

FAIRBANKS NORTH STAR BOROUGH

EMPLOYEE QUESTIONNAIRE

Official Position Title _____ Grade _____

Name _____

Department _____ Division _____

Phone Number _____ Extension _____

How long in this job position? _____

How long employed by Borough? _____

What is your education level? _____

Name of Immediate Supervisor _____ Supervisor's Title _____

I. **BASIC FUNCTION:** Indicate your position's basic function in one or two sentences. This statement should be a general summary of your position's responsibilities.

II. **DESCRIPTION OF DUTIES:** Describe, on the following page, all the duties of your position. Provide as much detail as you think is necessary to give a complete picture of your position to someone who does not know what you do.

A. Number each duty, starting with those you consider most important and finish with those of a more routine nature. Please begin each duty with a verb; e.g.: file, conduct, review, check, analyze, approve, train, etc. If more space is needed, attach a separate sheet or sheets.

B. In the column marked "Frequency", indicate the estimated number of times you perform each duty; e.g.: 2/year, daily, 3/week, etc.

EXAMPLE:	1. Interview parents to determine day care assistance eligibility	daily
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III. KNOWLEDGE/SKILLS: The formal education, experience, specific skills, knowledge, abilities and equipment “know-how” that is required to perform the duties listed in item II above.

A. Formal Education: Check all the minimum educational requirements that you feel are required to satisfactorily perform the job duties.

- 1. ____ No educational requirement
- 2. ____ High school diploma or equivalent (GED)
- 3. ____ Associate degree
- 4. ____ College degree (Bachelors)
Type of degree: _____
- 5. ____ Graduate degree (Masters)
Type of degree: _____

B. Specialized/vocation training

- 1. ____ up to 1 year: _____
list course/training
- 2. ____ up to 2 years: _____
list course/training
- 3. ____ 3 years or more: _____
list course/training

C. Prior Experience: Indicate the minimum amount and type of experience in a related field required to perform your job.

- 1. ____ Less than 6 months
- 2. ____ 6 months to 1 year
- 3. ____ 1 year to 3 years
- 4. ____ 3 to 5 years
- 5. ____ 5 to 8 years
- 6. ____ 8 to 11 years
- 7. ____ 11 to 15 years
- 8. ____ over 15 years

What type of experience? _____

D. Job Requirements: List the required minimum skills, knowledge, abilities and equipment required to perform your duties. Also list any special requirements such as certificates and licenses which are necessary to do the job.

<p>EXAMPLE</p> <p>Alaska driver's license; ICC physical; CPA certificate; Knowledge and use of hand and power tools; Knowledge of financial accounting practices; Knowledge and use of office equipment</p>	
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- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

IV. JOB DIFFICULTY/COMMUNICATIONS: Measured by the amount and complexity of the laws, regulations, policies and manuals that need to be mastered in the job and the extent of both internal (within the Borough) and external (outside the Borough) communication required in the job.

A. Difficulty:

1. Identify below the specific laws, regulations, policies, manuals or guidelines used or followed by the incumbent in this position in performing assignments.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____

- f. _____
- g. _____

2. Indicate the time required to learn and accurately perform the duties of this position including familiarity with policies, procedures and manuals.

- a. _____ Less than one week
- b. _____ 2 weeks to 1 month
- c. _____ 2 months to 3 months
- d. _____ 4 months to 6 months
- e. _____ 7 months to 11 months
- f. _____ 12 months to 18 months
- g. _____ over 18 months

3. Indicate below the number of other positions with which you must be familiar. Familiar means having a working knowledge of other position(s) duties. It does not mean that you must perform as well as the incumbents actually assigned to them.

- a. _____ Own work only
- b. _____ Working knowledge of 1 to 2 other types of positions required
- c. _____ Working knowledge of 3 to 4 other types of positions required
- d. _____ A working knowledge of a large division having 5 or more positions
- e. _____ Familiarity with the work of the entire division and some work in other divisions

4. Can this position best be described as a labor, trade, craft, clerical, machine operation, or entry level technician job?

- a. _____ Yes
- _____ No

If “no”, indicate the depth of knowledge required to perform the duties of this position.

- a. _____ Practical, common knowledge developed through experience, on-the-job training or vocational training.
- b. _____ Technical knowledge of a discipline requiring problem-solving and application of theoretical principles.
- c. _____ Advanced broad knowledge of a profession’s principles, theories, and practices; application of this knowledge to manage projects and solve complex problems.
- d. _____ Mastery and application of advanced broad knowledge, plus visionary ability to generate hypotheses or principles across several disciplines.

B. Internal and External Communication: This factor appraises the responsibility for contacting and exchanging business information or ideas with the Borough’s personnel and/or the public, as necessitated by the position. This communication and contact may be in person, by telephone or by correspondence.

Internal contact is any business contact with other Borough employees. External contact is defined as contact with any person who is not an employee of the Borough with whom the position requires the incumbent to come in contact.

1. Indicate the highest degree of internal communication required on a regular basis:

- a. _____ Works mostly alone - very little business contact with fellow employees.
- b. _____ Ordinary business contact with employees in own division.
- c. _____ Frequent business contact with other employees in own department.
- d. _____ Frequent interdepartmental business contact.
- e. _____ Continuous contact with employees at all levels of the Borough.

2. Indicate the highest degree of external communication required on a regular basis:
 - a. _____ No public contact.
 - b. _____ Infrequent public contact.
 - c. _____ Frequent public contact.
 - d. _____ Continuous routine public contacts.
 - e. _____ Occasional contacts involving outside organizations/agencies.
 - f. _____ Frequent contacts involving outside organizations/agencies.

V. RESPONSIBILITIES: The amount of supervision received and given by you in this position, the significance of decisions and the possible consequences of error on the job.

A. Supervision given: List the position title(s), if any, over which you have responsibility for job performance and indicate after each title, the number of people in these positions:

<u>Position Title</u>	<u>Number</u>
_____	_____
_____	_____
_____	_____

B. Supervision received: Indicate in the appropriate blank the statement below which best describes the independence of your actions in terms of the extent to which your work is supervised.

1. _____ Completely routine and constantly supervised.
2. Mostly routine with a few minor problems:
 - _____ a. Supervisor is usually required for help and instruction.
 - _____ b. Little immediate supervision is required; must use own initiative in handling most problems.

3. Many minor problems, daily, and an occasional major one:

- ___ a. Supervisor is usually required for help and instruction.
- ___ b. Little immediate supervision is required; must use own initiative in handling most problems.
- ___ c. Virtually no supervision; must use own initiative and ingenuity in handling problems.

4. Very little routine and often major problems:

- ___ a. Little immediate supervision.
- ___ b. Virtually no supervision.

5. ___ Virtually no routine. Faced with mostly major problems that must be solved independently.

C. Decisions: What are some of the most critical decisions you must make in this position:

D. Errors/Mistakes: What are the consequences if you make an error? Excluding liability losses, the correction/recovery effort or the value of an asset that may be lost is?

- 1. ___ Minimal effort to recover; little or no loss (up to \$1,000)
- 2. ___ Normal effort to recover; limited loss (up to \$5,000)
- 3. ___ Significant effort to recover; major loss (up to \$50,000)
- 4. ___ Serious effort to recover or error may not be recoverable; grave loss (over \$50,000)

VI. JOB CONDITIONS: The overall conditions of the work environment, the exposure to accident/health hazards, and the physical requirement of the job. Check the appropriate blank in each subsection which best describes your job conditions.

A. Environment:

1. Private or semi-private office
2. General office where conditions are pleasant
3. Shop area where conditions are pleasant
4. General office where conditions are unpleasant
5. Shop area where conditions are unpleasant
6. Other: _____

B. Accident and Health Hazards:

1. Work where accidents/hazards are negligible
2. Minor health hazards and minor accident probability (e.g.: burns, cuts, bruises, abrasions, severe eye strain, etc.)
3. Major health and accident risk that would probably result in major disease or disability; considerable possibility of personal injury

C. Work Conditions:

1. Good conditions, clean area: less than $\frac{1}{4}$ time is spent standing, or walking
2. Somewhat disagreeable conditions with occasional heat, cold, wet, noise, etc.; up to $\frac{1}{2}$ of time is spent standing, or walking
3. Disagreeable conditions with undesirable elements or factors on a somewhat continuous basis; up to $\frac{3}{4}$ of time is spent standing, or walking
4. Work having the most disagreeable extremes of heat, cold, dirt, noise, fumes, etc. which are continuous and expose the employee to combinations of elements and factors.

D. Physical Requirements: (Select one requirement as appropriate and indicate the letter which best describes your job as follows: A - short periods, B - sustained periods, C - prolonged periods)

1. _____ Requires only light lifting (1 - 25 lbs.), little if any pushing, or pulling. Tasks are normally performed in a seated or standing position.
2. _____ Requires moderate lifting (26 - 50 lbs.), pushing or pulling. May require reaching or bending. May perform in an abnormal sitting or standing position.
3. _____ Requires heavy lifting (50+ lbs.), pushing or pulling. May require crouching, stooping or stretching.

VII. Additional Remarks: Indicate any comments that you feel may be necessary to further explain the uniqueness of your job, i.e., areas that may not have been adequately addressed in the previous sections. If additional space is needed, use the back side of this page.

* * * * *

Please sign and date below.

Printed Name: _____

Your Signature: _____ Date: _____

Official Position Title: _____

Name of the Incumbent: _____

IMMEDIATE JOB PERFORMANCE SUPERVISOR (if applicable)

Please review the preceding Employee Questionnaire. Do not revise any information or statements provided by the employee. If necessary, add additional comments or information in the space below. Fill in the position title and name of the incumbent above, sign and date the questionnaire and forward in an envelope to the intermediate job performance supervisor or top level non-union manager as appropriate.

() I generally agree with the information on the attached questionnaire and have provided the following comments, if appropriate, to expand on the employee information.

() I disagree with the information on the attached questionnaire and have listed my specific concerns below.

Additional comments or remarks:

* * * * *

Please sign and date below:

Printed Name: _____

Job Title: _____

Your Signature: _____

Date: _____

Official Position Title: _____

Name of the Incumbent: _____

INTERMEDIATE JOB PERFORMANCE SUPERVISOR (if applicable)

Please review the preceding Employee Questionnaire. Do not revise any information or statements provided by the employee. If necessary, add additional comments or information in the space below. Fill in the position title and name of the incumbent above, sign and date the questionnaire and forward in an envelope to the intermediate job performance supervisor or top level non-union manager as appropriate.

() I generally agree with the information on the attached questionnaire and have provided the following comments, if appropriate, to expand on the employee information.

() I disagree with the information on the attached questionnaire and have listed my specific concerns below.

Additional comments or remarks:

* * * * *

Please sign and date below:

Printed Name: _____

Job Title: _____

Your Signature: _____

Date: _____

Official Position Title: _____

Name of the Incumbent: _____

TOP LEVEL NON-UNION MANAGER

Please review the preceding Employee Questionnaire. Do not revise any information or statements provided by the employee. If necessary, add additional comments or information in the space below. Fill in the position title and name of the incumbent above, sign and date the questionnaire and forward in an envelope to the intermediate job performance supervisor or top level non-union manager as appropriate.

() I generally agree with the information on the attached questionnaire and have provided the following comments, if appropriate, to expand on the employee information.

() I disagree with the information on the attached questionnaire and have listed my specific concerns below.

Additional comments or remarks:

* * * * *

Please sign and date below:

Printed Name: _____

Job Title: _____

Your Signature: _____

Date: _____

FAIRBANKS NORTH STAR BOROUGH

EMPLOYEE QUESTIONNAIRE

COMPLETION GUIDE

The following information has been compiled to assist you in completing the job evaluation questionnaire. If you have further questions please consult your Supervisor, APEA contact person in your work area, and/or Division/Department Manager.

- I. **CONSIDER WORKING UP YOUR RESPONSES IN DRAFT FORM EITHER ON A COPY OF THE QUESTIONNAIRE OR BLANK SHEETS OF PAPER.** After you have obtained clarification where you feel it is needed and are satisfied that you have the best responses to each of the questions, prepare the questionnaire in final form either typed or legibly written.
- II. **COMPLETION OF THE DUTIES SECTION:** List only duties and not the tasks that make up the duties. All statements should be related in a way that they do not contradict each other. Be positive. Don't try to "snow." A position description is only valid to the extent that it accurately reflects job content.
- III. **USE YOUR OWN WORDS. MAKE AN ORIGINAL AND INDEPENDENT STATEMENT.** Do not copy expressions from descriptions issued by Personnel. Descriptions of individual positions must necessarily be more specific and definite than descriptions of classes of positions which are given in broad terms so as to include many individual positions. Do not collaborate with others in your office or station doing similar work in an effort to present uniform descriptions under the belief that this assists the analyst classifying the position. On the contrary, several original descriptions taken together generally give a better picture of the position than one description prepared by one person or by several in conference.
- IV. **DO NOT USE BROAD GENERAL TERMS WITHOUT EXPLANATION:** they are not definite. Try to give a specific and concrete picture of your work so that one unacquainted with it may, from your description, visualize it truly and accurately. If it is one that requires professional, scientific, or technical training, describe it so that another person with the same training will be able to understand the characteristics of the position. Imagine that you are "breaking in" a new person of adequate qualifications and that you are giving him/her their first information concerning the duties of the job.

You may find the following list of verbs helpful:

A. DATA --

audit	compute	obtain	revise
check	conduct	prepare	summarize
classify	correct	program	supply
collect	determine	record	trace
compare	evaluate	report	verify
compile	interpret	review	write

B. PEOPLE --

advise	notify	select	
assign	inform	persuade	speak
direct	instruct	provide	supervise
hire	interview	represent	train
identify			

C. THINGS --

assemble	deliver	inspect	plan
complete	find	install	process
construct	formulate	issue	recommend
control	give	make	schedule
create	handle	operate	set-up
decide	implement	organize	terminate

Avoid weak verbs such as these that could mean almost anything:

administer	coordinate	expedite	observe
analyze	develop	facilitate	participate
arrange	discuss	follow up	promulgate
assure	ensure	investigate	search
collaborate	examine	manage	study
cooperate			

Avoid waffle words and phrases:

- Improve efficiency
- Be sensitive to
- Increase morale
- Provide assistance
- Communicate with other departments
- Develop awareness
- Maintain good employee relations
- Streamline procedures

V. DEFINITIONS: The following definitions may be helpful in completing the questionnaire.

CONTINUOUS: Should be considered as occurring hourly in the average day's work.

ERRORS/MISTAKES: This section measures the consequence that could result from errors in the work. Errors include mistakes or actions performed improperly, and errors of judgment. Only normally assigned work is considered; the factor should not be used to evaluate atypical "what if?" situations. In evaluating the factor, consider (1) how errors are made, and (2) their consequences; both conditions must be present to meet a defined factor level.

LEVEL 1 (\$1,000)

Errors are typically the result of mistakes or improperly performed actions. Their effect is negligible, both to the employee and to the unit.

LEVEL 2 (\$5,000)

Errors are the result of mistakes or improperly performed actions that will be detected by others who rely on or use the work for other purposes. Errors could have noticeable effect on the work product or service of the organization.

LEVEL 3 (\$50,000)

Errors may result from improperly performed actions; misapplication of policies, rules or procedures; or judgment. Errors could have substantial effect on internal operations or cause serious external problems.

LEVEL 4 (\$50,000 +)

Errors may result from misapplication of policies, rules or procedures, or judgment, and could have very substantial effects on internal operations, cause substantial external problems, or result in loss of life.

FREQUENT: Occurring only once a day as a minimum.

DEPARTMENT: A major functional unit of the Borough as established by the Assembly.

DIVISION: A major sub-unit of a department.

DUTY: A set of tasks performed sequentially to achieve an end result. Do not be concerned about listing tasks which are those set of operations performed sequentially to achieve a result which when combined with related tasks make up a duty.

JOB: A set of duties performed by one person for an extended period of time considered to be a cycle of a year. It is also called a position.

JOB PERFORMANCE RESPONSIBILITY: Given to a person for the work product of a Division, i.e., timely, thorough completion of job duties.

MAJOR PROBLEMS: Situations arising that require your immediate attention, extensive use of judgment, originality, initiative or other mental capabilities.

MINOR PROBLEMS: Situations arising that can be readily resolved through available resources or consultation with co-workers.

OUTSIDE ORGANIZATIONS: Such entities as vendors of the Borough, BLM, School District, UAF, City of Fairbanks, Military installations.

SUPERVISION: Could mean any or all of the following:

1. Top Level Non-Union Management: That individual having substantial responsibility on behalf of the public employees of the Borough and may participate in employing, promoting, transferring, suspending, discharging or adjudicating grievances.
2. Intermediate/Immediate Supervisor: If applicable, worker(s) in the chain of command who is responsible for job performance. This person may train incumbents, recommend performance evaluations, etc., but is not responsible for total supervision.

WORKING KNOWLEDGE: Enough knowledge/skill to perform the routine duties of another person's job for short periods of time during the temporary absence of an incumbent.