

Position Questionnaire

Information

Position Title: _____ Current Grade: _____
 Department: _____
 Vacant: Yes No Employee Name: _____
 Departmental HR Representative: _____ Phone: _____
 Date (mm/dd/yyyy): _____ Email: _____ UNI: _____

Employee Instructions

1. Read all of the questionnaire before starting to answer the questions. Keep in mind that the purpose of the questionnaire is to collect information about the nature of the position and is not designated to evaluate individual performance.
2. Be as complete and specific as possible with your responses. Answer the questions so that someone unfamiliar with your position would obtain a clear understanding of the position.
3. Please print legibly, using black ink only, or complete this form on your computer, print it out, and sign it.
4. Review the completed questionnaire to make sure that correct and complete information has been provided.
5. Return the completed questionnaire to your supervisor. Your supervisor will review the questionnaire and comment on the last page.

1. Job Duties

Indicate which, if any, of the following job duties or tasks are part of your job by checking how frequently you perform them in the appropriate column on the right. If any of your job duties do not appear on the list, add them in the appropriate section in the space marked "Other."

<i>Clerical and Administrative Support</i>	<i>Daily/ Weekly</i>	<i>Bi-weekly/ Monthly</i>	<i>Seasonally but Intensively</i>	<i>Occasionally</i>
Typing				
Proofreading for typographical errors				
Filing				
Greet and direct visitors				
Screen Visitors				
Answer telephone, take messages				
Answer telephone, involving screening or high volume				
Statistical or bilingual typing				
Legal, medical, or technical typing				
Stenography or Dictaphone				
Maintain complex filing system				
Distribute mail				
Hand deliveries of mail or messages				
Delivery of supplies within an office or department				
Delivery of heavy or fragile materials/supplies				
Mailing or shipping international parcels				
Check inventory				
Data Entry and retrieval (e.g. timesheet, payroll, etc.)				

1. Job Duties (Cont'd.)

Clerical and Administrative Support (cont.)	Daily/ Weekly	Bi-weekly/ Monthly	Seasonally but Intensively	Occasionally
Verify Data				
Edit Data				
Format Reports				
Create and modify spreadsheet reports				
Reserve rooms for classes or meetings				
Maintain routine calendars and appointments				
Maintain complex schedules/calendars (e.g. multiple events or individuals)				
Handle maintenance complaints for department				
Responsible for campus-wide maintenance complaints				
Responsible for implementation of systems and procedures (e.g., dept. mailroom operation or dept. stockroom)				
Set-up conference/video calls for multiple users (e.g. Skype, Zoom)				
Assist faculty with class materials and post related documents				
Assist with logistical support for events and conferences (e.g., arrange for set up of room and equipment, catering)				
Coordinate the work of a few student workers or one other staff				
Coordinate the work of numerous student workers or two or more staff				
Evaluate and recommend products (e.g. office supplies/products)				
Solicit bids				
Coordinate logistical support for events and conferences (e.g., food, hotels, information sent to participants, rooms, equipment, registration)				
Campus-wide scheduling of space				
Modify and be responsible for implementation of systems and procedures (e.g., registration, admissions, financial aid, financial accounting, record keeping, management of network files)				
Prepare court documents				
Make travel arrangements				
Other: _____				

1. Job Duties (Cont'd.)

Information	Daily/ Weekly	Bi-weekly/ Monthly	Seasonally but Intensively	Occasionally
Convey routine information on Columbia policies and procedures				
Convey complex information				
Address problems for students, faculty, vendors, parents, donors, or employees				
Advise and counsel individuals and groups (e.g., on academic or benefit choices)				
Other: _____				

Writing, Editing, Research & Reporting	Daily/ Weekly	Bi-weekly/ Monthly	Seasonally but Intensively	Occasionally
Assist in manuscript preparation and indexing				
Compose correspondence using form letters				
Compose emails and correspondence				
Correct, edit, proof and prepare articles, papers, and books for publication				
Write summaries or synopses				
Write and edit bulletin copy				
Research and write reports				
Proofreading, according to set styles				
Edit for content				
Desktop publishing (e.g. graphics, layout, images)				
Other: _____				

1. Job Duties (Cont'd.)

Financial Tasks	Daily/ Weekly	Bi-weekly/ Monthly	Seasonally but Intensively	Occasionally
Purchase (up to \$500)				
Purchase (over \$500)				
Petty cash disbursement				
Record and/or deposit checks				
Basic bookkeeping				
Process pay and purchase orders				
Billing				
Reconciliation of accounts (e.g. p-card)				
Open and close accounts				
Choose appropriate chart string for charges				
Make budget proposals				
Reconcile and analyze and/or provide information about specialized financial statements and reports				
Cashiering				
Process Payroll				
Prepare expense reimbursement reports				
Track outstanding invoices				
Resolve discrepancies				
Other: _____				

Computer Related Tasks	Daily/ Weekly	Bi-weekly/ Monthly	Seasonally but Intensively	Occasionally
Install software on stand-alone computers				
Instruct computer users on stand-alone computers				
Routine testing of computer equipment using diagnostic and application software				
Troubleshoot hardware or software problems				
Install software on network computer				
Instruct others on use of network computer				
Computer Programming				
Systems analysis and design				
Other: _____				

Machine Operation and Technical Equipment	Daily/ Weekly	Bi-weekly/ Monthly	Seasonally but Intensively	Occasionally
Calculator				
Cash register				
Facsimile/Scanner				
Complex postage machines				
Operate motor vehicle				
Deliver and set up audio-visual equipment				
Responsible for maintenance, repair, and adjustment of audio-visual and other equipment/machinery				
Operate complex office equipment (e.g. A/V, shipping)				
Photocopy high volume or using complex machines				
Photography				
Other: _____				

1. Job Duties (Cont'd.)

List the three to five most important functions of your job:

1. _____
2. _____
3. _____
4. _____
5. _____

2. Supervision/Problem Solving:

Check the one statement that most closely describes the supervision received in your position.

- Work is performed under close supervision.
- Work is performed under general supervision by following standard procedures and schedules referring questionable cases to supervisor.
- Work is done independently by following established procedures and priorities referring unusual cases to supervisor.
- Work is done independently, only consults supervisor when interpretation of university policies are involved.

Give examples (If you need more space, please attach a sheet of paper):

3. Impact of Errors

Check the one statement that most closely describes the impact of errors in your position.

- Errors can easily be detected and corrected by you.
- Errors usually detected in succeeding operations. Work is verified and checked.
- Errors can go undetected. Most of the work is not subject to direct verification or check, and errors may impact quality of services rendered.
- Errors may only be detected when serious disruption of services occurs or results in significant monetary losses.

Give examples *(if you need more space, please attach a sheet of paper)*:

4. Skill/Knowledge

- A. List all equipment you use in your position (e.g., computer, AV equipment, photocopier, scanner, calculator, cash register, etc.)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

- B. List all computer software programs and/or applications you use in your position (e.g., MS Office, Visio, Google Drive, Photoshop, InDesign, Adobe Illustrator, Drupal, etc.)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

- C. List all University/departmental systems, databases, platforms and/or networks you use in your position (e.g., ARC, EMS, SIS, SSOL, Maximo, Unifier, etc.)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4. Skill/Knowledge (Cont.)

- D. Knowledge: List and describe all University policies, procedures and guidelines required for your position. Be as specific as possible.

- E. Knowledge: List and describe knowledge of all external institutions, resources, policies, procedures, laws, regulations and specialized skills required by your position. Be as specific as possible.

5. Communication Skills

For each statement, indicate how often the following verbal and/or written communication skills are required for your position.

	Rarely	Occasionally	Usually	N/A
Obtain routine information/respond to basic questions				
Exchange detailed or non-routine information				
Exchange detailed information of a critical or sensitive nature (e.g. salary-related information, test scores/academic grades)				
Screen calls and determine appropriate action				
Advise or counsel other on complex matters (e.g. benefits or academic requirements)				
Participate in resolving difficult interpersonal situations (e.g. loan/bill collection)				

Give examples of the duties that require the communication skill you indicated (*if you need more space, please attach a sheet of paper*):

6. Mental Effort

This section of the questionnaire measures the mental effort you use in your job. (*Check the appropriate column for each statement*).

	Rarely	Occasionally	Usually	N/A
How often are you interrupted to do something else immediately?				
How often must you manage conflicting demands?				
How often must you manage multiple deadlines?				
How often do you do the same task for prolonged periods?				
Does your work require a high degree of attention to detail (e.g., paying attention to numbers, proof-reading, etc.)?				
Other: _____				

6. Mental Effort (Cont'd.)

Give examples of the duties that require the mental effort indicated above *(if you need more space, please attach a sheet of paper)*:

7. Physical Effort

This section of the questionnaire measures the degree and duration of physical effort required to perform your job. *(Check the appropriate column where applicable.)*

	<i>Rarely</i>	<i>Occasionally</i>	<i>Usually</i>	<i>N/A</i>
Load/unload equipment or material (moderate weight)				
Load/unload equipment or material (heavy weight)				
Stand, walk, bend for prolonged periods				
Remain at workstation for prolonged periods				
Prolonged repetitive motion (e.g., typing)				
Maintain prolonged audio-visual attention				
Other: _____				

Give examples of tasks that demand the physical effort you indicated above *(if you need more space, please attach a sheet of paper)*:

8. Working Conditions

This section of the questionnaire measures the conditions of the work environment. *(Check the appropriate column where applicable.)*

	<i>Rarely</i>	<i>Occasionally</i>	<i>Usually</i>	<i>N/A</i>
Noise				
Extreme temperatures				
Toxic substances				
Work outside				
Restricted work space				
Exposure to heavy traffic of faculty, staff, students, or visitors				
Other: _____				

Give examples of the conditions indicated above *(if you need more space, please attach a sheet of paper)*:

Describe any other environmental conditions that you work under that you think should be taken into account *(if you need more space, please attach a sheet of paper)*:

Employee's Signature

Employee's Signature: _____ Date (mm/dd/yyyy): _____

Instructions for Supervisors

Name of Supervisor: _____

Supervisor's Title: _____ Phone Number: _____

Review the questionnaire and note your comments below. Review your comments with the employee. Keep in mind that the purpose of the questionnaire is to collect information about the nature of the position and is not designed to evaluate individual performance. Give the employee a copy of the completed questionnaire. Return the questionnaire to your Human Resources (HR) Representative.

Comments *(if you need more space, please attach a sheet of paper)*:

Supervisor's Signature

I have reviewed the completed questionnaire and discussed any comments with the employee.

Supervisor's Signature _____ Date (mm/dd/yyyy): _____

Departmental HR Representative's Signature

Dept. HR Representative/Administrator's Signature: _____ Date (mm/dd/yyyy): _____