



Job Evaluation: Job Description Template

Since 2011, University of Waterloo job descriptions have been written using an accountabilities based format versus the previous task based format. The accountabilities based job description template is downloadable through this link and should be used for all new positions and for any revisions to positions which still correspond with the task based template. Towards the end of 2014, task based job descriptions will no longer be accepted to support evaluation.

Once the evaluation of a position is complete, the job description is posted to the internet and the corresponding job grade is stated. It is important for descriptions to be approved and finalized before being submitted for evaluation as revisions to job descriptions after the job grade is determined will not be eligible for a repeat evaluation. Any job descriptions received for evaluation without a department leader approval will be returned to the manager to gather the appropriate approvals.

There are several job description examples posted online for reference if writing the description proves to be challenging for managers. Writing job descriptions is not something that the HR department can do on behalf of managers since it is manager who understands the accountabilities of each role in their teams. Human Resources Advisors may be able to provide managers with advice and guidance.

The job description template describes the content that belongs in each section of the job description. Please remove the descriptions when you populate the template with actual details of the job. Additional guidance for completing the four key sections is provided below:

(i) PRIMARY PURPOSE

What is the primary purpose of the job? Please refer to the results expected of the job, why was the job created, what is the benefit of the job to the department and organization.

This section will simply give the reader a one or two sentence overview of what the position's major accountabilities are. Preferably, this section should be no more than one or two sentences long.

Example:

Human Resources Advisor: *This position is responsible for MANAGING relationships with KEY STAKEHOLDERS across campus.*

Human Resources Director: *This position is responsible for CONTRIBUTING to the STRATEGIC DIRECTION to ACHIEVE REQUIRED BUSINESS RESULTS.*

(ii) KEY ACCOUNTABILITIES

What are the major duties and responsibilities of the job?

- You can divide the major duties in a job into 4 to 5 major categories and these broad categories should reflect at least 80-90% of the job (e.g. client service, technical, operations, market development, management of people). Cover the “what” of the job, not the “how”.
- Explain what the job does, not which tools it uses to do the job, not who the person needs to talk to in order to perform the task.
- Describe a typical work day. What are the specific responsibilities and what are the key measures of success?

Watch out when using the words “responsible” or “accountable” – there are only a few jobs in the organization that can be ultimately accountable for a major aspect within a group. Lower level positions may be responsible for a process within the overall accountability, or may be responsible for an individual task within the major task. Use key verbs to best describe what the position does.

For all positions that are responsible for the management of people, the following wording or something similar should be a key accountability.

Ensures the effective utilization, deployment and development of people and capital resources:

- *Deploys staff to productively meet department goals and objectives.*
- *Coaches, trains and develops employees in <unit name> to assure growth and development of those individuals for the role, department and University.*
- *Conducts Annual Performance Plans with direct reports, and ensures adherence to Annual Performance Planning and Review process within the department.*

(iii) POSITION REQUIREMENTS

If you were hiring today, what would be the minimum qualifications required for the job?

Think about the formal/technical schooling, education level, technical skills required (e.g. job specific training, computer skills), what specific type of experience is required (e.g. licence or certificates required). Differentiate between education and experience. For example, to be a high-level administrative support person, the education requirement may not be high, but the experience required would be very high.

(iv) NATURE AND SCOPE

There are five components to this section and a sixth of “Other” should be used if there are any other key details that have not been captured (e.g. work that is performed annually, per term or otherwise infrequently).

a. Interpersonal Skills

Who are the typical internal/external contacts for the job? What is the reason for the contact with others (see list below.) Some jobs will only have internal contact and some jobs will have both.

Internal Contacts may include (within organization): Subordinates, Co-Workers, Supervisor/Manager, Other Staff.

Main reasons for INTERNAL contact may include: (Choose one)

- Ask clarifying questions
- Receive instructions/communicate acceptance
- Exchange or provide simple information
- Obtain, clarify, and discuss information
- Present, discuss information and problems
- Collaborate, negotiate and “sell” ideas
- Obtain action, reach agreement and negotiate
- Deal with, influence or motivate employee(s) or group(s) of people (usually internal)
- Deal with, influence, motivate customers or suppliers (usually external)
- Promote, justify or settle highly sensitive matters

External Contacts may include (outside company): Professional Contacts, Suppliers, Customers, Visitors, General Public, etc.

Main reasons for EXTERNAL contact may include (Choose one)

- Ask clarifying questions
- Receive instructions/communicate acceptance
- Exchange or provide simple information
- Obtain, clarify, and discuss information
- Present, discuss information and problems
- Collaborate, negotiate and “sell” ideas
- Obtain action, reach agreement and negotiate
- Deal with, influence or motivate employee(s) or group(s) of people (usually internal)
- Deal with, influence, motivate customers or suppliers (usually external)
- Promote, justify or settle highly sensitive matters

b. Level of Responsibility

- (i) What type of assistance, influence, control or leadership does the job provide to other jobs? (i.e. co-worker support, coaching, technical support/training, and all levels of supervision).
- (ii) What is the scope of responsibility for the job?

Please choose from the list below:

No Direct Supervision of others

- The job has defined duties and responsibilities and receives direct supervision.
- The job has defined specialized or routine tasks and receives specific guidance.
- The job has specialized work with minimal supervision and provides guidance to others.
- Manage a company-wide function or process that is specialized but has no direct reports

Direct Supervision of others

- The job has defined specialized or routine tasks and has direct supervision of others.
- The job has specialized work with minimal supervision and has direct reports reporting to it
- Manage a company-wide function or process that is highly specialized with direct reports
- Manage a department and responsible for the work in the department within a region.
- Manage a department and responsible for the work in the department across the company.

c. Decision-Making Authority

What are the typical problems the job is required to solve? What are the typical recommendations or decisions the job is required to make? At what point would you refer a problem to your manager?

d. Physical and Sensory Demands

What are the typical physical and sensory demands that the job is normally exposed to?

<i>Physical Demands</i>	<i>Sensory Demands</i>
<ul style="list-style-type: none"> • Extensive sitting • Extensive standing • Extensive walking • Bending/stretching • Pushing/pulling • Climbing • Repetitive and/or precise hand/finger movements • Awkward postures • Confinement to a work station • Lifting, carrying and/or handling objects 	<ul style="list-style-type: none"> • Concentrated and attentive use of one or more senses (e.g., visual or audio) in <ul style="list-style-type: none"> – Matching or tabulating raw data inputs or outputs (e.g., data entry, inspecting, tabulating data, proof-reading, etc.) and – Dealing with distractions in the environment Which, in turn, result in fatigue or strain

Based on the demands for the job, indicate the description that applies:

- Requires exertion of physical or sensory effort resulting in **slight** fatigue, strain or risk of injury.
- Requires exertion of physical or sensory effort resulting in **moderate** fatigue, strain or risk of
- Requires exertion of physical or sensory effort resulting in **extreme** fatigue, strain or risk of

e. Working Environment

What are the typical working conditions to which the job is normally exposed (e.g. office based, extensive travel, occasional travel, risk, etc.)?

<i>Physical Conditions which increase the risk of accident, ill-health or physical discomfort</i>	<i>Psychological Factors, which increase the risk of stress, tension or anxiety even in someone well, suited to the job.</i>
<ul style="list-style-type: none"> • Unavoidable exposure to dangerous situations or to hazardous substances and environments • Unavoidable exposure to dangerous or unpleasant environmental elements such as: <ul style="list-style-type: none"> – odours (food) – chemicals, – infections, or disease, – noise or air pollutants, – dirt or dust, – vibration, – extreme temperatures, – adverse weather conditions for driving and/or for outdoor work 	<ul style="list-style-type: none"> • Exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable • Disruptions in lifestyle due to: <ul style="list-style-type: none"> – travel requirements and/or – unusual hours or schedules • Monotony, boredom and tedium due to extensive repetition • Lack of control over work pace due to: <ul style="list-style-type: none"> – control by machine or work process – irregular and/or high volumes beyond one's control – multiple and/or tight deadlines beyond one's control • Deprivation caused by <ul style="list-style-type: none"> – isolation – closed working space – lack of privacy – constant interruptions

Template example:



DATE:	
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JOB TITLE: _____

REPORTS TO (job title): _____

JOBS REPORTING (job titles): _____

LOCATION: _____

PRIMARY PURPOSE: [In paragraph format, describe the primary purpose, results expected, and why was the job created?]

KEY ACCOUNTABILITIES: [3-4 key accountabilities of the role, these key accountabilities should reflect 80%-90% of "what the job does not the "how" (tasks)]

1.	[Insert broad accountability description here and in bullet form below, state specific deliverables] <ul style="list-style-type: none">
2.	[Insert broad accountability description here and in bullet form below, state specific deliverables] <ul style="list-style-type: none">
3.	[Insert broad accountability description here and in bullet form below, state specific deliverables] <ul style="list-style-type: none">

POSITION REQUIREMENTS: [if we were hiring today, what would be the minimum requirements]

Education: [level of education]

Experience: [what specific type of experience is required]

Technical: [job specific experience, computer skills]

MS Word	Excel	PowerPoint	Other

NATURE AND SCOPE:

- Interpersonal Skills:** [e.g. presentation skills, negotiating, communication]
- Level of Responsibility:** [e.g. staff management, influence, leadership, coaching, functional direction]
- Decision-Making Authority:** [e.g. what are the types of decisions the job is required to make, at what points are decisions referred, problem solving]
- Physical and Sensory Demands:** [e.g. distractions, attention to detail, lifting, carrying]
- Working Environment:** [e.g. office based, extensive travel, occasional travel, risks]