CITY OF GRAND JUNCTION JOB ANALYSIS QUESTIONAIRE

name,		ır immediate supervi			ation regarding your nake sure we refer to
Is this	s a group questionna	ire? ☐ Yes ⊠ No	If yes, pleas	se list all employ	ree names.
Divis	sion:		Departme	nt:	
		For Individual Que	estionnaires	s Only:	
Employ	yee Name:	Chapman	Eı	rin	A
		(Last)	(Firs	st)	(Middle Initial)
Current	t Classification Title:	Senior Administr	ative Assistant-	- Sales Assistant	
Divisio	n VCB		Departmen	nt VCB	
Total L	ength of Time with	organization	16 Years	s 5 months	
Total L	ength of Time in C	irrent Position	13 Years	9 months	
Assigne	ed Hours/Week:; fr	om Mto F	F	Assigned Days/	Week 5
Email:	erinc@gjcity.org		Work Phone	970-244-1480	
	Immediate Suj	pervisor:	Imme	diate supervis	or reports to:
Name:	Barbara Bo	wman	Name:	Debbie Kovalik	<u> </u>
Title:	Division M	lanager-VCB	Title:	Director	
Work Phone	970-244-14	180	Work Phone:	970-244-1480	
E mail:	harharah@	gicity org	F-mail:	debbiek@gicits	, 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.

To perform a variety of group sales activities and administrative support duties for the Visitor & Convention Bureau; actively track and develop new business in the travel industry for the City; research, and provide visiting business groups with information and resources necessary for a successful experience in the area; and to promote the Bureau and area to ensure a positive economic impact on the City.

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
\boxtimes	I do not officially supervise other employees (sign performance reviews).	
	I evaluate and sign performance reviews of other full-time employees.	
	I evaluate and sign performance reviews of part-time, temporary or contract employees.	
\boxtimes	I instruct other employees in methods or procedures needed to carry out their job (how to carry-out their assigned duties).	3
\boxtimes	I make work assignments for others.	3
	I make hiring and hiring pay recommendations.	
	I make hiring and hiring pay decisions.	
	I recommend termination for poor performance.	
\boxtimes	I provide advice to peers that they must consider carefully before making a decision.	3
\boxtimes	I provide information to supervisors/management that they use in making a decision.	1

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

		_			
	Administrative Clerk				
	Administrative Assistant				
	Administrative Assistant				
	Intern				
	Contract Sales Person				
Ple	ase indicate the nature of the group supervis	ed and	the numbe	r supervised	
	ull Time Part-Time Season			Volunteer	Contract

YOUR DIRECT REPORTS' JOB TITLES

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		
SALES MANAGER-TWO RIVERS CONVENTION CENTER	WEEKLY	SALES LEADS/SALES EVENTS
HELP DESK- INFORMATION SERVICES	Monthly	COMPUTER & PHONE PROBLEMS
Stores	Weekly	Supplies and promotional items

2. Outside your organization:

Title of Person or Organization	How Often	For What Purpose
Ex: Vendors, Gen. Public		
HOTEL SALES PEOPLE	DAILY	SALES LEADS/SALES EVENTS/VCB & GRAND JUNCTION INFORMATION
TOUR OPERATORS	DAILY	PROVIDE GRAND JUNCTION INFORMATION & MEET WITH AT TRADESHOWS
MEETING PLANNERS	DAILY	PROVIDE GRAND JUNCTION INFORMATION & MEET WITH AT SALES EVENTS
HOTEL GENERAL MANAGERS	QUARTERLY	EVENTS & PROVIDE VCB & GRAND JUNCTION INFORMATION
GENERAL PUBLIC (WALK INS)	DAILY	SALES LEADS/MEET WITH AND PROVIDE GRAND JUNCTION INFORMATION
AREA BUSINESSES (TOURISM PARTNERS & EVENT COORDINATORS) OTHER BUREAUS AND CHAMBERS	WEEKLY	RESEARCH SERVICES

IDSS (Internet		
Destination Sales		
System)	Weekly	Questions on Sales Dept database

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:			
Prepares monthly newsletters by gathering information, writing copy, editing, preparing for publication and overseeing distribution.	Articles to include, editorial changes, graphics, layouts	М	25%
Performs inventory spot checks and monthly counts of supplies in warehouse.	When to check supplies	M	10%

List of Essential Duties	Decisions Required	Frequency: D = Daily W = Weekly M = Monthly	% of Time Spent
		Q = Quarterly A = Annually O = Occasionally	(Not to exceed 100%)

		·		
1	Assist in coordination of group sales activities; provide area information to prospective and current clients; attract new business to Grand Junction by promoting area facilities and attractions; plan itineraries for educational tours; prepare and distribute sales leads to lodging properties.	 What information to provide How to send information What businesses to include in itineraries 	Daily	20
2	Serve as key contact in person and over the telephone for lodging property sales staff, tourism oriented businesses, tourism groups, Denver Sales contractor, and the general public (related to group business); respond to requests for information, coordinate communications and resolve problems.	 When to turn the situation over to the Division Manager or Dept Head How to solve problem or situation 	Daily	20
3	In Sales Manager's absence, perform duties to ensure completion of day to day Group Sales functions and serve as back-up for Group Sales Manager; represent Visitor & Convention Bureau at trade shows; conduct educational tours and site inspections of lodging properties.	1) What to present at tradeshows 2) What data relates to our organization	Monthly	5
4	Research and compile data and prepare various statistical and financial reports from tourism group and meeting planner database; prepare weekly follow-up reports and make appropriate contacts. As Administrator for Sales Department database (IDSS), make decisions on program and account content, input customer information and trouble shoot problems.	1) When to make follow-up contact 2) What information goes into database program and client information	Daily	10
5	Compile information in response to Request for Proposals from prospective clients; design and submit VCB proposals.	1) Decide the detail of the Request for Proposal response from the VCB	Quarterly	5
6	Prepare trade show area information books and other documents for sales presentattions; create, prepare and mail follow-up information to trade show contacts; compile/write copy for area information or tourism group and meeting publications; coordinate 2 direct mailings.	 Decide on layout of document pieces What will be included in follow-up Decide on copy ideas Make choices for pieces of Direct Mail 	Monthly	5
7	Independently compose, type from rough draft or verbal instructions and proofread a variety of letters, memos, and forms.	1) Decide on content of information	Daily	10
8	Meet with local event coordinators.	1) What will be discussed	Monthly	5

9	Plan and coordinate meetings with sales representatives and staff from area businesses and prepare minutes.	1) Time frame in which items should be sent and if follow-up should be sent	Quarterly	5
10		1) Decide on what is fair and realistic based on previous year-end	Quarterly	
	Participate in goal setting activities and policy and procedure development for the groups sales division.	2) What is best for the VCB group sales based on trends		5
11	Provide lead supervision to assigned staff/volunteers.	1) Decide which volunteers are best for the project (their strengths and dislikes)	Daily	5
12		1) Make sure item meets the VCB needs and	Monthly	
10	Research, order and prepare promotional items.	budget parameters	Select	5
13			Select	
14			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	Must have above average knowledge of Grand Valley and sales technique skills to be able to sell the amenities in the Grand Valley/Must have interpersonal skills, be able to approach people, be responsive to client needs, research and keyboard.

2	Must know industry terms/computer, writing skills & problem solving
3	Must know hotel amenities, area meeting space & VCB & City policy/ability to approach people
4	Knowledge of Excel/Ability to analyze data (good math skills)
5	Must have knowledge of properties to determine if viable to bid on RFP/Must be organized, detail oriented and be able to lead
6	Must know the industry markets and Publisher program/Must have very good writing skills and creativity.
7	Must know VCB & City policy/Must have very good writing skills
8	Must be able to obtain information on event/Good listening skills and political savvy
9	Organized & keyboarding
10	Knowledge of VCB policy and mission statement/Ability toanalyze current trends & economic conditions
11	Knowledge of VCB & City policy/Give precise direction
12	Must understand needs of the VCB promotion opportunitis/Must be able to research and recommend products.
,	

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	
		Less than High School Diploma or equivalent (G.E.D.) (ability to read, write, and follow directions)
\boxtimes	\boxtimes	High School Diploma or equivalent (G.E.D.)
\boxtimes	\boxtimes	Up to one year of specialized or technical training beyond high school
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	Associate degree (A.S., A.A.) or two-year technical certificate
	Bachelor's degree
	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

You Have	Your Time		You Need	<u>Minimum</u> <u>Time</u> Required	
Office Experience	29	years	Office Experience	4	years
Computer Experience	26	years	Computer Experience	5	years
Selling	12	years	Selling	2	years

a. What field (s) should training or degree be in? Sales

Computer Experience

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.

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
1	Computer, Telephone, Fax	Daily/90%
2	Computer, Copier	Daily/90%
3	Vehicle	Monthly/80%
4	Computer, Telephone	Daily/90%
5	Computer	Quarterly/80%
6	Computer	Monthly/90%
7	Computer, Telephone	Daily/95%
8	Computer, Telephone	Monthly/50%
9	Computer, Telephone	Quarterly/85%
10	Computer	Quarterly/50%
11	Computer, Telephone	Daily/45%
12	Computer, Telephone	Monthly/75%

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. As initial contact for a high percentage of prospective clients (walk in, telephone and email), assess their needs and determine the type and level of client relationship management. Review RFP or request and determine if Grand Junction lodging facilities can accommodate the group's requirements. If the group's requirements can be met, distribute RFP to facilities, review their responses, determine contents of the response packet and present it to the client.
- 2. Daily management and customization of Sales Department database currently comprised of over 3,000 records. Determine which clients can be included or deleted, rank the client by evaluating their ability to bring group business to Grand Junction. Determine type, quality and frequency of communication and follow-through with each client.
- 3. Custom design itineraries of meeting venues, attractions, restaurants/catering, activities that are best suited to the client. Host the client and conduct an inspection of all of these potential sites, educating and persuading ("selling") the client on the entire destination. These site inspections often require instantaneous decisions and judgment, often en route, based on the client's or supplier's changing needs or wants.

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

Importance

How frequently is the activity performed?

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

0 - Never

0 – Not Important

1 - Annually

1 – Somewhat Important

2 - Quarterly (at least 3 per year)

2 – Very Important

3 – Monthly (at least 8 per year)

3 – Extremely Important

4 – Weekly (at least 3 per month)

5 – Daily (at least 3 per week)

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.	4Weekly	1Somewhat Important	12
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.	0Never	Select	
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	1-Somewhat important	3,6
Kneeling : Bending legs at knee to come to a rest on knee or knees.	3-Monthly	1 Somewhat important	3,6
Crouching: Bending the body downward and forward by bending leg and spine.	0Never	Select	
Crawling : Moving about on hands and knees or hands and feet.	0Never	Select	
Reaching: Extending hand(s) and arm(s) in any direction.	4-Daily	3—Extremely important	3,12
Standing : Particularly for sustained periods of time.	2Quarterly	2Very Important	3
Walking : Moving about on foot to accomplish tasks, particularly for long distances.	5-Daily	2Very Important	3
Pushing : Using upper extremities to press	0Never	Select	

against something with steady force in order to			
thrust forward, downward or outward.			
Pulling : Using upper extremities to exert force	0. 17		
in order to draw, drag, haul or tug objects in a	0Never	Select	
sustained motion.		<u> </u>	
Fingering : Picking, pinching, typing or			
otherwise working, primarily with fingers rather	5Daily	3Extremely Important	All
than with the whole hand or arm as in handling.			
Grasping : Applying pressure to an object with	4-Weekly	2 Samawhat important	3,12
the fingers or palm.	4-WEEKIY	2-Somewhat important	5,12
Lifting : Raising objects from a lower to a higher			
position or moving objects horizontally from			
position-to-position. This factor is important if it	4 Wasteler	1 Comparabat Imamountaret	0 11 12
occurs to be a considerable degree and requires	4Weekly	1Somewhat Important	9, 11, 12
the substantial use of the upper extremities and			
back muscles.			
Feeling: Perceiving attributes of objects, such			
as size, shape, temperature or texture by	5-Daily	3-Extremely	All
touching the skin, particularly that of fingertips.	0 2 5225		
Talking : Expressing or exchanging ideas by			
means of the spoken work. Those activities in			
which they must convey detailed or important	5Daily	3-Extremely	1,2,3,8,9,10,11
spoken instructions to other workers accurately,	o Dany	o Extremely	1,2,5,0,5,10,11
loudly, or quickly.			
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	5-Daily	3-Extremely	All
communication, and to make fine	J-Daily	5-Extremely	All
discriminations in sound, such as when making			
fine adjustments on machined parts.			
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	5Daily	3-Extremely	3,4,5,6,7,12
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).			
Repetitive Motions: Substantial repetitive			A 11
movements (motions) of the wrists, hands,	5-Daily	3-Extremely	All
and/or fingers.			
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	5Daily	3-Extremely	All
human body. Sedentary work involves sitting	Daily	J DANGELINGLY	7 311
most of the time. Jobs are sedentary if walking			
and standing are required only occasionally and			
all other sedentary criteria are met.			
Light Work : Exerting up to 20 pounds of force			
occasionally, and/or up to 10 pounds of force	4Weekly	1Somewhat Important	3,6,9,12
frequently, and/or a negligible amount of force	-	_	

constantly to move objects. If the use of arm			
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	0Never	Select	
force frequently, and/or up to 10 pounds of	Ossivevei	Select	
force constantly to move objects.			
Heavy Work: Exerting up to 100 pounds of			
force occasionally, and/or up to 50 pounds of	0Never	Select	
force frequently, and/or up to 20 pounds of	Ossivevei	Select	
force constantly to move objects.			
Very Heavy Work: Exerting in excess of 100			
pounds of force occasionally, and/or in excess of	0Never	Select	
50 pounds of force frequently, and/or in excess	0146461	Sciect	
of 20 pounds of force constantly to move objects.			

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.

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.)			
Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation)			
Hazardous materials (chemicals, blood and other body fluids, etc.)			
Extreme temperatures			
Inadequate lighting			
Work space restricts movement			
Intense noise			
Travel			
Environmental (disruptive people, imminent danger, threatening environment)			

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).

EMPLOYEE CERTIFICATION

I certify that the above statements and responses are accurate an	d complete	to the best of my
knowledge.		
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Signed: Chap	Date:	10-15-08

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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. The Supervisor does not need to read the entire JAQ. Simply check the areas identified with arrows for accuracy as these are the most important in classifying the jobs. If these sections 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 a	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 modisagrees with these		the incumbent, and the incumbent					
I have noted the m	nodifications made by my supervisor	in the Comments Section above.					
Employee Signature:	: El Chops	Date: 10-15-08					
Supervisor Signature:	Patr 1 R	Date: 10-16-07					
Department Head Signature:	Dellie Kovalik	Date: 10-28-08					
HAS COMPLETED	YOUR PORTION OF THE QUES	IRE. AFTER YOU OR YOUR GROUP STIONNAIRE, PLEASE SUBMIT THE TEW. SIGNATURE, AND COMMENT					

YOUR SUPERVISOR WILL SUBMIT THE COMPLETED QUESTIONNAIRE TO YOUR

DEPARTMENT HEAD.