CITY OF GRAND JUNCTION JOB ANALYSIS QUESTIONAIRE

name, cur		ur immediate s	•	-	rmation regarding your is make sure we refer to
Is this a g	group questionn	aire? 🗌 Yes 🏿	No If yes, p	lease list all em	ployee names.
*					
Division	1:		Depart	ment:	
		For Individu	al Questionnai	res Only:	
Employee 1	Name:	Perris	K	athryn	D
		(Last)		(First)	(Middle Initial)
Current Cla	assification Title	Banquet	Captain		
Division	VCB		Departn	nent TRCC	
Total Leng	th of Time with	organization	4 Yea	rs 1 months	6
Total Leng	th of Time in C	urrent Positioı	ı	Years 8 mo	nths
Assigned H	Iours/Week:; fr	om 5am t o	12am, Varies	Assigned Day	ys/Week Varies
Email: kat	tepe@gjcity.org		Work Ph	one: 970/263	-5700 - main office
j	<u>Immediate Su</u>	pervisor:	<u>Imr</u>	nediate super	visor reports to:
Name:	Sheryl T	hompson	Name:	Tim Seebo	erg
Title:	Banquet	Manager	Title:	General N	lanager
Work Phone	970/263	-5711	Work Phone:	970/263-	5710
E-mail:	shervlt@	gicity.org	E-mail:	tims@gjci	tv.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.

Manage food & beverage functions/events at Avalon Theatre and Two Rivers Convention Center. Oversee staff scheduling, room and décor setup and tear-downs. Work closely with Clients, Kitchen Staff, and Crew to insure high levels of services and quality are met. Assist Banquet Manager with staffing, setup, and service of events and functions in progress. Assume Management duties when Banquet Manager is not on premises. Other duties as assigned.

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
	I do not officially supervise other employees (sign performance reviews).	
	I evaluate and sign performance reviews of other full-time employees.	
\boxtimes	I evaluate and sign performance reviews of part-time, temporary or contract employees.	35
\boxtimes	I instruct other employees in methods or procedures needed to carry out their job (how to carry-out their assigned duties).	35
\boxtimes	I make work assignments for others.	35
\boxtimes	I make hiring and hiring pay recommendations.	35
	I make hiring and hiring pay decisions.	
\boxtimes	I recommend termination for poor performance.	35
	I provide advice to peers that they must consider carefully before making a decision.	4
\boxtimes	I provide information to supervisors/management that they use in making a decision.	8

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	
Adminstrative Clerk	
Director of Sales	Au Co
Events Planner	
Executive Chef	
Sous Chef	
Banquet Manager	
Mainentance Supervisor	

YOUR DIRECT REPORTS' JOB TITLES

Banquet Serving Staff	
Banquet Bar Staff	
Banquet Bar-Back Staff	-,6

Please indicate	the nature of the gro	oup supervised and the nu	ımber supervised	
Full Time	Part-Time	Seasonal/Temp 35	■Volunteer	Contrac

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			
CITY HALL: ADMINISTRATION, PLANNING, HUMAN RESOURCES, CITY COUNCIL	Average Three or Four per month	Off-site catered events & meals	
HUMAN RESOURCES: RISK MANAGEMENT	Monthly	Accident Reports, Staff inquiries	
Two Rivers Convention Center			
BANQUET & BAR STAFF, KITCHEN STAFF, EVENT COORDINATOR, SALES COORDINATOR	DAILY	COMMUNICATING DETAILS AND CHANGES OF CURRENT AND UPCOMING EVENTS. ROOM SETUP, DÉCOR, FOOD AND BEVERAGE REQUIREMENTS, TIMING OR SETUP CHANGES.	

2. Outside your organization:

Title of Person or Organization	How Often	For What Purpose	
Ex: Vendors, Gen. Public			
CLIENTS: CEOS, DIRECTORS & MANAGERS OF MAJOR BUSINESSES, NON- PROFITS AND CONVENTIONS	DAILY	WELCOME AND SERVICE OF FUNCTIONS	
ALSCO LINEN	WEEKLY	LINEN ORDERS AND DELIVERY	
COLORADO BEVERAGE	WEEKLY	LIQUOR ORDERS AND DELIVERY	
CENTRAL DISTRIBUTING	WEEKLY	LIQUOR ORDERS AND DELIVERY	
PEPSICO	WEEKLY	SODA ORDERS AND DELIVERY	

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.

EXAMPLE (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	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	Meet with Clients arriving for functions. Greet Client and go over room setup and service times for event.	Decide if Clients' requirements have been met, or if Additional changes are needed and whether additional charges may apply.	Daily	5

. 2	Setting function rooms for upcoming events	Determining that Clients' specifications have been met. Double checking information with Banquet Manager or Event Planner on any questions.	Daily	5
3	Communicating with Chef, Event Planners and Banquet Manager regarding service, timing and changes to each event	Deciding if staffing changes or other adjustments are needed.	Daily	5
4		Decide on number of staff required and arrival times needed for each event.	Daily	
	Weekly Scheduling	WEEKLY BASIS	8.	5
5	Wy-alder O. davin a	Determining requirements of upcoming events and order linens, liquor and soda products appropriately.	Daily	5
6	Weekly Ordering Daily Staffing Assignments for each function	WEEKLY BASIS Make staffing assignment decisions with regard to arrival times and individual abilities of crew for functions.	Daily	5
7	Decoration of Events	Decide on appropriate décor for each function.	Daily	5
8	Training of Banquet servers and Bar staff. Work with crew on daily basis, assessing skill and knowledge level, and providing information and training as needed to insure safety and customer service quality.	Assist Banquet Manager on decisions regarding topics and presentation of Monthy training meetings.	Daily	10

.9	Cash reconcilliations for Events at Two Rivers Convention Center, Avalon Theatre, and Park Concessions.	Determining size of cash banks for event, and reconcilliation of monies received from events at TRCC, Avalon Theatre, and Concessions. WEEKLY OR BIWEEKLY BASIS	Daily	5
10	Care and maintenance of all service equipment and work areas. Assign cleaning duties as required.	Recommend professional service of equipment as needed.	Zany	5
11	Off-site Catering	Determine staffing and supplies required for event, and type of vehicle required for delivery.	Occasionally	5
12	Service of events	Determine and anticipate Client's needs, maintain food and beverage services, and staffing level. Decide on clean up times, during and following events. Assign staff to clean up. Insure service quality of staff and materials.	Daily	35
13	Service Order Reports	Assure daily function reports are completed and signed by event staff. Follow up with service staff on number of actual guests at each event, and quantities of food and beverages are properly noted on Report.	Daily	5
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	
1,2,3,4,6,7,8,11,12,13	Basic knowledge of Event Planning procedures.	
4,5,9,13	Proficient working knowledge of spreadsheets and word processing.	
All	Organization and prioritizing abilities.	
3,6,8,11,12,13	Supervisory skills. Ability to make important decisions quickly when faced with adversity or sudden changes in event or staffing.	
1,3,4,6,8,11,12,13	Ability to communicate with wide range of personalities, age groups and skill levels	
1,3,8,12,13	Bartending skills, knowledge of Colorado Liquor service laws	
1,2,3,8,10,11,12,13	Knowledge of safe food handling and services	
All	Customer (Client) Service Skills	
4,5,9	MS Office Software, Computer	
5,9	Math Skills - (basic algebra required)	

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		Up to one year of specialized or technical training beyond high school
		Associate degree (A.S., A.A.) or two-year technical certificate
		Bachelor's degree
\boxtimes		Other (explain): Bartending School, basic bookkeeping training.

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	<u>Time</u>	You Need	<u>T</u> i	imum ime uired
Banquet Server	30	years	Banquet Server	1	years
Bartender	12	years	Bartender	1	years
Supervisor	12	years	Supervisor	2	years

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

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.

Mesa County Food-handlers Card

Alcohol Awareness Training

Valid Colorado Drivers' License with no tickets or violations within the past three years.

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
2,3,4,7,8, 9	Computer	Daily
5,8,9,12	Liquor Scales	Bi-Weekly
9,11,12	Cash Register operation and programming	Monthly
10,12	Coffee Machine	Daily
10,11,12	Concession Equipment - to include the following: Popcorn machine, nacho machine, freezers, refridgerators, ice machines, deep fryer, soda fountains.	Occasionaly
7, 10, 11,13	City and/or Two Rivers Convention Center Vehicles	Monthly
9, 12	Money Safe	Bi-Weekly

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. Staffing assignments for each function. Determining the number and nature of the staff required for each function, taking into account their individual abilities, knowledge levels and hours able to work.
- 2. Timing of setup/service for events. Determining the time and space requirements for each task of each event to insure that clients' service is as specified and on time.
- 3. Function rooms set as per Clients' request. Suggest additions or changes based on experience of anticipated needs. (IE adding coat racks in cold weather, display tables for materials, etc.)

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
	riequency	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.	5Daily	2Very Important	Ladder use for reaching upper storage areas. Stairs at Catered Out functions.
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.	5Daily	3Extremely Important	Ladders, narrow spaces in storage areas, carrying trays of dishes amongst moving guests.
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.	5Daily	3Extremely Important	Plugging extension cords in floor sockets and under tables, reaching lower shelved supplies.
Kneeling : Bending legs at knee to come to a rest on knee or knees.	5Daily	2Very Important	Reaching lower spaces of supplies and decorations, stocking lower shelves. Decorating,

			clean up.
Crouching : Bending the body downward and forward by bending leg and spine.	5Daily	3Extremely Important	Gathering supplies in lower storage areas,
Crawling: Moving about on hands and			restocking, decorating.
knees or hands and feet.	5Daily	2Very Important	Plugging in floor outlets, decorating, reaching confined spaces in decorating closets.
Reaching : Extending hand(s) and arm(s) in any direction.	5Daily	3Extremely Important	Picking up guest dishes, gathering supplies, cleanup.
Standing : Particularly for sustained periods of time.	5Daily	3Extremely Important	Guest service, minding buffet lines, bartending.
Walking : Moving about on foot to accomplish tasks, particularly for long distances.	5Daily	3Extremely Important	Banquet setup and services, cleanup duties, guest services.
Pushing : Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	5Daily	3Extremely Important	Gathering supplies, moving carts of dishes and glassware, tubs of decorations.
Pulling : Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.	5Daily	2Very Important	Gathering supplies, moving carts of dishes and glassware, clean up duties.
Fingering : Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.	5Daily	3Extremely Important	Picking up plates and glassware, decorating, clean up.
Grasping : Applying pressure to an object with the fingers or palm.	5Daily	3Extremely Important	Picking up dirty plates & glassware, decorating, clean up.
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.	5Daily	3Extremely Important	Gathering supplies, carrying trays of dishware and glasses, serving buffet lines.
Feeling : Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips.	5Daily	3Extremely Important	Serving buffet lines, picking up guest dishes.

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Talking : 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.	5Daily	3Extremely Important	Greeting and commuicating with Guests. Communicating details to service crew, peers and supervisors. Scheduling and ordering of supplies and services.
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.	5Daily	3Extremely Important	Testing microphone equipment and ambient sound in meeting rooms, phone calls, guest and service communications.
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).	5Daily	3Extremely Important	Reading Event Orders, checking orders, wet working areas, watching for safety issues, driving, tending buffet lines, bartending, checking banquet setups.
Repetitive Motions: Substantial repetitive movements (motions) of the wrists, hands, and/or fingers.	5Daily	2Very Important	Keyboard, calculator, folding napkins, rolling silverware, bartending.
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.	5Daily	1Somewhat Important	Computer work, phone calls, scheduling, ordering supplies.
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 and/or leg controls	5Daily	3Extremely Important	Gathering up event decorating supplies, lifting linens onto

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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.			carts, cleaning duties
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.	5Daily	3Extremely Important	Serving guests, minding buffet lines, decorations, carrying trays of dishes and glassware. Clean up duties.
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.	5Daily	2Very Important	Carrying trays of dishes and glassware, pushing carts of dishware, Carrying items to Catered out events. Stocking supplies, moving decoration storage bins.
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.	4Weekly	1Somewhat Important	Stocking, pushing full bus carts, moving storage tubs, catering off-site events.

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.

\Box	Does	Not	Apply
	DUCS	TAOL	whhis

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)	\boxtimes		
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)	\boxtimes		

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).

Ability and willingness to work wide variety of shifts and days, both scheduled in advance and on-call. No set schedule week to week, with some work days running 10 to 12 hours as functions require.

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. 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.
\square The above modifications have been discussed with the incumbent, and the incumbent agrees with these modifications.
\square 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: 1-23-09
Supervisor Signature: Date: 1-23-09 Date: 1-27-09
Department Head Signature: Department Head Date: 1-23-09
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.