

STAFF JOBS TOOLKIT:

Enabling the New Staff Jobs Structure



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Today's Topic

Today we are talking about the **Staff Jobs Toolkit** and its:

- Purpose
 - *and* -
- Components



TOOLKIT PURPOSE

Purpose: to provide the tools and information needed to enable full use of the new Staff Job Structure (*previously called the GGS structure*)

- Career Development Support
 - Help managers and employees better visualize career paths
- Job Documentation
 - With the move to more generic job titles, existing job documentation needed to be addressed (*job titles condensed from 5,000 to 700*)
 - Not realistic to develop one job description for all job incumbents using the old job description format (*result: job descriptions inaccurate for many positions*)



OLD Job Description Format

- All information on the old job description is “fixed”
- “One size fits all” approach
 - The same job description was used for all incumbents in a title, even if the duties described did not accurately reflect the work performed by all

UNIVERSITY OF MISSOURI SYSTEM		GLOBAL JOB DESCRIPTION	
Global Title:	Office Support Assistant II	Global Grade:	4
Job Code:	4235	Last Updated:	03/14

Basic Function & Responsibilities:
To meet, greet and provide information to office visitors while performing light clerical and office maintenance duties.

Essential Functions (top five critical functions):

- Greet visitors, give directions, answer questions and provide information.
- Answer telephone, route calls, answer routine inquiries and take messages.
- Perform light typing/word processing duties.
- Assist in receiving, storing and distributing supplies.
- Sort, open and distribute mail and prepare outgoing mail.

Supervision Received:
Supervision received from an appropriate functional manager or departmental designee.

Supervision Exercised:
No supervision is exercised.

Minimum Qualifications:
A high school diploma or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired is necessary.
Ability to type may be necessary depending upon the position available.
Ability to establish and maintain effective relationships with persons contacted in the course of the work is necessary.

Knowledge, Skills, & Abilities:





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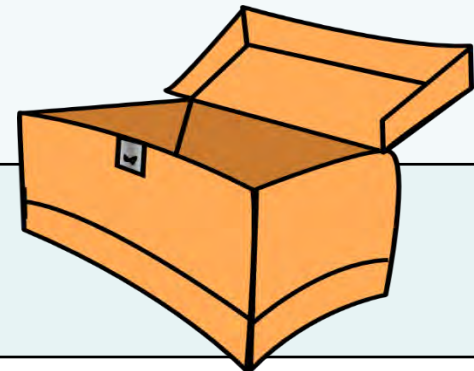
Supersedes:
2735 - Clerk II; 2780 - Clerk Typist II; 3196 - Veterinary Samples Assistant; 3410 - Dental Dispensary Clerk; 6343 - Medical Records Transcriptionist; 6525 - Office Support Assistant; 7910 - Secretary

Job responsibilities listed herein are a general description of typical job duties, responsibilities, qualifications, and physical demands of the incumbents but should not be considered all-encompassing as actual responsibilities may additionally include other duties as assigned.

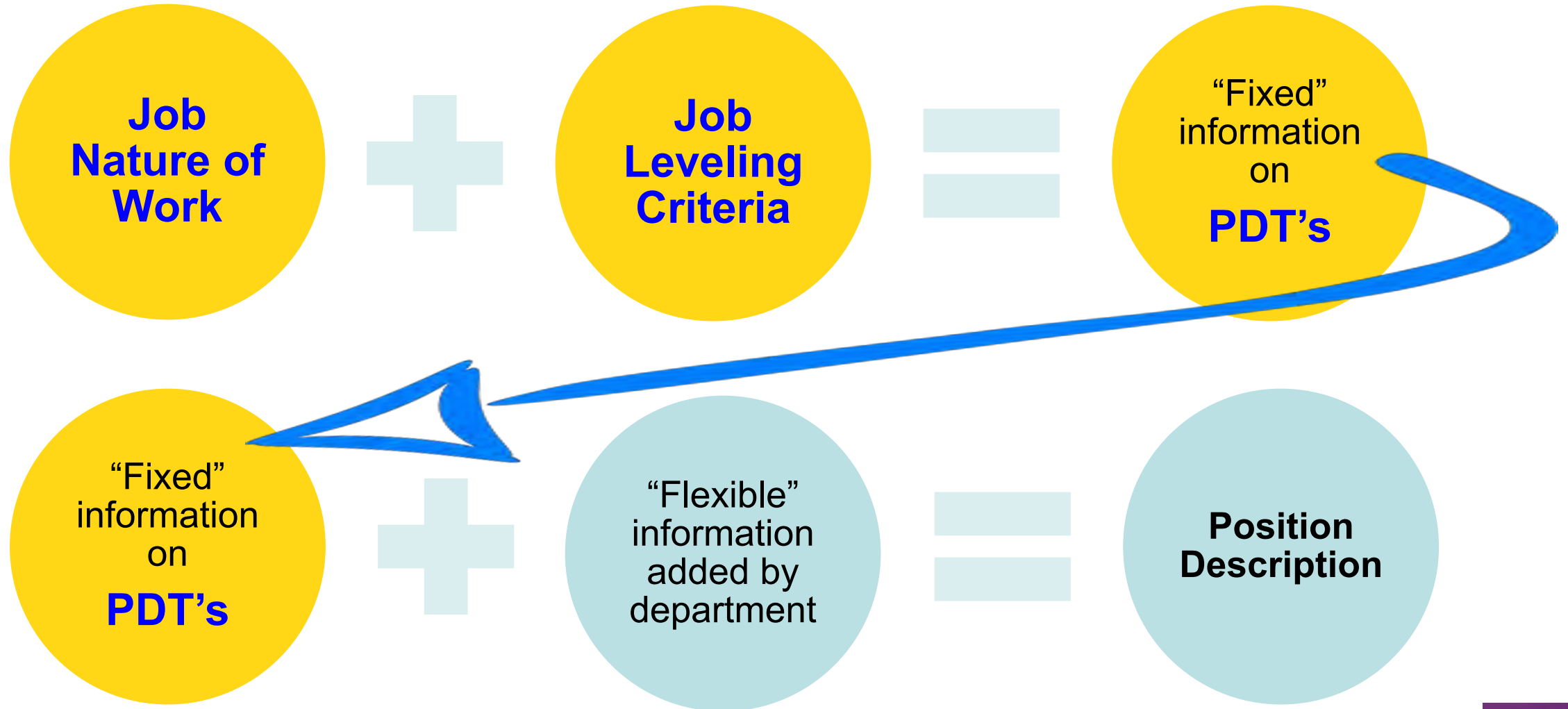
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TOOLKIT COMPONENT Descriptions

 <p><i>Job Nature of Work</i></p>	<p>Generic statement outlining the nature of work (by title groupings within job families)</p> <ul style="list-style-type: none"> ▪ Defines the type of work performed without regard to the level at which it is performed 												
 <p><i>Job Leveling Guides</i></p>	<p>Criteria that describes the level at which the work is performed, and sets the minimum requirements (grouped by job family and job sub function)</p> <table border="1" data-bbox="580 506 2084 756"> <thead> <tr> <th data-bbox="580 506 1312 549">Non-Leadership Criteria</th> <th data-bbox="1312 506 2084 549">Leadership Criteria</th> </tr> </thead> <tbody> <tr> <td data-bbox="580 549 1312 592">▪ Education, experience and certification(s)</td> <td data-bbox="1312 549 2084 592">▪ Education, experience and certification(s)</td> </tr> <tr> <td data-bbox="580 592 1312 635">▪ Knowledge</td> <td data-bbox="1312 592 2084 635">▪ Knowledge, role and responsibilities</td> </tr> <tr> <td data-bbox="580 635 1312 678">▪ Scope</td> <td data-bbox="1312 635 2084 678">▪ Scope</td> </tr> <tr> <td data-bbox="580 678 1312 721">▪ Independence</td> <td data-bbox="1312 678 2084 721">▪ Leadership</td> </tr> <tr> <td data-bbox="580 721 1312 756">▪ Impact</td> <td data-bbox="1312 721 2084 756">▪ Impact</td> </tr> </tbody> </table>	Non-Leadership Criteria	Leadership Criteria	▪ Education, experience and certification(s)	▪ Education, experience and certification(s)	▪ Knowledge	▪ Knowledge, role and responsibilities	▪ Scope	▪ Scope	▪ Independence	▪ Leadership	▪ Impact	▪ Impact
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▪ Impact	▪ Impact												
 <p><i>PDTs Position Description Templates</i></p>	<ul style="list-style-type: none"> ▪ Pulls the “fixed” information from the Job Nature of Work and Job Leveling Guides into a template to facilitate the creation of Position Descriptions ▪ Department adds the “flexible” job information (must fit within the parameters set by template): <ul style="list-style-type: none"> ▪ <i>Specific job tasks (top 5 Essential Functions)</i> ▪ <i>Preferred requirements (if applicable)</i> 												
 <p><i>Job Hierarchies</i></p>	<p>Visualizations of career trajectories by job family</p> <ul style="list-style-type: none"> ▪ <i>Aid for career development discussions</i> 												



TOOLKIT COMPONENT Interactions



NEW PD Format

- The **Nature** and **Level** of work are “fixed” (as set by the *Nature of Work and Leveling Guide* for the job)
- Departments are able to define the **Essential Functions** and **Preferred Qualifications**
- The minimum level of **Supervision** (both received and exercised), **Minimum Qualifications** and **KSAs** are also “fixed” (as set by the *Leveling Guide* for the job)

UNIVERSITY OF MISSOURI SYSTEM		GGG POSITION DESCRIPTION	
Global Title: Office Support Assistant II		Global Grade: 4	
Position Title: [Redacted]		Last Updated: [Redacted]	
Job Code: 4235			

Nature and Level of Work
Provides general/routine administrative and office support that includes a broad range of duties.

- Focuses on completing work effectively, efficiently, and in a timely fashion
- Understands how the assigned and/or routine tasks integrate with others in the team
- Impacts the efficiency and accuracy of own work and begins to impact the work of others
- Uses existing procedures to solve straightforward problems and perform tasks/activities

Essential Functions (top 5 essential functions – to be completed by department)

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Supervision Received

- Works under general supervision and within procedures and guidelines
- Has limited opportunity to exercise discretion

Supervision Exercised
None

Minimum Qualifications
High School Diploma or an equivalent combination of education and experience and at least 12 months (1 year) of experience from which comparable knowledge and skills can be acquired is necessary.

Preferred Qualifications
[Redacted]

Knowledge, Skills & Abilities

- Applies basic skills to perform routine activities for the job
- Continues to develop skills to perform routine activities
- Completes work with basic communication skills and an exchange of information

(All responsibilities listed herein are a general description of typical job duties, responsibilities, qualifications, and physical demands of the incumbents but should not be considered all-encompassing as actual responsibilities may additionally include other duties as assigned.)

TOOLKIT COMPONENT Interactions

- The **Job Hierarchies** charts provide visual “maps” of potential career paths
- The **Staff Jobs Toolkit** documentation is designed for easy reference and comparison of jobs across job families by level, category and job title groupings to further support career planning

