

## 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:** Visitor and Convention Bureau

**Department:** VCB

### For Individual Questionnaires Only:

<b>Employee Name:</b>	Wiseman	Melanie	B.
	<small>(Last)</small>	<small>(First)</small>	<small>(Middle Initial)</small>

**Current Classification Title:** Visitor Center Coordinator

<b>Division</b>	<b>Department</b>
Visitor and Convention Bureau	VCB

<b>Total Length of Time with organization</b>	<b>Years 7 months</b>
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<b>Total Length of Time in Current Position</b>	<b>Years 7 months</b>
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**Assigned Days/Week** M-F

**Assigned Hours/Week::** from 8:30 t o 5:00

**Email:** melaniew@gjcity.org

**Work Phone:** 970-256-4057

### Immediate Supervisor:

### Immediate supervisor reports to:

<b>Name:</b>	<b>Name:</b>
Barbara Bowman	Debbie Kovalik
<b>Title:</b>	<b>Title:</b>
Division Manager	Executive Director
<b>Work Phone</b>	<b>Work Phone:</b>
970-256-4051	970-256-4052

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

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

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## **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.

Visitor Center Coordinator

To manage and coordinate the Grand Junction Visitor Center as a successful business with the ultimate goal in mind of visitor satisfaction and return, and economic stimulation. To train and support staff (80 volunteers), to operate 7 days a week, 362 days a year, professional and informational presentation of our product (Grand Junction and surrounding areas) to our customers (visitors) for their most positive experience possible, maintain current and accurate records, and team with the marketing and sales staff for synergy.

## 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 checked="" type="checkbox"/>	I do not officially supervise other employees (sign performance reviews).	
<input type="checkbox"/>	I evaluate and sign performance reviews of other full-time employees.	
<input type="checkbox"/>	I evaluate and sign performance reviews of part-time, temporary or contract employees.	
<input type="checkbox"/>	I instruct other employees in methods or procedures needed to carry out their job (how to carry-out their assigned duties).	
<input type="checkbox"/>	I make work assignments for others.	
<input type="checkbox"/>	I make hiring and hiring pay recommendations.	
<input type="checkbox"/>	I make hiring and hiring pay decisions.	
<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.	
<input checked="" type="checkbox"/>	I provide information to supervisors/management that they use in making a decision.	

- 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

Sales Assistant
Visitor Services Coordinator
Division Manager
Administrative Specialist (2)
Marketing and PR Coordinator
Marketing and PR Assistant
Administrative Clerk
Events Assistant

### YOUR DIRECT REPORTS' JOB TITLES

80 Volunteers
1 Intern

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

☐ Full Time

☒ Part-Time 1

☐ Seasonal/Temp

☒ Volunteer 80

☐ 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		
Stores	1-2 TIMES /MONTH	ORDER SUPPLIES/INVENTORY
PURCHASING	WEEKLY	SPECIAL VCB REMODEL PROJECT

**2. Outside your organization:**

Title of Person or Organization	How Often	For What Purpose
Ex: Vendors, Gen. Public		
VENDORS	MONTHLY	PURCHASES FOR GIFT SHOP
COMMUNITY BUSINESSES	Weekly	COORDINATE MONTHLY VOLUNTEER INFORMATIONAL FIELD TRIPS AND TO GET BROCHURES ABOUT THEIR BUSINESSES TO DISTRIBUTE IN THE VCB
TOURISM BUSINESSES	WEEKLY	THEY NEED GRAND JUNCTION MAPS AND BROCHURES TO DISTRIBUTE TO VISITORS
TOURISM BUREAUS	WEEKLY	REORDER BROCHURES AND MAPS FROM BLM, DIV. OF WILDLIFE, OTHER CITIES AROUND COLORADO, ETC.
VOLUNTEERS	SEVERAL TIMES DAILY	SCHEDULE CHANGES, HEALTH ISSUES, COMMUNICATION AND SHARING OF UPDATED INFORMATION
DESIGNER/CONSULTANT	WEEKLY	CURRENT VCB REMODEL PROJECT

**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
<b>EXAMPLES:</b>			
Prepares monthly newsletters by gathering information, writing copy, editing, preparing for publication and overseeing distribution.	Articles to include, editorial changes, graphics, layouts	M	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 Q = Quarterly A = Annually O = Occasionally	% of Time Spent (Not to exceed 100%)
1	Prepare and distribute monthly newsletter, gather information, write copy, edit, take pictures ✓	Layout, graphics, volunteer recognition, informational articles, editing (weekly)	Monthly	5
2	Prepare monthly volunteer schedule, make updates as volunteer schedules change, coverage for 3 shifts of 2 people each shift, 362 days per year ✓	Decide who to contact to volunteer when regulars can't work, decide what teams would work well together, when to react to scheduling problems and how	Daily	5

3	Organize monthly informational volunteer field trips, contact businesses to visit, advertise event, purchase supplies needed to take on trip, arrange transportation, coordinate volunteer sign up.	Decide most appropriate businesses and activities to take volunteers to which would be valuable and informational to their jobs, transportation and scheduling	Monthly	5
4	Volunteer recruitment, training, support, recognition and mentoring to 80 volunteers who man the Visitor Center 362 days per year, annual volunteer recognition banquet	When to step in and help volunteers and when to let them take care of situations on their own. When to recognize volunteers and give positive feedback, and when to give constructive feedback or the need for corrective action. When to listen or when to bring a conversation to a close. When additional training is needed. What methods of recruitment should be used. What are the best ways to recognize individual volunteers.	Daily	45
5	Gift Shop- purchasing, cash register reconciliation, inventory management, sales and tax reporting, budgeting	What to order, when to order, pricing, problem solving cash register reconciliation (weekly)	Monthly	5
6	Visitor Center Maintenance - update displays, keep event postings current, reorder Visitor Center brochures, keep track of brochure inventory, cleanliness and neatness of facility, lighting and safety.	What brochures and event posters to offer, how to create the best displays to show off events and area activities, creating a meaningful atmosphere for visitors, when building maintenance is required	Daily	5
7	Keeping Visitor Center Records- Visitor stats, volunteer stats, gift shop stats, data collection and input	What format for spreadsheets and what information to collect, how to collect information most efficiently and how best to use this information (some weekly, some monthly)	Monthly	5

8	Visitor Center major remodel to modernize the center, make it more visitor interactive, and to offer interpretive displays	What changes need to be included in the remodel, select designer and work through project coordination process with purchasing, decisions to be kept within budget	Monthly	5
9	Work closely with marketing and sales team so there is department synergy, staff meetings, group projects and staff support	How can I best assist others on the team so we are all on the same page, to help spread out work loads and help team building.	Daily	5
10	Daily clerical functions - copying, faxing, letters and cards, telephone, e-mails	Setting priorities, deciding best way to communicate depending on situation, using good communication skills	Daily	5
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	Keyboard, Publisher, above average writing skills, insightfulness and creative
2	Word, e-mail and phone skills, prioritizing, flexibility, organized

3	Business common sense, Word, good communication skills, organized, professional, insightful, enthusiastic
4	Patience, mentoring, ability to train for retention, ability to understand and work with seniors, creativity in coming up with new or best ways to recognize volunteers
5	Budgeting skills, business math, purchasing and negotiating skills
6	Multi task skills, prioritizing, professional telephone skills
7	Excell, business math
8	Purchasing and negotiating skills, business e-mail, phone and written skills
9	Prioritizing, multi-task, teamwork and flexibility
10	Computer and printer, copy and fax machines, calculator

### **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:

<b>You Have</b>	<b>You Need</b>	
<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 checked="" 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 checked="" type="checkbox"/>	<input 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**

<b><u>You Have</u></b>	<b><u>Your Time</u></b>	<b><u>You Need</u></b>	<b><u>Minimum Time Required</u></b>
Purchasing, PR, advertising, marketing, volunteer and retail/distribution business management	28 years    years combined	marketing, volunteer and business management	2        years
	years		years
	years		years

a. What field (s) should training or degree be in?  
marketing and business administration, volunteer management

**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
1-10	computer and printer	daily - very often
5,7,8,10	calculator	weekly- frequent
1-10	copier	daily - very often
7	fax machine	weekly - infrequent
1-10	telephone	daily - very often

**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. Volunteer Training and mentoring- when to delegate, what and when training is required and how to best accomplish it for each individual person as we all learn differently. What volunteer behavior is appropriate or not, when is intervention necessary. When and how to recognize volunteers for their weekly volunteering or special accomplishments. All of the decisions that go into creating monthly training seminars or outings and the large annual volunteer banquet. When to listen and take feedback of volunteers seriously, and when are they just being negative. When do they need support and mentoring.

2. Budgeting - making gift shop purchases within budget, as well as remodeling and volunteer related expenditures also within budget. Creating new budget figures each year for the next year based on history and new needs.

## **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

<b>Physical Activity</b>	<b>Frequency</b>	<b>Importance</b>	<b>Duties</b>
<b>Climbing:</b> 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.	0--Never	0--Not Important	
<b>Balancing:</b> 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.	0--Never	0--Not Important	
<b>Stooping:</b> 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.	5--Daily	2--Very Important	
<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.	4--Weekly	1--Somewhat Important	
<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.	5--Daily	1--Somewhat Important	
<b>Crawling:</b> Moving about on hands and knees or hands and feet.	0--Never	0--Not Important	
<b>Reaching:</b> Extending hand(s) and arm(s) in any direction.	5--Daily	3--Extremely Important	
<b>Standing:</b> Particularly for sustained periods of time.	5--Daily	3--Extremely Important	
<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.	5--Daily	3--Extremely Important	
<b>Pushing:</b> Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	0--Never	0--Not Important	

<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.	4--Weekly	2--Very Important	
<b>Fingering:</b> 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	
<b>Grasping:</b> Applying pressure to an object with the fingers or palm.	5--Daily	3--Extremely Important	
<b>Lifting:</b> 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.	5--Daily	3--Extremely Important	
<b>Feeling:</b> Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips.	5--Daily	1--Somewhat Important	
<b>Talking:</b> Expressing or exchanging ideas by means of the spoken work. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	5--Daily	3--Extremely Important	
<b>Hearing:</b> 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	2--Very Important	
<b>Seeing:</b> 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	2--Very Important	
<b>Repetitive Motions:</b> Substantial repetitive movements (motions) of the wrists, hands, and/or fingers.	5--Daily	3--Extremely Important	
<b>Sedentary Work:</b> 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	2--Very Important	
<b>Light Work:</b> 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 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.	5--Daily	3--Extremely Important	

<b>Medium Work:</b> 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	1--Somewhat Important	
<b>Heavy Work:</b> 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.	0--Never	0--Not Important	
<b>Very Heavy Work:</b> 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.	0--Never	0--Not 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**

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

This position requires many, many skills which are not measurable. Skills such as judgment, compassion, listening skills, patience, flexibility, maturity, professionalism, teamwork, ability to multi task and work with constant interruptions and so much more.

**EMPLOYEE CERTIFICATION**

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

Signed  
:

Melanie Weiseman

Date:

10/29/08

**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 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:

Melanie Weisman

Date:

10/29/08

Supervisor  
Signature:

[Signature]

Date:

10-16-08

Department Head  
Signature:

Debbie Kovalek

Date:

10-28-08

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.