

Helpful Tips on Completing the Job Analysis Questionnaire (JAQ)

This FAQ provides answers and examples on how to complete the Job Analysis Questionnaire that will need to be completed by November 30, 2009.



What item(s) do I need in preparation for completing the JAQ? To successfully complete the JAQ you need time and a place where you can focus on accurately articulating the duties and responsibilities of your current position. You may want to have a copy of your position description, but this should only be used as a point of reference when completing the JAQ since some work you may be performing has changed or is different than what is in your current description.

Is there a tutorial available regarding the JAQ? There is an online training session available at <u>http://dchr.in.dc.gov</u>. The training session takes about 20 minutes to complete. The training session will outline the manager and employee roles in completing the JAQ, review the processes for filling out the JAQ and provide timelines for competing the JAQ

How do I complete the training session and JAQ if I don't have access to a **computer?** If you do not have access to a computer you may obtain a paper copy of the training session and JAQ from your Human Resources Advisor. The documents are available in regular text, large format text, and Spanish. You may download copies at <u>http://dchr.in.dc.gov</u>.

Below are helpful instructions on completing certain sections of the JAQ

Employee Data

This section requires an employee's identifying information only to ensure the responses are accurate and valid and to allow for any follow up questions. This information is pre populated on the online version. Any incorrect information (i.e. title, grade, manager info) should be corrected if there is a discrepancy.

Primary Purpose of the Job

This section should consist of one or two <u>brief</u> sentences that describe the overall purpose of the job (why the job exists).

Duties and Responsibilities

In general, most jobs consist of four to six essential responsibilities or tasks. Please list only those duties and responsibilities that are **essential** to fulfilling the core purpose of the job. Essential job duties/responsibilities are those that are considered basic and absolutely necessary. Below is a list of Do's and Do Not's to be mindful of when completing this section.

DO	DO NOT
Describe the job's <u>current</u> duties and responsibilities	Describe the job as you think it should be. Don't describe the duties of a position that you are detailed to.
Consider the typical job duties and responsibilities over the entire year.	Describe extreme or unusual tasks that are rarely performed or performed as part of a special project.
Document job duties, or what the job does.	Describe how you think the job should be done.
List duties using no more than two to three lines, and begin with an action verb.	Use performance characteristics or vague descriptors.

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<u>Reporting Education, Work Experience, Skills, Licensing, Certifications</u> and Registrations

This section lists the *minimum* requirements to perform the *essential* duties of the job. We are asking about what you think is required of the position. Please don't forget to indicate the highest level of education that you have attained.

Leadership/Supervisory Responsibilities

This section measures the degree to which the job regularly provides leadership to others. Select from the seven statements describing the lowest level of leadership this job provides to others. Most jobs will fall into either Level 1 or Level 2. For those jobs directly responsible for managing others, Level 3 and above, also answer the questions about specific management responsibilities.



<u>Communications, Customer Service, Work Complexity, Problem Solving,</u> and Impact of Decisions

While the Duties and Responsibilities section of the JAQ describes "*what*" the job does, the Communications, Customer Service, Work Complexity, Problem Solving and Impact of Decisions section describe "*how*" the job is done. Select the choice that best describes the job. There may be instances where the job has qualities in several of the choices. In these instances select the choice that best represents the <u>minimal</u> requirements to perform the essential job duties.

Work Environment

This section focuses on the working conditions and physical demands that are associated with the job duties and responsibilities. Where applicable, identify if the physical demands are associated with essential and nonessential job duties.

What happens once I complete the JAQ? If you are completing the online JAQ press the submit button and be sure to print your completed JAQ to a PDF file and email it to your manager for review. If you are completing the Microsoft Word version of the JAQ please save and print a copy and submit to your manager for review. Final submission of the JAQ is due November 30th.



Where do I go if I have questions? If you have any questions about the JAQ process or the Classification Reform Project in general, please check the Reform Project intranet webpage at http://dchr.in.dc.gov or contact your supervisor, HR Advisor or Labor Liaison. For technical questions about JAQ submission, you may contact dcjaqsurvey@deloitte.com.