

Parts of a job description

1. Job Title

Definition: The official name of the position that summarizes its role and scope.

Purpose: Identifies the job in organizational charts and HR systems.

Example: “*Senior Data Analyst*,” “*Customer Service Supervisor*.”

Tip: Should reflect both **level** (senior, junior, lead) and **function** (analyst, engineer, manager).

2. Brief Position Summary

Definition: A short paragraph describing the **main purpose** of the job and its **key contributions** to the organization.

Purpose: Gives readers a quick understanding of *why the role exists*.

Example: “Responsible for managing daily operations of the retail store to ensure excellent customer service and sales performance.”

3. Work Activities

Definition: The detailed **tasks and duties** performed by the employee.

Purpose: Clarifies *what* the employee actually does on a day-to-day basis.

Example: “Prepare monthly financial reports; monitor budget compliance; coordinate with auditors.”

4. Tools & Equipment

Definition: The **tools, software, machines, or equipment** required to perform the job effectively.

Purpose: Ensures the employee and organization understand the **technical resources** involved.

Example: “Microsoft Excel, SAP ERP, forklift, medical instruments, or customer relationship software.”

5. Work Settings

Definition: The **environment** where the job is performed.

Purpose: Describes whether the role is office-based, remote, in the field, factory, or outdoors.

Example: “Office setting with occasional field visits.”

6. Job Competencies & Qualifications (SKAOs)

Definition: The **Skills, Knowledge, Abilities, and Other characteristics** required to perform the job successfully.

Purpose: Defines what makes someone capable and qualified.

Examples:

- **Skills:** Data analysis, communication.
 - **Knowledge:** Accounting principles, safety regulations.
 - **Abilities:** Problem-solving, time management.
 - **Other:** Personality traits, certifications, education.
-

7. Compensation & Benefits Information

Definition: The general **pay structure** and **reward package** associated with the job.

Purpose: Provides transparency about how the role is valued.

Example: “Pay Grade 6; salary range \$60,000–\$75,000 annually; health insurance; performance bonus.”

8. Environmental Conditions

Definition: Any **physical or environmental factors** affecting the work.

Purpose: Communicates conditions that may impact safety, comfort, or performance.

Example: “Exposure to outdoor weather, noise, or chemical substances.”

9. Work Schedule & Hours

Definition: The expected **working time patterns** for the job.

Purpose: Clarifies hours, shifts, weekends, remote flexibility, or overtime requirements.

Example: “Monday–Friday, 8:00 a.m.–5:00 p.m., with occasional weekend work.”

10. Work Intensity & Stress Levels

Definition: The **pace, workload, and pressure** associated with the job.

Purpose: Sets expectations about mental and time demands.

Example: “Fast-paced environment, frequent deadlines, high customer volume.”

11. Physical, Psychological & Social Demands

Definition: The **physical effort, mental concentration, and social interaction** expected.

Purpose: Helps assess employee well-being and suitability.

Examples:

- **Physical:** Standing for long periods, lifting up to 25 kg.
 - **Psychological:** Attention to detail, decision-making under stress.
 - **Social:** Team collaboration, client interaction.
-

12. Special Conditions & Context

Definition: Any **unique or exceptional requirements** beyond normal duties.

Purpose: Communicates special circumstances like travel, security clearances, or legal responsibilities.

Example: “Must possess a valid driver’s license; subject to background checks.”

13. Work Performance

Definition: The **criteria, metrics, and standards** used to evaluate success in the role.

Purpose: Links job activities to measurable outcomes.

Example: “Performance measured by customer satisfaction scores, sales targets, or on-time project delivery.”

14. Organizational Career Path

Definition: The **potential progression or growth trajectory** from this job to higher levels or related fields.

Purpose: Shows employees how the role fits into their career development.

Example: “Career path: Junior Analyst → Analyst → Senior Analyst → Data Science Manager.”

Example of a job description

Job Title

Administrative Assistant

Position Summary

Provides clerical and administrative support to ensure efficient daily operations of the office, including communication, documentation, and scheduling tasks.

Work Activities (Task Statements) - some example

- Prepares meeting agendas using word processing software to ensure accurate distribution to team members prior to scheduled meetings.
- Schedules appointments and meetings in the company’s calendar system to coordinate staff availability and resource use when requested.
- Drafts correspondence using word processing software to maintain clear and professional communication.

Tools & Equipment

- Word processing, spreadsheet, and database software
- Multi-line phone system
- Office equipment (printers, scanners, copiers)
- Procurement and accounting software

Work Settings

- Primarily office-based.
- Option for occasional remote work.

SKAOs

Required Before Hiring

Category	Description
Skill	Time management and organizational skills for balancing multiple priorities
Knowledge	Proficiency in Microsoft Office Suite and related software applications
Ability	Ability to exercise discretion and sound judgment when handling sensitive information
Other Characteristic	Attention to detail and accuracy in all tasks

Not Required Before Hiring

Category	Description
Skill	Skill in using specialized internal software (can be developed on the job)
Knowledge	Knowledge of specific company policies and procedures (can be taught after hire)
Ability	Ability to lead a team (can be developed through experience)
Other Characteristic	Familiarity with company culture and processes (learned during onboarding)

Compensation & Benefits Information

Pay Grade: Administrative Band 2.

Salary Range: BAND2 - \$38,000 – \$45,000 annually.

Benefits: Health insurance, retirement plan, paid time off.

Environmental Conditions

Standard office environment with moderate noise levels.

Minimal physical demands (sitting, typing, occasional lifting up to 20 lbs).

Work Schedule & Hours

Monday–Friday, 8:30 a.m.–5:00 p.m.

Overtime may be required during quarterly reporting.

Work Intensity & Stress Levels

Moderate workload with peaks during reporting deadlines (Quarterly).

Physical, Psychological & Social Demands

Frequent keyboard and phone use.

High level of social interaction with colleagues and visitors.

Special Conditions & Context

Must maintain confidentiality of sensitive employee and company information.

May occasionally travel to local branch offices for meetings.

Work Performance

Success is measured by accuracy of records, timeliness of completed tasks, and responsiveness to staff requests.

Performance evaluated through quarterly reviews based on KPIs (accuracy rate, task completion rate, and internal customer satisfaction).

Organizational Career Path

Potential advancement to roles such as Office Manager, Executive Assistant, or Department Coordinator.

Training and development opportunities provided through company-sponsored workshops and seminars.

Support for continuing education, including assistance with pursuing degrees, certifications, or advanced studies (e.g., bachelor's or master's programs), where relevant to career growth.