Performance standards and appraisals.

A **job** is a collection of tasks, functions and responsibilities that an employee is required to perform.

A **job title** captures a unique job role and should provide information on the job function (e.g. Accounting, Legal) and job level (e.g. clerk, coordinator, supervisor, manager).

Each unique job title should have a corresponding **job description**.

Jobs with multiple incumbents performing very similar roles will have a single common job description. Each manager job, performing a unique role in a division or unit, will have an individual job description.

New Job Description Development Process Flow



Narrative Description of Sections of the Job Description (See Page 12 for Sample Job Description)

1. Job Purpose:

In a few sentences, summarize the reason the job exists and the primary goals of the job. Include information on the occupational and organizational role. Also include to which position this job reports.

2. Essential Job Functions:

Describe six to eight essential job functions or responsibilities that are performed as a part of the job.

Tips for Essential Functions:

- Each statement should begin with a verb (see page 5-6).
- Describe the object of the action. For example: Schedules classes for College of Education.
- Include the approximate percentage of time spent on this essential function.
- Do NOT use acronyms. Acronyms must be spelled out.
- Do NOT use the term “responsible for.”
- Note that duties that take up less than 5% of an employee’s time are not considered essential.
- Ensure that essential functions are listed in descending order according to percentage of time.
- Ensure that percentages of time sum to 100%.
- Reserve 5% for “Performs other related duties as assigned.”

Each statement should reflect the expected outcome:

- Write the essential function statement so that someone who has **no knowledge of the job or your department** can understand the work being done.
- Why is the action taken? What is the objective?
- The statements should be concise.
- Group similar tasks and collapse into single statements.
- Eliminate redundancy.
- Avoid jargon.

Suggested Approach to Writing Essential Functions:

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:
 - Prepare written correspondence.
 - Maintain calendar for executive.
 - Answer and direct phone calls.
 - Maintain department files and records.
 - Perform purchasing function for department.
 - Maintain, reconcile and update budget records.
 - Provide functional supervision and training of student employees.
 - Coordinate requests for facilities maintenance and improvements.
 - Provide planning and coordination of department events and functions.
2. **Review** the list and group the duties based upon the specific functions and responsibilities of the position, also known as essential functions. Establish the essential functions. For these duties, the essential functions may include: Administrative Support, Purchasing, Budget Administration, Supervision of students, Facilities Coordination, and Event Coordination.
3. **Condense** the specific job duties into 6 to 8 “essential functions statements” beginning each statement with an action verb (see next page for list). Do **not** use the term “responsible for” when writing essential functions. For example, instead of “responsible for scheduling,” write “schedules classes for College of Education.” Arrange the essential functions in **descending order** of percentage of time spent on each function, reserving 5% for “performs other related duties as assigned.” Percent of time **must** total 100% for all functions combined.

Useful Verbs for Job Descriptions

Management	Clerical	Communication	Assisting	Technical
achieve	approve	address	aid	analyze
administer	arrange	arbitrate	assess	assemble
analyze	catalog	arrange	assist	build
assign	classify	author	clarify	calculate
attain	collect	collaborate	coach	compute
consolidate	compile	communicate	coordinate	design
contract	dispatch	convince	counsel	devise
coordinate	execute	correspond	demonstrate	diagnose
develop	file	counsel	diagnose	engineer
direct	generate	draft	educate	fabricate
discipline	implement	edit	encourage	inspect
evaluate	inspect	formulate	expedite	maintain
execute	monitor	influence	facilitate	operate
implement	operate	interpret	familiarize	overhaul
improve	organize	mediate	guide	program
increase	prepare	moderate	help	remodel
introduce	process	negotiate	maintain	repair
manage	purchase	persuade	motivate	resolve
negotiate	reconcile	promote	refer	troubleshoot
organize	record	publicize	rehabilitate	upgrade
oversee	retrieve	reconcile	represent	
plan	screen	recruit	support	
prioritize	specify	speak		
recommend	tabulate	write		
report	validate			
review				
schedule				
supervise				

Useful Verbs for Job Descriptions

Teaching	Creative	Research	Financial	Miscellaneous
adapt	compose	analyze	administer	enlist
advise	conceive	clarify	allocate	expand
clarify	conceptualize	collect	analyze	improve
coach	create	critique	appraise	initiate
communicate	customize	diagnose	audit	reduce
coordinate	design	evaluate	balance	resolve
demonstrate	develop	examine	budget	restore
develop	establish	extract	calculate	transform
enable	fashion	identify	compute	
encourage	form	inspect	develop	
explain	found	interpret	estimate	
facilitate	illustrate	interview	forecast	
guide	integrate	investigate	plan	
instruct	introduce	organize	project	
lecture	invent	review	research	
persuade	perform	summarize		
set goals	plan	survey		
simulate	produce	systematize		
stimulate	shape			
train				

3. Work Context

Select from the pre-populated drop down lists on job description template:

A. Job Reports to (pick one):

- Vice President/AVP
- Sr. Director
- Director
- Associate Director
- Manager
- Supervisor

B. Leadership Accountability (pick one):

- Develops policy and strategic plans
- Develops strategic plans and interprets policy
- Implements operating plans
- None

C. Supervisory Accountability (pick one):

- Supervises through management personnel
- Supervises professionals and non-managers
- Supervises associates below supervisory level
- None

D. Organizational Accountability (pick one):

- Manages department
- Manages sub-unit of a department
- Manages work group within a sub-unit of a department
- None

E. Financial Accountability (pick one):

- Manages operating budget
- Approves expenditures
- Monitors expenditures
- None

F. Customer Accountability (pick one):

- Interfaces with officials and executives
- Interfaces with regulatory authorities
- Interfaces with customers outside the S/C/D
- Interfaces with customers inside the S/C/D

G. Freedom to Act (pick one):

- Sets broad policies and objectives
- Operates with significant autonomy
- Subject to general input from supervisor
- Subject to regular review by supervisor

4. Minimum Qualifications

Select from the pre-populated drop down lists on job description template:

A. Level of Education (Pick one)

- Less than high school completion
- High school completion (or GED)
- Post high school training (apprentice, certificate)
- Associate's degree (specify field of study)
- Bachelor's degree (specify field of study)
- Master's degree (specify field of study)
- Doctorate degree (specify field of study)
- Medical degree (specify field of study)

You should include: **minimum educational** requirements, such as:

- type of degree, major or coursework in specific discipline
- specialized certification or license
- other subject matter expertise

You may add **preferred educational** qualifications, for example:

- Accounting coursework is preferred.

B. Level of Experience (Pick one)

- Entry level (no prior related work experience)
- Experienced (minimum 2 years of job-related experience)
- Intermediate (minimum 3 years of job-related experience)
- Specialist (minimum 5 years of job-related experience)
- Expert (established subject matter expert, 7+ years experience)

You may expand on the **minimum experience** requirements: such as

- amount of experience in a prior job role
- prior job title or occupational experience
- prior specific functional responsibilities

You may also add **preferred experience** qualifications, for example:

- Higher education experience preferred.
- Experience in a large accounting department preferred.

5. Knowledge, Skills and Abilities

Describe up to 8 areas of knowledge, skills and abilities (i.e., capabilities of fully competent, fully effective employees).

Tips for Knowledge, Skills and Abilities:

The job-specific knowledge, skills and abilities name capabilities necessary to be fully-effective in the job.

See the following categories and suggested wording of knowledge, skills and abilities to consider:

Oral Communications

Able to apply effective interpersonal skills to provide service
Able to effectively present information one-on-one or to small groups
Able to lead meetings or committees
Able to listen and get clarification
Able to make presentations/speeches
Able to negotiate with other parties
Able to persuade or influence others
Able to remember and recall oral instructions provided by others
Able to respond effectively to most sensitive inquiries or complaints.
Able to respond to common inquiries and transfer knowledge to others.
Able to respond well to questions
Able to speak effectively before large groups
Able to transmit instructions to others
Speaks clearly in positive or negative situations

Written Communications

Able to read and interpret written information
Able to remember and recall written instructions provided by others
Able to edit documents for accuracy, grammar and spelling
Able to read and understand complex text (i.e, regulations or policy)
Able to write clearly and informatively (email, memos, letters, reports)
Able to present narrative description of numerical data effectively
Able to vary writing style to meet audience needs

Computer Software and Techniques

Able to navigate through Banner screens
Able to use COGNOS for HR or Finance applications
Able to enter data into Banner, edit and correct as necessary
Able to use EPAF processes accurately
Able to enter HRMS information via Web Forms
Able to resolve problems related to computer hardware
Able to resolve problems related to computer software
Able to setup, troubleshoot and maintain local area networks

Able to setup and maintain servers
Able to setup and maintain computer security
Able to train other users on computer systems
Able to use desktop publishing software
Knowledge of Microsoft Access (or other database)
Knowledge of Microsoft Outlook (or other electronic mail software)
Knowledge of Microsoft Excel
Knowledge of Microsoft PowerPoint or Project or Visio
Knowledge of Microsoft Word)

Analytical Skills

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

Financial Skills

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

Office Procedure Skills

Able to coordinate events involving multiple parties
Able to coordinate travel arrangements and itineraries
Able to handle multiple tasks with interruptions
Able to maintain calendar and schedule meetings
Able to order and maintain inventory of office supplies
Able to perform work tasks systematically and consistently
Able to perform work with close attention to detail
Able to process and maintain recordkeeping or filing systems
Able to set daily priorities on workflow
Able to use research tools to resolve customer complaints
Able to demonstrates accuracy and thoroughness

Management Skills

Delegating Work

Able to set clear work unit policies and procedures
Able to manage workflow and adjust when necessary
Able to provide adequate resources and time
Able to assess priorities and communicate to staff
Able to react to successes and failures with a learning orientation
Able to provide direct help when requested
Able to clarify where work objectives and why they matter.
Ability to identify appropriate people to include in decision-making process

Organizational Leadership

Willing and able to make decisions
Able to solicit and apply customer feedback (internal and external)
Able to relate work tasks to key organizational objectives/ vision
Able to make sound and accurate judgments.
Able to support and explain reasoning for decisions when appropriate.
Able to provide vision and inspiration to peers and subordinates
Able to build commitment and overcomes resistance from others
Prepares and supports those affected by change

Managing Staff Performance

Able to provide regular performance feedback
Able to recognizes staff accomplishments
Able to write clear performance appraisals for staff
Able to write and communicates work improvement plans
Able to train staff individually or in groups
Able to provide coaching and counseling to staff

Team Building

Able to develop subordinates' skills and encourage growth
Able to show respect and sensitivity for cultural differences
Able to promote an environment without harassment or undue stress
Able to include staff in planning, decision-making, and process improvement
Able to influence actions and opinions of others effectively.
Able to design work methods that encourage staff to work cooperatively
Able to encourage sense of positive affiliation among staff members

SAMPLE JOB DESCRIPTION



Job Description For Non-Academic, Non-Represented Classifications

Title: Licensed Social Worker, MSW		Date: 7/13/2020
E Class: NE	EEO: 30	P Class: IC103
Group: 30	Salary Band: C	FLSA: E (Exempt)

Job Purpose

Acts as primary interface for Campus Health Center patients to access services such as peer/family counseling and support, screening, assessment, treatment, consultative services, education and engagement, community organization referrals, outreach and advocacy. Working from an interdisciplinary approach and in collaboration with the staff, provides orientation, consultation, and ongoing training to pertinent staff as needed in order to strengthen the relationship between behavioral health services and other community-based services. Provides direct supervision to social work trainees. Reports to Director of Counseling and Psychological Services.

Essential Functions

Essential functions are the primary duties/major job responsibilities that an employee must be able to perform, with or without reasonable accommodation. The essential functions are listed in order of importance.

Essential Function	% Time
In response to medical provider referrals, conducts brief, non-stigmatizing screenings to assess the needs of college students for mental health and support services, based on medical records, direct interview and interaction with the family and/or discussion with other staff members who interact with the family. Performs comprehensive bio-psychosocial assessment for mental health, substance abuse, co-occurring disorders, domestic violence and medical needs. Conducts follow-up as appropriate based on results of evaluation. Documents findings in patient's medical records according to established protocol.	30%
Provides ongoing consultation for primary care staff in appropriate mental health techniques for college students. Participates in ongoing training on adult behavioral health issues and provides training to primary care clinic staff on mental health topics including counseling skills and confidentiality, medication use and misuse, substance abuse, wellness, rehabilitation, recovery and self-sufficiency. Provides early interventions and referrals to specialty mental health services, including referrals for more intensive psychological or psychiatric support services, if needed.	25%
Provides clinical education, supervision and mentorship of graduate students. Participates in research activities.	20%

Complies with established departmental policies and procedures, objectives, quality assurance measures, program, safety, environmental, and customer service standards. Develops and implements new policies and procedures as needed.	10%
Establishes and maintains a current listing of community organization relationships to meet the needs of the target population. Develops and maintains collaborative working relationships with community providers of adult services. Initiates community organization relationships, disseminates information and makes referrals to the appropriate services as needed.	5%
Assists patients with determining eligibility for health coverage programs and other programs as needed. This includes assistance with forms, making initial contacts and appointments for the patient. Follows up with the patient to ensure access to appropriate services was obtained.	5%
Performs other related duties as assigned.	5%

Work Context

This grid characterizes the position scope.

Job Reports to:	Director
Leadership Accountability:	Develops strategic plans and interprets policy
Supervisory Accountability:	Supervises associates below supervisory level
Organizational Accountability:	Manages work group within a sub-unit of a department
Financial Accountability:	None
Customer Accountability:	Interfaces with customers inside the S/C/D
Freedom to Act:	Subject to general input from supervisor

Minimum Qualifications

Education Master's degree

Master's degree in social work from an accredited college or university. State of Michigan licensure and certification in social work.

Experience Experienced (minimum 2 years of job-related experience)

1-2 years of clinical social work experience, preferably in a primary care or other medical setting.

Knowledge, Skills and Abilities

- Desire to work with a diverse population.
- Knowledge of health information related to college students
- Strong positive communication skills.
- Works well as part of an interdisciplinary team.
- Ability to maintain cultural sensitivity in all actions.
- Skilled in use of Electronic Health Records.
- Ability to complete work and articulate provider concerns in a timely and concise manner.

- Knowledge of appropriate billing and documentation as a social worker.

Working Conditions

Locations:

Wayne State University Campus Health Center and Counseling and Psychological Services
and/or Taylor Street Primary Care Clinic