



Job Description Questionnaire

Job Title:	
Department Code & Title	
Supervisor's Title:	
Date Completed:	

Position Classification – Please select one	Job Description Purpose – Please select one
Full -Time	New Position
Part-Time	Change in position's function
Temporary	Update job description

Job Summary: *In one or two sentences, briefly but specifically, summarize the primary purpose of the job.*

Primary Duties and Responsibilities: *List up to ten **Essential** duties and responsibilities of the job in the space provided below, indicating the most important first, and the rest in descending order including the average percentage of time spent on each over the course of a year. DO NOT list any duties or responsibilities that require 5% or less of the position's time. The total percentages should not be more than a 100%.*

1.		% of Time
2.		% of Time
3.		% of Time
4.		% of Time

5.	% of Time
6.	% of Time
8.	% of Time
9.	% of Time
10.	% of Time

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.



Education: Indicate the minimum level of education necessary to effectively handle the job's essential functions. Relevant work experience and lower educational levels can also be chosen as the equivalent to Associates and Bachelor's degrees. **Please select only one required education level or its equivalent.**

Min	Pref	HS or GED		Equivalent
Min	Pref	AA/AS	Major:	OR: GED + 2 Yrs Wrk Exp
Min	Pref	BA/BS	Major:	OR: GED + 4 Yrs Wrk Exp OR: AA + 2 Yrs Wrk Exp
Min	Pref	MS/MA	Major:	
Min	Pref	Doctoral		

Does the job require any special licenses or certifications? Please check all appropriate boxes and briefly describe.

License:	None	Required	Type:
Certificate:	None	Required	Type:
Other:	None	Required	Type:

Total Years of Work Experience: Indicate the total years of work-related experience required to effectively perform the job's responsibilities. **Please select only one item.**

Less than 1 year	1+ years	3+ years	5+ years	8+ years	10+ years
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Minimum Years of Industry/Role Experience: Indicate the minimum level of industry/job specific experience required to effectively perform the job's responsibilities. **Please select only one item.**

Less than 1 year	1+ years	3+ years	5+ years	8+ years	10+ years
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Supervisory/Management Experience: Indicate the minimum level of supervisory/management experience required to effectively perform the job's responsibilities. This number should be part of the total experience years, not in addition to them. **Please select only one item.**

N/A	Less than 1 year	1+ years	3+ years	5+ years	8+ years
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Number of Employees Supervised: Indicate the number of employees supervised by the job directly and/or indirectly (e.g., through subordinate supervisors). Do not include contractors or vendors whose work the position may direct. **Please select only one item.**

0	1 - 5	6 - 10	11 - 20	21 - 50	50+
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Computer Skills: Indicate the computer software or programs and skill level necessary to successfully perform the duties of this position.			
	No computer Skills needed		
List the computer software	Select Skill Level Required		
Corporate Email System (i.e. Outlook, Lotus Notes, etc.)	Basic	Intermediate	Advanced
MS Word	Basic	Intermediate	Advanced
MS Excel	Basic	Intermediate	Advanced
MS PowerPoint	Basic	Intermediate	Advanced
MS Access	Basic	Intermediate	Advanced
MS Project	Basic	Intermediate	Advanced
MS Visio	Basic	Intermediate	Advanced
Adobe Acrobat	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
	Basic	Intermediate	Advanced
Job Related Skills & Experience:			
<i>Minimum Qualifications:</i>			
<i>Preferred Qualifications:</i>			

Written and Oral Communication: Indicate the skill level necessary to successfully perform the duties of this position. Please select only one item.	
	Simple messages communicated orally. May write brief messages and keep simple records.
	Occasional use of oral and written skills. May explain and offer guidance on routine procedures.
	Regularly uses moderately complex oral and written skills. May train others in functional area and interact with others across Healthfirst and/or externally.
	Frequently communicates complex information and interacts with management. May train and monitor others' performance. Can present, resolve conflicts and address delicate situations.
Knowledge: The depth and breadth of knowledge required to effectively perform the job's responsibilities. The term "administrative" refers to knowledge requiring basic process support skills. "Technical" refers to computer, electronic, scientific or mathematical specialties. "Professional" knowledge is acquired by extended and intense preparation and training, generally governed by well-established standards and practices. Please select only one item.	
	Specialized knowledge is not required on a regular basis.
	Knowledge of specific procedures within the work unit is required. (Examples: operating office/technical equipment in a routine manner, mail processing.)
	Basic technical or administrative ability that requires a working knowledge of a specialty area. Refers to technical reference materials to answer questions. (Examples: programming, secretarial.)
	Advanced technical or administrative ability that requires in-depth skills in a specific area. Serves as training and "troubleshooting" resource within specialty area. (Examples: advanced programming, office management.)
	Basic professional ability that requires a working knowledge of theory and practice in a specific professional field. (Examples: entry level accounting, systems analysis, first line supervision.)
	Advanced professional ability that requires advanced knowledge of theory and practice in a specific professional field. Requires a working knowledge in other related professional areas. (Examples: advanced tax accounting and department management.)
	Expert professional ability to be recognized as an expert in a highly technical discipline, or cross-discipline professional ability that requires extensive knowledge in several fields. (Examples: mergers and acquisitions, financial control and senior management.)
Supervisory Responsibility: Indicate the job's general degree of supervisory responsibility. Please select only one item.	
	Individual contributor, not responsible for leading or supervising others.
	Helps to coordinate work flow for work group or team.
	Assigns or allocates work to others; may lead a small group.
	Supervises a department, section or unit.
	Supervises/manages multiple functions of a division.
	Supervises/manages multiple functions of a major division.

	Directs a major division(s) of Healthfirst.
Supervision Necessary: <i>Indicate the supervision required in this job. Please select only one item.</i>	
	Work performed under close supervision with regular checking and review by supervisor; or duties are so routine they require only simple, standard instructions without regular, on-site supervision. Supervisor is close by to answer questions or handle problems.
	Work performed under light supervision with only occasional, general supervisory review.
	Work performed independently with only general direction; supervisor does not usually check on activities and/or quality of work. Employee works with fairly broad procedures and participates heavily in setting work objectives.
Independent Action: <i>Indicate the job's general degree of independent action. Please select only one item.</i>	
	Work is closely monitored by supervisor/manager. Detailed instructions and procedures are generally provided.
	Work progress is monitored by supervisor/manager. Follows precedents and procedures. May set priorities and organize work within general guidelines established by supervisor/manager who is available to resolve problems.
	Results are defined. Sets own goals and determines how to accomplish results with some guidelines. Supervisor/manager provides broad guidance and overall direction.
	Sets goals and priorities for functional area. May make recommendations for department policies, practices and programs.
	Sets direction and vision for major departments or multiple departments. Establishes priorities, develops policies and allocates resources.
External Contacts/Customer Service: <i>Indicate the nature of regular contact with individuals outside of Healthfirst. Assume that the selected level includes some elements of contact described in the lower levels. Please select only one item.</i>	
	Does not require direct contact with external customers/contacts.
	Contact with external customers/contacts to furnish or obtain factual information.
	Within own area of expertise, serves as a customer resource/point-of-contact for external parties.
	Within own area of expertise; articulates or identifies customer/contact needs in more complex situations. Identifies issues and determines potential solutions.
	Within own area of expertise, works with customers/contacts to resolve serious issues, maintain key relationships or deal with sensitive issues.
<i>Identify the external contacts, and the nature and frequency of interaction. Examples include: senior groups, government entities.</i>	

<p>Internal Contacts: <i>Indicate the nature of contact interactions with other employees or departments required on a regular basis to effectively perform job functions. Assume that the selected level includes some elements of contact described in lower levels. Please select only one item.</i></p>	
	Contact only within own department/group.
	Contact outside own department/group to exchange routine, work-related information.
	Internal contact outside own department/group to exchange complex information or resolve problems.
	Internal contact outside own department/group to persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
	Internal contact outside own department/group in situations requiring resolution of conflict, negotiation or collaboration on major projects.
	Internal contact outside own department/group to negotiate sensitive issues and facilitate collaboration at the highest level. Responsible for establishing procedures to ensure consistent, high quality internal customer service and collaboration.
<p><i>Identify the internal departments and job titles, as well as the nature and frequency of interaction. Examples include: marketing, enrollment, member services and provider relations.</i></p>	
<p>Decision Making: <i>Indicate the level of job's authority to make decisions. Please select only one item.</i></p>	
	Little or no impact of decisions beyond own job or specific functional area.
	Decisions typically involve processes or procedures and may impact own job or a work unit. May contribute to making decisions on procedures and processes that impact a broader area within the department.
	Responsibilities are covered by specific policies and objectives within which frequent decisions are required. Assists in formulating recommendations on difficult and important problems.
	Decisions are typically operational or tactical in nature and may impact a work unit or area within a department. May contribute to operational decisions that affect the department.
	Decisions have major impact on the management and operations of an area within a department. Job may contribute to important business decisions that impact the department.
	Decisions have significant, broad impact on the management and operations of a department. Job contributes to strategic and management decisions for the division.
<p><i>Describe the types of decisions made and the impact of those decisions. Examples include budget development and monitoring, staffing, business planning, operational management.</i></p>	

Problem Solving: Indicate the typical nature of problems encountered in this job. <i>Please select only one item.</i>	
	Little opportunity for selecting solutions without receiving specific, prior instruction or approval.
	Selects the best solution(s) from several alternatives that already exist.
	Develops a new approach to problems by collecting and analyzing information.
	Identifies the problem by collecting information from several sources, analyzing, the data and recommending an appropriate solution.
	Identifies and coordinates resources to solve the problem, reviews recommendations regarding solutions to problems and takes or directs action to solve the problem.
<i>Describe typical problems encountered and how they are resolved:</i>	
Independent Judgment: Indicate the typical nature of problems encountered in this job. <i>Please select only one item.</i>	
	Duties are routine, repetitive and standardized.
	Duties are somewhat routine, requiring occasional independent judgment.
	Duties are varied in nature, requiring occasional independent action and judgment. Unusual cases or questionable matters are referred to this job's immediate supervisor.
	Duties are varied in nature, requiring solving both commonly encountered and unusual problems. This job's immediate supervisor is consulted for clarification of policies/procedures.
	Duties are highly complex. Significant independent action and judgment are required subject to overall Company policies/procedures.
Complexity of Tasks: Please describe the complexity and relationship of tasks performed in this position. <i>Please select only one item.</i>	
	Must follow clearly defined policies and procedures that are readily available.
	Tasks are clearly defined and for the most part repetitive on a day-to-day basis.
	Must be able to gather information from multiple sources and compile that information in an organized manner.
	The types of tasks change continually and require extensive capability in office protocol.

Budget Responsibility: Indicate which best describes the involvement in the budgetary process. *Please select only one item.*

	Has no budget responsibility.
	Assists in planning, monitoring and/or managing the budget in functional area or department.
	Has full responsibility for planning, monitoring and managing budgets for multiple departments.
	Has full responsibility for planning, monitoring and managing budgets for a division.

Physical & Environmental Demands: Please indicate the physical and environmental demands required to effectively handle the job's responsibilities.

Frequency Key:

Frequency	% of day	Minutes of day
Never	0	0
Occasional	0 to 32%	1-3 hours
Frequent	32.1 to 65%	4-6 hours
Constant	65.1 to 100%	6-8 hours

Identify frequency of physical demands by using frequency key.

Physical Demand	Never	Occasionally	Frequently	Constantly
Climbing				
Crawling				
Crouching				
Reaching				
Bending				
Walking				
Sitting				
Overhead lifting				
Keying				
Balancing				
Standing				
Driving				
Traveling				
Working on ladders				

Identify frequency of Lift/Carry Requirements by using frequency key.

	Never	Occasionally	Frequently	Constantly
1-10 lbs.				
11-20 lbs.				
21-50 lbs.				
51-100 lbs.				

Identify frequency of Push/Pull Requirements by using frequency key.

	Never	Occasionally	Frequently	Constantly
1-10 lbs.				
11-20 lbs.				
21-50 lbs.				
51-100 lbs.				

Is repetitive use of the feet required? Right: **Yes** No N/A Left: **Yes** No N/A

Is repetitive use of the hands required? Right: **Yes** No N/A Left: **Yes** No N/A

Work Environment: Please specify the work environment in which individual will be required to work.

Key:

Frequency	% of day	Minutes of day
Never	0	0
Occasional	0 to 32%	1-3 hours
Frequent	32.1 to 65%	4-6 hours
Constant	65.1 to 100%	6-8 hours

Identify frequency of environmental conditions

	Never	Occasionally	Frequently	Constantly
Indoors				
Outdoors				
Cold				
Hot				

Additional Comments:

For Human Resources and Hiring Managers Use Only:

Name and title of authorized department representative approving this document:	
Signature of authorized department representative approving this document:	
Final document approved by authorized Human Resources representative:	<i>Yes</i> <i>No</i>
Print the name and title of authorized Human Resources representative:	
Signature of authorized Human Resources representative approving this document:	
FLSA Questionnaire reviewed by authorized Human Resources representative:	<i>Yes</i> <i>No</i>
FLSA Designation:	
Pay Grade:	