Support Staff - Position Information Questionnaire (PIQ)

The purpose of this questionnaire is to gather information about a position’s major functions, duties, responsibilities and requirements. This information will be relied upon to determine the position’s placement in the University’s staff classification program. Supervisors are to provide detailed information that closely reflects position’s current duties and responsibilities, or anticipated new duties and responsibilities that are being assigned due to your work unit or department being actively reorganized.

**Sections A through B**: These sections can be completed jointly by the employee(s) and his/her direct supervisor;

**Sections C through F**: These sections are completed by the staff member’s direct supervisor and second level manager.

**GENERAL INSTRUCTIONS:**

1. Be objective and accurate in your answers. Consider the normal day-to-day responsibilities.
2. A sample statement of position duties and responsibilities follow these instructions to provide you with an example of how duty statements are written. When indicating the percentage of time an employee would spend on each duty, consider what is performed over a 12-month period. The percentages do not need to be exact but should reflect the more time-consuming parts of the position.
3. Describe the position as it is being performed today, not as it might be in the future, unless your work unit or department is actively engaged in a unit or department reorganization.

1. Remember, you are considering the position and the requirements for the position—not the incumbent’s personal background (e.g., if the duties could be competently performed by someone with 2 years’ experience, but the incumbent has 6 years’ experience – the correct response is 2 years’ experience required).
2. Answer all questions as completely as possible and provide a brief explanation for any question that is determined to be non-applicable.
3. Submit the completed questionnaire to the Department of Human Resources.

# Position Identification

|  |  |  |
| --- | --- | --- |
| Position Title: | | |
| Department: | | |
| Work status (check one):  Full-time  Part-time | | |
| Position FTE: | Hours worked per week: | Months worked per year: |
| Supervisor Name:  Supervisor’s Title: | | |

# Job Description

# Job Purpose Statement

Briefly describe the position’s primary purpose in three to four sentences.

If applicable, please describe below how the position’s primary purpose has changed since the position was last evaluated.

# Major Job Functions

List the major or most important functions assumed by this position. A function is a grouping of duties and responsibilities that are related. Functions should be listed in order of priority. A sample function statement is provided below.

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| --- |
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|  |
|  |

# Duties and Responsibilities

List the position’s duties and responsibilities within each function.

Include all important aspects of the work—whether performed daily, weekly, monthly, or annually; and any duties that occupy at least 5% of the total job. **Indicate the approximate percentage of time spent performing each duty on an annualized basis**. For example, if the incumbent performs a duty that consumes virtually all of your time but for only one month out of twelve, then that duty would occupy about 8% (1/12) of time when averaged over the entire year. Sample duty statements are provided below. **The total of all percentages must equal 100%**.

|  |  |
| --- | --- |
| **Assists with developing departmental records and reporting:** | **% of Time** |
| 1. Maintains an electronic database, enters and retrieves information, writes queries to produce special reports. | 35% |
| 1. Prepares correspondence, graphs, charts and reports using various software. | 30% |
| 1. Provides factual information concerning department policies and procedures to students and other departments. | 15% |
| 1. Files correspondence and records. | 10% |
| 1. Duplicates reports, documents and related materials. | 10% |
|  | **100%** |

|  |  |
| --- | --- |
| Function #1 (from above): | % of Time |
|  | % |
|  | % |
|  | % |
|  | % |
|  | % |
|  | % |

|  |  |
| --- | --- |
| Function #2 (from above): | % of Time |
|  | % |
|  | % |
|  | % |
|  | % |
|  | % |
|  | % |

|  |  |
| --- | --- |
| Function #3 (from above): | % of Time |
|  | % |
|  | % |
|  | % |
|  | % |
|  | % |
|  | % |

|  |  |
| --- | --- |
| **Total of all percentages must equal 100%** | **100%** |

# Job Requirements

# Check the minimum combination of education and experience that is needed by the employee to satisfactorily perform the functions of the position *(not the education and experience that the current incumbent possesses)*. Preferred or desired qualifications can be identified at the end of this section. Note that for some jobs, experience and education may be substituted.

|  |  |
| --- | --- |
| **Knowledge Acquired Through**  **Education and Training**  (Check the level of education required specific to the job, not the person) | **Knowledge Acquired Through**  **Work Experience**  (Check the amount of experience needed to function competently in the job) |
| Less than high school degree  High school diploma or equivalent  Some College or post high school education  Associate’s degree or equivalent | No experience or up to 6 months  1 year  2 - 3 years  4 -5 years  6 or more |

# If a degree is required, indicate the appropriate field(s) of study.

# If applicable, indicate licenses, certifications or registrations that are required to qualify for this position.

# List any skills or abilities important for this position as well as the type of experience if any that would be the most beneficial.

1. List the education, experience, knowledge, skills and/or abilities that aren’t required, but would be preferred or desired.

1. List the typical physical and/or environmental demands required to effectively handle the position responsibilities. Please indicate the frequency of these demands (e.g., often, sometime, rarely)

# Competencies

Indicate what competencies below are relevant to this position. Prioritize from 1-10.

**Commitment to Service** – Making students’, parents’, and internal stakeholders’ needs the primary focus of one’s action; developing and sustaining productive relationships

**Teamwork** – Identifying and taking action to build “win-win” relationships with other areas of the university

**Problem Solving** – identifying and taking action to solve a problem or take advantage of an opportunity to improve the organization

**Technical / Professional Learning** – Assimilating and applying new role-related information and skills of varying complexity in a timely manner

**Quality** – Setting high standards of performance for self and others; assuming responsibility for successfully completing assignments; self-imposing standards of excellence rather than having standards imposed

**Time Management / Dependability** –Effectively managing one’s time and relationships to ensure work is completed efficiently

**Organizational Fit** –Consistency of the work environment with interests, preferences, and skills of employee

**Communication** – Expressing ideas verbally in a way that engages the listener and helps them retain and respond to the message. Expressing ideas clearly in documents that have organization, structure, grammar, language, and terminology adjusted to the needs of the reader

**Job Knowledge and Skills** – Possessing a satisfactory level of technical, professional, and higher education knowledge or skill in the position related areas; keeps up with current developments in field

**Flexibility** – Maintaining effectiveness when experiencing major changes in work tasks or the work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures

# Supplemental Questions (Please type non-applicable if the question does not apply to this position)

1. Please describe how the position’s essential functions, duties and responsibilities have changed since the position was last evaluated. What are the major changes in responsibility?

1. List any job duties for which the position was previously accountable for which no longer apply.

1. List any job duties which were not a part of the position originally but have been assumed on a permanent basis.

1. Are there any job duties that require more of the incumbent’s time than originally determined?

1. Are there any job duties that require less of the incumbent’s time than originally determined?

1. Are there any job duties that require more or less skills, knowledge, or experience than originally determined?

1. Based on your knowledge of other positions within the University, are there any other jobs that you believe perform similar duties? If so, please identify those positions.

1. How do you envision this job to change in the future?

# Supervisor’s Comments/Exceptions

1. Recognizing that no questionnaire can cover every part of a position, provide any other information that might be important in understanding the functions, duties, responsibilities and requirements of the job; are there other variables that should be considered when analyzing this job?

1. Do you consider this position to be comparable to other jobs in your area in terms of responsibility, complexity, impact and skill? If yes, indicate the job(s) below:
   1. This job is comparable to:
   2. This job is greater than:
   3. This job is lesser than:
2. Provide any other comments that would be helpful to understanding this position.

Sign below indicating that, to your knowledge, the information provided is accurate pertaining to this position.

**Supervisor’s Signature: Date:**

**Supervisor’s Title:**

# Second Level Management’s Comments

1. Considering other jobs in the department or unit, indicate any that are comparable to this position in complexity, responsibility, impact and skill.
   1. This job is comparable to:
   2. This job is greater than:
   3. This job is lesser than:
2. Provide any other comments that would be helpful to understanding this position.

Sign below indicating that, to your knowledge, the information provided is accurate pertaining to this position.

**Second Level Management’s Signature: Date:**

**Second Level Management’s Title:**