



Job Description Questionnaire
Human Resources Department

POSITION: NEW REVISED

JOB TITLE

DEPARTMENT OR COLLEGE/SCHOOL

NAME OF INCUMBENT

DATE

SUPERVISOR (PLEASE TYPE)

SUPERVISOR'S SIGNATURE

Job Description Questionnaire

The purpose of completing this Job Description Questionnaire is to enable the University to prepare or update a job description and to evaluate it for setting or confirming its appropriate category within a University-wide compensation structure. You are the best information source about your own job. It may have existed for many years, but it certainly has changed to some degree from the last time it was evaluated.

Take time to think about this position and how it contributes to accomplishing the Mission of the University of Detroit Mercy.

Mission Statement

The University of Detroit Mercy, a Catholic university in the Jesuit and Mercy traditions, exists to provide excellent student-centered undergraduate and graduate education in an urban context.

A UDM education seeks to integrate the intellectual, spiritual, ethical and social development of students.

Consider how your job responsibilities relate to the job responsibilities of other employees within your department, to students and to the entire University. You and your supervisor may wish to work together to identify the most important responsibilities of your job.

As you complete the Questionnaire, reflect on the following:

- The purpose of your job
- External contacts
- The impact your job has on the ability of other employees to serve students
- The major tasks of your position
- The regular, repetitive duties you perform and their importance
- How your work supports other departments
- How other departments support your work
- Decisions you make and their impact on the department and University
- The impact your job has on the ability of UDM to attract and retain students

When you have completed the Questionnaire, please return it to your supervisor for signature.

Thank you.

3. **EXPERIENCE (DEPTH)** – Select the minimum level of similar or related experience needed to successfully accomplish the essential duties of this job (consider along with educational requirement).

- | | | |
|--|--|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Two years to five years | <input type="checkbox"/> Seven years to ten years |
| <input type="checkbox"/> Up to six months | <input type="checkbox"/> Five years to seven years | <input type="checkbox"/> Ten years to fifteen years |
| <input type="checkbox"/> Six months to two years | | <input type="checkbox"/> At least fifteen years |

4. **EDUCATION (DEPTH)** - Select the minimum level of formal education needed to perform the duties and fulfill the responsibilities of the job (consider along with experience requirement).

- No high school diploma or GED required
- A high school diploma or GED
- A two-year college degree or completion of a specialized course of study at a business or trade school or 18 months to four years of work experience in a related field.
- A college degree or four to eight years of work experience in a related field.
- A college degree and a professional certificate or graduate degree; or 10 or more years of work experience in a related field.
- A doctorate degree

A. **FOR RECRUITING PURPOSES ONLY:** COMBINATION OF EXPERIENCE AND EDUCATION – Select the minimum level of similar or related experience and education needed to successfully accomplish the essential duties of this job.

No high school diploma or GED required **(NO SUBSTITUTE)**

A high school diploma or GED **(NO SUBSTITUTE)**

A two-year college degree or completion of a specialized course of study at a business or trade school or 18 months to four years of work experience in a related field.

(NO SUBSTITUTE)

- A college degree or four to eight years of work experience in a related field.
(1) Eight (8) years of related experience can substitute for a bachelor’s degree.
(2) As earned associate’s degree relate to the position AND four (4) years of related experience can substitute for a bachelor’s degree.

- A college degree and a professional certificate or graduate degree; or 10 or more years of work experience in a related field. **(Four (4) years of related experience can substitute for a master’s degree, when applicable).**

A doctorate degree **(NO SUBSTITUTE)**

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5. *MANAGERIAL RESPONSIBILITY* –

Does this job have supervisory responsibilities? Yes No

How many employees are directly supervised by this job?

How many of these employees are student employees?

Are there subordinate supervisors reporting to this job? Yes No

If yes, how many subordinate supervisors report to this job?

How many employees, in total, report to the subordinate supervisors?

What are the names of the department(s) supervised by this job?

6. *INTERPERSONAL SKILLS* – The level of direct contact skills needed to work effectively with people inside and outside the organization.

Normal courtesy in dealing with others is required. Work involves minimal contacts, usually within the department. Contact usually involving routine, non-sensitive issues. External contacts are limited to incidental contacts with visitors, or no contact.

Work normally involves contacts with persons beyond immediate associates generally regarding routine matters for purposes of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (visitors or vendors) requiring ordinary courtesy in providing assistance and information.

Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the university for purposes of giving or obtaining information, building relationships, or soliciting cooperation.

A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or can be of a personal or sensitive nature. Work may involve motivating or influencing others.

Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.

The ability to motivate or influence others is a material part of the job, requiring a significant level of diplomacy and trust. Obtaining cooperation (internally and/or externally) is an important part of the job and a high level of interpersonal skills is critical to the success of this position. Work frequently involves contacts requiring considerable discussion of problems, material presentations, and resolving issues impacting departments or divisions.

Work involves extensive personal contact with members of the Board of Trustees, community leaders, business leaders, and internal managers. Motivating others or getting them to do things that they might not do otherwise is a key to success for incumbents in this position. External contacts are vital, not only for the success of the position, but the success of the goals of the University overall.

7. *INDEPENDENT JUDGMENT* – The latitude permitted when it comes to problem-solving.

- Specific job operating procedures limit the latitude for independent judgment. There is little or no latitude for discretion. Decision-making is highly restrictive.
- Specific standards and operating procedures provide some options and latitude for independent decision and action. Decisions are usually limited to choosing between two or three known options. There is minimal room for discretion. Decisions normally take the form of recommendations (very limited decision-making authority).
- Diversified procedures, specialized job standards, and specific policies limit the latitude permitted for independent judgment. Work requires analytical ability, judgment, and ingenuity. There is a moderate amount of discretion available in the job. Decision-making occurs and is normally reviewed by supervisor after it is enacted.
- Distinct departmental or functional policies, criteria, and goals guide independent judgment. The job is doing its thinking within the policies and goals for a specific department or operating entity. There is significant discretion available in the job requiring interpretation of specific policies, laws, and theories. Makes operational decisions but requires concurrence on budget and policy issues.
- The job requires interpretation of specific policies, laws and theories. Decisions often require the construction of new decision-making frameworks and/or innovative application of general policies or principles. This is the highest level of decision-making within the discipline or function.
- University policies and mission guide independent judgment. Decisions frequently require the construction of new decision-making frameworks and/or innovative application of general policies or principles.

8. *PROBLEM SOLVING* - The extent and nature of the problems to be solved. This dimension measures the nature and complexity of the problems the job incumbent encounters and must solve.

- Problems encountered are simple in nature, requiring a choice from a limited number of prescribed options. The job makes few, if any, manual dexterity, interpersonal, analytical or organizational demands which the general population would be unable to perform.
- Problems encountered are relatively simple in nature, requiring some analysis or research to determine the best solution from a limited number of prescribed options. The job performs interpersonal, analytical or organizational demands which the general population would be able to perform with adequate training.
- Problems encountered are somewhat complex, requiring analysis of data; weighing the outcomes of a decision. Problems are generally similar in nature, with previous precedent to draw upon. The job performs interpersonal, analytical or organizational demands which the general population would be able to perform with advanced or specialty training.
- Problems encountered sufficiency in a technique which requires a grasp either of involved practices and precedents, or of theory and principles, or both. Problems require analysis of a wide variety of data; weighing the desirability and/or probability of possible outcomes in relationship to each other.

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- Problems encountered require a determined mastery of techniques, practices, and theories gained through wide seasoning and/or specialized study and development. Problems may deal with a variety of issues overlapping functional or organizational boundaries, requiring analytical interpretation. Problems involve thinking out several steps into the future, evaluation and/or constructive thinking. Decisions are frequently made without previous precedent to draw upon.
- Problems encountered involve in-depth analysis and evaluation where significant innovative thinking or creativity is required. The demands of the job are among the most complex found within the University.

9. **ORGANIZATIONAL IMPACT** – The authority to make decisions that impact achievement of key organizational objectives, financial results and/or overall mission. In general, this defines the effect of decision-making authority and/or the budget responsibility associated with the job.

- Nominal Impact: Would have little or no noticeable authority to make decisions that would impact the overall goals and objectives of the University and would not have budgetary responsibilities. The impact of the job would generally affect the services or product which an individual student would receive.
- Marginal Impact: Would generally have budgetary responsibility for a single smaller size department or function OR decisions would only have a small impact on current organizational results and/or would only impact a small segment of students or employees.
- Minor Impact: Would generally have budgetary responsibility for a medium size department OR decisions could have a minor impact on current University goals and objectives, and/or could impact a segment of students and employees within a functional area.
- Limited Impact: Would generally have budgetary responsibility for a larger size department or multiple smaller size departments OR the effect of decisions would generally impact a segment of students and employees across several functional areas and could have a limited but noticeable impact on current University goals and objectives.
- Noticeable Impact: Would generally have budgetary responsibility for multiple medium to large size departments OR the effect of decisions would be organization wide and would generally impact all segments of students and employees. These broad based decisions could have a noticeable impact on current results and organizational goals and objectives and/or a limited impact on the long-term goals and objectives of the University.
- Significant Impact: Would generally have budgetary responsibility for multiple larger size departments and the effect of decisions would be organization wide and would generally impact all segments of students and employees. These broad based decisions could have a significant impact on both current and long-term University goals and objectives.
- Major Impact: Would have operational budgetary responsibility for the entire University and the effect of decisions would be organization wide and could impact all segments of students and employees. These broad based decisions would have a major impact on both current and long-term organizational goals and objectives. Generally limited to position designated as the second-in-charge.

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Extreme Impact: Would have total budgetary responsibility for the entire University, and the effect of decisions would be organization wide and would impact all segments of students, employees and the community. These broad-based decisions would have an extreme impact on both current and long-term organizational goals and objectives and a far-reaching impact on the long-term mission of the organization, including risks that could jeopardize the University's very existence.

10. **ORGANIZATIONAL RESTRAINT** – The extent or restraint under which the job must operate. Consider the supervision received and/or given and the potential for errors.

Close supervision and regular inspection of work. Errors are generally easily detected and resolved. Checks and balances exist to reduce the risk of consequential errors.

Moderate supervision and inspection of work. Errors can be difficult to detect but are generally easy to resolve and/or consequences of potential errors is of some concern but not significant.

Limited supervision and inspection of work. Errors can be difficult to detect and resolve and/or the consequences of potential errors can be of significance.

Very limited supervision of work. Errors can be extremely difficult to resolve and/or consequences of potential errors can be of great significance.

OR

Under general management, manages the activities of a small functional unit within a larger department. Often involved in identification and resolution of problems and errors of others, with input from immediate supervisor.

Under general management directs the activities of a department. Usually involved in identification and resolution of problems and errors of others.

Under general management directs the activities of multiple departments (equivalent to two or more major departments). Usually involved in identification and resolution of significant problems of others.

Under direct guidance from the President directs the day to day operational activities of the University. Usually involved in identification and resolution of significant problems of others. Usually designated as second-in-charge.

Under direct guidance from the Board of Trustees directs the activities of the University.

11. **PHYSICAL WORKING CONDITIONS** - The physical working conditions under which the job must operate. Consider the level of physical activity of the job.

Job may require lifting light weight objects (1 to 10 pounds) with no repetitive bending or stooping. Occasionally lift average weight objects (1 to 10 pounds).

Job requires repetitively lifting light weight objects where frequent bending or stooping alternates with lighter activities.

Job requires repetitive lifting of light weight objects with frequent bending and stooping, or repetitively lift average weight objects where frequent bending or stooping alternates with lighter activities. Occasionally lifts heavy objects (over 50 pounds).

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- Job requires repetitively lifting average weight objects with repetitive bending and stooping. Frequently lifts heavy objects but alternating with lighter activities. Job may require physical exertion such as long periods of standing. Job may require above-average agility and dexterity.
- Major portion of job activity requires heavy lifting or considerable and strenuous physical exertion such as frequent climbing of tall ladders, or crouching or crawling in restricted areas.

12. **WORKING ENVIRONMENT** – Considers the risks and discomfort in the employee's physical surroundings, or the nature of the work assigned and safety regulations required.

- Regular exposure to favorable conditions such as those found in a normal office.
- Occasional exposure to objectionable conditions or variations such as those found in variable weather conditions or light industrial settings.
- Regular exposure to unfavorable conditions such as weather conditions, or confined, noisy, or dirty locations.
- The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress that require a range of safety and other precautions, e.g., working at great heights under extreme outdoor weather conditions, subject to possible physical attack or mob conditions, or similar situations where conditions cannot be controlled.

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JOB DESCRIPTION QUESTIONNAIRE

Job Title : _____

13. *OTHER SKILLS AND ABILITIES:*

14. *OTHER QUALIFICATIONS:*

15. *CERTIFICATES, LICENSES, and REGISTRATIONS:* List the licenses, certificates, or registrations that are required to perform the essential duties of this job.

16. *ADDITIONAL INFORMATION:* Include any other information that will aid in the preparation of an accurate description of this job.

17. *COMMENTS:* Include any other information that will aid in the preparation of an accurate description of this job.

QUESTIONNAIRE PREPARED BY:

Name: _____ Date: _____

Title: _____

Basis for knowledge of job:

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Hold job now

Supervise job

Other, explain: