

# 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:** Services

**Department:** Police

### For Individual Questionnaires Only:

<b>Employee Name:</b>	Creasy	Paula	J
	(Last)	(First)	(Middle Initial)

**Current Classification Title:** Communication Center Manager

<b>Division</b>	Services	<b>Department</b>	Police
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**Total Length of Time with organization** 15 Years 10 months

**Total Length of Time in Current Position** 10 Years 4 months

**Assigned Hours/Week;; from** 08:00 **t o** 5:00 **Assigned Days/Week** 5

**Email:** Paulac@gjcity.org **Work Phone:** 970-244-3640

### Immediate Supervisor:

### Immediate supervisor reports to:

**Name:** Troy Smith

**Name:** Bill Gardner

**Title:** Deputy Chief

**Title:** Police Chief

**Work Phone** 970-244-3563

**Work Phone:** 970-244-3559

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

**E-mail:** Billg@gjcity.ort

## **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.

Communication Center Manager

The purpose of this position is to: manage, supervise, coordinate and direct the operation of the Grand Junction Regional Communication Center who is responsible for providing dispatch support for police, fire and EMS agencies and is the 911 answering point for citizens located in Mesa County. It is to prepare, manage, and present the annual budget to the Communication Center Board, the Emergency Telephone Service Authority Board and to City budget teams. It is to coordinate and manage the maintenance and replacement of various communications equipment; select, train, develop and motivate personnel; work with staff to correct deficiencies; implement discipline and termination procedures; serve as a liaison for the Communication Center with other divisions, departments, outside agencies, and boards.

## 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.	10
<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).	
<input checked="" type="checkbox"/>	I make work assignments for others.	
<input checked="" type="checkbox"/>	I make hiring and hiring pay recommendations.	
<input type="checkbox"/>	I make hiring and hiring pay decisions.	
<input checked="" 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

Police Commander
Finance Analyst

### YOUR DIRECT REPORTS' JOB TITLES

Communication Shift Supervisor
Radio Network Analysts
Public Safety Application Analyst
Public Safety Network Analysts
Administrative Assistant
Audio Tape Clerk

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

☒ Full Time 10      ☐ Part-Time 1      ☐ Seasonal/Temp      ☐ 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		
Communication Shift Supervisor	Daily	meeting/provide direction/problem solve
Deputy Chief-Services Police Commanders	Daily Daily	received direction/problem solve problem solve
Operations	Daily	problem solve
Information Systems	Daily	meetings/promblem solve
Fincancial Analyst	Weekly	Budget and grants
Adminsitratve Assistant HR	Daily Weekly	meetings/povide direction/problem solve recruitment, hiring,
Public Safety Analyst	Daily	problem solve/provide direction
Public Safety Network Analyst	Daily	problem solve/ provide direction
Radio Network Analys	Weekly	problem solve/ provide direction
Fire Department/Battalion Chief	Weekly	problem solve/ meetings
Records Manger	weekly	problem solve

**2. Outside your organization:**

Title of Person or Organization	How Often	For What Purpose
Ex: Vendors, Gen. Public		
Radio Technician Contractor	weekly	receive updates, provide direction on radio issues
vendors	monthly	review maintenance contract/support issues
All Other 18 Public Safety Agencies in Mesa County	weekly	meetings
Captain MCSO	monthly	work on projects
Lieutenant Fruita PD	monthly	work on projects
Lower Valley Fire Chief	monthly	work on projects
General Public	weekly	Respond to concerns/complaints
911 Resource Center	weekly	
Board	Bi-monthly	
911 Task Force		
CCNC Radio Meeting	monthly	
EMS Council	monthly	meetings/projects

**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>			
<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	Meet one on one with Comm. Center supervisors, administrative assistant and technical employees. These meetings are used to review discuss projects, problem solve, discuss personnel issues, and provide direction on work plans.	Determine what needs to be done, analyze, evaluate provide direction	Daily	40%
2	Prepare both the Comm. Center's operating budget funded by User Agency fees and the E911 budget funded by surcharge funds then present the budget proposal to the Comm. Center's two Boards, and to the City for final approval. Authorize expenditures and manage budgeted accounts.	Determine budget need increases/decreases in budget	Weekly	5%

3	Work with HR to recruit, test, and hire employees. Coordinate background investigations then make recommendations on who to hire.	Make hiring recommendations	Monthly	5%
4	Project manager for various technical projects, which include: Emergency Notification System, Radio System grants, Radio Console upgrade. Assist in the managing of CAD replacement project. Plan and budget for the replacement Comm. Center systems such as Recording System, Telephone System, CCIC Computers.	Determine projects needs and plan installation	Weekly	20%
5	Meet with radio vendor to review projects, discuss radio communication issues, equipment purchases for the VHF infrastucture	Authorize equipment purchases and approve projects	Weekly	5%
6	Plan, coordinate, review and approve projects and programs such as policy revisions, training program, staff schedule, quality assurance programs, day to day expenditures, etc. meet with staff or communicate via email.	Approve schedule adjustments, make recommendations on policy changes, authorize expenditures	Select	10%
7	Prepare monthly statistical reports for User Agencies, the Communication Center Board members and internal staff. These reports contain calls for service totals, response times, and telecommunicator activity. Prepare statistical reports for people from various agencies for a specific purpose. Examples are: spreadsheets that show calls for service for a specific area, calls for service broken down by type, or calls for service by hour and day of the week.	Audit reports	Monthly	5%
8	Provide direction to tehcnical staff, assist in trouble shooting technical problems. Meet with staff or communicate via email	Determine the needs, analize problems, plan response	Daily	5%
9	Prepare reports, proposals and make recommendations to GJPD staff and to Communication Center Boards.	Determine needs, analize problem,	Monthly	5%
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
1,6,8	Knowledge of leadership and organizational management methods and practices. Ability to select, train, develop and motivate employees.
1,2,3,4,5,6,7,8,9	Knowledge of principles and practices of public safety communications
2,4,5	Knowledge of purchasing policies, budget preparation and budget administration
4,5,8	Ability to operate various communication equipment, which includes: Motorola Computer Aided Dispatch (CAD), Vesta Telephone System, Nice Recording System, Motorola Radio System, Motorola BI-Query Reporting Software
1,3,6,8	Ability to develop work plans, set goals and objectives according to City and Police Department's mission and vision.
2,7,9	Ability to prepare clear and concise statistical reports using a combination of software applications
2,3,7,9	Establish and maintain close working relationship with members other City departments and User Agencies
4,5,8	Basic knowledge of the function and operation of UHF, VHF and trunked radio systems
2,4,6,7,9	Ability to use Microsoft office, GroupWise, Banner and other office products and software

### 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 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 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>
Telecommunicator	2 years	Telecommunicator	2 years
Communication Supervisor	3 years	Communication Supervisor	2 years
Communication Manager	10 years	Communication Manager	0 years

a. What field (s) should training or degree be in?  
Organizational 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
	Office Computer with various software programs	85%
	Comm. Center computer systems with various software programs	5%
	Blackberry	10%

**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. Decisions on the management of personnel such as when to provide coashing, counsiling, or more severe discipline.
  - 2. Budget decision on how to spend money that is budgeted such as training classes, equipment pruchases, etc.
  - 3. Assignment or delegation of duties for supervisors whether it is a simple task, a large project or a collateral duty.

## 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
<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	Select	
<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	Select	
<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	filing, accessing computer, plugging wires into computers
<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.	2--Quarterly	1--Somewhat Important	filing, accessing computer, plugging wires into computers
<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.	5--Daily	3--Extremely Important	accessing computers
<b>Crawling:</b> Moving about on hands and knees or hands and feet.	1--Annually	1--Somewhat Important	accessing computers



<b>Reaching:</b> Extending hand(s) and arm(s) in any direction.	5--Daily	3--Extremely Important	working at desk answering phones
<b>Standing:</b> Particularly for sustained periods of time.	4--Weekly	2--Very Important	
<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.	5--Daily	2--Very Important	walking to meetings
<b>Pushing:</b> Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	0--Never	Select	
<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.	0--Never	Select	
<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	typing on keyboard or Blackberry
<b>Grasping:</b> Applying pressure to an object with the fingers or palm.	5--Daily	3--Extremely Important	using mouse, computer
<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	2--Very Important	filing, storing equipment on shelves
<b>Feeling:</b> Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips.	0--Never	Select	
<b>Talking:</b> 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	communication with people
<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	3--Extremely Important	listening to people
<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	3--Extremely Important	reading,
<b>Repetitive Motions:</b> Substantial repetitive movements (motions) of the wrists, hands,	5--Daily	3--Extremely Important	typing on key

and/or fingers.			board and Black Berry
<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	lifting office products, pulling file drawers, pulling doors
<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.	4--Weekly	2--Very Important	lifting boxes of equipment, paper, pushing chairs,
<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.	2--Quarterly	Select	lifting computer boxes, radio equipment
<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	Select	
<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	Select	



## 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 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).

Of the 11 postions supervised in 2008, four of those will be transferred to the Comm. Center's administrative supervisor. I received andditional supervisor postion for 2009, which will give me 8 to supervise instead of 11.

## EMPLOYEE CERTIFICATION


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

Signed: Paula Creasy

Date: 12/30/08

### 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. 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
II 1.	Please note the complexity of this - managerial position: responsible for serving 19 different user agencies. 



**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: Paula Creasy Date: 12/30/08

Supervisor Signature: [Signature] Date: 12-30-08

Department Head Signature: [Signature] Date: 12/31/2008

BILL GARDNER, CHIEF OF POLICE

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.

