



Position Questionnaire

Information

Position Title: _____ Current Grade: _____

Department: _____

Employee _____ Name: _____

_____ Building and Room: _____

_____ Phone: (____) _____ - _____

Date (mm/dd/yyyy): ____/____/____

Employee Instructions

1. Read all of the questionnaire before starting to answer the questions. Keep in mind that the purpose of the questionnaire is to collect information about the nature of the position and is not designated to evaluate individual performance.
2. Be as complete and specific as possible with your responses. Answer the questions so that someone unfamiliar with your position would obtain a clear understanding of the position.
3. Please print legibly, using black ink only, or complete this form on your computer, print it out, and sign it.
4. Review the completed questionnaire to make sure that correct and complete information has been provided.
5. Return the completed questionnaire to your supervisor. Your supervisor will review the questionnaire and comment on the last page.

1. Job Duties

Indicate which, if any, of the following job duties or tasks are part of your job by checking how frequently you perform them in the appropriate column on the right. If any of your job duties do not appear on the list, add them in the appropriate section in the space marked "Other."

<i>Clerical and Secretarial</i>	<i>Daily</i>	<i>Weekly</i>	<i>Bi-weekly</i>	<i>Seasonally</i>
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proofreading for typographical errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Filing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statistical or bilingual typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proofreading according to set styles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal, medical, or technical typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stenography or Dictaphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose from among a set of set letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____			<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>



1. Job Duties (Cont'd.)

Writing and Editing

	Daily	Weekly	Bi-weekly	Seasonally
Compose own correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Write summaries or synopses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Write and edit bulletin copy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research and write reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit for content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Equipment and Machinery Operation

	Daily	Weekly	Bi-weekly	Seasonally
Calculator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash Register	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facsimile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complex postage machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive a van or truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photocopy: high volume or complex machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mailing or shipping international parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audio-visual equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance, minor repair, and adjustment of equipment/machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photography	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information

	Daily	Weekly	Bi-weekly	Seasonally
Answer telephone, take messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answer telephones involving screening or high volume	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convey routine information on Columbia policies and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screen visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convey complex information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Address problems for students, faculty, vendors, parents, donors, or employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advise and counsel individuals and groups (e.g., on academic or benefit choices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



1. Job Duties (Cont'd.)

Mail and Supplies

	<i>Daily</i>	<i>Weekly</i>	<i>Bi-weekly</i>	<i>Seasonally</i>
Distribute mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hand deliveries of mail or messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of supplies within an office or department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery of heavy or fragile materials/supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check inventory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Administrative Support

	<i>Daily</i>	<i>Weekly</i>	<i>Bi-weekly</i>	<i>Seasonally</i>
Reserve rooms for classes or meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handle maintenance complaints for department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible for campus-wide maintenance complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible for implementation of systems and procedures (e.g., dept. mail room operation or dept. stockroom)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Logistical support for events and conferences (e.g., arrange for set up of room and equipment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate the work of a few student workers or one other staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate the work of numerous student workers or two or more staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluate and recommend products (e.g., computers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solicit bids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinate logistical support for events and conferences (e.g., food, hotels, information sent to participants, rooms, equipment, registration)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campus-wide scheduling of space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Modify and be responsible for implementation of systems and procedures (e.g., registration, admissions, financial aid, financial accounting, record keeping, management of network files)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepare court documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make travel arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>



1. Job Duties (Cont'd.)

Computer Related Tasks

	Daily	Weekly	Bi-weekly	Seasonally
Data entry and retrieval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verify data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Format reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Install software on stand-alone PC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instruct computer users on stand-alone PCs or word processors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Routine testing of computer equipment using diagnostic and application software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desktop publishing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spreadsheet reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Troubleshoot hardware or software problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Install software on network computer or mainframe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instruct others on use of network or computer mainframe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Systems analysis and design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Financial Tasks

	Daily	Weekly	Bi-weekly	Seasonally
Purchase (up to \$500)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase (over \$500)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Petty cash disbursement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Record and/or deposit checks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic bookkeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process pay and purchase orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reconciliation of accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open and close accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose appropriate account/subcode for charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make budget proposals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reconcile and analyze and/or provide information about specialized financial statements and reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cashiering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Process Payroll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>



1. Job Duties (Cont'd.)

List the three to five most important functions of your job:

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

2. Supervision/Problem Solving:

Check the one statement that most closely describes the supervision received in your position.

- Work is performed under close supervision.
- Work is performed under general supervision by following standard procedures and schedules referring questionable cases to supervisor.
- Work is done independently by following established procedures and priorities referring unusual cases to supervisor.
- Work is done independently, only consults supervisor when interpretation of university policies are involved.

Give examples (If you need more space, please attach a sheet of paper):

3. Impact Of Errors

Check the one statement that most closely describes the impact of errors in your position.

- Errors can easily be detected and corrected by you.
- Errors usually detected in succeeding operations. Work is verified and checked.
- Errors can go undetected. Most of the work is not subject to direct verification or check, and errors may impact quality of services rendered.
- Errors may only be detected when serious disruption of services occurs or results in significant monetary losses.

Give examples (if you need more space, please attach a sheet of paper):



4. Skill/Knowledge

A. Knowledge: List any specialized knowledge that is required by your position (e.g., complex policies and procedures; knowledge of external institutions, resources, laws, and/or regulation). Be as specific as possible. *(If you need more space, please attach a sheet of paper.)*

B. Required Skills: Does your job require the following skills? *(Check all that apply.)*

- Typing
- Filing
- Languages other than English—Identify: _____
- Bookkeeping
- Accounting
- Complex math (fractions, percentages, averages)
- Dictation
- Other: _____

C. Computer Equipment: Check which computer equipment is used in your present position and indicate the application/software package used.

Equipment	Application/Software Package (e.g., WordPerfect, Dbase, desktop publishing)
<input type="checkbox"/> Word Processor	_____ _____
<input type="checkbox"/> Personal Computer	_____ _____
<input type="checkbox"/> Departmental Network	_____ _____
<input type="checkbox"/> Mainframe	_____ _____
<input type="checkbox"/> Other:	_____ _____ _____ _____



4. Skill/Knowledge (Cont'd.)

D. Other Equipment: List below all other equipment/machines you are required to use in your current position (e.g., facsimile machine, Dictaphone, VCR, etc.):

5. Communication Skills

For each statement, indicate how often the following verbal and/or written communication skills are required for your position.

	<i>Rarely</i>	<i>Occasionally</i>	<i>Usually</i>
Obtain routine information/respond to basic questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchange detailed or non-routine information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchange detailed information of a critical or sensitive nature (e.g., salary-related information, test scores/academic grades)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advise or counsel other on complex matters (e.g., benefits or academic requirements)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in resolving difficult interpersonal situation (e.g., loan/bill collection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Give examples of the duties that require the communication skill you indicated (if you need more space, please attach a sheet of paper):

6. Mental Effort

This section of the questionnaire measures the mental effort you use in your job. (Check the appropriate column for each statement).

	<i>Rarely</i>	<i>Occasionally</i>	<i>Usually</i>
How often are you interrupted to do something else immediately?	<input type="checkbox"/>		
How often must you manage conflicting demands?	<input type="checkbox"/>		
How often must you manage multiple deadlines?		<input type="checkbox"/>	<input type="checkbox"/>
How often do you do the same task for prolonged periods?		<input type="checkbox"/>	<input type="checkbox"/>
Does your work require a high degree of attention to detail (e.g., paying attention to numbers, proof-reading, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____		<input type="checkbox"/>	<input type="checkbox"/>
_____		<input type="checkbox"/>	<input type="checkbox"/>



6. Mental Effort (Cont'd.)

Give examples of the duties that require the mental effort indicated above (if you need more space, please attach a sheet of paper):

7. Physical Effort

This section of the questionnaire measures the degree and duration of physical effort required to perform your job. (Check the appropriate column where applicable.)

	<i>Rarely</i>	<i>Occasionally</i>	<i>Usually</i>
Load/unload equipment or material (moderate weight)			
Load/unload equipment or material (heavy weight)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stand, walk, bend for prolonged periods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remain at workstation for prolonged periods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prolonged repetitive motion (e.g., typing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain prolonged audio-visual attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Give examples of tasks that demand the physical effort you indicated above (if you need more space, please attach a sheet of paper):

8. Working Conditions

This section of the questionnaire measures the conditions of the work environment. (Check the appropriate column where applicable.)

	<i>Rarely</i>	<i>Occasionally</i>	<i>Usually</i>
Noise			
Extreme temperatures			
Toxic substances			
Work outside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restricted work space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to heavy traffic of faculty, staff, students, or visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



8. Working Conditions (Cont'd.)

Give examples of the conditions indicated above *(if you need more space, please attach a sheet of paper)*:

Describe any other environmental conditions that you work under that you think should be taken into account *(if you need more space, please attach a sheet of paper)*:

Employee Signature

Employee's Signature: _____ Date (mm/dd/yyyy): _____

Instructions for Supervisors

Name of Supervisor: _____

Supervisor's Title: _____ Date (mm/dd/yyyy): ____/____/____

Review the questionnaire and note your comments below. Review your comments with the employee. Keep in mind that the purpose of the questionnaire is to collect information about the nature of the position and is not designed to evaluate individual performance. Give the employee a copy of the completed questionnaire. Return the questionnaire to Human Resources Client Services, 615 W. 131st Street, Studebaker Building, MC 8704.

Comments *(if you need more space, please attach a sheet of paper)*:

Supervisor's and Department Head's Signatures

I have reviewed the completed questionnaire and discussed any comments with the employee.

Supervisor's Signature: _____ Date (mm/dd/yyyy): _____

Dept. Head's Signature: _____ Date (mm/dd/yyyy): _____