

# 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:**

**Department:**

### For Individual Questionnaires Only:

<b>Employee Name:</b>	Jones	Dina	D
	(Last)	(First)	(Middle Initial)

**Current Classification Title:** Sales and Planning Assistant

<b>Division</b>	Two Rivers Convention Center	<b>Department</b>	VCB
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**Total Length of Time with organization** 2 Years 3 months

**Total Length of Time in Current Position** Years 7 months

**Assigned Hours/Week; from** 8am **to** 5pm **Assigned Days/Week** Mon-Fri

**Email:** dinaj@ci.grandjct.co.us **Work Phone:** 970-263-5712

### Immediate Supervisor:

### Immediate supervisor reports to:

**Name:** Donna Redd

**Name:** Tim Seeberg

**Title:** Director of Sales & Marketing

**Title:** General Manager

**Work Phone** 970-263-5707

**Work Phone:** 970-263-5710

**E-mail:** donnare@ci.grandjct.co.us

**E-mail:** tims@ci.grandjct.co.us

## **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.

Sales & Planning Assistant

To assist the Director of Sales & Marketing and the Event Planner in the sales and coordination of events at Two Rivers Convention Center and the Avalon Theatre, including responding to initial requests for information, meeting space, pricing confirming of bookings, event detailing and inputting the details into the Event Business Management Software (EBMS). Provide assistance and support to all Two Rivers Convention Center Staff.

## 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.	5
<input checked="" type="checkbox"/>	I provide information to supervisors/management that they use in making a decision.	5

- 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

Event Planner
Sales and Marketing Coordinator
Accounting Clerk
Banquet Supervisor
Set Up and Maintenance Supervisor
Sales & Planning Assistant
Kitchen Chef
Manager

### YOUR DIRECT REPORTS' JOB TITLES


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

☐ Full Time

☐ Part-Time

☐ 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		
PUBLIC WORKS & PLANNING	1 to 2 times/month	To book/detail events
HUMAN RESOURCES	1 TO 2 TIMES/MONTH	To book/detail events
PARKS & REC.	1 TO 2 TIMES/MONTH	To book/detail events
ADMINISTRATION	1 TO 2 TIMES/MONTH	To book/detail events
FIRE	4 TO 5 TIMES/YEAR	TO BOOK/DETAIL EVENTS
POLICE	4 TO 5 TIMES/YEAR	TO BOOK/DETAIL EVENTS

**2. Outside your organization:**

Title of Person or Organization	How Often	For What Purpose
Ex: Vendors, Gen. Public		
GENERAL PUBLIC	DAILY	PROVIDE INFORMATION AND DIRECT TO APPROPRIATE PERSON
CINEMA AT THE AVALON	MONTHLY	INFORM OF LIVE EVENTS, SET UP BAR SERVICE FOR THEIR EVENTS
AVALON THEATRE ADVISORY COMMITTEE	MONTHLY	take minutes, transcribe and mail out information as necessary
CLIENTELE	DAILY	UPDATE OR GATHER DETAILS FOR EVENTS

**3. ESSENTIAL DUTIES.**

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

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

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

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

**Percent of Time:** Indicate how much of your time you spend on each task. The total of these percentages

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

**Attach additional sheets if necessary.**

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

Essential Duties	Decisions Required	Frequency	% of Time
<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	Assist Director of Sales & Marketing and Event Planner with planning, organizing and facilitating events at TRCC and the Avalon Theatre.	Identifying and advising on client needs, designing layouts, policy & procedures, menu development, determining direction on audio visual needs, advising client on how to arrange their events, allocating event space, negotiating rates, exercising discretion while quoting service policies, determining what kind of contracts should be sent out.	Daily	40



2	Prepare contracts, business letters and event estimates given to the Director for final approval	discretionary information sharing and event negotiations with client	Daily	20
3	Greet & direct office visitors & provide information to the general public	Direct to the appropriate person, offer service or give correct and appropriate event information	Daily	10
4	Answer phone calls from clients & general public. Answer calls on two-way radios to assist or direct set up staff and banquet servers	Direct to the appropriate person, offer service or give correct event information, determine needs, offer service, get available staff person	Daily	15
5	Assist TRCC staff during large event by helping set up, double check room to exceed client expectations, prepare food, pass appetizers, assist servers assist dishwasher	Identify short comings before client arrives, direct appropriate staff to correct problems, able to identify what areas need help at what times	Daily	5
6	Screen mail, prepare preliminary invoices by inputting the actual information into EBMS provided from staff	Direct to the appropriate person, verifying correct totals and pricing	Daily	5
7	Take minutes for the Avalon Theatre Advisory Committee, arrange committee meetings, send out committee meeting agendas	decide what topics and elements of the meeting are important to capture and politically appropriate to share with Council and the general public, decide what guests or additional interested parties to invite to each meeting	Monthly	5
8			Daily	
9			Daily	
10			Daily	
11			Monthly	
12			Monthly	

13			Daily	
14			Monthly	
15			Monthly	
16			Occasionally	
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
1-4, 6,7	Knowledge of modern office procedures, methods, computer and office equipment
1-7	Knowledge of customer service practices
1-7	Ability to communicate clearly and concisely, both orally and in writing
1-5	Knowledge of convention center and theatre operations, food services and appropriate booking procedures
5	Knowledge of proper food handling principles, procedures and techniques
1,2,4,6,7	Knowledge of Microsoft Office software applications
1,2,6,7	Business letter and correspondence writing skills; minute taking skills
1,2,5,6	Knowledge of event planning and organizing
1-7	Ability to make sound judgements
2,6,7	Proficiency at typing minimal WPM
1-7	Knowledge of department facilities, capabilities, resources, personnel and overall services
1-7	Skilled at multi-tasking

### **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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Up to one year of specialized or technical training beyond high school
<input type="checkbox"/>	<input type="checkbox"/>	Associate degree (A.S., A.A.) or two-year technical certificate
<input type="checkbox"/>	<input 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>
Restaurant and banquet services	12 years	Restaurant and banquet services	1 years
Sales Representative	20 years	Sales Experience	1 years
Computer Knowledge	20 years	Computer and MS Office software Knowledge	2 years

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

Sales & planning, customer service, Microsoft office applications, communication skills

**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.

High School Diploma or equivalent & Food handlers certification



**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
1,2,4,6,7	Computer/Laptop	Daily/8 hours
1,3,4	Telephone	Daily/5 hours
4	2 way radio	Daily/ 1 hour
1,2,4,6,7	Software/computer programs	Daily/7 hours
1,2,5,6,7	printer/copy machine	Daily/ 1 hour
1,2,6,7	fax machine	Daily/ 30 minutes
1,2,6,7	calculator	Daily/ 30 minutes

**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. I decide when to negotiate, book and detail events at the convention center myself. Depending on the scope and size of the event, I need to decide if such an event should be passed on to the sales coordinator.

2. When booking and detailing events, using my judgement on determining event banquet menus and client logistics needs in order to create proposals for the sales coordinator to review and send out.

3. When giving information to the general public, I decide what information is public and what is confidential.

## **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
- 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)

- 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	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	1--Somewhat Important	bending down to pick up box shipments & stored event file boxes
<b>Kneeling:</b> Bending legs at knee to come to a rest on knee or knees.	5--Daily	1--Somewhat Important	kneeling to find files in filing cabinet
<b>Crouching:</b> Bending the body downward and forward by bending leg and spine.	0--Never	Select	
<b>Crawling:</b> Moving about on hands and knees or hands and feet.	0--Never	Select	
<b>Reaching:</b> Extending hand(s) and arm(s) in any direction.	5--Daily	1--Somewhat Important	reaching files in filing cabinet and handing items to people over



			desk
<b>Standing:</b> Particularly for sustained periods of time.	4--Weekly	1--Somewhat Important	During large events standing around and watching for various needs and waiting for a program to end before providing service
<b>Walking:</b> Moving about on foot to accomplish tasks, particularly for long distances.	4--Weekly	1--Somewhat Important	During large events helping the banquet servers with cleaning off tables, and helping serve when needed
<b>Pushing:</b> Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	4--Weekly	2--Very Important	Pushing boxes up onto shelves
<b>Pulling:</b> Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.	3--Monthly	2--Very Important	Dragging bags of linens to the back ramp to be cleaned
<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 computer
<b>Grasping:</b> Applying pressure to an object with the fingers or palm.	5--Daily	2--Very Important	Grasping objects when handed to me
<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.	3--Monthly	2--Very Important	Lifting boxes of old event files up into storage
<b>Feeling:</b> Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips.	3--Monthly	2--Very Important	Being able to feel objects for temperature, cleanliness, comfortability, such as seating in meeting rooms
<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	Answering phone and talking with public & clients
<b>Hearing:</b> Perceiving the nature of sounds with no less than a 4db loss @ 500 Hz, 1,000 Hz and	5--Daily	3--Extremely Important	Being able to hear the needs



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.			of 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	See when something needs to be adjusted in rooms for events. Seeing the screen of computer
<b>Repetitive Motions:</b> Substantial repetitive movements (motions) of the wrists, hands, and/or fingers.	5--Daily	3--Extremely Important	Typing, answering the phones
<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	3--Extremely Important	Sitting at desk most of the time
<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	3--Extremely Important	Changing room set up and helping with food service
<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	2--Very Important	Having to push carts of chairs or glassware across a meeting room
<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**

<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).

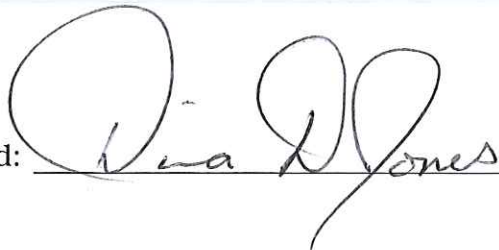
The position of Sales & Planning Assistant is relatively new to the organization. For the most part, the position's duties have stabilized, however the essential duties and requirements may change and continue to evolve as it is more established.

## EMPLOYEE CERTIFICATION

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



Signed:



Date:

10/15/08

**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
Section II, item 3 - Essential Duties	I edited this section considerably, mainly to make what the employee listed as duties fit the criteria the section was asking for. For example, the employee listed up to ten specific duties that accounted or less than 5% of her job duties. I used judgement and discretion to either combine like duties or summarize them under a renamed heading. The effect of this was to reduce in total the number of duties listed, which affected the number references in Section II, item 4 and Section III, item 4.
Section III, item 5 - Decision- Making & Judgements	To establish more clarity, I edited this section, however did not change them from a substantive standpoint.



**Please check the appropriate statement:**

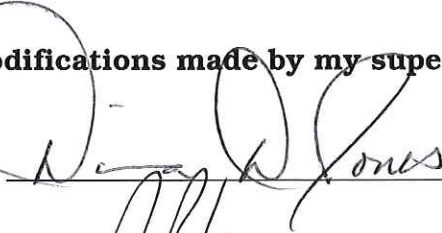
☐ I agree with the incumbents' position questionnaire as written.

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

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

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

Employee Signature:



Date:

10/27/08

Supervisor  
Signature:



Date:

10/27/08

Department Head  
Signature:



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.