DEFINITIONS OF SKILLS AND LEVELS FOR POSITION DESCRIPTION QUESTIONNAIRE

Skill	Definition

Analytical	• To break down a problem, situation or process into its component parts, understand the nature of those parts and their relationship to one another
	• *Examples include*:
	  – Identifies the component parts of a situation or problem
	  – Identifies the relationship among variables
	  – Looks at all the components of a problem or situation
	  – Recognizes the potential consequences or implications of situations, decisions, actions, or ideas
	  – Uses graphic illustrations to capture interrelationships and connections
	  – Reformulates or restates the problem in different ways to look at it from different angles
	  – Applies appropriate frameworks, principles, and models to solve problem

Project / Process Management	• To establish a course of action and a sequence of steps to ensure that goals and objectives are achieved
	• *Examples include:*
	  – Organizes the planning process (e.g., identifies who should be involved in preparing, reviewing, or validating a project plan)
	  – Develops detailed project schedules, including tasks, accountabilities and deadlines
	  – Anticipates problems that may impede work
	  – Communicates changes and progress

Computer/Technical	• To utilize Microsoft office programs and other technical software as appropriate to complete position responsibilities
	• *Examples include:*
	  – Uses word processing and data entry tools, and develops spreadsheets and presentations
	  – Creates complex documents, spreadsheet analyses and models, and advanced graphics
	  – Develops, maintains, updates and manipulates databases, systems and other business applications
	  – Programs at a basic, intermediate, or advanced level
	  – Conducts systems analysis and troubleshoots issues
	  – Uses select business applications to perform position responsibilities
	  – Makes necessary adjustments to ensure project remains on track
	  – Organizes and executes the work to align with project plan
	  – Coordinates work of team members and others to align with the plan and outcomes

Office/ Administrative Support	• To perform clerical and administrative related tasks as appropriate for department/ areas
	• *Examples include:*
	  – Drafts, edits, proofreads internal and external correspondence (email, letters, announcements, memos, department documents, etc.)
	  – Files department/area data and ensures files are organized according to

	established guidelines
	– Performs data entry onto spreadsheets or databases
	– Schedules meetings and appointments; maintains and updates calendar(s) as appropriate
Equipment Operation	• To effectively use equipment necessary to complete position responsibilities
	• *Examples include:*
	– Use common office equipment (computer, fax machine, copier, phone)
	– Identify operational problems with common equipment, determine resolution
	– Repair and upgrade office and/or basic equipment (either by oneself or reaching out to appropriate individuals to do so)
	– Operate specialized equipment requiring training
	– Identify operational problems with specialized equipment, determine resolution
Written and Oral Communications	• To structure and convey ideas and information, both verbally and in writing, in a way that brings about understanding
	• *Examples include:*
	– Tailors communications to effectively reach an audience (e.g., uses familiar language, concrete examples)
	– Keeps written and verbal communications clear and straightforward; explains technical terms when these must be used
	– Verifies understanding of agreements, issues, requirements, or conversations to prevent miscommunication (e.g., by paraphrasing, by having people review documentation)
	– Observes one's effect on others through non-verbal cues and adjusts communications style to strengthen one's message
	– Actively listens and solicits information and feedback from a wide variety of sources
	– Provides feedback to staff as appropriate
	– Negotiates with internal stakeholders, external stakeholders or both
Level	**Definition**
Basic	• Applies the fundamental skills necessary for position
Intermediate	• Applies some advanced skills that allow employee to adapt and meet some complex or non-routine situations
Advanced	• Applies highly proficient and specialized skills that allow employee to function in situations that are varied, complex, and/or non-routine