

Instructions for Completing Job Analysis Worksheet

It can be very difficult to train someone else on how to do your job. Many of the things you do without even thinking about how you are doing it, what skills you are using, and what resources are available to you. The longer you've been on your job, the more likely this is to be the case. As you prepare for retirement, you are facing the difficult task of identifying what you do and determining how to train someone else. This document is designed to help you break your job down into manageable increments in order to develop a plan ensuring that we are able to continue serving our customers and meeting our goals.

Instructions:

In the shaded area labeled duty, write a duty area for your job. A *duty* describes the types of things that you do on the job in broad terms. For example, if you are a homeowner you probably have some broad responsibilities in the care of that home. Yard maintenance may be one of those duties.

Underneath the Duty, list the activities that you carry out that are related to that duty. These are the *tasks* that you must complete in order to successfully carry out that duty or responsibility. There may be several tasks related to each duty. Some tasks may have several steps within the tasks but it is not usually necessary to narrow the focus to the steps. A task consists of an action verb and the target of the action. In the example below, Mow is the action verb and the target is the yard.

You should also rate the criticality of the task. Some of the things you do are very important and others are not quite so important. The rating scale is as follows:

- 1 = This task is a "BIG DEAL" task. If it's done wrong, it has a major impact on our customers, our goals, or our output.
- 2 = This task is "So-So" important. It may impact our effectiveness somewhat but it won't make or break us in our ability to perform.
- 3 = This task is important but if something goes wrong, it's not going to significantly impact our output or be noticed by our customers.

The next column asks that you identify the knowledge, skill, or ability needed to perform the task. The following definitions may help:

- Knowledge can be defined as a body of information necessary for successful performance of a specific job duty. It is usually gained through a learning experience such as formal education, training, or experience. (*knowledge of accounting principles*)
- Skill is an observable competence to perform a learned physical act. A skill usually applies to physical tasks such as use of tools, machines, equipment, etc. (*skill in using an adding machine*)

- Ability is the competence that someone must possess in order to perform a behavior that results in an outcome or product.
(ability to develop Excel spreadsheets)

Don't get caught up in deciding whether something is a knowledge, skill, or ability. Just make sure you capture what the person needs to be able to do in order to perform the task.

The final column asks that you identify the resources available to help perform the task. This may be people (inside or outside the organization), references, tools, documents, etc.

Once you have completed these steps for all of the major duties of your job, you will find that it is much easier to develop a training plan. You and your manager should use this document to develop the knowledge transfer plan that will ease the transition.

Example:

Duty: Yard Maintenance	Criticality	Frequency	Knowledge, Skills, or Abilities needed	Resources/tools
Task 1 – Mow Yard	1	Weekly	Knowledge of minor repair techniques, Ability to pull starter cable, ability to walk and push	Spark plug remover Sharpening tool Ron's repair shop
Task 2 – Trim Bushes	1	Quarterly	Ability to climb a ladder	Electric hedge clippers, manual clippers
Task 3 – Edge sidewalks	3	Monthly	Ability to stand for long period	String trimmer
Task 4 – Rake Leaves	2	2 times in the Fall	Ability to stand	Rake, bags for bagging leaves
Duty: Clean House	Criticality	Frequency	Knowledge, Skills, or Abilities needed	Resources/tools available
Task 1 – Dust	1	Weekly	Ability to stand on step ladder, ability to climb stairs	Dusting spray, dust cloth
Task 2 - Vacuum	1	Weekly	Ability to carry vacuum cleaner up the stairs, ability to reach	Vacuum cleaner, attachments, bags
Task 3 – Empty and Load Dishwasher	2	Daily	Ability to operate dishwasher (read very small print on dishwasher display panel)	Dishwasher detergent