***Pittsburg State University***

***Unclassified Position Descriptions***

***Competencies & Other Position Characteristics – By Job Function***

*(Updated July, 2011)*

**Competencies**

*Section 5 of the Unclassified Position Description requires identification of competencies (knowledge, skills and abilities) for the position. The following competencies are commonly found in many position descriptions. They may be modified as needed for the particular position. Additional competencies not listed below may also be appropriate. See O\*Net Online (*[*http://www.online.onetcenter.org*](http://www.online.onetcenter.org)*) for competencies for specific occupations.*

*Copy and paste competencies from the lists below to the position description form. Remove the bullet “check” for competencies that are NOT required at time of hire.*

1. **Knowledge**

*The following should be included in each administrative position:*

* **Clerical** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records and designing forms.
* **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services.
* **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

*The following should be included if the position has budget/fiscal responsibility:*

* **Budget -** Knowledge of budget construction processes and budget management experience; knowledge of administration and management of department budgets.
* **Mathematics** — Knowledge of arithmetic and algebra and their applications.

*The following should be if the position has supervisory responsibility:*

* **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training/mentoring, compensation and benefits, labor relations and negotiation, personnel information systems and resolution of grievances.

*The following should be included if the position has academic/student-related duties:*

* **Academic Advisement** – Knowledge of the process to assist students in clarifying their educational goals and developing an educational plan for the realization of these goals.
* **Education and Training** — Knowledge of principles and methods for curriculum teaching and instruction for individuals and groups, and the measurement of learning outcomes.
* **Higher Education Administration & Management -** Knowledge of higher education administration and management principles involved in strategic planning, resource allocation, leadership techniques, and academic assessment, evaluation and accreditation and/or approval.
* **Student Assessment and Advisement –** Knowledge of learner outcome assessments and student advisement principles and practices.
* **Student Recruitment and Retention** – Knowledge of principles of student recruitment and retention.
* **Student Support Services** - Knowledge of enrollment management, financial assistance, admissions, registrar & housing operations and functions.

*The following are position-specific and should be included as appropriate as determined by the duties and responsibilities of the position:*

* **Accounting** - Knowledge of accounting principles and practices, including payroll processing, and the reporting of financial data, including higher education and non-profit accounting.
* **Biology** — Knowledge of plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.
* **Building and Construction** — Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
* **Cash & Debt Management** – Knowledge of cash and debt management principles and practices, including cash forecasting.
* **Chemistry** — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
* **Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
* **Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
* **Design** — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings,
* **Economics and Accounting** — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data. Knowledge of and experience with financial audit requirements.
* **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
* **Fine Arts** — Knowledge of the theory and techniques required to compose, produce, and perform works of music, dance, visual arts, drama, and sculpture.
* **Foreign Language** — Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.
* **Fundraising** – Knowledge of principles and methods of soliciting and gathering contributions or money or other resources, by requesting donations from individuals, businesses, charitable foundations, or governmental agencies.
* **Geography** — Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
* **Grant Writing and Administration** – Knowledge of grant writing, management and reporting.
* **Health Care Administration -** Knowledge of administration and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, and supervision in a heath care setting.
* **Higher education and non-profit accounting** – Knowledge of higher education and non-profit accounting, including fund and federal fund management.
* **History and Archeology** — Knowledge of historical events and their causes, indicators, and effects on civilizations and cultures**.**
* **Information Technology -** Knowledge of current practices in information technology and applications, including application of technology to the teaching/learning process.
* **Labor Relations & Collective Bargaining** – Knowledge of the principles and practices for working with employees covered by Memorandum of Agreements or union contracts.
* **Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
* **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
* **Medicine and Dentistry** — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
* **Philosophy and Theology** — Knowledge of different philosophical systems and religions. This includes their basic principles, values, ethics, ways of thinking, customs, practices, and their impact on human culture.
* **Physical Plant -** Knowledge of and experience in physical plant maintenance and management.
* **Property and Investment Management -** Knowledge of property, investment management, and issuance of long term debt instruments.
* **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
* **Physics** — Knowledge and prediction of physical principles, laws, their interrelationships, and applications to understanding fluid, material, and atmospheric dynamics, and mechanical, electrical, atomic and sub- atomic structures and processes.
* **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
* **Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
* **Shared Governance** – Knowledge of the principles and methods of working in an environment where responsibility is shared by faculty and administrators.
* **Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
* **Telecommunications** — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
* **Therapy and Counseling** — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

1. **Skills**

*The following should be included in each administrative position:*

* **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
* **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
* **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
* **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
* **Service Orientation** — Actively looking for ways to help people.
* **Speaking** — Talking to others to convey information effectively.
* **Time Management** — Managing one's own time and the time of others.
* **Writing** – Communicating effectively in writing as appropriate for the needs of the audience.

*The following should be included if the position has budget/fiscal responsibility:*

* **Mathematics** – Using mathematics to solve problems.

*The following should be if the position has supervisory responsibility:*

* **Instructing** — Teaching others how to do something.
* **Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

*The following are position-specific and should be included as appropriate as determined by the duties and responsibilities of the position:*

* **Coordination** — Adjusting actions in relation to others' actions.
* **Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
* **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
* **Negotiation** — Bringing others together and trying to reconcile differences.
* **Operation Monitoring** — Watching gauges, dials, or other indicators to make sure a machine is working properly.
* **Operations Analysis** — Analyzing needs and product requirements to create a design.
* **Persuasion** — Persuading others to change their minds or behavior.
* **Programming** — Writing computer programs for various purposes.
* **Quality Control Analysis** — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
* **Repairing** — Repairing machines or systems using the needed tools.
* **Research** – Using an organized and systematic way to answer questions.
* **Science** — Using scientific rules and methods to solve problems.
* **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
* **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

1. **Abilities**

*The following should be included in each administrative position:*

* **Collaboration** - Ability to work collaboratively with all stakeholders (faculty, community partners, staff, etc.) to build/sustain internal and external relationships.
* **Diversity –** The ability to effectively work in a diverse educational setting.
* **Multi-Task and Deadlines** - The ability to manage multiple tasks and meet deadlines.
* **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
* **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
* **Relationships** – The ability to work in a collegial environment with shared governance, and to establish and cultivate relationships inside and outside the University.
* **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
* **Speech Clarity** – The ability to speak clearly so others can understand you.
* **Speech Recognition** – The ability to identify and understand the speech of another person.
* **Written Comprehension** – The ability to read and understand information and ideas presented in writing.
* **Written Expression** – The ability to communicate information and ideas in writing so others will understand.

*The following should be included if the position has budget/fiscal responsibility:*

* **Mathematical Reasoning** – The ability to choose the right mathematical methods or formulas to solve a problem.

*The following should be if the position has supervisory responsibility:*

* **Delegation** – The ability to empower another to act.
* **Instruction** – The ability to teach through traditional and/or alternative delivery methods.

*The following are position-specific and should be included as appropriate as determined by the duties and responsibilities of the position:*

* **Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
* **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
* **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
* **Finger Dexterity** — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
* **Flexibility of Closure** — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
* **Fluency of Ideas** — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
* **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
* **Information Ordering** – The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules, and the ability to negotiate contracts and agreements.
* **Near Vision** — The ability to see details at close range (within a few feet of the observer).
* **Negotiation** – The ability to confer with another so as to arrive at the settlement of some matter.
* **Number Facility** – The ability to add, subtract, multiply, or divide quickly and correctly.
* **Originality** — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
* **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
* **Visual Color Discrimination** – The ability to match or detect differences between colors, including shades of color and brightness.

**Other Position Characteristics:**

*Section 8 of the Unclassified Position Description requires identification of other significant work characteristics for the position. The following work activities are commonly found in many position descriptions. They may be modified as needed for the particular position. Additional work activities not listed below may also be appropriate. See O\*Net Online (*[*http://www.online.onetcenter.org*](http://www.online.onetcenter.org)*) for position characteristics for specific occupations.*

*Copy and paste other position characteristics from the lists below to the position description form. Remove the bullet “check” for competencies that are NOT required at time of hire.*

1. **Work Activity:**

*The following should be included in each administrative position:*

* **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
* **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
* **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
* **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
* **Interacting With Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
* **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
* **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.

*The following should be included if the position has budget/fiscal responsibility:*

* **Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.

*The following should be if the position has supervisory responsibility:*

* **Coaching and Developing Others** — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
* **Coordinating the Work and Activities of Others** — Getting members of a group to work together to accomplish tasks.
* **Developing and Building Teams** — Encouraging and building mutual trust, respect, and cooperation among team members.
* **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
* **Judging the Qualities of Things, Services, or People** — Assessing the value, importance, or quality of things or people.

*The following are position-specific and should be included as appropriate as determined by the duties and responsibilities of the position:*

* **Assisting and Caring for Others** — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
* **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
* **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
* **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
* **Inspecting Equipment, Structures, or Material** — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
* **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
* **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
* **Monitor Processes, Materials, or Surroundings** — Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
* **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
* **Performing General Physical Activities** — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
* **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
* **Repairing and Maintaining Electronic Equipment** — Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.
* **Selling or Influencing Others** — Convincing others to otherwise change their minds or actions.
* **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
* **Training and Teaching Others** — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.

1. **Work Context -** *Add language as appropriate to address the most significant items below. It is not necessary to address every item and you may delete those that do not apply.*

* **Contact With Others** — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?
* **Coordinate or Lead Others** — How important is it to coordinate or lead others in accomplishing work activities in this job?
* **Deal With External Customers** — How important is it to work with external customers or the public in this job?
* **Duration of Typical Work Week** — Number of hours typically worked in one week. Indicate the frequency that meetings/dinners/engagements outside of the normal workday are required.
* **Electronic Mail** — How often do you use electronic mail in this job?
* **Face-to-Face Discussions** — How often do you have to have face-to-face discussions with individuals or teams in this job?
* **Freedom to Make Decisions** — How much decision making freedom, without supervision, does the job offer?
* **Frequency of Conflict Situations** — How often are there conflict situations the employee has to face in this job?
* **Frequency of Decision Making** — How frequently is the worker required to make decisions that affect other people, the financial resources, and/or the image and reputation of the organization?
* **Impact of Decisions on Co-workers or Department Results** — How do the decisions an employee makes impact the results of co-workers, clients or the department?
* **Importance of Being Exact or Accurate** — How important is being very exact or highly accurate in performing this job?
* **Indoors, Environmentally Controlled** — How often does this job require working indoors in environmentally controlled conditions?
* **Letters and Memos** — How often does the job require written letters and memos?
* **Level of Competition** — To what extent does this job require the worker to compete or to be aware of competitive pressures?
* **Physical Proximity** — To what extent does this job require the worker to perform job tasks in close physical proximity to other people?
* **Public Speaking** — How often do you have to perform public speaking in this job?
* **Responsible for Others' Health and Safety** — How much responsibility is there for the health and safety of others in this job?
* **Responsibility for Outcomes and Results** — How responsible is the worker for work outcomes and results of other workers?
* **Spend Time Making Repetitive Motions** — How much does this job require making repetitive motions?
* **Spend Time Sitting** — How much does this job require sitting?
* **Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls** — How much does this job require using your hands to handle, control, or feel objects, tools or controls?
* **Structured versus Unstructured Work** — To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals?
* **Telephone** — How often do you have telephone conversations in this job?
* **Travel** – How frequently is travel required and where are the locations?
* **Work With Work Group or Team** — How important is it to work with others in a group or team in this job?

1. **Background Checks -** *Include the appropriate statement for the position:*

The position requires a criminal background check.

The position requires a criminal background check and credit check.

1. **Spoken English Proficiency -** *Include for positions with academic rank only.*

The position requires a satisfactory rating on the Spoken English Proficiency assessment.