

Presenter – Don Berman



Don Berman – VP of Sales/Marketing & JD Expert

Don Berman has spearheaded the adoption of HR and talent management applications and technology-driven best practices at large- and mid-sized companies throughout the U.S and abroad. As JDXpert co-founder and VP of Sales and Marketing, Don was instrumental in evolving the focus of JDXpert's Talent Management platform toward a Job Description-centric model that resulted in JDXpert becoming the market leader in Job Description Management solutions.

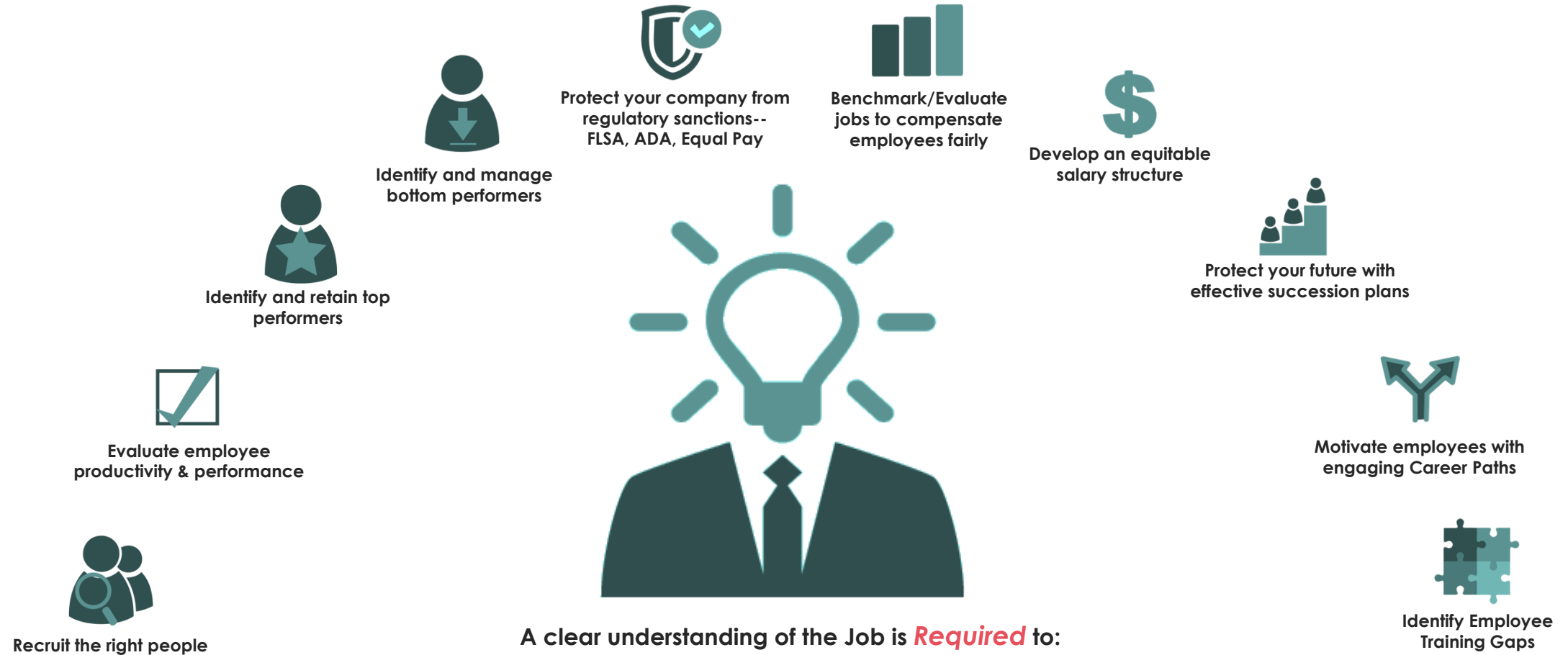


The Ultimate Job Description Playbook

Don Berman

Why Manage Job Descriptions?

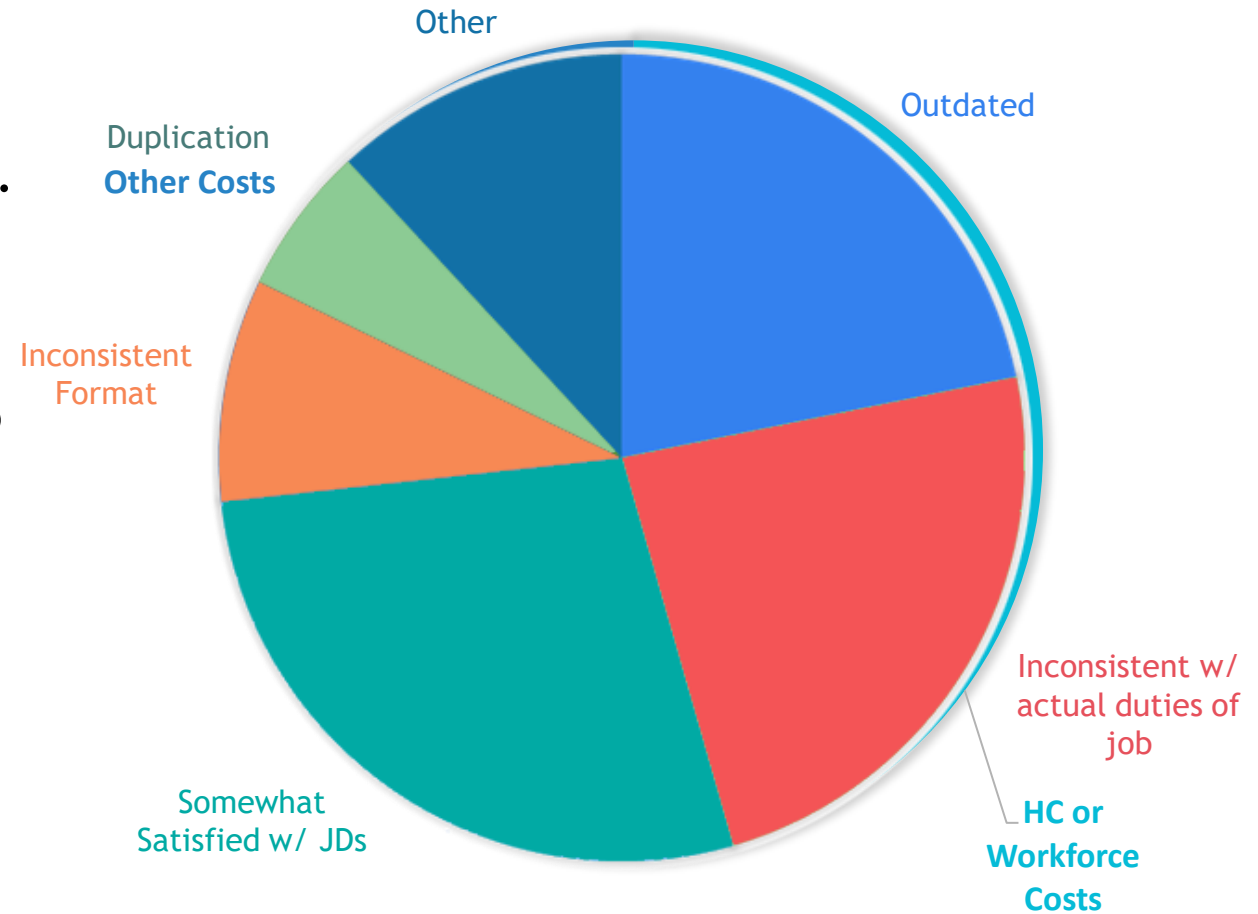
A Critical Issue for Strategic HR/Compensation



ROI of Knowing Your Jobs

- In most organizations, total human capital costs average nearly **70%** of operating expense.
- Yet in a 2018 Buck survey, **NOT one** company surveyed was completely satisfied with their job descriptions and only **28%** said they were somewhat satisfied.

<https://zdoc.site/managing-an-organizations-largest-cost-the-saba-software.html>



<http://www.hrims.com/blog/survey-says>

ROI of Knowing Your Jobs

- Job data is a foundational element
- Job information is the cornerstone of what we do:
 - Human Resources
 - Talent Management
 - Compensation

Where do we keep this critical dataset?

THE JOB DESCRIPTION



Director - Compensation
Job Description

We make it easy to create and manage top notch Job Descriptions and share them across the enterprise, while giving our clients huge boost in complying with state federal regulations

JOB INFORMATION

Date:

6/19/2020 1:29:14 PM

Title:

Director - Compensation

FLSA

Exempt

JOB SUMMARY

Establishes, maintains, and administers the organization's compensation system. Reviews and makes recommendations to senior management regarding changes to existing programs to remain competitive and in line with market. Researches pay scales for each position and consults surveys to identify the correct level of compensation. Assists Senior VP - HR with executive compensation decisions and administration.

Essential Functions

Duties are listed in order of greatest importance. Other responsibilities may be assigned.

Essential Functions	% TIME
Evaluates current rewards programs and determines competitiveness in the market.	30%
Makes recommendations for both current and future programs regarding design, administration, and employee communications.	20%
Implements any new plans or changes to existing performance management programs and their reward structure.	20%
Manages a small compensation team that administers the annual merit and incentive process, assists with proposal pricing, market data analysis, base and variable plan administration, SCA labor determination and survey participation.	20%
Assists with severance program and approves and provides recommendations to salary packages to HR personnel.	10%

Additional Responsibilities

QUALIFICATIONS

Education

Education Level	Education Details	Req/Preferred
Master's degree in Arts/Sciences (MA/MS)	MBA	Required
Doctoral Degree (Ph.D.)		Preferred

Work Experience

Experience	Experience Details	Req/Preferred
4-6 Years	in Management	Req Required

Knowledge Skills and Abilities

Skills	Proficiency	Required/Pref
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Agenda

Best Practice



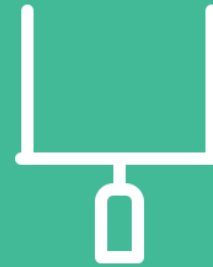
Job Description Nuts
and Bolts

Better Process



Rethink Job Analysis

Next Practice



Future of Work
Skills-based Recruiting
Debiasing
Business Disruption



Job Description Nuts and Bolts

Job Description Writing Best Practices

DO THIS 	NOT THIS 
Use standard, generic language Say this: Electronic medical record system	Reference location, computer system, department Not this: EPIC
<u>Include minimum</u> details: Distributes pharmaceutical supplies obtained from the in-house Pharmacy.	<u>Do not add unnecessary</u> details: Walks to the Pharmacy to pick-up pharmaceutical supplies and distributes to the Cardiology wing.
Mention something once in the proper section of the job description Do this: Address communication, collaboration, accountability, etc. in the Competencies section	Include multiples times (duplication, redundancy) Not this: Add KSAs/Essential Functions for communication, collaboration, accountability, etc. when already covered in Competencies.

Job Description Writing Best Practices

DO THIS	YES	NOT THIS	NO
Describes the job		Describe the person/individual	
Use clear language		Use vague, confusing, flowery, overwritten	
Accurate and Current		Fail to describe what colleagues actually do	
Consistency		Similar jobs with different job descriptions OR Same job description for dissimilar jobs	

JD Legal/Compliance Best Practices

DO THIS		NOT THIS	
Avoid “permanent position” or “retention”		Undermine “at will” employment	
Avoid creating FLSA classification issues CLASSIFY YOUR JOBS		• Use “Eligible for overtime pay”, “exempt position” or “salaried position.” • Do Not Publish FLSA Status to Employees	
Use nondiscriminatory language		Reference gender, race, age, religion or other protected classes	
Don't Violate Privacy		“...single able spend full energy on the job” “...candidate must not have other work commitments”	
Have employees sign-off on their Job Descriptions on hire, when the job Changes or at least annually			

Job Description Elements

- Job Attributes
 - Job Indicative Information
 - Organization Information
- Description/Summary
- Essential Functions
- Qualifications
- Physical Demands/Working Conditions
- Competencies
- Scope

jdxpert	Accountant I Job Description
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JOB INFORMATION

Date: 6/30/2021 11:36:49 AM
Title: Accountant I
Locations: Corporate
Shift: Day
Reports To: Manager - Accounting
FLSA: Exempt
Division: Operations
Sector: Contact Center
Department: Contact Center
Career Stream/Level: Professional/ Specialist

JOB SUMMARY

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Aggressively reports organization's finances to management using TPS reports, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts.

ESSENTIAL FUNCTIONS

Duties are listed in order of greatest importance.. Other responsibilities may be assigned.

Essential Functions	% TIME
Makes choices relative to day-to-day work and work flow.	5%
Analysis and preparation of routine accounting reports and non-routine and semi-complex accounting and bookkeeping assignments.	5%

Additional Responsibilities

Assist Senior Accountant with payroll system and payroll related items.
Assist CFO with 401(k) system.
Manage petty cash account.

QUALIFICATIONS

Education

Education Level	Education Details	Req./Preferred
Bachelor's Degree in Arts/Sciences (BA/BS)	Accounting	Required
Fifth year college or university program certificate	MBA	Required
Fifth year college or university program certificate	In Accounting	Required

Best Practice: Job Attributes

Used for compliance, classification, and details about where the job is performed

Indicative Information Typical Elements

- Job Code
- Job Title
- FLSA Classification
- Grade
- Date Created/Revised
- Reviewed by

Organizational Information

- Business Unit/Region/Division, etc.
- Reports To
- Locations
- Departments



Accountant I Job Description

JOB INFORMATION

Date:	6/30/2021 11:36:49 AM
Title:	Accountant I
Locations:	Corporate
Shift:	Day
Reports To:	Manager - Accounting
FLSA	Exempt
Division:	Operations
Sector	Contact Center
Department:	Contact Center
Career Stream/Level:	Professional/ Specialist



Best Practice: Job Summary

Used for Recruiting and market pricing – The elevator pitch for the job

- A job summary is sometimes referred to as the primary function, the job purpose, or general purpose of the position
 - Description of the most important functions of the job
 - Explanation of how the job fits into the organization

Best Practices

- ✓ Keep it brief – about 75 words or less
- ✓ Use sentences rather than bullet points
- ✓ Do not list key responsibilities
- ✓ Use clear, simple language
- ✓ Write essential functions first

JOB SUMMARY

Prepares balance sheets, profit and loss statements, and other financial reports. Responsibilities also include analysing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Aggressively reports organization's finances to management using TPS reports, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts.

Best Practice: Essential Functions

Used for Compliance (ADA/FLSA), Performance, Recruiting

- Basic job duties that an employee must be able to perform, with or without reasonable accommodation.

Why a function could be considered Essential

- Reason the position exists is to perform that function
- Large amount of time spent performing a function
- Consequences of not performing that function are severe
- Functions are listed in a collective bargaining agreement
- Nature and scope of work
- Limited number of other employees available to perform the function, or among whom the function can be distributed
- Function is highly specialized, and person in position is hired for expertise

ESSENTIAL FUNCTIONS

Essential Functions

Duties are listed in order of greatest importance. Other responsibilities may be assigned.

Essential Functions	% TIME
Makes choices relative to day-to-day work and work flow.	15%
Analysis and preparation of routine accounting reports and non-routine and semi-complex accounting and bookkeeping assignments.	15%
Generate monthly results reports for review by Controller and Senior Management	15%
Maintain accurate company control documents and standard operating procedures	15%
Assist Senior Accountant with payroll system and payroll related items.	15%
Oversee all aspects of the general ledger	15%
Assist with internal and external audits	10%

Best Practice: Essential Functions

- Employer decides what the job is and what functions are required
- Employer can set standards and do not have to justify them
- General enough to apply other places in organization; concise enough to provide accurate description what the role actually does
- Start with action words (i.e. manages, assists, directs, etc.).
- Include percent of time
- Exempt/Non-exempt (CA)

Best Practice: Additional Responsibilities

- Other work tasks that are non-essential to the role in all cases
 - Can be assigned to someone else in the event a reasonable accommodation request is made if a disabled person cannot perform them.
 - Includes those responsibilities that are location, department or unit dependent.
 - Performs specific task according to department/unit needs
 - Follows a different scheduling paradigm depending on department/unit
- Some Clients specify the department/unit
- Our Client's will often use Parent/Child to handle this situation
- Required Responsibilities
 - *"Performs other duties as assigned"* – not legally binding
 - *"Conforms to corporate policiess and procedures"*
 - Corporate Expectations
 - Mission statement

Additional Responsibilities

Assist Senior Accountant with payroll system and payroll related items.

Assist CFO with 401(k) system.

Manage petty cash account.

Best Practice: Qualifications

Used for recruiting, career pathing and compliance

Required/Preferred

- Education
- Experience
- Skills (KSAs)
- Licenses/Certifications

Define so that HR can legally defend why an applicant is or is not hired

QUALIFICATIONS

Education

Education Level	Education Details	Req/Preferred
Bachelor's Degree in Arts/Sciences (BA/BS)	Accounting	Required
Fifth year college or university program certificate	MBA	Required
Fifth year college or university program certificate	In Accounting	Required

Work Experience

Experience	Experience Details	Req/Preferred
0-3 Years	Understanding of bookkeeping, accounting principles	Required
0-3 Years	Accounting	Required

Knowledge Skills and Abilities

Skills	Proficiency	Req/Preferred
Time management with an ability to prioritize tasks		Required
Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology		Required
The ability to apply general rules to specific problems to produce answers that make sense		Required
Talking to others to convey information effectively		Required

Licenses and Certifications

Enter Licenses/Certifications	Lic/Certification Details	Time Frame	Req/Preferred
Certified Public Accountant (CPA)		Upon Hire	Required

Best Practice: Physical Demands

Used for Compliance (ADA) and recruiting

- To determine if an employee is capable of performing in the job
- Provides the physical details for Essential Functions
- Checklist for employee while performing job
- Help prevent injuries
- Gender neutral
- For Physical Demands and Working conditions – provide
 - Descriptions
 - Frequency
 - Details (be specific – weight, distance, etc.)
- Use ADA friendly language*

* <https://blog.jdxpert.com/category/ada>

PHYSICAL DEMANDS/WORKING CONDITIONS
Physical Demands Type: Office and Administrative Support

Physical Demands
A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting			X			
Lifting		X				20 lbs
Carrying		X				20 lbs
Pushing		X				20 lbs
Pulling		X				20 lbs
Climbing		X				20 lbs
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Environment

Working Condition	NA	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Best Practice: Competencies

Used for recruiting and measuring performance

- Competencies
 - Measurable
 - Acquired over time
 - Behavior, characteristics, aptitudes and/or strengths that are needed to perform and excel

You Have a	That allows you to learn a	To perform
Competency	Skill	Essential Functions
<i>(Like Problem Solving)</i>	<i>(Like Event Planning)</i>	<i>(Like Manages corporate events)</i>

Best Practice: Competencies

Helps you identify
Applicant that you can
train (+ skills)

Applied

- As part of a career architecture
- Functional competencies applied to all job
- Include proficiency (entry, novice, mid, experienced, Senior, Expert)

Select Competencies						
Save and Close						
Competency Name						
Start a capture Reset						
Clear Selected Show Selected Items: 11						
Competency Title	1. Entry	2. Novice	3. Mid	4. Experienced	5. Senior	6. Expert
Analytical Thinking	Uses basic logic and common sense to arrive at solutions.	Practices investigative techniques to determine the best approach.	Diagnoses issues using a systematic and methodical approach.	Solves complex problems using a sequential system.	Tackles critical large-scale issues using rational thinking and reasoning.	Handles organizational concerns via advanced problem-solving techniques requiring logic, sequential reasoning, and methodical approach.
Business Impact	Role has impact on the department.	Responsible for the team meeting goals and objectives.	Departmental oversight including goal setting, budget management, and results.	Sets goals for the function.	Sets goals for the division and contributes to corporate strategic decisions.	Sets strategy for the organization.
Collaboration	Develops partnerships with internal team members.	Creates internal alliances outside the immediate team or department.	Maintains mutually beneficial partnerships with other functions.	Strengthens alliances with other divisions to create opportunities internally and externally.	Reinforces partnerships internally and externally that could lead to growth opportunities for the organization.	Develops, maintains, and reinforces alliances internally and externally to create a mutual benefit.
Communication Skills	Able to communicate well in straight-forward situations.	Advanced communication skills involving complicated topics.	Communicates using persuasion and authority.	Advanced communication skills used to lead a team.	Communicates at a high level and is able to negotiate on a broad spectrum of matters.	Highly accomplished communicator who affects the overall company.
Company Knowledge	Understands his/her own job and how the role interacts with his/her team.	Understands how his/her role relates to others on the team and the role of the team.	Understands how his/her team contributes to the department to meet the goals defined.	Understands the role of the function and how it fits into meeting the goals of the division.	Understands how the functions integrate into the division and the strategic concept behind the corporate goals.	Understands the overall strategic goals of the company and vast knowledge of the industry
Functional Knowledge	Knowledgeable about his/her specific job.	Understands his/her discipline and good conceptualization of processes.	Thorough understanding of his/her discipline and a rudimentary understanding of other disciplines.	Expertise in his/her discipline and understands these concepts in other disciplines.	Wide range of understanding of multiple disciplines.	Recognized expert in his/her field.
Influence	Gains support for ideas within the team.	Develops respect for ideas and proposals within the department.	Seeks support for functional projects within and outside the function.	Profits from garnering support for concepts and solutions from other functions.	Takes advantage of wide-spread support within the division to elevate proposals and projects important to him/her.	Achieves success using his/her ability to develop, maintain, and strengthen partnerships with others internally or
Job Impact	Immediate work team.	Work team and other connected work teams.	Department.	Function.	Division.	Entire organization.
Leadership Skills	Does not manage employees, but may mentor and/or train subordinates.	Manages a team.	Manages a department.	Manages a function.	Manages a division.	Manages the entire organization.
Managing Change	Implements changes provided by management.	Helps others manage departmental changes.	Initiates and implements departmental modifications.	Initiates improvements for the function.	Sponsors transformation for the division.	Demonstrates support for innovation and organizational changes needed to improve effectiveness and efficiency.
Problem Solving	Completes routine and repetitive tasks where tasks are straightforward.	Uses common sense to solve routine issues.	Arrives at a conclusion based on previous experiences and good judgment.	Assesses circumstances using experience and a variety of information gathered.	Arrives at decision using analytical thought.	Develops solutions to complicated issues using abstract thinking in new or complex situations.
Strategic Responsibility	Not responsible for strategy.	Contributes to strategy for his/her team.	Sets or influences strategy for his/her department.	Sets or influences strategy for his/her function.	Sets or influences strategy for his/her division.	Sets or influences strategy for the company.

Best Practice: Scope

Used for Compliance and to gauge impact of the job on an organization

Also used for more specific purposes

- Simplistic Leveling guide
- Grading
- Aid in FLSA determination

Some examples of Scope are:

- Freedom to Act, Problem Complexity, Impact, Supervision Exercised/Received, Financial Responsibility, Budget Responsibility

SCOPE

Freedom To Act

A statement which describes the level of independence for this position.

Work is closely managed and reviewed for accuracy and adequacy. Follows specific, outlined, and detailed directions.

Works is accomplished with moderate supervision. Follows established and detailed directions. Work is reviewed for accuracy and overall adequacy.

Works is accomplished with limited direction. Determines and develops approach to solutions. Work is evaluated upon completion to ensure objectives have been met.

Work is accomplished without considerable direction. Exercises judgment in selecting methods, techniques, and evaluation criteria in obtaining results. Exerts significant latitude in determining objectives of assignment. Takes calculated risks with consultation from the expert.

Works with minimal direction toward predetermined long-range goals. Acts independently to determine methods and procedures on new or special assignments. Determines and pursues courses of action essential in obtaining desired results. Takes calculated risks.

Problem Complexity and Problem Solving Timeframes

Describes how clearly a problem is defined when presented and how much additional effort is required to understand the nature of the problem. Additionally reflects typical timeframes associated with resolving problems encountered in the role.

Provides resolution to problems that are readily identifiable with limited scope and are resolved in accordance with standard practices, procedures, applications or routines. Problem/Task resolution timeframe: The majority of tasks typically take one to two days to resolve.

Provides resolution to an assortments of problems that are typically well defined, but some clarification or judgment is required to determine action, as additional information about the problem / task is discovered. Uses judgment within defined practices / procedures to determine appropriate action. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but the majority of tasks take up to several weeks to resolve.

Provides resolution to a diverse range of recognizable complex problems. Analysis is required to identify root cause. Uses judgment within defined boundaries to develop alternate solutions, both long and short term. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but typically the majority of tasks take three to six months to resolve.

Works on complex issues where analysis of situations or data requires in-depth evaluation of variable factors. Constructs and may pursue alternative paths towards a solution. Exercises judgment in selecting method, techniques and evaluation criteria for obtaining results consistent with broadly defined policies and practices. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but typically six to twelve months or more to resolve.

Works on significant and unique issues where analysis of situations or data requires and evaluation of intangibles. Aware and responds to changing and interconnected variables. Exercises independent judgment in methods, techniques and evaluation criteria for obtaining results. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but typically twelve months or more to resolve.

People Management:

☐ Individual Contributor

☒ This position manages people

Direct Resources Managed

Indirect Resources Managed

1-5

50-100

Job Description Scoring

- JDXpert applies AI to the task of improving Job Description quality
- By evaluating Job Descriptions using a Job Description Score
- Language use and contextual analysis can make Job Descriptions more effective
- We provide qualitative, actionable guidance in real-time as stakeholders are working on Job Descriptions
- But for you, understanding the rules we use can help you:
 - Do a better job of evaluating Job Descriptions
 - Provide better feedback
 - Achieve better results



Job Description Scoring

Types of Guidance



**Identify poor or
inappropriate word
choices**

**Enforce best
practice language**

**Enforce best
practice guidelines**

Job Description Scoring - Examples

Job Summary

- x Contains Personalized words like "we", "they", "us", "our"
- x Indicates preference for a particular candidate
- x Mentions budgets, salaries or other financial information
- x Mentions the company's goals or success
- x References Education, Experience, Licenses and Certifications or Skills
- x Does not contain words similar in meaning to those described in Essential Functions

Job Description Scoring - Examples

Essential Functions

- x Some Essential Function(s) do not start with a verb or an adjective.
- x Fewer than 4 or greater than 10 Essential function
- x Percent of time does not total 100%
- x Essential Functions describe a particular candidate
- x Essential Functions contain Skill, Experience, Education, licenses/certifications

Job Description Scoring - Examples

Qualifications/Skills/Competencies

- x No Education specified
- x No Experience specified
- x Fewer than 3 skills
- x No Competencies Specified



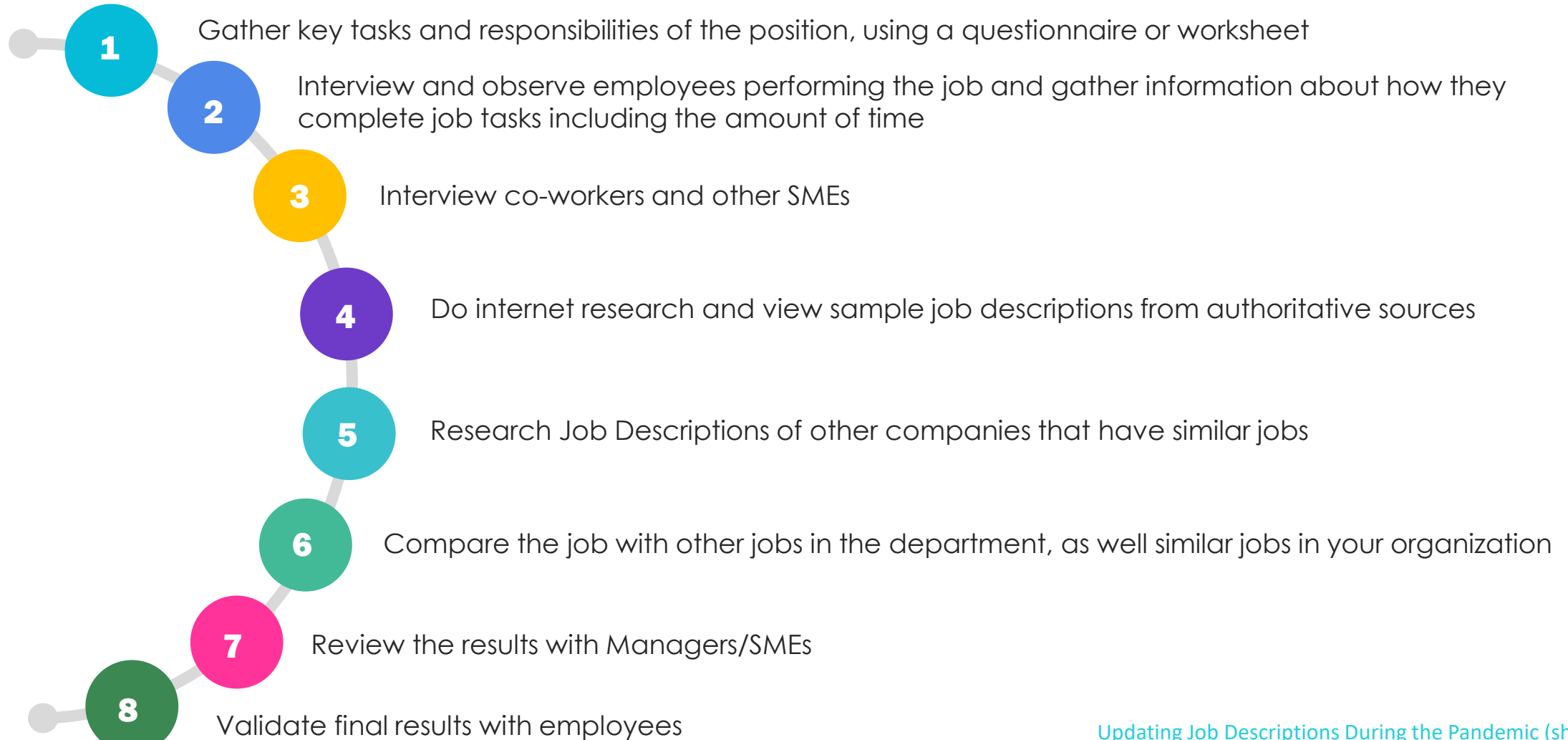
Rethink Job Analysis

What is Job Analysis

- A job analysis is a process used to collect information about the duties, responsibilities, qualifications, skills, scope, physical demands and working conditions for a particular job
- You need as much data as possible to assemble the output of Job Analysis: a job description



Job Analysis Steps – Current State



Job Analysis Current → Future

OLD

1. Gather key tasks and responsibilities...
2. Interview and observe employees...
3. Interview co-workers and other SMEs...
4. Do internet research and view sample...
5. Research Job Description of other co...
6. Compare the job with other jobs...
7. Review the results with Managers/SMEs...
8. Validate Final Results with employees...

NEW

Online Collaboration

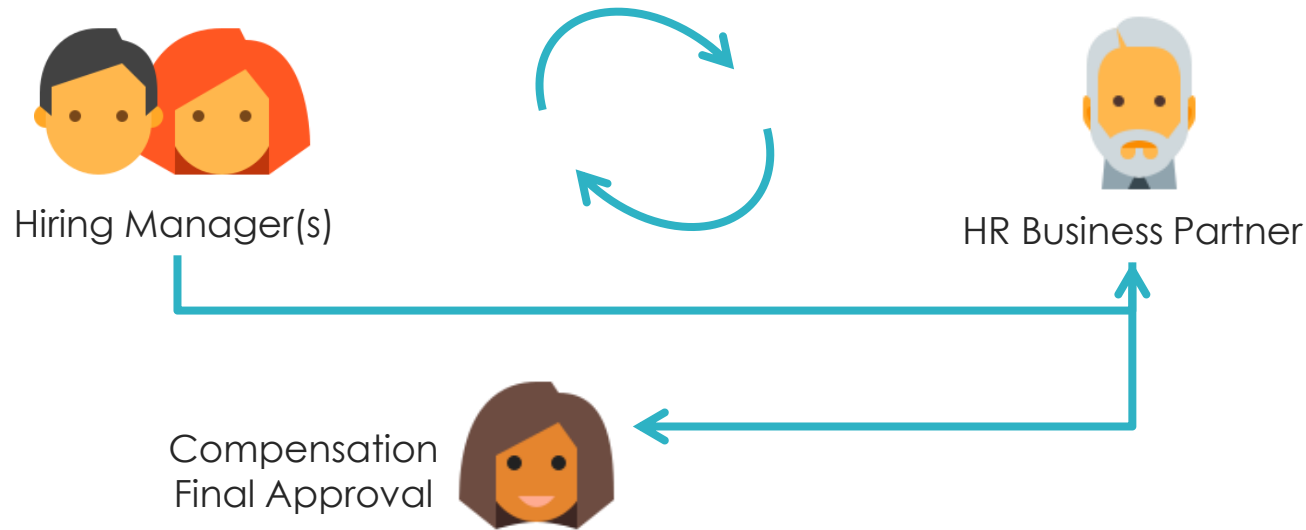
Apply Content

Coherence

Transparency

Collaboration

- Collaboration is the key to effective job descriptions because the knowledge needed is embedded in multiple Stakeholders.



Online Collaboration

- Stakeholders collaborate online
- Track-changes paradigm
- Automatic Reminders
- Tracking Compliance

Send Reminder Emails to Active Workflow Participants

Compare Jobs

Primary Job Accountant III_[0015] Form Last Edited By Admin, Super on 6/12/2018

Secondary Job Accountant III_[0015.77] Form Last Edited By Cochran, Rebecca on 10/16/20

Merged Changes Side-By-Side

Only selections with changes

Sector
Department
Job Family
EEO Code
Level Guide
Job Family Description
Sub-Family Description
Level Description
Organizational Impact
Innovation & Complexity
Communication & Influence
Leadership & Talent Mgmt
Knowledge & Experience
Overview
Position Summary
Essential Functions
Essential Functions
Qualifications
Education
Work Experience
Knowledge Skills and Abilities
Licenses and Certifications
Physical Demands
Physical Demands Type
Physical Demands
Working Environment
Competencies
Functional Competencies
Interview Questions
Scope
Financial Responsibility
Market Data

Accountant III_[0015.7]

Accountant III_[0015.6]

Position Summary
This is an upper level accounting position typically occupied by a recent graduate or a longer-term employee who has risen through the bookkeeping ranks. This is the first level of position requiring an understanding of accounting fundamentals and principles, as well as good practice required for bookkeeping. Incumbents are still growing in the job and training at this level. Examine, **analyze**, and **interpret** accounting records to prepare financial statements, give advice, or audit and evaluate statements prepared by others: **install or advise on systems of recording costs or other financial and budgetary data.**

Element	Employee Name	Date of Update	Old Value	New Value
Position Summary	Grover, Darnell	7/1/2018 12:30:14 PM	This is an upper level accounting position typically occupied by a	This is professional level accounting position typically
Position Summary	Cochran, Rebecca	7/1/2018 12:14:05 PM	This is an upper level accounting position typically occupied by a	This is an upper level accounting position typically occupied by a
Position Summary	Grover, Darnell	6/13/2018 12:07:59 PM	This is a mid level accounting position typically occupied by a	This is an upper level accounting position typically occupied by a

Send Email to Checked Participants

Close Form

Ad Hoc – Collaboration On The Fly

Collaboration must be flexible, allowing stakeholders to reach out to other contributors on the fly:

- Upper-level Managers
- Department/Entity/
Location/Leaders
- Legal Counsel
- Other SME's

Ad hoc Reviews provide simplicity/flexibility

The image shows a software interface for adding participants to a workflow. At the top, there is a modal window titled "Add Participant" with a close button (X). Below it, a larger window titled "View Revision Copy of Job Description 'Business Analyst IV' [Code:] [Auth Setting File: Ad-hoc Workflow Authorization Settings]" is open. This window has a top bar with "Save and Close", "Discard Draft", and a "Workflows" dropdown menu. To the right of the top bar are links for "Spell check", "Job Family", "View Related Content", and "Split Screen". A green banner across the top of the main content area states "This Job is in Workflow". Below this is a sidebar with a "Job Information" section containing links for "Overview", "Essential Functions", "Qualifications", and "Physical Demands". The main content area is titled "STEP 1: Complete the indicative information about the job below. Click on the blue question mark bubbles for additional help on each item." It contains two main sections: "JOB INFORMATION" and "ORGANIZATION". The "JOB INFORMATION" section includes fields for "Survey Job:" (Accountant Entry - 210.316.360), "Date:" (7/22/2020 9:49:12 AM), "Title:" (Business Analyst IV), "Locations:" (West, Corporate), "Shift:" (a dropdown menu), and "FLSA:" (a dropdown menu). The "ORGANIZATION" section includes fields for "Division:", "Business Unit:", "Department:", "Job Family:" (Information Technology), "Sub-Family:" (Business Analysis), and "View Side-by-Side:" (Business Analysis). There is a "Show Side-by-Side View" button and a link "Click here to view the Side-by-Side comparison of jobs this Job Family". At the bottom right of the main window are "Previous", "Next", and "Save" buttons. Below the main window, there is a separate "Add Participant" button.

Apply Content

Sources of Content

- Stakeholders/SMEs
- Your own Job Descriptions
- Salary Surveys
- JDXpert Content Library
 - Sample JDs
 - Crowdsourced Job Description
 - AI Processed Postings
 - DOL Data



Apply Content – Pick a Content Job and Modify

Search Content Library

Search Jobs for

Business Analyst

All Job Families and Sub-Functions

Reset Search

Found 100 Jobs

Sources

Help

Business Analyst

Business Analyst - Contracts

Business Analyst - Government Contractor

Business Analyst Consultant

Business Analyst (Business / Administration)

Search in Results

Filter

100 Jobs Displayed

Business Analyst	Sample Jobs
Business Analyst - Contracts	Sample Jobs
Business Analyst - Government Contractor	Sample Jobs
Business Analyst Consultant	Sample Jobs
Business Analyst (Business / Administration)	Job Postings
Business Analyst (Business / Administration)	Job Postings
Business Analyst, Project Management (Business / Administration)	Job Postings
Business Analyst (Business / Administration)	Job Postings
Business Analyst (Business / Administration)	Job Postings
Business Analyst (Business / Administration)	Job Postings
Business Analyst (Business / Administration)	Job Postings
Business Analyst (Healthcare)	Job Postings
Business Analyst Finance Operations (Business / Administration)	Job Postings

Business Analyst Consultant

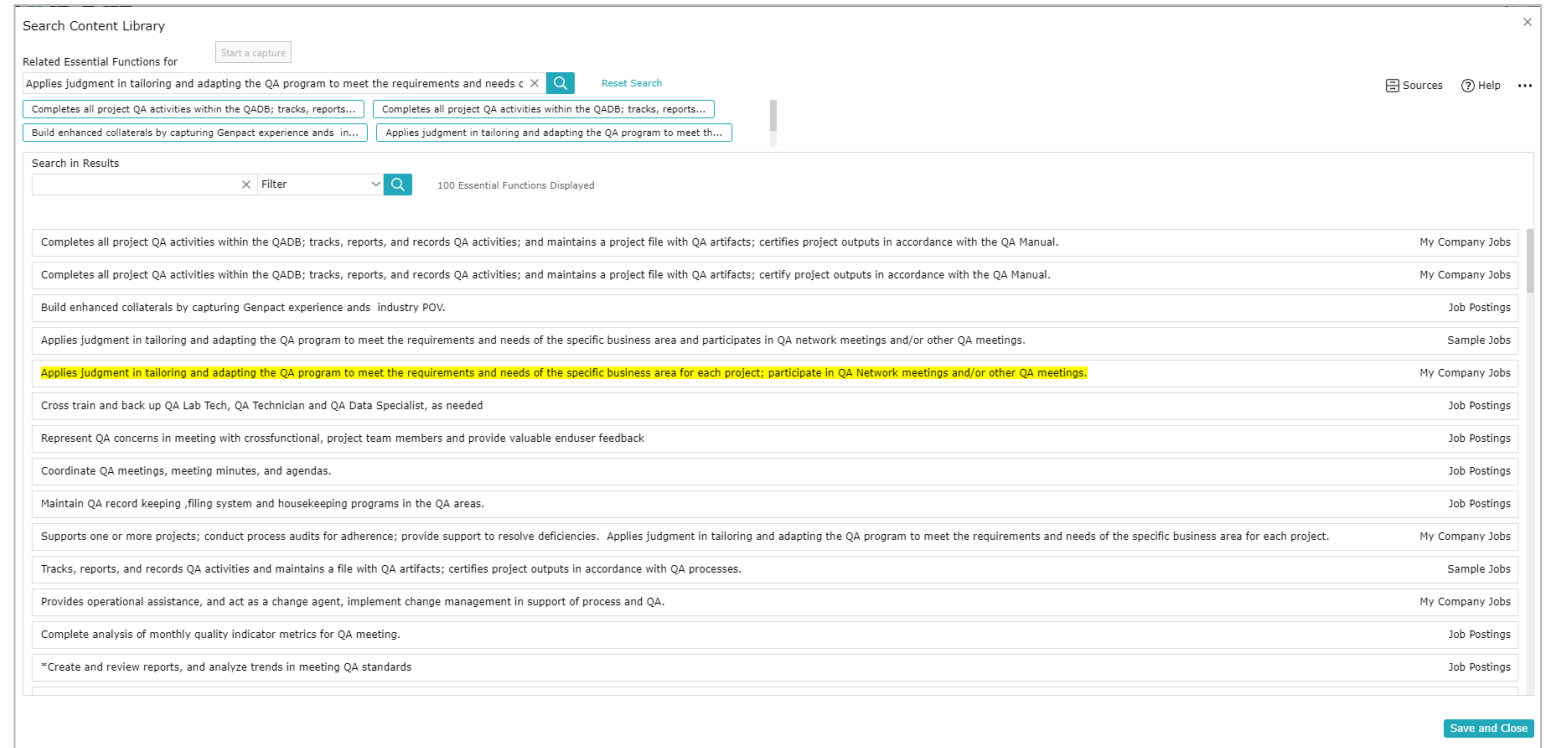
Leads definition of program scope and objectives for a key functional area across all business, operations, and technology stakeholders by thoroughly understanding business processes in a specific business domain. Elicits, captures, and communicates business requirements to meet customer needs and assist in business case creation. Helps evolve organizational vision and goals for enhancing the consumer experience and making a meaningful difference in services across the Consumer and Customer Experience organization for a designated line of business.

Save and Close

Apply Content – As you write

Content applied to

- Summary
- Essential Functions
- Qualifications
 - Education
 - Experience
 - Knowledge/Skills/Abilities
 - Licenses and Certifications
- Physical Demands/
Working Conditions
- Competencies/Interview Questions



Content - Search

Search Content

- Provides only relevant content
- Suggests Content
- Search within Content
- Useful analytics

Search for Essential Functions ("Quality Assurance Official", "Job Evaluation Master")

Search for Education ("Quality Assurance Official", "Job Evaluation Master")

Related Education for: Quality Assurance Official | Process Analysis / Quality Assurance | Found 100 Jobs

Quality Assurance Official | Associate Quality Assurance Official | Senior Quality Assurance Official | Quality Assurance Official

Quality Process/Assurance Manager (Business / Administration)

Search in Results: Filter | 100 Jobs Displayed

Education Requirements:

- ☐ H.S. Diploma or General Education Degree (GED) (8)
- ☐ One Year Certificate from College or Tech School (0)
- ☐ Associate's Degree (AA) (9)
- ☒ Bachelor's Degree in Arts/Sciences (BA/BS) (68)
- ☐ Fifth year college or university program certificate (0)
- ☐ Master's degree in Arts/Sciences (MA/MS) (76)
- ☐ Doctoral Degree (Ph.D.) (10)
- ☐ MD (3)
- ☐ JD (0)

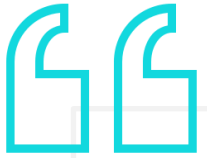
Additional Requirements:

- ☐ Bachelor's Degree in Arts/Sciences (BA/BS)
- ☐ Computer Science, Information Science, or other related
- ☐ Computer Science, Software Engineering, or related discipline.
- ☐ Construction Management, Engineering, or related discipline
- ☐ English, Journalism, or a related field such as science or chemistry (for scientific projects)
- ☐ In Architecture or Engineering
- ☐ In Business or Finance
- ☐ In Computer Science or Math
- ☐ Industrial Engineering, Engineering, Computer Science, or related discipline.
- ☐ Information Systems, Business, or related discipline.
- ☐ Operations Research, Engineering, Mathematics, or related discipline
- ☐ Quality Assurance

Selected Education: Bachelor's Degree in Arts/Sciences (BA/BS) | In Engineering | Req x Master's degree in Arts/Sciences (MA/MS) | Req x

[Add to Job](#)

Coherence



The ability to create consistency and enforce hierarchy throughout your job library by providing necessary views, validations and cascading appropriate content.



View Jobs Holistically

Evaluate Jobs Qualitatively

Side-By-Side Views

- By Job Family/Function
- Career Paths
- Related Jobs
- Qualifications Comparison
- Scope Factor Analysis
- Build your own

Side-By-Side View

RestoreExport as Excel

Selected Job Descriptions:
4 Job Descriptions Selected

Side-by-Side Profile:
** Default Ad_Hoc Profile **

☐ Highlight Differences☐ Hide Identical Rows

Additional Responsibilities	• Advises users on corrective measures required for query and report submissions, including training and guidance to ensure data integrity and accurate query results. • Develops financial and other analytical models; performs research and develops briefings; develops data for and supports bid and pipeline reviews	project analysis leading to recommendations for investments made in technology. • Manages client project expectations by communicating project status and issues; resolving concerns; analyzing time and cost issues; preparing reports.	interviews or from existing documentation provided, facilitated requirements workshops, document analysis, surveys, customer site visits, business process analysis, work flow and task analysis, ensuring the right questions are asked to produce essential requirements information. Evaluates the information gathered, reconciles	manages user review sessions with various user groups. • Designs, produces, and delivers a variety of weekly, monthly, and quarterly management statistics to include financial and operations activity of the system using Crystal Reports, SQL, MS Access and MS Excel. Assists with ad hoc assignments requested by the client including data analysis
Education	• Associate's Degree (AA) Computer Science, Information Technology, or combination of education and experience., • Bachelor's Degree in Arts/Sciences (BA/BS) Business Administration, Business Management, Finance, or other	• Bachelor's Degree in Arts/Sciences (BA/BS) Computer Science, • Master's degree in Arts/Sciences (MA/MS) MBA,	• Bachelor's Degree in Arts/Sciences (BA/BS) Business Administration, Business Management, Finance, or other related discipline, • Master's degree in Arts/Sciences (MA/MS) MBA,	• Bachelor's Degree in Arts/Sciences (BA/BS) Bachelor's Degree in Arts/Sciences (BA/BS), • Master's degree in Arts/Sciences (MA/MS) MBA,
Work Experience	• 4-6 Years experience in a business analyst role. • 7-9 Years Experience as an it business analyst, solution architect or tech lead	• 4-6 Years Business analysis or related experience.	• 4-6 Years Business analysis or related experience. • 7-9 Years experience working on cross-functional, technical, and non-technical teams.	
Skills				
Licenses and Certifications	• Process Analysis \Certified in Business Analysis -PMI,	• Process Analysis \Certified in Business Analysis -PMI,	• Process Analysis \Certified in Business Analysis -PMI,	• Process Analysis \Certified in Business Analysis -PMI,

JD Consistency

Level Guides/Career Architecture

- Define groups of jobs hierarchically into families / subfamilies / grade/level
- Cascade standard content into Job Description based on level
- Use as a guide for stakeholders in creating and revising job descriptions
- Benefits:
 - Content is consistent across /Levels/Library
 - Can evaluate jobs as a group
 - Publish career ladders

Job Level:					
Job Level:	P3				
Level Description					
<i>Summarizes the overall accountability for the level</i>					
Sic Ra Sele 53 □ I Vall Dat Sur Titl Car Pos	- Seasoned professional individual contributor - Works independently with limited supervision - May manage projects / processes - Coaches and reviews the work of lower level professionals - Problems faced are difficult and sometimes complex - Influences others regarding policies, practices and procedures				
Organizational Impact					
<i>Nature and scope of influence the level has on its area of responsibility</i>					
	Works to achieve operational targets with significant impact on departmental results. Works independently under limited supervision. May be responsible for entire projects or processes within job area.				
Innovation Complexity					
<i>Summarizes the overall accountability for the level</i>					
	- Responsible for making improvements of processes, systems or products to enhance performance of the job area. - Problems and issues faced are difficult, and may require understanding of broader set of issues. Problems typically involve consideration of multiple issues, job areas or specialties. Problems are typically solved through drawing from prior experience and analysis of issues.				
Essen	Communication Influence				
	<i>Describes the nature of communication the level is responsible for and the level of influence required</i>				
	- Communicates with parties within and outside of own job function. May have responsibility for communicating with parties external to the organization (e.g., customers, vendors, etc.) - Works to influence parties within and outside of the job function at an operational level regarding policies, practices and procedures.				
Knowledge					
	<table border="1"> <thead> <tr> <th>Level Criteria</th> <th>Level Criteria (Job Family-Specific)</th> </tr> </thead> <tbody> <tr> <td>Requires practical knowledge and expertise of concepts, principles, and practices of a single professional discipline or a broad understanding of multiple related disciplines and general management.</td> <td></td> </tr> </tbody> </table>	Level Criteria	Level Criteria (Job Family-Specific)	Requires practical knowledge and expertise of concepts, principles, and practices of a single professional discipline or a broad understanding of multiple related disciplines and general management.	
Level Criteria	Level Criteria (Job Family-Specific)				
Requires practical knowledge and expertise of concepts, principles, and practices of a single professional discipline or a broad understanding of multiple related disciplines and general management.					

Integration – Coherence at Scale

Integration ensures that all of your HR processes and the systems that support them are reading from the same playbook when it comes to job information



Transparency

- Employees validating Job Descriptions?
- Transparency
 - EE Access to Job Library
 - Job Description Acknowledgements
- Job Catalog Portal – Career Pathing
 - Read only Drilldown
 - By Career Stream/Level
 - By Category
 - View Side by Side

The screenshot displays the JDxpert Career Stream Ladder interface. At the top, there's a search bar with filters for '12T, 13T, 14T, 15T, 16T, 2 more...' and 'All Job Families'. Below this, a grid of job listings is shown in 'Grid View'. The first two columns are expanded to show a side-by-side comparison of job descriptions for 'Business Area CTO' and 'Chief Information Security Officer'. Each job listing includes a 'Job Posting' section with a placeholder for a blurb, a 'Brief Overview' section with a paragraph of text, and a 'What you will do' section with a bulleted list of responsibilities. The 'Business Area CTO' job also includes a 'Qualifications' section with a bulleted list of requirements. The interface is clean and professional, with a blue header and a white background.

The background is a solid teal color. On the left side, there are several overlapping geometric shapes: a large circle at the top, and several triangles and polygons of varying shades of teal and light blue. The text "Next Practice" is centered in the middle of the image in a white, bold, sans-serif font.

Next Practice

How We Get There

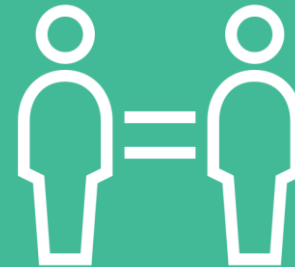
Future of Work



Skills-based
Recruiting



Debiasing



Business
Disruption



Future of Work

What

- Identify how technology will affect jobs in the future

Why

- Foster a forward-looking view of your workforce
- Prepare your organization for the impact of new technology
- Give your business a competitive edge
- Provide actionable enablement for talent evaluation, training and recruiting

How

- Identify Relevant Technologies
- Define Tasks and related skills needed for the future

The screenshot displays the 'Future of Work' interface in the JDxpert system. On the left is a sidebar with navigation links: Job Information, Level Guide, Overview, Essential Functions, Future of Work (highlighted), Qualifications, Physical Demands, Competencies, Scope, Market Data, Comp Info, Skill Based Posting, Recruiting, and FLSA. The main content area is titled 'FUTURE OF THIS JOB' and includes a toggle for 'Edit'. Below this, there are fields for 'Future of this Job' (with radio buttons for 'Define the Future of this Job' and 'Retire This Job'), 'Future Horizon' (a dropdown menu set to '5 Years'), and 'Future Job Title' (a text input field). The 'Employment Modes' section features checkboxes for 'Full Time', 'Part Time', 'Gig/Contingent', 'On Site', and 'Remote'. The 'Essential Functions (Future)' section contains a table with columns for 'Revise', 'Current Essential Function', 'Type of Impact', and 'Future Essential Function'. The table lists several functions, some of which are checked, and shows how they are impacted by future technologies like Chatbot, Cloud, Automation, and RPA.

Revise	Current Essential Function	Type of Impact	Future Essential Function
☐	Provides hardware and software break-fix support to end users for tickets escalated from the Service Desk.		
☐	Provides walk-in support to end users, supporting hardware and software issues. Re-images desktops and laptops, as needed, and deploys new equipment to end users.		
☒	Assists end-users and IT specialists by phone and email with first-level technical support; works to resolve incidents at the Tier I level. Contributes knowledge and updated information to maintain the Help Desk SOPs and Training manuals for Tier I support.	Chatbot	Review Chatbot output and suggested Knowledgebase articles to understand nature of client support issue and work toward resolution.
☐	Works with Tier II and other groups to resolve technical problems.		
☐	Retrieves equipment from departures to be re-imaged, reassigned, and updated in inventory.		
☒	Provides timely responses to client and management requests. Gives status updates on such requests on a regular basis.	Cloud	Review Publication of cloud-based states on Support/SLA metrics
☒	Monitors the Client Support ticket queue to ensure that tickets are addressed in a timely manner.	Automation	Receive and act on Client support tickets that exceed maximum resolution timeframes
☒	Configures desktops for network access, Lotus Notes, and local printers. Configures and maintains network printers to ensure security configurations are installed and maintained.	RPA	Leverage Robotic Process Automation to set computer and Network appliance configurations

Skills-based Recruiting

What

- Focus on applicants with needed competencies and skills

Why

- Fill those open positions
- Cast a wider net – more applicants
- More diverse applicant pool

How

- Understand the difference between KSAs and competencies
- Eliminate the bar – Education and Experience
- Focus on applicants with needed skills
- Identify applicant with competencies that you can train



Technical Support Specialist

JDXpert - The Xpert is here

JDXpert by HRTMS is more than a job description or position management tool; it is a Job Information and Description Management System that acts like a warehouse for all of your job

Job Summary

Provides technical support to staff and customers on software systems by testing software and hardware products and maintaining software documentation. Troubleshoots desktop PC problems. Responds and follows-up on internal and external customer support problems.

Knowledge, Skills and Abilities

- Excellent communication skills both written and verbal.
- Ability to recognize, analyze, and solve a variety of problems.
- Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- Proficient in Microsoft Office applications.
- Ability to work under pressure to meet deadlines.
- The ability to apply general rules to specific problems to produce answers that make sense
- Talking to others to convey information effectively
- Continuously expand knowledge of business products through individual learning, classes, and mentoring

Foundational Competencies

- Analytical Thinking: Uses basic logic and common sense to arrive at solutions.
- Collaboration: Creates internal alliances outside the immediate team or department.
- Communication Skills: Able to communicate well in straight-forward situations.
- Influence: Gains support for ideas within the team.
- Managing Change: Implements changes provided by management.
- Problem Solving: Completes routine and repetitive tasks where tasks are straightforward.

Example Activities

- Provides hardware and software break-fix support to end users for tickets escalated from the Service Desk.
- Provides walk-in support to end users, supporting hardware and software issues. Re-images desktops and laptops, as needed, and deploys new equipment to end users.
- Assists end-users and IT specialists by phone and email with first-level technical support; works to resolve incidents at the Tier I level. Contributes knowledge and updated information to maintain the Help Desk SOPs and Training manuals for Tier I support.
- Works with Tier II and other groups to resolve technical problems.
- Retrieves equipment from departures to be re-imaged, reassigned, and updated in inventory.
- Provides timely responses to client and management requests. Gives status updates on such requests on a regular basis.
- Monitors the Client Support ticket queue to ensure that tickets are addressed in a timely manner.
- Configures desktops for network access, Lotus Notes, and local printers. Configures and maintains network printers to ensure security configurations are installed and maintained.
- Assists with IT Asset Management responsibilities, which include updating and modifying asset records.
- Performs advanced diagnostics, analysis, repairs, or replacement hardware for PC's, laptops, and printers. Ensures equipment is properly maintained and patched. Follows set policies and procedures when assisting clients to ensure proper handling of requests.

Licenses/Certifications

- Cyber Security & Analysis \CompTIA Security+ Certification
- Information Technology\Information Technology Infrastructure Library (ITIL)

Our people are passionate about what they do, the product they sell, and the customers they serve. If you're looking for an opportunity to be an opportunity to be a part of a work family that values collaboration, innovation and dedication, we're the right company for you.

Debiasing

What

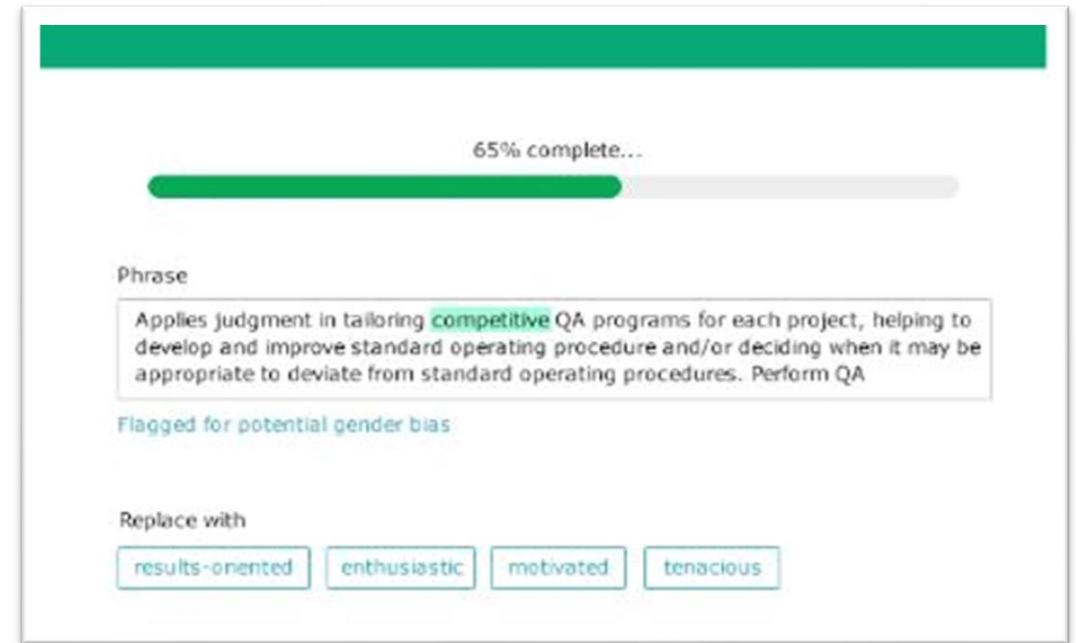
- Remove biased terms, jargon, and excess superlatives from Job Descriptions

Why

- Fill those open positions
- Avoid litigation
- Increase applicant pool
- More diverse applicant pool

How

- By removing terms that make applicants think the job is not for them
- Appealing to all qualified applicants regardless of gender, ethnicity, age etc.



Business Disruption

What

- Be prepared for business disruption

Why

- Defend against litigation
- Be effective in times of business disruption
- Monitor/evaluate remote workers

How

- Incorporate remote work guidelines
- Identify essential jobs
- Identify remote capable/hybrid jobs
- Audit jobs for remote/onsite discrepancies
- Adapt content to respond to business disruption

Home Page Job Management

Associate Cyber Security Operator ☒ Edit

Associate Cyber Security Operator ☒ Edit

On-Site Validations

[Add New Row](#) [Manage Rows](#)

Override Essential Functions

Override Essential Functions ☒

Override End Date [...](#)

Essential Functions Temporary Override Total Percentage: 100%

[Add](#) [Delete Row](#) [Move Up](#) [Move Down](#) [Paste List](#) [Export](#) [...](#)

Temporary Essential Functions	% Time	On Site
Conducts network monitoring and incident response operations supporting the client 24x7x365.	20	☐
Contributes to a team of information assurance professionals working with Intrusion Detection System (IDS) software and hardware, analyzing IDS data, writing reports, briefing event details to leadership, and coordinating remediation with personnel throughout the globe.	20	☐
Monitors the Security Operations Center (SOC) hotline, email inboxes, and other communications.	20	☐
Identifies, analyzes, remediates, and reports on security incidents.	20	☐
Reports incident information to US-CERT as needed.	10	☐
Maintains incident logs in analysis database .	5	☐
On-Site Validations	5	☒

[Add New Row](#) [Manage Rows](#)



Wrap-up

Wrap-up

- Know how to recognize common job description mistakes and how to rectify them
- Acquaint yourself with best practice JD format and processes
- Power tools are available to reduce effort and greatly enhance your Job Descriptions
- The pandemic has changed the way we work today
- Technology will change the way we work tomorrow
- Debiasing and Skills-based Recruiting techniques can put you ahead in the race for talent.
- But It all rests on you Job Descriptions and your ability to adapt quickly

Questions?



Thank You!

For more information about JDXpert, visit jdxpert.com
or email sales@hrtms.com

As a thank you for joining us today, [click here](#) to download a free copy
of our eBook, ***10 Ways To Improve Your Job Descriptions***

