



DC Classification Project Frequently Asked Questions JOB ANALYSIS QUESTIONNAIRE (JAQ)

The District of Columbia (District), in conjunction with the Labor Management Task Force on Classification and Compensation Reform (LMTF) has launched its Classification Reform Project. The purpose of the Classification Reform Project is to replace the District's current job classification system with a new and modern system that supports the District's strategic goal to recruit, manage and retain a well qualified and diverse workforce. This FAQ sheet answers many of the questions employees have about the Job Analysis Questionnaire that will need to be completed by November 30, 2009.



What is a Job Analysis Questionnaire?

A job analysis questionnaire (JAQ) is a survey to collect job information. JAQs use many

combinations of open-ended questions and multiple choice statements to collect information about essential job duties and responsibilities, required knowledge, skills, abilities, experience, reporting relationships, working conditions, etc. The JAQ also helps identify how job duties are performed with questions covering areas such as leadership, communications, physical effort, customer service, work complexity and problem solving.

What is the purpose of a JAQ? The purpose of this document is to gather information on a position's job duties, responsibilities and the required knowledge, skills abilities and qualifications needed to perform successfully in the position to ensure the job is properly classified.



What is the Manager's role in completing the JAQs?

Managers are responsible for supporting employees as they complete the JAQs. Managers will perform quality checks and ensure that appropriate information is submitted through the JAQ process by providing feedback as appropriate. In addition, managers are a resource for employees who have questions about the Classification Reform Project.

Employees who are asked to complete a JAQ will need to review the online JAQ training materials and then describe their own jobs by completing the online JAQ. Some employees may be asked to participate in a focus group with other employees in the same job title to complete the JAQ as a team.

How do I complete the JAQ if I don't have access to a computer?



If you do not have access to a computer, you can obtain a paper copy from your Human Resources Advisor. When you have completed the JAQ, please forward it to your manager.

Can an employee use a current position description in completing the JAQ?

While a position description (PD) may help kick start the process of thinking about job duties, qualifications and skills, the PD might not reflect changes in the position or new duties. The responses to the JAQ must reflect the position as it exists today.

Who is the final approver of a JAQ?



There is no "approver" – the JAQs will be reviewed by an objective, third-party consultant selected and approved by union leadership and management to help create modern, accurate job descriptions.

Employees will give a printed copy of their completed JAQ to their Manager for review. Managers will not be able to change or edit an employee's answers, but they will be able to provide feedback and additional information in a separate survey.

For more information visit: <http://dchr.in.dc.gov>

For questions, please email: classificationreform.dchr@dc.gov.



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What is the deadline for completing the JAQs?

The final deadline to submit the online JAQs is **Monday, November 30, 2009**. Employees must enter their information into the web-based JAQ and press the "Submit" button on the final page on or before this date. Managers should also submit all paper JAQs to their Human Resources Advisor by **Monday, November 30, 2009**.



The web-based JAQ should take about 45 minutes to complete. If it cannot be completed at one sitting employees can save, log out, and return to complete the survey. However, once the employee hits the "Submit" button, the JAQ is final, and no longer accessible.

What happens if multiple JAQs are submitted for a single job from different employees?

We expect this to occur for jobs with multiple employees. The objective, third-party consultant will review the JAQs and consolidate them into a single job description that best describes the position.



What happens once the JAQs are completed?

Once the JAQs are submitted, employees and/or managers may be contacted with follow-up questions. Some managers may also be invited to follow-up job analysis meetings that will occur in January 2010. Managers and employees will also have an opportunity to review all of the new job descriptions and provide additional feedback later on in the project.

Once all of the JAQs have been received, the results will be processed and analyzed by the consultant. This information and the information received from focus groups and interviews will be used to create the new classification system and approximately 600 new job classifications.

Who do I contact if I need assistance in filling out the JAQ?

If employees need assistance such as access to computers, translation to other languages, and services for disabled employees, please contact your agency's human resources department. You may also email classificationreform.dchr@dc.gov for specific requests or questions related to assistance.

What happens if I do not complete a JAQ?

It is in the employee's interest to complete a JAQ so that the consultants will be able to properly analyze the position as part of this project. This is especially important for single incumbent positions or for positions that have unique characteristics. The information provided at the start of this project will make it easier for allocation of employees to the new classifications later.

Will employees have an opportunity to review any new classifications and descriptions as a part of this project?

Yes, employees and managers will have the opportunity to review and provide feedback on the new classifications before they are finalized. As part of this project, employees will receive notification about their new job classification as part of this project, which should occur towards the end of the project in the springtime.

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 project's intranet webpage at <http://dchr.in.dc.gov> or contact your supervisor, HR Advisor or Labor Liaison. You may also contact Ellen Flaherty, Project Manager at (202) 442-9656, or by email: ellen.flaherty@dc.gov.