Job Analysis Questionnaire (JAQ)

Stephen F. Austin State University | Department of Human Resources

HOW TO COMPLETE THIS FORM

1. Open and complete this form in Adobe Acrobat Reader (free). Web browsers do not run the checks on this form.
2. Fields marked * are required. Gray fields unlock when they apply. Base answers on what is normal for the job, not the person in it.
3. Click "Check My Form" when finished. It lists anything missing or invalid and highlights it in yellow.
4. The department head signs at the end, then email the saved form (and an organizational chart) to Human Resources.

Check My Form

REQUEST INFORMATION

Reason for request * Select one

Job Posting

Desired posting date

Position

Position number (required for Job Restructure) ☐ New position number needed (Job Posting only)

Incumbent name and CID (unlocks when a position number is entered) ☐ Vacant

Blend

Classifications being blended

Position Details

Proposed title *

Department *

School, college, or division *

Reports to (title) *

Proposed pay (numbers only) *

Pay type * Select one

Annual: enter the total annual amount (already reduced for 9-month or part-time). Hourly: enter the hourly rate.

FUNDING (OPTIONAL)

Providing funding information now helps Compensation send it to Budget sooner. Leave blank if unknown.

Funding source (e.g., moving funds from another position, grant, new funds)

	FOAP (Fund-Org-Account-Program)	% of funding
FOAP 1		%
FOAP 2		%
FOAP 3		%

GENERAL DESCRIPTION

Reason for the request and the general purpose of this position. Why does the job exist? *

How this position differs from current positions (duties, decision making, judgment, autonomy, new skills). *

Supervision received * Select one

Latitude for initiative and independent judgment * Select one

ESSENTIAL AND NON-ESSENTIAL FUNCTIONS

List each essential function in order of importance and enter the percent of time spent on it. Use whole numbers. All percentages, including payment handling below, must total exactly 100. Include each duty once; do not repeat or split the same duty.

1. *		%
2.		%
3.		%
4.		%
5.		%
6.		%
7.		%
8.		%
9.		%
10.		%
11.		%
12.		%
13.		%

14.			%
15.			%
16.			%
17.			%
18.			%
19.			%
20.			%

Does this position receive or supervise the receipt of payments? * Select one

Payment handling: % of time (unlocks if not "No") %

TOTAL (must equal 100) 0 **%**

Non-essential functions (list all in one statement)

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Click each button below to open the KSA checklist pages at the end of this form. Check every item that applies, add up to 3 "Other" items per category only if nothing in the list fits, then click "Return to Form." Your selections appear in the boxes below. At least one Knowledge, one Skill, and one Ability are required. *

Select Knowledge **Select Skills** **Select Abilities**

Selected Knowledge (fills in automatically)

Selected Skills (fills in automatically)

Selected Abilities (fills in automatically)

EDUCATION, TRAINING, LICENSING, AND CERTIFICATIONS

Minimum education required * Select one

☐ ABD candidates will be considered (available only when Terminal degree is selected)

Field of education (required for Bachelor's and above)

Additional required qualifications (licenses, certifications, etc.)

Preferred education, training, licenses, or certifications

Substitution: experience for education * Select one

EXPERIENCE

Minimum experience required * Select one

Specific experience required (required unless "None")

Preferred experience * Select one

Specific preferred experience (required unless "None")

Substitution: education for experience * Select one

SUPERVISION EXERCISED AND DIRECT REPORTS

Supervisors hire, terminate, and evaluate other employees. Lead workers (Level 2) direct work but do not supervise.

Supervisory level * Select one

Direct reports: list only positions this job formally supervises (Level 3 and above). List student workers at their actual FTE; HR applies the 1/3 rule. Levels 1-2 must check "No direct reports."

Position title	# of employees	FTE each (0.01-1.0)	Student worker?
			Select one
			Select one
			Select one
			Select one
			Select one
			Select one
			Select one

			Select one
			Select one
			Select one

☐ No direct reports

COMPLEXITY OF DUTIES

Select the level that best describes the job difficulty, judgment involved, and independence of this position.

Standardized	Simple, routine, repetitive job.
Routine	Routine, repetitive job but requires knowledge of several procedures, some discrimination and care required.
Basic	Generally routine, somewhat cyclical and specialized work requiring knowledge and selection from available procedures. Judgment required in selecting appropriate procedures. May direct lower rated personnel doing similar work.
Substantial	Varied job duties requiring knowledge of many job procedures. Moderate judgment.
Varied	Job requires planning and latitude in choosing methods in which to follow. Resourcefulness and skill are required in making decisions or completing complicated assignments.
Analytic	Work is basically non-standardized and widely varied, involving many complex and significant variables. Analytic ability and inductive thinking are required to devise new methods in situations where previously accepted methods have proved inadequate.

Selection * Select one

MENTAL EFFORT

Select the level that best describes the mental effort related to the overall complexity of the position.

Normal	Normal concentration and attention to deal with normal deadlines.
Periodic pressure	Usually normal concentration and deadlines with periodic periods of sustained deadline pressure.
High	High degree of concentration, above normal periods of attention, above normal deadlines, or a high degree of creative thinking.
Exceptional	Requires an exceptional degree of sustained mental concentration with sustained periods of attention, constant deadlines, and a high level of creative thinking.

Selection * Select one

GUIDELINES AND INDEPENDENT ACTION

Select the level that best describes the guidelines or procedures used, the opportunity for independent action, and the direction and supervision received.

Follows standard guidelines	Follows standard guidelines and procedures. Refers most problems to supervisor.
Functions independently	Functions independently in order to accomplish assigned projects. Refers unusual problems to supervisor.
Recommends or makes major policies	Recommends or makes major policies for the department.

Selection * Select one

IMPACT OF ACTIONS AND DECISIONS

Select the level that best appraises the impact of the position based upon the importance of the decisions or final recommendations typically rendered.

Minimal	Decisions and impact are minimal and are limited to the mechanics of the classification. Requires very little analytical thought or independent decision-making.
Limited	Regularly makes decisions involving how an operation will be done or carried out, generally from an available set of alternatives or precedents.
Moderate	Regularly makes decisions of responsibility, involving evaluation of information. Decisions may require development or application of alternatives or precedents.
Significant	Regularly makes significant decisions and final results, typically affecting the entire department. Available guides or precedents are limited. Has authority over the allocation of resources.
Substantial	Significant responsibility for decisions and final results, affecting more than one department or a department with multiple units. Substantial analysis is required.
Strategic	Major responsibility for decisions and final recommendation, which may result in strategic plans of action to achieve the broad objectives for the University.
Executive	Primary work responsibility involves the long-range future of the University. Decisions determine the scope, direction, and goals of the University.

Selection * Select one

CONTACTS

Select the level that best represents the responsibility for working with and through other individuals.

Minimal	Primarily with own working groups.
Limited	Routine contacts internally and outside. Use of common courtesy over routine matters outside.
Moderate	Routine contacts with other departments, faculty, students, and/or the general public.
Frequent	Frequent contact with key personnel, faculty, students, and/or the general public. Demands more than the usual amount of tact.
Substantial	Requires constant contact at all levels outside and inside the University. Exceptionally high degree of tact, diplomacy, and persuasive ability.

Selection * Select one

WORKING CONDITIONS

Physical demands

Minimal	Minimal physical effort required. Minimal walking and/or standing; negligible lifting.
Frequent	Frequent walking and/or standing and occasional lifting of less than 25 pounds.
Moderate	Moderate physical exertion required by intermittent periods of frequent standing and occasional heavy lifting.
Constant	Constant or continuous carrying, lifting, and/or standing or walking.

Selection * Select one

How much on-the-job time is spent in the following physical activities? (every row required)

Standing up for more than an hour at a time * Select one

Sitting for more than an hour at a time * Select one

Using hands to finger, handle, or feel * Select one

Reaching with hands and arms * Select one

Climbing or balancing * Select one

Stooping, kneeling, crouching, bending, crawling * Select one

Lifting (weight load: 25 lbs) * Select one

Pushing (weight load: 25 lbs) * Select one

Talking or hearing * Select one

Tasting or smelling * Select one

Driving university automobile or van * Select one

Other physical requirements

Special vision requirements (check all that apply) *

- ☐ Close vision (clear vision at 20 inches or less)
- ☐ Color vision (ability to identify and distinguish colors)
- ☐ Peripheral vision (ability to judge distances and spatial relationships)
- ☐ Ability to adjust focus
- ☐ No special vision requirements

Reason for vision requirement

Typical noise level * Select one

Exposure to extreme environmental conditions? * Select one

If yes, describe

Work schedule

Routine	Routine shift hours. Infrequent overtime, weekend, or shift rotation.
Considerable irregularity	Considerable irregularity of hours because of frequent overtime, weekend, or shift rotation.
Considerable inconvenience	Work demands and irregularity of hours create considerable inconvenience, such as regular and frequent on-call availability.
Highly irregular	Nature of work frequently requires highly irregular and unpredictable or particularly long hours.

Selection * Select one

Demands and deadlines

Little or no stress	Little or no stress created by work, associates, or public.
Occasional stress	Occasional stress due to deadlines or workload, or occasional exposure to distressed individuals.
High volume	High volume and variable demands impose strain on a routine basis, or regular direct contact with distressed individuals.
Highly stressful	Frequent, substantive contacts with people in highly stressful situations; considerable strain or heavy stress regularly.

Selection * Select one

ORGANIZATION CHART AND ADDITIONAL COMMENTS

Attach an organizational chart showing supervisory relationships for this position to your email.

Additional comments

DEPARTMENT HEAD ACKNOWLEDGMENT

By signing, the department head confirms awareness of and support for this submission. Human Resources may edit this form after signing during review.

Department head name *

Date *

Signature *

Check My Form

KSA SELECTION: KNOWLEDGE

Check every item that applies to this position. Items are grouped by the SFA KSA Bank categories. Click "Return to Form" when finished.

Return to Form

Clerical

- ☐ Knowledge of office procedures and of spelling, grammar, punctuation, and arithmetic.
- ☐ Knowledge of records administration and maintenance techniques and procedures.
- ☐ Knowledge of inventory control principles and methods.
- ☐ Knowledge of the operation of a telephone switchboard.
- ☐ Knowledge of data entry equipment and of office practices and procedures.
- ☐ Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Communication / Interpersonal

- ☐ Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ☐ Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.

Computer Use

- ☐ Knowledge of techniques used in the design of web applications.

Financial / Accounting / Budget

- ☐ Knowledge of accounting, budgetary, and management principles, practices, and procedures.
- ☐ Knowledge of budget control methods, policies, and procedures.
- ☐ Knowledge of generally accepted accounting procedures and principles.
- ☐ Knowledge of accounting procedures and methods, and the ability to apply them to difficult or complex transactions.
- ☐ Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data.
- ☐ Knowledge of laws and regulations pertaining to financial operations.

Health & Safety

- ☐ Knowledge of applicable safety requirements.
- ☐ Knowledge of basic first aid and CPR certification.
- ☐ Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Legal / Policies & Procedures

- ☐ Knowledge of, or the ability to learn, university policies and procedures.
- ☐ Knowledge of, or ability to learn, policies, procedures, and guidelines established by professional organizations and/or governing agencies.
- ☐ Knowledge of federal, state and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- ☐ Knowledge of local, state, and federal laws and regulations relevant to the administration of federal or state funds.
- ☐ Knowledge of professional standards and regulations.
- ☐ Knowledge of legal contracts and business law.
- ☐ Knowledge of legal principles, practices, and proceedings.

Managerial / Supervisory / Project Management

- ☐ Knowledge of program planning and implementation.
- ☐ Knowledge of project control and cost estimating techniques.
- ☐ Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.

Public Relations / Marketing / Sales

- ☐ Knowledge of marketing principles, including promotion, fundraising, and public relations.
- ☐ Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

- [ ] Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- [ ] Knowledge of integrated communication and marketing concepts.

Skilled-Craft and Services

- [ ] Knowledge of cleaning techniques and procedures.
- [ ] Knowledge of the planting and care of trees, shrubbery, flowers, and grass.
- [ ] Knowledge of construction maintenance, repair, and operation of light and heavy equipment, including vehicles.
- [ ] Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- [ ] Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- [ ] Knowledge of the repair, maintenance, and operation of buildings and/or electrical systems.
- [ ] Knowledge of motor vehicle operations, traffic rules and regulations, and maintenance of motor vehicles.

Student Services

- [ ] Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- [ ] Knowledge of student development theory, techniques and research associated with ensuring the success of diverse student populations.
- [ ] Knowledge of student organization structures, leadership development design and student development theories.

OTHER (only if nothing above fits; maximum 3)

Other 1

Other 2

Other 3

Return to Form

KSA SELECTION: SKILLS

Check every item that applies to this position. Items are grouped by the SFA KSA Bank categories. Click "Return to Form" when finished.

Return to Form

Clerical

- ☐ Skill in typing with minimal errors.
- ☐ Skill in the operation of office equipment including, but not limited to, typewriter, dictaphone or transcribing equipment, calculator, fax machine and computer terminal.

Communication / Interpersonal

- ☐ Skill in editing documents for correct grammar.
- ☐ Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ☐ Skill in communicating effectively in writing as appropriate for the needs of the audience.
- ☐ Skill in talking to others to convey information effectively.

Computer Use

- ☐ Skill in the use of standard office equipment and software.
- ☐ Skill in using computer applications including spreadsheet, database, and word processing software.
- ☐ Skill in using analytical software tools, data analysis methods, and other computer applications.

Critical Thinking / Problem-Solving / Analysis

- ☐ Skill in collecting and analyzing complex data.
- ☐ Skill in analyzing and organizing technical data.
- ☐ Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- ☐ Skill in active learning by understanding the implications of new information for both current and future problem-solving and decision-making.
- ☐ Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- ☐ Skill in decision making by considering the relative costs and benefits of potential actions and choosing the most appropriate one.

Financial / Accounting / Budget

- ☐ Skill in determining how money will be spent to get the work done, and accounting for these expenditures.

General / Universal

- ☐ Skill in managing one's own time and the time of others.
- ☐ Skill in using mathematics to solve problems.
- ☐ Skill in completing assignments accurately and with attention to detail.

Managerial / Supervisory / Project Management

- ☐ Organizational skills in managing projects simultaneously while maintaining a satisfactory work product.
- ☐ Skill in negotiation and facilitation.
- ☐ Skill in mediation and dispute resolution.
- ☐ Skill in monitoring/assessing the performance of self, other individuals, or organizations to make improvements or take corrective action.
- ☐ Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- ☐ Skill in personnel resources management through motivating, developing, and directing people as they work, identifying the best people for the job.

Public Relations / Marketing / Sales

- ☐ Skill in public speaking and delivering presentations to individuals and groups.

Skilled-Craft and Services

- ☐ Skill in the use of custodial materials and chemicals.
- ☐ Skill in the use of groundskeeping hand tools and equipment, in the operation of motorized and gas-operated equipment, and in the repair and maintenance of sidewalks and parking lots.
- ☐ Skill in the use of standard tools and equipment of the profession.
- ☐ Skill in determining the kind of tools and equipment needed to do a job.
- ☐ Skill in installing equipment, machines, wiring, or programs to meet specifications.

- [ ] Skill in performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- [ ] Skill in repairing machines or systems using the needed tools.
- [ ] Skill in designing and manufacturing special equipment.
- [ ] Skill in repair, maintenance, and testing of technical equipment.
- [ ] Skill in the operation, maintenance, and repair of applicable equipment and tools.
- [ ] Skill in the operation of technical equipment and detection devices.

Student Services

- [ ] Skill in service orientation by actively looking for ways to help people.

OTHER (only if nothing above fits; maximum 3)

Other 1

Other 2

Other 3

Return to Form

KSA SELECTION: ABILITIES

Check every item that applies to this position. Items are grouped by the SFA KSA Bank categories. Click "Return to Form" when finished.

Return to Form

Clerical

- ☐ Ability to accurately prepare and maintain records, files, and reports.
- ☐ Ability to maintain records of materials, supplies, time, and work performed.
- ☐ Ability to take and transcribe dictation.

Communication / Interpersonal

- ☐ Ability to communicate and interact effectively with members of the public.
- ☐ Ability to listen to and understand information and ideas presented through spoken words and sentences.
- ☐ Ability to read and understand information and ideas presented in writing.
- ☐ Ability to communicate information and ideas in speaking so others will understand.
- ☐ Ability to communicate information and ideas in writing so others will understand.
- ☐ Ability to communicate effectively in both oral and written form.
- ☐ Ability to diffuse and respond effectively to situations involving intense pressures and/or unpredictable persons.
- ☐ Ability to handle difficult and stressful situations with professional composure.
- ☐ Ability to effectively handle difficult and/or angry people.
- ☐ Ability to establish and maintain a good rapport with university faculty and staff, students, and the general public.
- ☐ Ability to work collaboratively and build strategic relations with colleagues, coworkers, constituents and volunteers.
- ☐ Ability to work effectively within a complex organization structure.
- ☐ Ability to maintain effective interpersonal relationships.
- ☐ Ability to work successfully as a member of a team and independently with moderate supervision.
- ☐ Ability to understand and follow instructions.

Computer Use

- ☐ Ability to operate office machines, including typewriter, adding machine, calculator, and personal computer.
- ☐ Ability to operate personal computer with a general understanding of application software, and an understanding of the Internet.
- ☐ Ability to learn office and university-specific software.

Critical Thinking / Problem-Solving / Analysis

- ☐ Ability to apply general rules to specific problems to produce answers that make sense.
- ☐ Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- ☐ Ability to exercise sound judgment in making critical decisions.
- ☐ Ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- ☐ Ability to quickly make sense of, combine, and organize information into meaningful patterns.
- ☐ Ability to analyze complex information and develop plans to address identified issues.
- ☐ Ability to evaluate documents for accuracy and legal conformance.
- ☐ Ability to anticipate and diffuse problems before they occur.
- ☐ Ability to conduct short-range and long-range project planning studies.
- ☐ Ability to devise solutions to administrative problems.
- ☐ Ability to develop objectives, evaluate effectiveness, and assess needs.
- ☐ Ability to recognize, analyze, and solve a variety of problems.
- ☐ Ability to identify problems, evaluate alternatives, and implement effective solutions.
- ☐ Ability to implement new systems and procedures and to evaluate their effectiveness.
- ☐ Ability to process information logically.
- ☐ Ability to analyze and solve work related problems.
- ☐ Ability to problem-solve a variety of situations.

Financial / Accounting / Budget

- ☐ Ability to prepare financial and accounting records.
- ☐ Ability to analyze, consolidate, and interpret accounting data.

- [ ] Ability to compile, organize, interpret, and communicate accounting data and results in a concise format.
- [ ] Ability to manage a budget and work within the constraints of that budget.

General / Universal

- [ ] Ability to work under pressure and meet close deadlines.
- [ ] Ability to set priorities and complete assignments on time.
- [ ] Ability to analyze, organize and prioritize work while meeting multiple deadlines.
- [ ] Ability to analyze and prepare documents, reports, and correspondence.
- [ ] Ability to prepare concise reports.
- [ ] Ability to make arithmetical computations and tabulations.
- [ ] Ability to add, subtract, multiply, or divide quickly and correctly.
- [ ] Ability to review work for accuracy.
- [ ] Ability to obtain a Texas driver's license, SFA permit, and van certification prior to employment.
- [ ] Ability to work evenings, nights and weekends as necessary.
- [ ] Ability to match or detect differences between colors, including shades of color and brightness.
- [ ] Ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- [ ] Ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- [ ] Ability to process and handle confidential information with discretion.
- [ ] Physical condition adequate to permit full performance of duties.

Health & Safety

- [ ] Ability to react quickly and calmly in emergency situations.
- [ ] Ability to respond quickly to emergencies.
- [ ] Ability to enforce security rules and regulations.

Legal / Policies & Procedures

- [ ] Ability to develop, interpret, and evaluate policies and procedures.
- [ ] Ability to explain policies and procedures to staff and to the public.
- [ ] Ability to identify and incorporate continuous changes in federal and state policies and procedures, ensuring University and department compliance.
- [ ] Ability to interpret and apply laws, regulations, policies, and procedures.
- [ ] Ability to negotiate features of a contract.
- [ ] Ability to prepare legal documents, conduct legal research, interpret and apply laws, and summarize findings.
- [ ] Ability to research, interpret, and summarize relevant laws.

Managerial / Supervisory / Project Management

- [ ] Ability to plan, implement, and evaluate programs.
- [ ] Ability to direct and organize program activities.
- [ ] Ability to establish goals and objectives.
- [ ] Ability to establish program goals and objectives that support the strategic plan.
- [ ] Ability to effectively plan and delegate the work of others.
- [ ] Ability to plan, assign, and/or supervise the work of others.
- [ ] Ability to train others.
- [ ] Ability to train and supervise others.

Public Relations / Marketing / Sales

- [ ] Ability to effectively market the programs and services of the department.

Skilled-Craft and Services

- [ ] Ability to maintain and care for hand and power tools.
- [ ] Ability to perform maintenance, to follow instructions, and to interpret drawings and diagrams.

Student Services

- [ ] Ability to provide support for student development with a demonstrable concern for students.
- [ ] Ability to engage students and to create and enhance their connection to the institution and each other.
- [ ] Ability to work effectively and patiently with students.

OTHER (only if nothing above fits; maximum 3)

Other 1 _____

Other 2	
Other 3	

Return to Form