

WAYNE STATE UNIVERSITY

Job Description Compendium

Version 2.0 (11/25/09)

--- Tools for Writing Job Descriptions ---

Section I Action Verbs

Section II Sample Language

Section III Specific Skills

Section I Action Verbs

--- Sample Action Verbs for Essential Function Statements

Accounts	Computes	Drives	Innovates	Plans	Schedules
Acquires	Condenses	Dumps	Inspects	Posts	Scores
Adapts	Confers	Duplicates	Installs	Predicts	Screens
Adjusts	Confirms	Edits	Instructs	Prescribes	Seals
Administer	Consolidate	Elaborates	Interprets	Presents	Searches
Adopts	Constructs	Elects	Interviews	Preserves	Selects
Advises	Consults	Eliminates	Inventories	Prevents	Sells
Advocates	Controls	Employs	Invents	Procures	Sends
Allocates	Converts	Encourages	Investigates	Produces	Serves
Allots	Conveys	Endorses	Issues	Programs	Services
Alters	Coordinates	Enlists	Itemizes	Promotes	Smells
Amuses	Copies	Enters	Joins	Proofreads	Solicits
Analyzes	Corrects	Entertains	Judges	Proposes	Solves
Answers	Correlates	Escorts	Justifies	Pulls	Sorts
Applies	Corresponds	Estimates	Leads	Purchases	Stacks
Appoints	Counsels	Evaluates	Lifts	Pushes	Stores
Appraises	Counts	Examines	Loads	Quantifies	Studies
Approves	Creates	Exchanges	Locates	Questions	Submits
Arbitrates	Debates	Exercises	Lubricates	Ranks	Summarizes
Arranges	Decides	Exhibits	Manages	Rates	Supplies
Assembles	Defends	Experiments	Manipulates	Reaps	Surveys
Assesses	Defines	Explains	Manufactures	Rebuilds	Synthesizes
Assigns	Delegates	Extracts	Matches	Recommends	Systematizes
Audits	Deliberates	Fabricates	Measures	Reconciles	Tabulates
Authorizes	Delivers	Fastens	Mediates	Records	Teaches
Awards	Demonstrates	Feeds	Mends	Reduces	Tends
Balances	Describes	Files	Mixes	Refers	Testifies
Bargains	Designates	Forecasts	Modifies	Refines	Tests
Batches	Designs	Formulates	Monitors	Registers	Totals
Budgets	Destroys	Garners	Motivates	Regulates	Traces
Calculates	Detects	Gathers	Moves	Reinforces	Trades
Calibrates	Determines	Gauges	Negotiates	Rejects	Trains
Carries	Develops	Generates	Notifies	Releases	Transacts
Categorize	Devises	Governs	Nullifies	Remits	Transcribes
Certifies	Diagnoses	Grades	Observes	Repairs	Transfers
Checks	Digs	Guards	Obtains	Replaces	Translates
Circulates	Directs	Guides	Opens	Reports	Transmits
Classifies	Disburses	Hauls	Operates	Represents	Treats
Cleans	Disciplines	Hires	Organizes	Rescinds	Turns
Climbs	Discovers	Hypothesizes	Originates	Rescues	Tutors
Coaches	Discusses	Identifies	Outlines	Researches	Types
Codes	Dismantles	Illustrates	Overhauls	Resolves	Updates
Collaborates	Dispatches	Implement	Oversees	Retrieves	Ushers

Section II

Sample Language

--- On-line Resource for Writing Job Descriptions

The US Department of Labor maintains a website which has detailed information on key occupations (tasks, activities, tools, skills, qualifications, etc.).

Log onto <http://www.acinet.org/acinet/jobwriter/default.aspx>

1. Go to step 1 – *Get Started*
2. Enter keyword (i.e., your occupation or job title)
3. From display, pick specific job title that matches best
4. Got to step 3 – *Tasks & Activities*
5. At Tasks screen, select all tasks
6. Go to step 7 – *Job Description Writer*
7. Save to Word (add your filename) – this option is at bottom of screen
8. Then open Word document
9. Edit as needed.

Section III Specific Skills

--- Sample Language on Specific Skills

Oral Communications

- can apply effective interpersonal skills to provide service
- can effectively present information one-on-one or small group
- can lead meetings or committees
- can listen and get clarification
- can make presentations/speeches
- can negotiate with other parties
- can persuade or influence others
- can remember and recall oral instructions provided by others
- can respond effectively to most sensitive inquiries or complaints.
- can respond to common inquiries and transfer knowledge to others.
- can respond well to questions
- can speak effectively before large groups
- can transmit instructions to others
- speaks clearly in positive or negative situations

Written Communications

- can read and interpret written information
- can remember and recall written instructions provided by others
- can edit documents for accuracy, grammar and spelling
- can read and understand complex text (i.e, regulations or policy)
- writes clearly and informatively (email, memos, letters, reports)
- can present narrative description of numerical data effectively
- can vary writing style to meet audience needs

Computer Techniques

- can navigate through Banner screens
- can use COGNOS for HR or Finance applications
- can enter data into Banner, edit and correct as necessary
- can use EPAF processes accurately
- can enter HRMS information via Web Forms
- can resolve problems related to computer hardware
- can resolve problems related to computer software
- can setup and maintain networks (LAN)
- can setup and maintain servers
- can setup and maintain computer security
- can train other users on computer systems
- can use desktop publishing software

Computer Tools

- can use Microsoft Access (or other database)
- can use Microsoft Excel (or other spreadsheet)
- can use Microsoft Outlook (or other electronic email)
- can use Microsoft Outlook calendar
- can use Microsoft PowerPoint or Project or Visio
- can use Microsoft Word (or other word processing)

Analytical Skills

- analyze accounting, financial or other quantitative data
- analyze financial statements or numerical reports
- record and maintain bookkeeping or quantitative data
- compile statistical data
- produce mathematical computations with accuracy
- review and verify data in hardcopy or electronic format
- detect errors and discrepancies
- reconcile accounting or financial data
- trace or reconstruct transactions

Financial Skills

- monitor expenditures
- Prepares financial transaction forms (IRB, SPA, TEAR)
- process cash receipts or reconcile banking statements
- process employee deductions, time entry or other payroll transactions
- negotiate contracts w/ vendors or suppliers
- prepare financial reports and statements of financial position
- forecast budgets
- audit financial data

Office Procedure Skills

- can coordinate events involving multiple parties
- can coordinate travel arrangements and itineraries
- can handle multiple tasks with interruptions
- can maintain calendar and schedule meetings
- can order and maintain inventory of office supplies
- can perform work tasks systematically and consistently
- can perform work with close attention to detail
- can process and maintain recordkeeping or filing systems
- can set daily priorities on workflow
- can use research tools to resolve customer complaints
- demonstrates accuracy and thoroughness

Business Acumen

- understands objectives and mission of department and work unit
- monitors own work to ensure quality
- conserves organizational resources
- works within approved budget
- develops and implements time and/or cost saving measures
- looks for ways to improve process and quality
- can perform work with concentration and focus
- can work within deadlines and complete work in timely manner

Initiative

- volunteers readily
- undertakes self-development activities
- seeks increased responsibilities
- takes independent actions and calculated risks
- looks for and takes advantage of opportunities
- asks for and offers help when needed
- sets and achieves challenging goals
- demonstrates persistence and overcomes obstacles
- measures self against standard of excellence
- takes calculated risks to accomplish goals
- seeks ways to foster self-development and growth

Innovation

- synthesizes complex or diverse information
- collects and researches data
- uses intuition and experience to complement data
- designs work flows and procedures
- translates concepts and information into images
- displays original thinking and creativity
- uses feedback to modify designs
- displays original thinking and generates creative solutions

Problem-Solving Skills

- identifies and resolves problems in a timely manner
- gathers and analyzes information skillfully
- works well in group problem solving situations
- uses reason even when dealing with emotional topics
- meets challenges with resourcefulness
- generates suggestions for improving work
- develops alternative approaches and ideas
- presents ideas and information in a manner that gets others' attention

Planning/Organizing Skills

- prioritizes and plans work activities; adapts for changing conditions
- communicates changes and progress
- completes administrative tasks correctly and on time
- completes projects on time and budget
- develops realistic action plans
- develops strategies to achieve organizational goals
- manages project team activities
- organizes or schedules other people and their tasks

Reliability

- arrives at meetings and appointments on time
- completes tasks on time or notifies appropriate person with an alternate plan
- ensures work responsibilities are covered when absent
- follows through on commitments
- is consistently at work and on time

Interpersonal Skills

- able to deal with frequent change, delays, or unexpected events
- accepts responsibility for own actions
- adapts to changes in the work environment
- applies techniques for influencing without authority
- approaches others in a tactful manner
- changes approach or method to best fit the situation
- follows instructions, responds to management direction
- reacts well under pressure
- shares expertise with others
- treats others with respect and consideration regardless of their status or position

Cooperation

- applies feedback to improve performance
- balances team and individual responsibilities
- determines in advance how actions by self will impact others
- exhibits objectivity and openness to others' views
- focuses on solving conflict, not blaming
- listens to others without interrupting
- resolves conflict constructively

Customer Service Skills

- has mastery of telephone techniques & etiquette
- exhibits a pleasant, forthcoming demeanor to customers
- responds promptly to customer requests for service and assistance
- responds courteously to requests for service and assistance
- practices follow-up to ensure customer needs are met
- can manage difficult or emotional customer situations

MANAGEMENT SKILLS

Delegating Work

- sets clear work unit policies and procedures
- manages workflow and adjusts when necessary
- provides adequate resources and time
- assesses priorities and communicates to staff
- reacts to successes and failures with a learning orientation
- provides direct help when requested
- clarifies where work is heading and why it matters
- includes appropriate people in decision-making process

Organizational Leadership

- displays willingness to make decisions
- solicits and applies customer feedback (internal and external)
- relates work tasks to key organizational objectives/ vision
- exhibits sound and accurate judgment
- supports and explains reasoning for decisions when appropriate
- provides vision and inspiration to peers and subordinates
- builds commitment and overcomes resistance from others
- prepares and supports those affected by change

Managing Staff Performance

- provides regular performance feedback
- recognizes staff accomplishments
- writes clear performance appraisals for staff
- writes and communicates work improvement plans
- trains staff individually or in groups
- provides coaching and counseling to staff

Team Building

- develops subordinates' skills and encourages growth
- shows respect and sensitivity for cultural differences
- promotes an environment without harassment or undue stress
- includes staff in planning, decision-making, and process improvement
- makes self available to staff
- effectively influences actions and opinions of others
- designs work methods that encourage staff to work cooperatively
- encourages sense of positive affiliation among staff members