YAVAPAI COLLEGE

Writing Guide for the Position Description Template

PURPOSE The Position Description has several functions that serve the organization and College Employees that perform the work. As a Leader, you will be able to create a document that best captures the necessary work within your department to support Yavapai College's overall business needs. The position description is used for the compensation evaluation process, job classification/grouping in a market analysis, recruitment of candidates, and as a reference for College Employees for what defines their Yavapai College role and responsibilities. For Leaders, the document will serve as a tool to manage the positions within the department, to create development opportunities, and manage significant work changes within the department.

The Employee Information System has an online repository for all position descriptions under the Job Profile module where College Employees can access the position descriptions. The Position Description Template will help in collecting the position information and writing the requirements needed to perform the work.

Note: Any new or current position descriptions with significant changes require approval from Department Head, Dean, and the Human Resources Committee. Upon approval, the Human Resources Department will analyze the position description, assign the appropriate grade and job code, and upload the final description to the HR Information System.

TABLE OF CONTENTS

PART H: POSITION REVIEW WITH TEAM MEMBER

APPENDIX A – ACTION WORDS LIST AND JOB DESCRIPTION TEMPLATE

Part A: POSITION SPECIFICATIONS This section will be completed by the Human Resources Department during the position evaluation process. Once the document has been approved, the position will be assigned a job code and pay grade, as well as the components used to classify the position.

Part B: POSITION DETAILS Position Title: Consider if there is already a standard position title that exists at Yavapai College. Unique titles should rarely be used. Leaders have access to a position listing report in the Employee Resources Portal, use the document as a reference of existing positions within Yavapai College.

Position Summary: Provide an overview of the expectations for the position. Provide types of activities and responsibilities required, consider the scope of work, working conditions and leadership relationships this role will require. This section should be no more than a short paragraph; 5-7 sentences.

Reports To: Do not use an individual's name, only the position title.

Written By: Do not use an individual's name, only the position title.

Department: Indicate the name of the department this position will be in. If you are not sure of the department name, refer to the organizational chart available in the Employee Information System.

Division: Indicate the name of the division this position will be in. If you are not sure of the division name, refer to the organizational chart available in the Employee Information System.

Part C: POSITION ELEMENTS The position elements are fields that help categorize the position in the system for reporting and workforce analysis. In each area of this section, select an option by marking one box. Leaders will be able to elaborate further on minimum requirements for education background and experience in Part D.

Leadership Responsibilities: Select the level of decision-making responsibility. The table below provides descriptions for each type.

Leadership Type	Leadership Descriptions
Leading: Self	All incumbents at **Yavapai College** lead themselves, 'self'.
Leading: Guides Others	This type may be applicable for those in positions that include: Senior, Lead, or Level III where they guide others as well as 'self'.
Leader: Administers Hires, Terminations, and Performance Reviews	This type is applicable for Managers, Directors, and Chiefs since these positions administer Hires, Terminations, and Performance Reviews.

Driver's License Requirement: Many positions only require a valid driver's license. If the position requires the use of Yavapai College vehicles, the College Employee must qualify and maintain their driving record of no more than three (3) points based on Yavapai College insurance standards.

Position Type: Regular full-time employment is defined as working 40 hours per week and eligible for benefits. Part-time employment is a position working less than 40 hours per week; this may affect a College Employee's benefit eligibility. If the position is part-time, elaborate on the position in the section Working Conditions under Part E: MINIMUM REQUIRED QUALIFICATIONS TO PERFORM POSITION.

Bilingual Position: Positions that require a bilingual language have a unique code. If the position being created requires bilingual skills, consider if the department will also need a position that is not bilingual. If the Other Language box is checked, specify the language under Part E: Working Conditions.

Position Location: Check the primary location where work will be performed. If the Other box is checked, describe further under Part E: Working Conditions.

Carefully consider the degree(s) required to perform the position. Check the one that best applies. Check one box, if the position requires a degree.

Carefully consider the minimum number of years or relevant experience needed to perform the position, check the one that best applies. Check one box, for minimum years of relevant experience needed for position.

Part D: POSITION MAJOR FUNCTIONS In this section, list the major duties and responsibilities involved in performing the role. List at least five and no more than eight core functions, duties and responsibilities. List in order of duties mostly performed to least performed; do not list duties that require less than 5% of the time in the position.

- Use clear and concise language. Define quantitative language, such as large, difficult, complex.

- Describe the what (action), how (procedure), and why (purpose).

- Use action verbs to begin sentences. A list of action verbs is provided in Appendix A.

- Percentage of time – Determine the percentage of time performed in the function in relation to the total role.

Example of Position Major Functions: Duties and Responsibilities: This section is an outline of the functions performed on a regular basis, how the position functions within Yavapai College and who the tasks are exchanged with.

1. **Event Coordination:** Organize all Health Services events. This includes event locations, booth compliance, scheduling presenters, maintaining RSVP list, and catering arrangements. At the time of the event, supervise the event staff and guests.

2. **Vendor Management:** Enter vendors, exhibitors and stakeholders in the system. Ensure details are current, and contracts are up to date. List any license or permits needed.

3. **Public Relation:** Works closely to develop relationships with partners and vendors to establish goodwill and stay updated on upcoming event opportunities.

4. **Administrative:** Maintains records of marketing event expenses, invoices, contracts, correspondence, travel arrangements, manage calls.

The following responsibilities are required from **all Yavapai College Employees and are** included in all position descriptions in PART G: POSITION ACKNOWLEDGEMENT AND EXPECTATIONS. You do not need to include the following responsibilities under Major Functions because they are included in the final description by default:

1. Ensure the privacy and security of PHI (Protected Health Information) as outlined in Yavapai College's policies and procedures relating to HIPAA compliance.

2. Any other duties as required to ensure successful health plan operations.

Part E: MINIMUM REQUIRED QUALIFICATIONS TO PERFORM POSITION For this part, the following fields are open text and allow the Leaders to specify areas of education and experience. This section allows you to elaborate on the expectations for required skills compared to preferred competencies.

Required: Must meet all these standards to be considered for the position; these are position requirements.

Preferred: Indicate if there is any preferred level of experience or education/licenses that is an additional qualification for the position.

Minimum Required Qualification Example for Each Type

Experience Requirements:	**Required:** 4 years of call center experience. **Preferred:** 2 years customer service experience, preferably in a managed care setting.
Educational Background:	**Required:** High School Diploma or GED **Preferred:** Associate Degree for Medical Care and Nursing
Professional Certification:	**Required:** A+, Network+, Security+ **Preferred:** Cloud Essentials
Professional Licenses:	**Required:** LVN **Preferred:** RN

Creating Minimum Required Qualification for tiered positions: If a position is part of tiered levels, such as I, II, III or Senior or Lead, each level must have progressively increasing education and experience that corresponds to duties and responsibilities to perform in the position.

Defining Knowledge, Skills and Abilities (KSA)

It's easy to see KSAs as interchangeable or at the very least overlapping. However, they are distinctly different dimensions of an individual's qualifications.

Knowledge: focuses on the understanding of concepts. It is theoretical and not practical, focuses on the understanding of concepts at the following levels: general (ability to find

information), working (knowledge specific to the work), or detailed understanding (knows/authority level).

Skills: capabilities or proficiencies developed through training or hands-on experience. Skills are the practical application of theoretical knowledge.

Abilities: innate traits or talents that a person brings to a task or situation.

KSA	EXAMPLES
Knowledge	- Knowledge of basic accounting - Familiarity with inbound marketing best practices preferred - Experience working with public relations professionals - Federal regulations and directives - Operational systems and procedures - Budget and accounting principals - Thorough understanding of engineering practices - Familiar with environmental compliance law - Knowledge of Administrative practices
Skills	- Minimum typing speed of 50 wpm (words per minute) - Excellent 10-key skills a plus - Excellent verbal and written communication skills - Computer software proficiency and technical writing - Public speaking and business writing
Abilities	- Ability to multi-task in a fast-paced environment - Able to work with public. - Organize, plan work and follow through. - Analyze situations, programs and problems - Communicate orally and in writing - Coach and mentor others

Working Conditions: This section refers to the working environment and all existing circumstances that may have an effect in the workplace, including job hours, physical

aspects, travel, workload and responsibilities. They are described in the context as the "physical and social factors that influence the nature of work".

Physical Conditions: The physical conditions of the workplace and physical demands of the job. These conditions are things such as sedentary work, travel, physical work, workload, occupational stress, etc.

Part F: PHYSICAL DEMANDS FOR POSITION The physical demands for a position describe the work of an individual person. It is a critical tool to use when determining if or how a candidate's or College Employee's work restrictions may impact the traditional

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physical/mental/emotional demands of the position. This also helps to determine if discussions relating to reasonable accommodations need to begin, or if a physician needs to understand the position and determine if it's safe for a College Employee to perform the normal duties. It is intended to be a straightforward document providing the reader with the following:

1. Work environment and conditions where the essential functions are performed.

2. Combines physical skills and abilities that an individual must possess to perform the essential functions.

3. The cognitive demands required to successfully perform the essential functions.

This section has been pre-filled with values for office work with medium pace, medium pressure, and low physical demands. The Leader should review each section and adjust the frequency by clicking on the drop-down menu. Select the applicable code for the frequency that best describes the activity required:

Never = Does not occur ever/or may never occur for some incumbents **Infrequent** = May occur but not daily **Seldom** = Occurs less than 30 minutes per shift **Occasional** = Occurs 31 minutes to 2.5 hours per shift **Frequent** = Occurs 2.6 to 5.5 hours per shift **Continuous** = Occurs more than 5.6 hours per shift

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PART G: POSITION ACKNOWLEDGEMENT AND EXPECTATIONS This section is standard for all **Yavapai College Employees** and is included in the Employee Information System, in each HR Information System entry. This replaced the major duties statements for HIPAA Compliance and tasks that are not listed in the position description but are still required to perform.

Yavapai College Employees are expected to ensure the privacy and security of PHI (Protected Health Information) as outlined in Yavapai College's policies and procedures related to HIPAA compliance.

The position purpose, principal accountabilities, essential functions, minimum qualifications and the requirements listed in this position description are representative only and are not exhaustive of the tasks that a College Employee may be required to perform. Yavapai College reserves the right to revise this position description at any time, and to require College Employees to perform other tasks as circumstances or conditions of its business considerations or work environment change.

PART H: POSITION REVIEW WITH COLLEGE EMPLOYEE This area can be used by the Leader to document a position description review with a College Employee. This new system has a functionality that will notify incumbents of position description updates. An electronic acknowledgement will be triggered, and the incumbent will check a box recognizing they were notified that a change was made.

APPENDIX A – ACTION WORDS LIST Well-written statements contain action words which accurately describe what is being done. The following is a list of action words you may find helpful to use. It is not a complete list, and you may find other suitable words.

A Accounts, Acquires, Adapts, Adjusts, Administers, Adopts, Advises, Advocates, Allocates, Allots, Alters, Amuses, Analyzes, Answers, Applies, Appoints, Appraises, Approves, Arbitrates, Arranges, Assembles, Assesses, Assigns, Audits, Authorizes, Awards

B Balances, Bargains, Batches, Budgets

C Calculates, Calibrates, Carries, Categorizes, Certifies, Checks, Circulates, Classifies, Cleans, Climbs, Coaches, Codes, Collaborates, Collates, Collects, Compares, Compiles, Composes, Computes, Condenses, Confers, Confirms, Consolidates, Constructs, Consults, Controls, Converts, Conveys, Coordinates, Copies, Corrects, Correlates, Corresponds, Counsels, Counts, Creates

D Debates, Decides, Defends, Defines, Delegates, Deliberates, Delivers, Demonstrates, Describes, Designates, Designs, Destroys, Detects, Determines, Develops, Devises, Diagnoses, Digs, Directs, Disburses, Disciplines, Discovers

E Edits, Elaborates, Elects, Eliminates, Employs, Encourages, Endorses, Enlists, Enters, Entertains, Escorts, Estimates, Evaluates, Examines, Exchanges, Exercises, Exhibits, Experiments, Explains, Extracts

F Fabricates, Fastens, Feeds, Files, Forecasts, Formulates

G Garners, Gathers, Gauges, Generates, Governs, Grades, Guards, Guides

H Hauls, Hypothesizes, Hires, Handles, Helps, Heads

I Identifies, Illustrates, Implements, Imports, Improves, Indexes, Indicts, Informs, Innovates, Inspires, Installs, Instructs, Interprets, Interviews, Inventories, Invents, Investigates, Issues, Itemizes

J Joins, Judges, Justifies

L Leads, Lifts, Loads, Locates, Lubricates

M Manages, Manipulates, Manufactures, Maps, Matches, Measures, Mediates, Mends, Mixes, Modifies, Monitors, Motivates, Moves

N Negotiates, Notifies, Nullifies

O Observes, Obtains, Opens, Operates, Organizes, Originates, Outlines, Overhauls, Oversees

P Packages, Permits, Persuades, Picks up, Plans, Posts, Predicts, Prescribes, Presents, Preserves, Prevents, Procures, Produces, Programs, Promotes, Proofreads, Proposes, Pulls, Purchases, Pushes

Q Quantifies, Questions

R Ranks, Rates, Reaps, Rebuilds, Recommends, Reconciles, Records, Reduces, Refers, Refines, Registers, Regulates, Reinforces, Rejects, Releases, Remits, Repairs, Replaces, Reports, Represents, Rescinds, Rescues, Researches, Resolves, Retrieves, Reviews, Revises, Rewards

S Salvages, Scans, Schedules, Scores, Screens, Seals, Searches, Selects, Sells, Sends, Serves, Services, Smells, Solicits, Solves, Sorts, Stacks, Stores, Studies, Submits, Summarizes, Supplies, Surveys, Synthesizes, Systematizes

T Tabulates, Teaches, Tends, Testifies, Tests, Totals, Traces, Trades, Trains, Transacts, Transcribes, Transfers, Translates, Transmits, Treats, Turns, Tutors, Types

U Updates, Ushers

W Washes, Waxes, Weighs, Writes

Job Description Template

SECTION 1: JOB IDENTIFICATION

- **Job Title:** [Insert Job Title, e.g., Analyst I, Enrollment Services]

- **Department:** [Insert Department Name]

- **Reports To:** [Insert Position Title of Supervisor]

SECTION 2: POSITION SUMMARY / OVERVIEW

Provide an overview of the expectations for the position, including types of activities and responsibilities, scope of work, working conditions, and leadership relationships. This section should be no more than 5-7 sentences.

SECTION 3: ESSENTIAL DUTIES & RESPONSIBILITIES

List the major duties and responsibilities involved in performing the role. List at least five and no more than eight core functions, duties, and responsibilities, in order from most to least performed. Do not list duties that require less than 5% of the time in the position. Use action verbs.

- *[Insert essential duty 1]*

- *[Insert essential duty 2]*

- *[Insert essential duty 3]*

- *[Insert essential duty 4]*

- *[Insert essential duty 5]*

- *[Add additional duties as needed, up to 8 total]*

SECTION 4: MINIMUM QUALIFICATIONS (Expectations & Requirements)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements and competencies listed represent the required knowledge, skill, and ability.

- **Education:** [Insert minimum educational requirement, e.g., Undergraduate degree required, or an equivalent combination of education and experience.]

- **Experience:** [Insert minimum experience requirement, e.g., A minimum of two years of experience is required in the area of specialty.]

- **Required Skills/Knowledge:** [List specific skills, software, or knowledge areas]

    o [Example: Proficiency with a current Student Information System]

    o [Example: Competence with Internet software]

    o [Example: Strong Spreadsheet software skills]

    o [Example: Expertise in Word Processing software]

- **Other Requirements:**

    o [Example: Regular attendance is an essential job function, as it demonstrates dependability towards the performance of job duties.]

    o [Insert any other specific requirements, e.g., valid driver's license]

SECTION 5: PREFERRED QUALIFICATIONS

These qualifications are desired but not strictly required.

- **Education:** [Insert preferred educational requirement, e.g., Master's degree in a related field.]

- **Experience:** [Insert preferred experience, e.g., Four or more years of directly related experience.]

- **Professional Experience:** [Insert type of preferred professional experience, e.g., Professional experience in a community college/higher education work environment.]

- **Preferred Skills/Knowledge:** [List specific skills or software, e.g., Experience with Ellucian Banner SIS.]