



Lake Sumter
State College

Classification and Compensation Study Project

Job Analysis
Questionnaire
(JAQ)

INSTRUCTIONS AND OVERVIEW

The Job Analysis Questionnaire (JAQ) is to be used to document job content details and attributes needed to prepare a new position or update a current job description.

Please complete the Job Analysis Questionnaire by providing specific job duty details for both the work assigned and the work performed in this job.

EMPLOYEE

- Read each question carefully.
- Describe the **position, not the person** in the position.
- When answering the questions, please pay attention to the priority assigned to important tasks and make sure these priority statements or rankings are accurate.
- Clearly indicate the primary duties and responsibilities actually being performed in this job currently. Do not list duties and/or responsibilities that are no longer valid.
- Provide descriptive information to give a thorough and clear understanding of the position.
- Use the current job description only as a guide or starting point.
- Sign, date and forward the completed questionnaire to your supervisor.

SUPERVISOR

- Read each question carefully.
- Describe the **position, not the person** in the position.
- When answering the questions, please pay attention to the priority assigned to important tasks and make sure these priority statements or rankings are accurate.
- Clearly indicate the primary duties and responsibilities actually being performed in this job currently. Do not list duties and/or responsibilities that are no longer valid.
- Provide descriptive information to give a thorough and clear understanding of the position.
- Use the current job description only as a guide or starting point.
- Sign, Date and forward the completed questionnaire to your supervisor.

POSITION INFORMATION

Department Name: _____ Campus: _____ Location(s): _____	Check: <input type="checkbox"/> Existing Job <input type="checkbox"/> New Job <input type="checkbox"/> Vacant Job FTE: _____ Working Hours: _____
Current Job Title: _____ Position #: _____ Classification: _____	Check FLSA Status: <input type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Employee's Name:	Recommended Job Title: _____ Job Code: _____ Pay Grade: _____
Supervisor's Name:	Supervisor's Job Title:
Employee's Phone Number:	Employee's Email:
Supervisor's Phone Number:	Supervisor's Email:

GENERAL POSITION JOB SUMMARY

Provide a brief summary of the primary role of this position. Be sure to describe what the job is meant to accomplish.

ESSENTIAL FUNCTIONS (DUTIES AND RESPONSIBILITIES)

Use an action verb to describe each primary duty or responsibility for this position and list them according to their priority level (highest to lowest). You can group like items. Next, indicate the approximate percentage of time spent performing each one.

You can refer to both the activity dictionary or action verbs listing. Additional information can be attached.

	Primary Duties and Responsibilities	Percentage of Time
1.		%
2.		%
3.		%
4.		%
5.		%
6.		%
7.		%
8.		%
9.		%
10.		%
	Total percentage must equal 100%.	100%

REPORTING RELATIONSHIPS AND SUPERVISORY RESPONSIBILITY

- Job title(s) you report to? _____
- Job title(s) report to you? _____

Check the statement which best describes the position. Choose only one box.

- No formal supervisory authority.
- Lead Worker – Assigns, trains, schedules, oversees, or reviews works of others.
- Project Manager – No formal supervisory but directs work on projects.
- Manager – Plans and directs the work of supervisors.
- Director/Executive – Delegate authority to carry out work of units.

If supervision performed, indicate number of employees supervised and employee status.

- How many do you directly supervise: _____
- How many do you indirectly supervise: _____

JOB FACTORS MINIMUM REQUIREMENTS FOR THE JOB

Complete the 11 job factors. Read each section carefully and answer/check the job factors that best applies to the **job** requirements.

Education:

This factor measures the general knowledge required for performing the job responsibilities, as measured by minimal acceptable education levels. It measures the breadth and depth of practical knowledge an Employee must possess that is normally acquired through formal schooling, rather than prior work experience or informal on-the-job training.

What is the level of education for the job?

Check the minimum formal education level that a person new to this **job** would need to perform the job successfully. Choose only one box.

- No formal education required
- High School diploma or G.E.D.
- Trade school
- Some college
- Associate's degree
- Bachelor's degree
- Master's degree
- Doctorate degree
- Other - Please specify _____

Experience:

This factor measures the minimal amount of experience required to competently fulfill the requirements of the **job**. Qualifying experiences may have been acquired on related work or lower level jobs either with the College or with former employers.

Check the minimum experience level that a person new to this job would need to perform the job successfully. Choose only one box.

- None
- None to 1 year or less
- 2 Years
- 3 - 4 Years
- 5 - 8 Years
- 9 -12 Years

Licensure, Registrations, Certifications or Special Requirements:

This factor measures knowledge required for performing the job responsibilities, as measured by minimal licenses, registrations, certifications or special requirements acceptable levels. It measures the breadth and depth of practical knowledge an Employee must possess that is normally acquired through formal schooling, rather than prior work experience or informal on-the-job training.

Are there any licenses, registrations, certifications or special requirements? _

Please specify the required and/or preferred licenses, registrations, certifications or special requirements: _____

Authority:

This factor measures the latitude or freedom of action inherent in the job and the extent to which the responsibility for exercising such action is required.

Check the **authority job** box that a person new to this job would need to perform the job successfully. Choose only one box.

- Work is performed under direct supervision, following approved policies and procedures. Generally responsibilities are prescribed and initiative is encouraged in the improvement of one's own work assignment or within one's department.
- Work is performed under direct supervision, following policies and procedures; some responsibility for making suggestions or contributing to the formulation of policies, procedures or operational improvements within one's own department would be typical.
- Work is typically performed under the supervision of a department head or director; guided by general administrative policies and procedures. Moderate responsibility for formulating and administering procedures related to personnel, financial or general administration of the College.
- Exercise of responsibility required in departmental areas of the College and only general supervision is received. Execution of responsibility involves interpreting non-routine academic, fiscal or

Authority (continued):

administrative matters where precedent does not exist; some freedom of choice in approach to problems, methods of operations and the setting of goals and objectives.

Substantial exercise of responsibility required across departments/ functions of the college. Execution of responsibility involves recommending significant policy changes in academic, fiscal, or human capital matters. Substantial freedom of choice in approach.

Functions with little or no direct supervision in accordance with the goals set forth by top administrators and/or Board of Trustees having impact across the college. Employee is free to follow own methods and techniques for approach to problems, operational procedures and goal setting.

Considerable responsibility for creativeness where policies, procedures and precedents do not exist in areas of fiscal, administrative or academic management and college- wide fiscal and budget responsibility.

Physical Exertion:

This factor measures the level of physical efforts required by the job.

Check the **physical exertion job** box that a person new to this job would need to perform the job successfully. Choose only one box.

Standard movements with limited physical exertion required for work.

Minor physical exertion - lifting, pushing, pulling, and carrying, etc. up to fifteen pounds regularly required for you to perform your job.

Manual labor requiring moderate physical exertion - consistent need to lift, push, pull, carry, etc. up to 75 pounds. Involves moderate discomfort. May require special safety precautions, such as working around moving parts, machines or with irritant chemicals. Employees may be required to use protective clothing or gear.

Manual labor requiring significant physical exertion - consistent need to lift, push, pull, and carry, etc. over 75 pounds. Requires unusual environmental stress, such as working at great heights or under extreme outdoor weather conditions.

Independence:

This factor measures the amount of autonomy in decision-making is involved in the job.

Check the **independence job** box that a person new to this job would need to perform the job successfully. Choose only one box.

- Follows specific instructions. Some initiative and original thinking is encouraged for own work and department area. Work is subject to close supervision and review.
- Plans own time to meet predetermined schedules; work is subject to supervision and review. Follows general instructions and directions and makes recommendations for own work and department area.
- Requires independent effort with limited direct supervision; uses original thinking to develop, recommend or initiate policies and procedures.
- No direct supervision; requires full independence for a major area of the College; originality and initiative needed to develop programs in major areas.
- No direct supervision; requires an innovative, creative thinker to initiate long range programs, goals, policies and procedures. Individual must identify problem areas and change or modify that sector of the College as needed. Ability to foresee and evaluate possible problems and to plan alternative solutions in order to nurture growth and stability within the College.

Type of Supervision:

This factor measures the scope of supervision you exercise.

Check the **type of supervision job** box that a person new to this job would need to perform the job successfully. Choose only one box.

- No supervision exercised.
- Regularly assigned lead worker; assists with technical guidance and training.
- Supervise up to 10 full-time employees.
- Supervise up to 20 full-time employees.
- Supervise more than 20 full-time employees.
- Direct and coordinate two or more major departments through subordinate supervisors.
- Manage and direct major divisions of the College or major areas of student activities.

Scope and Effect:

This factor measures the relationship between the nature of the work and the effect of work products or services have within and outside the College.

Check the **scope and effects job** box that a person new to this job would need to perform the job successfully. Choose only one box.

- Work requires the performance of specific operations. Work product or service is required to facilitate the work of others; the impact is mostly within own department or for the timely provision of services to others.
- Work requires the execution of specific procedures and operations that are generally non-routine. The work product or service affects the accuracy, reliability, or acceptability of further processes or services offered by other departments.
- Work involves establishing criteria; formulating projects; assessing program effectiveness; or investigating or analyzing a variety of unusual conditions, problems, or questions. The work product or service affects a wide range of College activities and/or departments.
- Work involves planning, developing, and carrying out vital administrative programs for the campus or College. The programs are essential to the missions of the College or affect large numbers of people on a long-term or continuing basis.

Problem Solving:

This factor measures the ability to discern all elements in a given situation, determine the key factors and formulate a solution.

Check the **problem solving job** box that a person new to this job would need to perform the job successfully. Choose only one box.

- Uses common sense; some independent judgment is encouraged in choosing tasks. Performs prescribed tasks.
- Selects proper action from well-defined alternatives; analyzes data by generally established routines. Performs operations from general instructions.
- Uses independent judgment in making decisions where alternatives are not clearly defined; researches and analyzes data pertaining to problems of a routine nature.
- Uses independent judgment in planning sequence of major operations and in making decisions from complex alternatives. Analyzes data to solve complex, non-routine problems; interprets general policy and develops instructions for others.
- Uses independent judgment to develop general objectives and plans; selects course of action from complex alternatives. Decisions are subject only to general review. Performance may affect the entire College.
- Develops major goals and objectives for the College. Analyzes and evaluates programs of College activities; develops policies and plans; determines courses of action. Decisions substantially affect the entire College both at the current time and in the future.

Knowledge:

This factor measures refers to the mastery of, or familiarity with, an identifiable body of information, practices, or principles. It can be measured objectively.

Check the **knowledge job** box that a person new to this job would need to perform the job successfully. Choose only one box.

- Knowledge of routine, or repetitive tasks or operations which typically includes following step-by-step instructions and requires little or no previous training or experience, or skill to operate basic equipment.
- Knowledge of a body of standardized rules, procedures or operations requiring considerable training and/or experience to perform the full range of standard assignments and resolve recurring problems. Or, skill, acquired through considerable training and experience, to operate varied equipment.
- Knowledge of an extensive body of rules, procedures or operations requiring extended training and/or experience to perform a wide variety of interrelated or non-standard assignments and resolve a wide range of problems. Or, practical knowledge of standard procedures in a technical field.
- Knowledge of basic concepts and methodology of a professional or administrative occupation, and skill in applying this knowledge in carrying out assignments. Or practical knowledge of technical methods to perform assignments such as carrying out limited projects that involve use of specialized complicated techniques.
- Knowledge of a wide range of concepts, principles and practices in a professional or administrative occupation and skill in applying this knowledge to difficult and complex work assignments. Or a comprehensive, intensive, practical knowledge of a technical field and skill in applying this knowledge to the development of new methods, approaches, or procedures.
- Mastery of a professional or administrative field. Applies theories and new developments to problems. Makes recommendations significantly changing, interpreting, or developing important policies or campus-wide programs.

Nature of Relationships:

This factor measures the type of influence the Employee must display in dealing with other people, and type of contacts the job has with others.

Check the **nature of relationships job** box that a person new to this job would need to perform the job successfully. Choose only one box.

- Interaction requires exchange of information, in same department or office.
- Contact with persons outside of office or department, generally to furnish or obtain information.
- Interaction requires coordination and advising on work efforts to resolve operating problems/issues with individuals. Required to obtain cooperation and maintain goodwill.
- Interaction requires furnishing and/or obtaining detailed and/or technical information with groups of people. Required obtaining cooperation and maintaining goodwill with groups or significant College constituencies.
- Interaction requires ability to motivate and influence people or groups of people. Contacts involve carrying out College policies or programs. Improper handling of relationships may materially affect College reputation.
- Interaction requires considerable persuasiveness and leadership skills to obtain action, consent, agreement, or approval. May involve difficult negotiations or a high degree of diplomacy and judgment. Contacts impact College governing, growth, and funding.

WORKING CONDITIONS AND PHYSICAL EFFORT

Complete all items by checking the appropriate box	Yes	No
Lift, carry, push, pull, install or remove objects weighing 20 to 49 pounds.	<input type="checkbox"/>	<input type="checkbox"/>
Lift, carry, push, pull, install or remove objects weighing in excess of 50 pounds.	<input type="checkbox"/>	<input type="checkbox"/>
Reach and grasp objects.	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, bend, kneel, crouch, or crawl.	<input type="checkbox"/>	<input type="checkbox"/>
Stand for extended periods of time.	<input type="checkbox"/>	<input type="checkbox"/>
Use of video display terminal.	<input type="checkbox"/>	<input type="checkbox"/>
Use of manual dexterity and fine motor skills.	<input type="checkbox"/>	<input type="checkbox"/>
Identify and distinguish colors and shades of color.	<input type="checkbox"/>	<input type="checkbox"/>
Communicate information orally and in writing.	<input type="checkbox"/>	<input type="checkbox"/>
Receive and understand information through oral and written communication.	<input type="checkbox"/>	<input type="checkbox"/>
Proofread and check documents for accuracy.	<input type="checkbox"/>	<input type="checkbox"/>
Work with equipment or perform procedures where carelessness may result in	<input type="checkbox"/>	<input type="checkbox"/>
Experience exposure to uncomfortable work environment due to extreme temperature, noise level, and other conditions.	<input type="checkbox"/>	<input type="checkbox"/>
Risk for occupational exposure to blood borne pathogens.	<input type="checkbox"/>	<input type="checkbox"/>
Operate motor vehicle.	<input type="checkbox"/>	<input type="checkbox"/>
Work a fluctuating work schedule.	<input type="checkbox"/>	<input type="checkbox"/>

OTHER ESSENTIAL TRAINING AND KNOWLEDGE, SKILLS AND ABILITIES

Check any skills **required** or **preferred** for the job, such as special courses, licenses, registrations, certifications or special requirements. What skills does a person need to do the job? What knowledge does a person need to do the job? What abilities does a person need to do the job? (Such as public speaking, customer service abilities, troubleshooting computer systems, Certified Public Accountant).

Description	Required	Preferred
Valid Florida State Driver's License	<input type="checkbox"/>	<input type="checkbox"/>
Professional Customer Focus Skills	<input type="checkbox"/>	<input type="checkbox"/>
Effective Communication Skills	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated People Management Skills	<input type="checkbox"/>	<input type="checkbox"/>
Ability to Prioritize and Multitask with Competing Demands	<input type="checkbox"/>	<input type="checkbox"/>
Efficient Time Management	<input type="checkbox"/>	<input type="checkbox"/>
Detail Oriented Proficiency	<input type="checkbox"/>	<input type="checkbox"/>
Experience working with Microsoft Office Professional Suite	<input type="checkbox"/>	<input type="checkbox"/>
List the knowledge that is required and preferred for this job.		
List the knowledge that is required and preferred for this job.		

EQUIPMENT, TOOLS, RESOURCES, TECHNOLOGY, MATERIALS, AND/OR VEHICLES

List the equipment, tools, resources, technology, material and/or vehicles is needed to perform job duties based on frequency of use:

Daily – _____
Weekly – _____
Monthly – _____

CONTACTS

What work-related contacts does this job have with people or organizations inside and outside? What are the purpose and frequency of the contacts? (Daily, Weekly, Monthly)

Board – _____
Executive – _____
Staff same department – _____
Staff different department – _____
Public agencies – _____
Vendors, Suppliers, Consultants – _____
Professional associations/activities – _____
General public – _____
Other outside – _____

FINANCIAL RESPONSIBILITIES

Is the job responsible for budget?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does this job support a manager's budget?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please describe your participation and responsibilities in accounting, purchasing, budgeting and financial analysis and list any appropriate dollars amounts for which you are responsible.		

DECISION-MAKING/PROBLEM-SOLVING

Check the statement which best describes the job. Chose only <u>one</u> box.
<input type="checkbox"/> Required to make few, if any, decisions.
<input type="checkbox"/> Decisions are defined by clear written standards or oral commends.
<input type="checkbox"/> Decision are guided by policy, ability to decide how to apply the policy to situations.
<input type="checkbox"/> Decide whether or not policy applies to situations.
<input type="checkbox"/> Decide what the policies are and how they are applied.
Please describe the most important / difficult decisions you make on a regular basis.

OTHER INFORMATION

- Is this job similar to other jobs in your department, division, college? If yes, how?

- List any aspect of the job not covered in the preceding questions that are necessary for a more completed understanding of this job.

Supervisory Section

I have carefully reviewed the JAQ.

Yes

No

If you do not agree please explain in this section.

Signature Section

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____

Manager / Director Signature _____

Date _____

Vice President Signature _____

Date _____

Additional Information or Comments (Optional)