

CITY OF GRAND JUNCTION

JOB ANALYSIS QUESTIONNAIRE

I. EMPLOYEE BACKGROUND: In this section you will provide information regarding your name, current job title, your immediate supervisor, etc. This will help us make sure we refer to the correct job throughout the study.

Is this a group questionnaire? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, please list all employee names.
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Division: VCB

Department: Economic, Convention & Visitor Services

For Individual Questionnaires Only:

Employee Name: Grossheim Harris Jennifer L
(Last) (First) (Middle Initial)

Current Classification Title: Marketing and Public Relations Coordinator

Division Visitor & Convention Bureau **Department** TRCC/VCB/Avalon

Total Length of Time with organization 2 Years 9 months

Total Length of Time in Current Position 2 Years 9 months

Assigned Hours/Week:: from 8 to 5 **Assigned Days/Week** 5

Email: jengh@gjcity.org **Work Phone:** 970-256-4063

Immediate Supervisor:

Immediate supervisor reports to:

Name: Barbara Bowman **Name:** Debbie Kovalik

Title: Division Manager **Title:** Department Head

Work Phone 970-256-4051 **Work Phone:** 970-256-4052

E-mail: barbarab@gjcity.org **E-mail:** debbiek@gjcity.org

II. POSITION INFORMATION

1. POSITION SUMMARY: This section asks for a short paragraph, one to three sentences, regarding the purpose of your position and/or your primary responsibilities. This summary helps us to quickly understand the essence of your job. Usually it is better to write this after you have completed the remainder of the questionnaire. Briefly describe what you consider to be the major purpose or objective of the job. Simply stated, what are you attempting to accomplish in your position?

Example: Computer Support Technician

Summary: To operate, maintain and repair computer equipment and to provide technical assistance to users.

Develop and implement marketing plan to attract visitors and group business to Grand Junction; manage the advertising and website contractors, coordinate the day to day requirements among marketing, website and needs of staff and how they apply to each project; coordinate all media related activities for domestic and international media visits including information to local and regional media regarding tourism related issues, represent bureau at local, regional and national events and meetings as well as identifying new partnerships and promotions.

2. SUPERVISION & ORGANIZATIONAL RELATIONSHIPS.

- a. The chart below asks for your specific supervisory responsibilities. If a duty statement applies to you, please check the box under the "Yes" column and then indicate the number of employees for which you are responsible to the right of the statement.

Yes	Duty	Number of Employees
<input type="checkbox"/>	I do not officially supervise other employees (sign performance reviews).	
<input checked="" type="checkbox"/>	I evaluate and sign performance reviews of other full-time employees.	1
<input checked="" type="checkbox"/>	I evaluate and sign performance reviews of part-time, temporary or contract employees.	1
<input checked="" type="checkbox"/>	I instruct other employees in methods or procedures needed to carry out their job (how to carry-out their assigned duties).	1
<input checked="" type="checkbox"/>	I make work assignments for others.	2
<input checked="" type="checkbox"/>	I make hiring and hiring pay recommendations.	2
<input checked="" type="checkbox"/>	I make hiring and hiring pay decisions.	1
<input type="checkbox"/>	I recommend termination for poor performance.	
<input checked="" type="checkbox"/>	I provide advice to peers that they must consider carefully before making a decision.	9
<input checked="" type="checkbox"/>	I provide information to supervisors/management that they use in making a decision.	2

- b. Complete the organization chart below. This chart will help us to understand your job in relation to others in your department. Please use titles and not names. Fill in the applicable position titles: (1) your coworkers, employees you work with and who also report directly to your supervisor; and, (2) your subordinates, any employees you supervise directly. List only those jobs over which you have full managerial/supervisory authority (i.e. complete and sign performance evaluation.) Do not list employees supervised by your subordinate supervisors.

YOUR COWORKERS' JOB TITLES

Division Manager
Office Coordinator
Convention Services Coordinator
Visitor Center Coordinator
Sales Assistant (2)
Receptionist

YOUR DIRECT REPORTS' JOB TITLES

Marketing and Public Relations Asst.
Summer Intern

Please indicate the nature of the group supervised and the number supervised

☒ Full Time ☐ Part-Time ☒ Seasonal/Temp Intern ☐ Volunteer ☐ Contract

c. Describe with whom, or with what departments/organizations, you have regular contact.

1. Inside your organization (other City Departments):

Title of Person or Department	How Often	For What Purpose
Ex: Peers, Subordinates		
Two Rivers Convention Center	Daily	Marketing of TRCC and Avalon Theatre
Sam Rainguet	Bi-Weekly	Media Relations
Parks and Recreation	Monthly	City Event Promotions
Other City PIO's(fire, police, public works)	Bi-Monthly	Inter-departmental Media Relations & Projects

2. Outside your organization:

Title of Person or Organization	How Often	For What Purpose
Ex: Vendors, Gen. Public	Grand Junction Media-- Weekly	Current Events and promotions, newsbreaking stories
Hill and Company	Daily	VCB Advertising Contractor
Miles Media	2 - 3 time a week	VCB Website Contractor
Ore Communications	Weekly	VCB Media Relations Contractor
Grand Junction Media Sales Representatives	Weekly	Avalon and VCB Advertising
National Sales Representatives	Weekly	VCB Advertising
Downtown Association	Weekly	VCB and Avalon Programs and Events

3. ESSENTIAL DUTIES.

The list of essential duties helps us to understand those duties which are the primary reasons why your position exists. For clarification, please refer to the examples provided below.

Essential Duties: Those duties that make up at least 5% of your time. Please provide enough detail so that someone who may not be familiar with your job will have a clear understanding of what it is that you do. For example, do not simply state "prepares reports", but state "prepares reports such as status reports, staff reports", or other type of report(s) you may prepare. Also, please use action verbs such as prepares, calculates, operates, etc., to start off each statement. Do not use acronyms in your description. Examples are shown below. Use additional sheets if needed.

Decisions Required: List the decisions you make to carry out the essential duties.

Frequency: Indicate how often you perform each duty – D = daily, W = weekly, M = monthly, Q = quarterly, A = annually, or O = occasionally.

Percent of Time: Indicate how much of your time you spend on each task. The total of these percentages **should not be more than 100%**. Example: Sally conducts property value estimates 20% of the time, it may mean she spends one day out of five on that task, or that she spends around two hours each day. These need only be estimates so do not spend a great deal of time trying to come up with an exact percentage. The percentages of **all** duties should equal 100% over a one year period of time.

Attach additional sheets if necessary.

E X A M P L E (LIST ACTUAL ESSENTIAL DUTIES BELOW EXAMPLE)

Essential Duties	Decisions Required	Frequency	% of Time
EXAMPLES:			
<i>Prepares monthly newsletters by gathering information, writing copy, editing, preparing for publication and overseeing distribution.</i>	<i>Articles to include, editorial changes, graphics, layouts</i>	<i>M</i>	<i>25%</i>
<i>Performs inventory spot checks and monthly counts of supplies in warehouse.</i>	<i>When to check supplies</i>	<i>M</i>	<i>10%</i>

	List of Essential Duties	Decisions Required	Frequency: D = Daily W = Weekly M = Monthly Q = Quarterly A = Annually O = Occasionally	% of Time Spent (Not to exceed 100%)
1	<p>Advertising Contract--Management</p> <p>Plan and implement media relations contract in coordination with Hill & Company and Ore Communications</p> <p>Oversee day to day coordination of advertising</p> <p>Budget Development; contract commitments, monitoring & programming \$1 million dollars of paid regional, state and national media along with financial commitments for promotional projects.</p>	<p>Develop a comprehensive yearly press kit, generate monthly national press releases to targeted media outlets (Sunset Magazine and National Geographic, etc.), arrange for group and individual Press tours of Grand Junction (9-15 a year). Utilize public relations to promote VCB's seasonal events and activities (i.e. Peach Promotion, Art & Jazz Festival, etc.)</p> <p>Approve initial concepts and designs, media buys and placements, and final advertisement approval of placement (i.e. billboards, radio spots and all printed advertisements)</p>	Daily	27%

2	<p>Website Contract--Management</p> <p>Supervise day to day coordination with contractor of website maintenance, development, traffic and content management.</p>	<p>Advise and coordinate all creative and graphic design components.</p> <p>Plan and implement yearly online newsletter program—assist with development of stories, videos, photography, calendar and promotion</p>	Weekly	20%
3	<p>Media Relations</p> <p>Represent bureau at state, regional, national and international events and trade shows</p> <p>Act as contact for Colorado Tourism Office Marketing Agency for media & promotions</p> <p>Point of contact and representative for local and regional media to respond to inquiries about GJVCB research, economic conditions and VCB policies</p>	<p>Assist in determining which state, regional, national and international events and trade shows the bureau will attend</p> <p>Design and determine itineraries, coordinate detailed arrangements & follow up (meals, accommodations, attractions) for media travel writers</p> <p>Determine which media and promotions the bureau will coop with the Colorado Tourism Office Marketing Agency</p> <p>Write Press releases as well as edit and proof articles for national publications</p>	Weekly	10%
4	Develop and Implement Marketing Plan—in coordination with all three VCB Marketing Contractors	Coordinate and Determine with VCB co workers key programs to expand, release or include in Marketing efforts	Daily	10%
5	Oversee VCB internal and external promotional programs—fast facts, ezine, public speaking, press releases, press conferences	Determine which items will be placed in each medium as well as strategy for "roll outs"	Weekly	5%
6	Community Relations—Acts as the VCB, Avalon liaison to area tourism partners, city council, chambers of commerce, local media, local businesses and identifying opportunities for expanded partnerships.		Daily	15%

7	One to Two college internships yearly— assist students to learn marketing as it relates to the tourism & travel industry.	Hire and Evaluate performance Determine which projects are appropriate, based on ability to turn over to an intern	Annually	2%
8	Coordinate the creative and branding design of the Grand Junction area as it relates to specific staff projects (i.e. Direct mail, Destination Planner, Visitor Guide, Visitor Center, Promotion Development, Banner Program and other promotional printed materials as it relates to the VCB		Weekly	5%
9	Assist with the creative branding of the Two Rivers Convention Center and Avalon Theatre. (Local and Statewide Advertising)	Determine which promotions and media outlets will receive releases, advertising and messages.	Daily	6%
10			Select	
11			Select	
12			Select	
13			Select	
14			Select	
15			Select	
16			Select	
17			Select	
18			Select	
19			Select	

4. REQUIRED KNOWLEDGE AND SKILLS.

This section helps us to understand the types of knowledge and skill you would need to perform your job at the entry level. Those items you list are those required and not what you might necessarily know or are able to do after being in the position for a number of years.

Knowledge: refers to the possession of concepts and information gained through experience, training and/or education and can be measured through testing.

Skills: refers to the proficiency which can be demonstrated and are typically manual in nature and/or can be measured through testing.

The knowledge and skills that you list in the following section must refer to the Essential Duties you listed in Section 3.

Duty #	Knowledge – Skills
1,2	Extensive working knowledge of website and print media in order to appropriately coordinate and execute marketing and promotion with two VCB contracting agencies (i.e. Hill & Company—Advertising and Miles Media—Website)

1,2,4,5, 8 & 9	Ability to identify promotional opportunities among existing local and regional partners as well as the ability to develop new relationships for future projects
1,2, 3, 4 & 5	Computer skills—intermediate to advanced application of windows programs, internet software applications and basic working knowledge of the VCB contractors programs (i.e. Quark, Flash Player, Adobe Photoshop , Travel File, etc.)
1,2,3,4,5,6,7, 8 & 9	Excellent relationship building skills among local, regional and national partners. (i.e. VCB board, staff, media & contractors)
1,2, 3 & 4	Strong understanding of fiscal responsibility and budgeting in the overseeing of two contracts—to include identifying marketing opportunities to formulate a marketing plan

III. EDUCATION, EXPERIENCE, AND EQUIPMENT

1. EDUCATION: What level of education do you have and what minimum level of education do you believe is needed to satisfactorily perform your job at entry level? Check the level that applies to your job:

You Have	You Need	
<input type="checkbox"/>	<input type="checkbox"/>	Less than High School Diploma or equivalent (G.E.D.) (ability to read, write, and follow directions)
<input type="checkbox"/>	<input type="checkbox"/>	High School Diploma or equivalent (G.E.D.)
<input type="checkbox"/>	<input type="checkbox"/>	Up to one year of specialized or technical training beyond high school
<input type="checkbox"/>	<input type="checkbox"/>	Associate degree (A.S., A.A.) or two-year technical certificate
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Bachelor's degree
<input type="checkbox"/>	<input type="checkbox"/>	Other (explain):

2. EXPERIENCE: What kinds of experience do you have, and what minimum kinds of experience are needed to enter your job at entry level?

Type of Experience

<u>You Have</u>	<u>Your Time</u>	<u>You Need</u>	<u>Minimum Time Required</u>
Non Profit, Corporate and Government Public Relations/Marketing/ Media Relations Experience	15 years	A mixture of Marketing and Public Relations experience	3 years
	years		years
	years		years

a. What field (s) should training or degree be in?
Public Relations, Marketing or Communications--

3. SPECIAL REQUIREMENTS: List any registrations, certifications or licenses that are **required** for you to hold your position. Be specific and do not abbreviate words or use acronyms.

Bachelor Degree in Public Relations, Marketing or Communications.

4. MACHINES, TOOLS AND EQUIPMENT. List any machines, tools or equipment used in your work and indicate the frequency and time spent using each. The machines, tools and equipment must refer to the Essential Duties you listed in Section 3.

Duty #	Machines, Tools, Equipment	Frequency/Time
	Personal Computer (includes laptop)	45%
	Land line phone & cell phone	45%
	Fax machine	2%
	Operate Automobile	3%
	Copy Machine	2%
	Scanner	1%
	Digital Camera	2%

5. DECISION-MAKING & JUDGMENTS.

- a. Describe three types of important decisions and judgments you make regularly and independently in the performance of your duties.
 - 1. Give Direction and set perimeters for three contractors (Advertising Agency, Website and National Media Relations) in regards to creative targeting and budget development and management.
 - 2. Identify, delegate and supervise scope of work for the Marketing and Public Relations assistant.
 - 3. Create and develop new promotional ventures for the VCB as well as assist with the marketing of Two Rivers Convention Center and Avalon Theatre.

IV: AMERICANS WITH DISABILITIES ACT REQUIREMENTS

1. PHYSICAL ACTIVITIES/REQUIREMENTS.

This section helps us understand the physical activities and requirements that are absolutely necessary for you to be able to do in order to perform your job. Please list the frequency and the importance of each of the physical requirements listed in this section. These physical activities/requirements will help in ensuring the City of Grand Junction remains in compliance with the Americans with Disabilities Act.

The City of Grand Junction is required to document any physical requirements in order to legally defend restrictions that are imposed. The definitions for the physical activities/requirements are taken directly from the guidelines established by the federal government. Your answers in this section will not affect how your job is classified.

Frequency

How frequently is the activity performed?

- 0 – Never
- 1 – Annually
- 2 – Quarterly (at least 3 per year)
- 3 – Monthly (at least 8 per year)
- 4 – Weekly (at least 3 per month)
- 5 – Daily (at least 3 per week)

Importance

How important is the activity in accomplishing the job's purpose?

- 0 – Not Important
- 1 – Somewhat Important
- 2 – Very Important
- 3 – Extremely Important

Physical Activity	Frequency	Importance	Duties
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.	4--Weekly	2--Very Important	
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.	4--Weekly	2--Very Important	
Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.	2--Quarterly	2--Very Important	
Kneeling: Bending legs at knee to come to a rest on knee or knees.	2--Quarterly	2--Very Important	
Crouching: Bending the body downward and forward by bending leg and spine.	2--Quarterly	2--Very Important	
Crawling: Moving about on hands and knees or hands and feet.	2--Quarterly	2--Very Important	
Reaching: Extending hand(s) and arm(s) in any direction.	5--Daily	3--Extremely Important	
Standing: Particularly for sustained periods of time.	5--Daily	3--Extremely Important	
Walking: Moving about on foot to accomplish tasks, particularly for long distances.	5--Daily	3--Extremely Important	
Pushing: Using upper extremities to press against something with steady force in order to thrust	3--Monthly	2--Very Important	

forward, downward or outward.			
Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.	3--Monthly	2--Very Important	
Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.	5--Daily	3--Extremely Important	
Grasping: Applying pressure to an object with the fingers or palm.	5--Daily	3--Extremely Important	
Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to be a considerable degree and requires the substantial use of the upper extremities and back muscles.	4--Weekly	2--Very Important	
Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips.	5--Daily	3--Extremely Important	
Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	5--Daily	3--Extremely Important	
Hearing: Perceiving the nature of sounds with no less than a 4db loss @ 500 Hz, 1,000 Hz and 2,000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making fine adjustments on machined parts.	5--Daily	3--Extremely Important	
Seeing: The ability to perceive the nature of objects by the eye. Seeing is important for hazardous jobs where defective seeing would result in injury and also jobs where special and minute accuracy, inspecting and sorting exist. A high degree of visual efficiency, placing intense and continuous demands on the eyes by moving machinery and other objects are also considered important. Other important factors of seeing are acuity (near and far), depth perception (three dimensional vision), accommodation (adjustment of lens of eye to bring an object into sharp focus), field of vision (area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to identify and distinguish colors).	5--Daily	3--Extremely Important	
Repetitive Motions: Substantial repetitive movements (motions) of the wrists, hands, and/or fingers.	5--Daily	3--Extremely Important	
Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.	5--Daily	3--Extremely Important	
Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm	5--Daily	3--Extremely Important	

and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.			
Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.	3--Monthly	3--Extremely Important	
Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.	1--Annually	1--Somewhat Important	
Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.	1--Annually	1--Somewhat Important	

2. WORKING CONDITIONS.

The working conditions section helps us to understand the physical environment you are subjected to while performing your job duties. This section does not apply to conditions like an old office building but only those factors that have to do with the job itself. In this section, please place an X by the condition that applies and one under the frequency that is most appropriate. The condition should be unique to your job and not generally applicable to all employees with the organization. **Please note, there is a choice for "Does Not Apply," if most of your work is in an office setting.**

☐ **Does Not Apply**

Condition	Less than 25% of the time	25-50% of the time	More than 50% of the time
Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous materials (chemicals, blood and other body fluids, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme temperatures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate lighting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work space restricts movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intense noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Environmental (disruptive people, imminent danger, threatening environment)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

V: EMPLOYEE, SUPERVISOR, AND DEPARTMENT HEAD SIGNATURES

ADDITIONAL COMMENTS

Are there any additional comments you would like to make to be sure you have described your job adequately? (Use additional sheets if necessary).

The VCB Public Relations and Marketing Coordinator position is an integral part of the VCB team acting daily as liaison among staff, contractors, outside partners to complete the on going quest to proactively market the Grand Junction area, resulting in the positive economic impact of visitor dollars to our economy.

EMPLOYEE CERTIFICATION

I certify that the above statements and responses are accurate and complete to the best of my knowledge.

Signed: _____ Date: _____

TO BE COMPLETED BY THE IMMEDIATE SUPERVISOR AND DEPT. HEAD

This section is to be used by the Supervisor to note any additional comments, additional duties or disagreements with any section of the questionnaire. The Supervisor should not change anything written by the individual filling out the questionnaire nor should they address any performance issues. Please remember that this questionnaire is intended solely for the purpose of accurately describing the job in question. Supervisors, please review the entire JAQ for completeness and accuracy. If there are sections that are not complete or are incorrect, please fill in the blanks when you review the questionnaire with the incumbent. If you disagree with any information provided or believe some information is missing, indicate below the question number and your comments. **Please note the form should have all three signatures to ensure all have read the questionnaire.**

Question No.	Comments

Please check the appropriate statement:

☐ I agree with the incumbents' position questionnaire as written.

☐ The above modifications have been discussed with the incumbent, and the incumbent agrees with these modifications.

☐ The above modifications have been discussed with the incumbent, and the incumbent disagrees with these modifications.

I have noted the modifications made by my supervisor in the Comments Section above.

Employee Signature: _____ Date: _____

Supervisor
Signature: _____ Date: _____

Department Head
Signature: _____ Date: _____

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. AFTER YOU OR YOUR GROUP HAS COMPLETED YOUR PORTION OF THE QUESTIONNAIRE, PLEASE SUBMIT THE QUESTIONNAIRE TO YOUR SUPERVISOR FOR REVIEW, SIGNATURE, AND COMMENT. YOUR SUPERVISOR WILL SUBMIT THE COMPLETED QUESTIONNAIRE TO YOUR DEPARTMENT HEAD.

Please check the appropriate statement:

☐ I agree with the incumbents' position questionnaire as written.

☒ The above modifications have been discussed with the incumbent, and the incumbent agrees with these modifications.

☐ The above modifications have been discussed with the incumbent, and the incumbent disagrees with these modifications.

I have noted the modifications made by my supervisor in the Comments Section above.

Employee Signature:



Date:

1/7/09

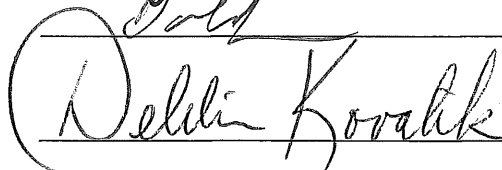
Supervisor
Signature:



Date:

1-8-09

Department Head
Signature:



Date:

1-7-09

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