

Assignment 1: Job Analysis Project

Requirement: You are to create a comprehensive job analysis for a job of your choice.

Method to Use: Interview – cannot be yourself, find a friend or coworker who would be willing to sit down and talk about their job. Do not use organizational materials that have been created already. However, use of the O*NET as a starting point would be acceptable.

Due Date: February 24

Tips for Collecting and Reporting Job Data

1. Focus on work behaviors when developing work duties that describe tasks
 - Remember that all work behaviors may not be visible (such as many activities in managerial work).
2. Use **present-tense action-verbs** precisely in describing all tasks. The verb should be appropriate for the task and the use of verbs should keep the narrative moving.
 - Example: A forklift operator may actually *operate* a forklift while a maintenance dude may just *prepare* the forklift for operation. They both use or deal with the same equipment, but the appropriate use of verbs discriminates between what they do in their job.
3. People will forget to report many KSAs because they do not associate them as being central to their job. Ask questions that prompt individuals to think of the KSAs needed for their jobs including things like understanding written or oral instructions, ability to communicate with others and give instructions, and preparing documents for reports. Basically, get your interviewee to think through every nook and cranny of their job, no task is too small to be considered.
4. Be specific, but do not get bogged down in details that may change often. If they must know how to operate “Windows 98,” probably they will have to operate “Windows XP” before long. Think about the context of their working environment as well as business industry and consider how things like technology can change rapidly (or not).
5. Assess both the **Importance** and **amount of time** spent in each task. You must rank the tasks by importance. Some of the most critical tasks may be performed a small percentage of the time (e.g., lifeguard). Firefighters spend a lot more time training to put out fires than they do putting them out.
6. Factors to determine whether a duty is **essential or marginal**. Basically, to be essential:
 - a. The position must exist to perform this duty.
 - b. There should not be other employees who could perform this duty; removing this duty will fundamentally alter the position.
 - c. The incumbent is to be hired based on highly specialized expertise to perform that duty.
 - d. How much time is spent performing the essential duty? Duties that involve only a small amount of time may be suspect.
 - e. What are the consequences of not requiring the incumbent to perform this duty?

Background Information For (JOB TITLE)

Job Analyst's Name:

Date and Time of interview:

Subject Matter Expert:

Title:

Male/Female

Date Incumbent Started Job:

Number of Subordinates:

Supervisor:

Supervisor Title:

Male/Female

Job Analysis Reviewed by (Date):

Job Summary (Two to four line summary of the job)

The primary purpose of this position. Most important tasks. K,S,As that incumbent must have first day of job (Job Specs).

Task Analysis for (JOB TITLE)

Job Tasks must be arranged in order of importance labeled from A-Z. However, specific duties and frequencies vary depending upon such factors as the number of other incumbents in the position and related classifications. Just report as if everyone performing the job you are analyzing spends the same amount of time doing the task (set of duties) that the person you are interviewing does.

For each Task:

- *Provide a general description of task in bold face type as your first line of description.*
- *Denote whether the task is **Essential** (must be performed with or without reasonable accommodation) or **Marginal** (not essential, could be performed by other employees).*
- *Estimate of the amount of time (as a percentage) that a person spends on the task (weekly).*
- *In non-bold faced type, describe the specific activities that can be categorized under the task description.*
 - ***NOTE** that the **FIRST WORD** of the description **AND** the **FIRST WORD** of every sentence in the description summary (job duties) must be an **ACTION VERB**.*

Example for the job of LOAN OFFICER

A. Interviews applicants and requests specified information for loan applications (Essential/30%).

Obtain current applicant file before meeting. Meets with applicant and gathers personal of company information depending on client and type of loan. Discerns the purpose and amount of the loan. Collects credit information from credit bureau. Gives information to processor to enter into database.

Job Specifications for (JOB TITLE)

Job Requirements

List any educational requirements, licensing requirements, prior experience, specific skills and abilities, computer programs that incumbent must have before starting the job, or that are at least highly preferable.

Knowledge, Skills, and Abilities (KSA's) Required by the Position

List the K, S, and A's that incumbents need to perform their job.

- *List the KSA's in order of importance.*
- *The should be organized according to the following template:*

Knowledge

K1
K2
...KN

Skills

S1
S2

Abilities

A1
A2

Narrative for (JOB TITLE)

Supervisory Controls

Describe how and by whom work is evaluated and how often as well as whether or not this individual has any supervisory responsibilities of his or her own.

Complexity

To what extent is the job simple, straightforward and readily able to be evaluated as opposed to being complicated and perhaps mentally and physically taxing. Describe the elements of the job that may make it more or less complex.

Scope and Effect

How wide are incumbents job responsibilities? Is incumbent only responsible for own work, or the job performance of others? How expensive are mistakes?

Teamwork Requirements

Does incumbent need to function as member of a work team in any way or is their work done independently of other workers? Are team members from within department, within company, or outside of company? What roles are incumbents likely to play in teams?

Personal Contacts

Who must the incumbent be in contact with on a daily basis? Why is communication necessary with these contacts? In general, what is the nature of this communication (e.g., friendly, adversarial, negotiation)?

Work Environment

Describe the typical work environment? Is it hazardous, noisy, boring, outside, necessitating protective gear, require special equipment, have an unusually large amount of noxious fumes involved? Is there travel involved (what percentage of the time, what scale)?