

INSTRUCTIONS FOR COMPLETING JOB DESCRIPTION

ALL POSITION DESCRIPTIONS MUST BE IN THIS FORMAT. DO NOT MAKE ANY CHANGES TO THE FORMAT. YELLOW HIGHLIGHTED SECTIONS MUST REMAIN INTACT.

1. Identify Campus location, Position Title, Exempt/Non-Exempt, Pay Grade, Department, Reports to, and Effective date on the top of the job description format which follows these instructions and examples.
2. Replace all italicized sections with the appropriate details for your specific position.

GENERAL DESCRIPTION OF POSITION: (Briefly describe the overall purpose/function of this position. Explain in two or three sentences why this position exists.)

- **Example #1:** Assist the division manager in duties to help ensure the accurate and efficient operation of the office.
- **Example #2:** Responsible for the timely pickup and delivery of mail on a scheduled basis while ensuring special requirements are met as they occur.
- **Example #3:** Responsible to oversee and manage all mail services operations and the profitability of the Mail Services Department.

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES: (List the major functions of this job in order of importance. This is not intended to be a task list, rather an identification of assigned work, whether work is done on own or in conjunction with others.) Specify what is done, how it is done and the expected results.

SECONDARY FUNCTIONS: (Identify duties that are expected but are not major responsibilities.)

JOB SCOPE: (This section addresses such items as whether job operates within established parameters or is responsible for development and/or decisions regarding new policy or guidelines. It outlines scope of position relative to staff accountability, decision-making authority, creativity, budgetary accountability, management of capital assets, and responsibility for planning. It addresses consequences of error.)

- **Example #1:** Job is fairly routine. Incumbent follows established practices and procedures. Duties are performed with specific directions given and work is checked or verified visually on a frequent basis. Decisions are made within specific operational instructions and departmental guidelines. Errors in judgment could affect the smooth and efficient operation of the office.
- **Example #2:** Performs duties independently with minimal supervision, operating from specific and definite directions and instructions. Decisions are of a routine nature made within prescribed operating guidelines, policies and procedures. Mistakes/errors may result in work stoppage, loss of business, poor customer relations and/or damage to product, all of which can have negative financial implications for the university.
- **Example #3:** Performs duties with little direction given, operating from established directions and instructions. Decisions are made within general university policy constraints but occasionally require independent decision making.

SUPERVISOR RESPONSIBILITY: (This section would identify the type, number and skill level of employees supervised. It would also state level of supervision offered.)

- **Example #1:** Job has not supervisory responsibility.
- **Example #2:** This position is not supervisory in nature. May occasionally supervise student workers.
- **Example #3:** Full supervisory responsibility for all the department's clerical, technical and service personnel. This presently includes a total of 15 employees of which 9 are year round, 6 are seasonal, 11 are full time and 4 are part time. This responsibility includes employee evaluation, employee counseling and/or discipline, approving any absences or overtime and making any recommendations for hiring, terminations, pay changes, job changes and training.

EDUCATION AND/OR EXPERIENCE: *(This section identifies specific educational credentials (if any) including certification, degree, and licensure. Specify the number of years and type of previous experience necessary to meet minimum requirements.)*

- **Example #1:** High school education or equivalent required.
Six months previous clerical experience required.
Some higher education in office practices preferred.
- **Example #2:** A minimum of 6-12 months experience/training in delivery, driving, or similar function is required. A high school education or equivalent is required.
- **Example #3:** A minimum of 1-2 years experience/training in mail room operations, plus 1-2 years supervisory experience are required for this position. An Associate degree or equivalent specializing in business management or related field is required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES & BEHAVIORS: *(List the minimum skills, education, training, experience, and level of knowledge and abilities necessary to perform the responsibilities of this position. The position, and not the incumbent, should be recorded here. Provide only knowledge, education/training, experience that is actually needed to adequately perform the position responsibilities. Particular skills possessed by the incumbents, but extraneous to the position should not be included. Additional "desired" or "nice to know" skills or training can be included, but it should be noted that they are "desired, not required".)*

WORKING CONDITIONS: *(Describe any physical or non-physical elements in the work environment. Indicate any overtime or travel required.)*

POSITION DESCRIPTION

Pacific University

Campus location (FG, Hillsboro, Eugene, PDX)

Position Title

Exempt/Non-Exempt

Pay Grade

Department

Reports to (title)

Effective date of position description

Pacific University believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the university to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

GENERAL DESCRIPTION OF POSITION:

(Briefly describe the overall purpose/function of this position. Explain in two or three sentences why this position exists.)

ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:

(List the major functions of this job in order of importance. This is not intended to be a talk list, rather an identification of assigned work, and job responsibilities. Each statement would begin with an active verb, and clearly identify whether work is done on own, or in conjunction with others.)

- *Specify what is done, how it is done and the expected results.*
- *Describe the scope of the budgetary, long-range planning, independent decision making responsibilities and access to confidential information of this position. Give examples.*
- *Describe the nature and type of interpersonal contacts required by this position.*
- *Be as accurate and complete as possible.*

SECONDARY FUNCTIONS:

Perform other related duties as assigned.

JOB SCOPE:

(This section would address such items as whether job operates within established parameters or is responsible for development and/or decisions regarding new policy or guidelines. It would outline scope of position relative to staff accountability, decision-making authority, creativity/innovation, budgetary accountability, management of capital assets, and responsibility for planning. It would address consequences of error.)

SUPERVISOR RESPONSIBILITY:

(This section would identify the type, number, and skill level of employees supervised. It would also state level of supervision offered.)

EDUCATION AND/OR EXPERIENCE:

(This section would identify specific educational credentials (if any) including certification, degree, and licensure. It would also specify the number of years and type of previous experience necessary to meet minimum requirements.)

REQUIRED KNOWLEDGE, SKILLS, ABILITIES & BEHAVIORS:

- a) **Communicates with students, faculty, staff and the public appropriate to the age of the individual served.**

- b) Builds on basic learning and carries it from one situation to another.
- c) Demonstrates critical thinking skills in problem solving and decision-making.
- d) Asks questions and seeks assistance.
- e) Takes responsibility to eliminate the source of problems.
- f) Demonstrates confidentiality regarding information pertaining to all students, faculty and staff.
- g) Maintains proper appearance and personal conduct for the employee's particular job.
- h) Uses effective communication skills taking into consideration body language, filters, listening, paraphrasing, and questions with customers of diverse ethnic and cultural backgrounds.
- i) Demonstrates ability to work in a team environment.

(List the minimum skills, education, training, experience, and level of knowledge and abilities necessary to perform the responsibilities of this position. List any special licenses or certification needed.

The position, and not the incumbent, should be recorded here. Provide only knowledge, education/training, experience that is actually needed to adequately perform the position responsibilities. Particular skills possessed by the incumbents, but extraneous to the position should not be included.

Additional "desired" or "nice to know" skills or training can be included, but it should be noted that they are "desired, not required".)

WORKING CONDITIONS:

(Describe any physical or non-physical elements in the work environment. Indicate any overtime or travel required.)

PHYSICAL ACTIVITIES:

- Climbing Balancing Stooping Kneeling Crouching Crawling Reaching Standing
- Walking Pushing Pulling Lifting Fingering Grasping Feeling Talking Hearing
- Repetitive motion

PHYSICAL REQUIREMENTS :

- Sedentary work Light work Medium work Heavy work Very Heavy work Visual acuity