



Personnel Systems & Technologies Corporation

JOB DESCRIPTION: Human Resources Assistant I, Human Resources Assistant II

This job description was produced by the Common-Metric System. Unlike a traditional 'task' or 'duty' based job description, the Common-Metric System collects and reports somewhat more behaviorally abstract information in order to give a more big-picture view of this job, and how it compares to other jobs.

NOTE: this job description is intended to describe the essential functions of the relevant position(s). The description in no way states or implies that the above are the only functions to be performed by job incumbents. Incumbents are required to follow any other instructions and to perform any other duties requested by their supervisors.

The first section of this report presents a narrative-type description of this job, describing its activities in terms of general job characteristics, interpersonal activities, decision-making activities, tool/mechanical/physical activities, and contextual characteristics. As part of these narratives, information is presented (parenthetically) describing the degree of cross-position ratings agreement in terms of both (a) the percentage of the total pool of positions that rated a given item as 'applicable' on the job (i.e., performed at ANY level), as well as (b) the percentage that gave the 'average' rating that is reported. This cross-rater agreement information should be considered carefully, and ratings checked to ensure their accuracy (especially for items that are endorsed by very small numbers of raters). The items within each section of the report are sorted (in descending order) based on the percentage of positions within the job that endorsed the item (regardless of level).

The next section of this report presents a more abstract view of the job, expressed in terms of its scores across 80 specific "work dimensions" and 17 "big picture" or overall dimensions (names prefaced by '[2]'). These dimension scores are useful when comparing jobs that differ in terms of their work tasks. For each of the dimensions, two graphical displays are shown: the first gives results computed across ALL raters, whereas the second presents results computed after excluding positions for which the dimension received a 'does-not-apply' (DNA) rating. On each graphical display, tic-marks are shown (ranging from 0-100 in units of 10 points). The aggregate dimension score profiles are based on scaled dimension scores (which use a 0-100 scale, in which 0 = DNA). Each profile contains the following information: mean (arithmetic average), mode (most frequent score), median (score that divides the ratings into halves), minimum-to-maximum score range, plus-minus 1 SD band, inter-quartile range.

For further information on this report, or on other aspects of the Common-Metric System, please refer to the Guide to Using the Common-Metric System for Human Resource Applications, published by PSTC. You can also visit PSTC's world-wide web site: <http://www.pstc.com>.

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General Job Characteristics

Licenses/Certifications

1. To perform this job, no licenses/certificates are required (100%).

Percentage of Travel

2. On this job, travel is not required (100%).

Number of Hours Worked

3. This job is full-time, working the same number of hours each week (100%).

Work Schedule

4. On this job, the same number of hours are worked each week (100%).

Clothing Worn On The Job

5. Business suits or office attire (100%).

Supervision Received

Supervision Received

6. The incumbent's work is reviewed or directed by his/her immediate supervisor, with infrequent monitoring of major job duties (100% rated this 'applicable', 100% of those made this rating). Receiving this supervision is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

Job Knowledge & Skill Areas

Business Administration - Human Resources/Personnel

7. The incumbent uses knowledge/skill in the area of Selection, including Recruitment, Interviewing, Selection, Testing, Placement, Hiring at a frequency of hourly to many times each hour (50% rated this 'applicable', 100% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating). The knowledge/skill is acquired from on-the-job experience (other than formal training) (50% of all raters / 100% of those

performing). Workers are not required to possess this knowledge/skill at the time of hiring (100% of total made this rating).

8. The incumbent uses knowledge/skill in the area of Job Analysis, Classification, Compensation at a frequency of every few days to weekly (50% rated this 'applicable', 100% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating). The knowledge/skill is acquired from on-the-job experience (other than formal training) (50% of all raters / 100% of those performing). Workers are required to possess this knowledge/skill at the time of hiring (50% of total made this rating).

9. The incumbent uses knowledge/skill in the area of Benefits, Worker's Compensation at a frequency of every few hours to daily (50% rated this 'applicable', 100% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating). The knowledge/skill is acquired from on-the-job experience (other than formal training) (50% of all raters / 100% of those performing). Workers are required to possess this knowledge/skill at the time of hiring (50% of total made this rating).

10. The incumbent uses knowledge/skill in the area of Employee Supervision and Development, including Motivation, Leadership, Performance Appraisal, Training, Career Pathing, Staffing, Organizational Development at a frequency of every few hours to daily (50% rated this 'applicable', 100% of those made this rating); this is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical'). The knowledge/skill is acquired from on-the-job experience (other than formal training) (50% of all raters / 100% of those performing). Workers are not required to possess this knowledge/skill at the time of hiring (100% of total made this rating).

Business Administration - Management and Production

11. The incumbent uses knowledge/skill in the area of Records Control, Bookkeeping at a frequency of hourly to many times each hour (50% rated this 'applicable', 100% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating). The knowledge/skill is acquired from on-the-job experience (other than formal training) (50% of all raters / 100% of those performing). Workers are not required to possess this knowledge/skill at the time of hiring (100% of total made this rating).

English

12. The incumbent uses knowledge/skill in the area of English Language at a frequency of hourly to many times each hour (50% rated this 'applicable', 100% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating). The knowledge/skill is acquired from school, university, or trade/vocational school (50% of all raters / 100% of those performing). Workers are required to possess this knowledge/skill at the time of hiring (50% of total made this rating).

Mathematics & Statistics

13. The incumbent uses knowledge/skill in the area of Mathematics - ONLY Multiplication, Division, Fractions, Decimals, Percentages at a frequency of every few hours to daily (100% rated this 'applicable', 50% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (50% of those performing made this rating). The knowledge/skill is acquired from

(a) school, university, or trade/vocational school (50% of all raters / 50% of those performing);
and

(b) formal on-the-job training (50% of all raters / 50% of those performing).
Workers are required to possess this knowledge/skill at the time of hiring (100% of total made this rating).

14. The incumbent uses knowledge/skill in the area of Mathematics - ONLY Addition or Subtraction at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (50% of those performing made this rating). The knowledge/skill is acquired from

(a) school, university, or trade/vocational school (50% of all raters / 50% of those performing);
and

(b) formal on-the-job training (50% of all raters / 50% of those performing).
Workers are required to possess this knowledge/skill at the time of hiring (100% of total made this rating).

Written Communications

15. The incumbent uses knowledge/skill in the area of Word Processing, Typing at a frequency of hourly to many times each hour (50% rated this 'applicable', 100% of those made this rating); this is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating). The knowledge/skill is acquired from school, university, or trade/vocational school (50% of all raters / 100% of those performing). Workers are required to possess this knowledge/skill at the time of hiring (50% of total made this rating).

16. The incumbent uses knowledge/skill in the area of Writing, Editing - Business Text (e.g., letters, memos) - Includes Stenography, Dictation, Speedwriting at a frequency of hourly to many times each hour (50% rated this 'applicable', 100% of those made this rating); this is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical'). The knowledge/skill is acquired from school, university, or trade/vocational school (50% of all raters / 100% of those performing). Workers are required to possess this knowledge/skill at the time of hiring (50% of total made this rating).

17. The incumbent uses knowledge/skill in the area of Writing, Editing - Financial Text (e.g., ledgers, spreadsheets) at a frequency of every few days to weekly (50% rated this 'applicable', 100% of those made this rating); this is part of the job, but of relatively minor importance for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical'). The knowledge/skill is acquired from school, university, or trade/vocational school (50% of all raters / 100% of those performing). Workers are not required to possess this knowledge/skill at the time of hiring (100% of total made this rating).

Using Languages and the Five Senses

Language Use

18. In order to perform this job, the incumbent uses written words in English at a frequency of hourly to many times each hour (100% rated this 'applicable', 100% of those made this rating). This is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating); the incumbent could NOT perform the job successfully if he/she could not perform this activity (100% of those performing made this rating). When performing the job, the worker

(a) copies or transcribes information using this language (100%);

- (b) summarizes or condenses information using this language (100%);
- (c) edits, revises, corrects, proofreads, or debugs using this language (100%); and
- (d) writes or composes in this language (100%).

19. In order to perform this job, the incumbent uses spoken words in English at a frequency of hourly to many times each hour (100% rated this 'applicable', 100% of those made this rating). This is absolutely critical in order to accomplish the main mission of the job (100% of those performing made this rating); the incumbent could NOT perform the job successfully if he/she could not perform this activity (100% of those performing made this rating). When performing the job, the worker

- (a) summarizes or condenses information using this language (50% of all raters / 50% of those performing);
- (b) copies or transcribes information using this language (100%);
- (c) edits, revises, corrects, proofreads, or debugs using this language (100%); and
- (d) writes or composes in this language (100%).

Internal and External Contacts

Contacting People WITHIN This Organization

20. In the course of performing the job, the incumbent contacts laborers (NOT including workers who are directly involved in machine operations, manufacturing, production, or processing) at a frequency of every few days to weekly (50% rated this 'applicable', 100% of those made this rating). Either party may initiate these contacts, which involve

- (a) informing, interviewing, or exchanging information (50% of all raters / 100% of those performing); and
- (b) taking information, orders, or instructions from them (50% of all raters / 100% of those performing).

21. In the course of performing the job, the incumbent contacts mid-level managers (departmental managers, area managers, etc.) at a frequency of hourly to many times each hour (100% rated this 'applicable', 50% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);
- (b) informing, interviewing, or exchanging information (100%); and
- (c) taking information, orders, or instructions from them (100%).

22. In the course of performing the job, the incumbent contacts first-line supervisors at a frequency of hourly to many times each hour (100% rated this 'applicable', 50% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);
- (b) informing, interviewing, or exchanging information (100%); and
- (c) taking information, orders, or instructions from them (100%).

23. In the course of performing the job, the incumbent contacts technical specialists or professionals who DO have formal supervisory responsibilities at a frequency of hourly to many times each hour (100% rated this 'applicable', 50% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);

- (b) informing, interviewing, or exchanging information (100%); and
- (c) taking information, orders, or instructions from them (100%).

24. In the course of performing the job, the incumbent contacts technical specialists or professionals who do NOT have formal supervisory responsibilities at a frequency of hourly to many times each hour (100% rated this 'applicable', 50% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);
- (b) informing, interviewing, or exchanging information (100%); and
- (c) taking information, orders, or instructions from them (100%).

25. In the course of performing the job, the incumbent contacts upper-level managers or executives (regional managers, VPs, city managers, CEOs, etc.) at a frequency of hourly to many times each hour (100% rated this 'applicable', 50% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);
- (b) informing, interviewing, or exchanging information (100%); and
- (c) taking information, orders, or instructions from them (100%).

26. In the course of performing the job, the incumbent contacts marketing or sales employees at a frequency of hourly to many times each hour (50% rated this 'applicable', 100% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 100% of those performing);
- (b) informing, interviewing, or exchanging information (50% of all raters / 100% of those performing); and
- (c) taking information, orders, or instructions from them (50% of all raters / 100% of those performing).

27. In the course of performing the job, the incumbent contacts clerical or support staff at a frequency of hourly to many times each hour (100% rated this 'applicable', 100% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);
- (b) informing, interviewing, or exchanging information (100%); and
- (c) taking information, orders, or instructions from them (100%).

Contacting People OUTSIDE This Organization

28. In the course of performing the job, the incumbent contacts civic, community, or charitable organizations at a frequency of every few months to yearly (50% rated this 'applicable', 100% of those made this rating). Either party may initiate these contacts, which involve

- (a) informing, interviewing, or exchanging information (50% of all raters / 100% of those performing); and
- (b) taking information, orders, or instructions from them (50% of all raters / 100% of those performing).

29. In the course of performing the job, the incumbent contacts members of the press or news media at a frequency of every few weeks to monthly (50% rated this 'applicable', 100% of those made this rating). Either party may initiate these contacts, which involve

- (a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 100% of those performing); and
- (b) informing, interviewing, or exchanging information (50% of all raters / 100% of those performing).

performing).

30. In the course of performing the job, the incumbent contacts non-managerial employees of other organizations at a frequency of every few days to weekly (100% rated this 'applicable', 50% of those made this rating). Either party may initiate these contacts, which involve

(a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);

(b) taking information, orders, or instructions from them (50% of all raters / 50% of those performing); and

(c) informing, interviewing, or exchanging information (100%).

31. In the course of performing the job, the incumbent contacts contractors, subcontractors, consultants, or agents at a frequency of every few days to weekly (50% rated this 'applicable', 100% of those made this rating). Either party may initiate these contacts, which involve resolving complaints, conflicts, or disputes involving them (50% of all raters / 100% of those performing).

32. In the course of performing the job, the incumbent contacts managerial employees of other organizations at a frequency of every few days to weekly (50% rated this 'applicable', 100% of those made this rating). Either party may initiate these contacts, which involve

(a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 100% of those performing); and

(b) informing, interviewing, or exchanging information (50% of all raters / 100% of those performing).

33. In the course of performing the job, the incumbent contacts the public or job applicants at a frequency of hourly to many times each hour (100% rated this 'applicable', 50% of those made this rating). Either party may initiate these contacts, which involve

(a) resolving complaints, conflicts, or disputes involving them (50% of all raters / 50% of those performing);

(b) taking information, orders, or instructions from them (50% of all raters / 50% of those performing); and

(c) informing, interviewing, or exchanging information (100%).

Work-Related Meetings

Attending Meetings Initiated by OTHER People

34. In the course of performing the job, the incumbent attends meetings to evaluate options or make a decision at a frequency of every few months to yearly (50% rated this 'applicable', 100% of those made this rating). These meetings are attended by

(a) professional/technical employees from other areas of the organization (50% of all raters / 100% of those performing);

(b) first-line supervisors or mid-level managers from his/her own area of the organization (50% of all raters / 100% of those performing);

(c) professional/technical employees from his/her own area of the organization (50% of all raters / 100% of those performing);

(d) professional employees from OUTSIDE the organization (50% of all raters / 100% of those performing); and

(e) non-supervisory employees from his/her own area of the organization (50% of all raters / 100% of those performing).

35. In the course of performing the job, the incumbent attends meetings to train, instruct, or educate at a frequency of every few months to yearly (100% rated this 'applicable', 100% of those made this rating). These meetings are attended by

- (a) non-supervisory employees from OUTSIDE the organization (50% of all raters / 50% of those performing);**
- (b) professional/technical employees from other areas of the organization (50% of all raters / 50% of those performing);**
- (c) non-supervisory employees from other areas of the organization (50% of all raters / 50% of those performing);**
- (d) first-line supervisors or mid-level managers from OUTSIDE the organization (50% of all raters / 50% of those performing);**
- (e) professional employees from OUTSIDE the organization (50% of all raters / 50% of those performing);**
- (f) employees with special technical skills from OUTSIDE the organization (50% of all raters / 50% of those performing);**
- (g) senior managers or executives from his/her own area of the organization (100%);**
- (h) professional/technical employees from his/her own area of the organization (100%); and**
- (i) non-supervisory employees from his/her own area of the organization (100%).**

36. In the course of performing the job, the incumbent attends meetings to set policies, rules, or procedures at a frequency of every few months to yearly (100% rated this 'applicable', 100% of those made this rating). These meetings are attended by

- (a) non-supervisory employees from OUTSIDE the organization (50% of all raters / 50% of those performing);**
- (b) professional/technical employees from other areas of the organization (50% of all raters / 50% of those performing);**
- (c) first-line supervisors or mid-level managers from his/her own area of the organization (50% of all raters / 50% of those performing);**
- (d) first-line supervisors or mid-level managers from OUTSIDE the organization (50% of all raters / 50% of those performing);**
- (e) employees with special technical skills from OUTSIDE the organization (50% of all raters / 50% of those performing);**
- (f) senior managers or executives from his/her own area of the organization (100%);**
- (g) professional/technical employees from his/her own area of the organization (100%);**
- (h) professional employees from OUTSIDE the organization (100%); and**
- (i) non-supervisory employees from his/her own area of the organization (100%).**

37. In the course of performing the job, the incumbent attends meetings to diagnose or solve problems at a frequency of every few months to yearly (50% rated this 'applicable', 100% of those made this rating). These meetings are attended by

- (a) professional/technical employees from other areas of the organization (50% of all raters / 100% of those performing);**
- (b) senior managers or executives from his/her own area of the organization (50% of all raters / 100% of those performing);**
- (c) first-line supervisors or mid-level managers from his/her own area of the organization (50% of all raters / 100% of those performing);**
- (d) professional/technical employees from his/her own area of the organization (50% of all raters / 100% of those performing);**
- (e) professional employees from OUTSIDE the organization (50% of all raters / 100% of those performing); and**
- (f) non-supervisory employees from his/her own area of the organization (50% of all raters / 100% of those performing).**

38. In the course of performing the job, the incumbent attends meetings to coordinate or schedule work activities at a frequency of every few weeks to monthly (100% rated this 'applicable', 100% of those made this rating). These meetings are attended by

- (a) non-supervisory employees from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (b) first-line supervisors or mid-level managers from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (c) professional employees from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (d) employees with special technical skills from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (e) senior managers or executives from his/her own area of the organization (100%);
- (f) professional/technical employees from his/her own area of the organization (100%); and
- (g) non-supervisory employees from his/her own area of the organization (100%).

39. In the course of performing the job, the incumbent attends meetings to formally exchange or present information or ideas at a frequency of every few weeks to monthly (100% rated this 'applicable', 100% of those made this rating). These meetings are attended by

- (a) non-supervisory employees from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (b) senior managers or executives from other areas of the organization (50% of all raters / 50% of those performing);
- (c) first-line supervisors or mid-level managers from other areas of the organization (50% of all raters / 50% of those performing);
- (d) professional/technical employees from other areas of the organization (50% of all raters / 50% of those performing);
- (e) non-supervisory employees from other areas of the organization (50% of all raters / 50% of those performing);
- (f) first-line supervisors or mid-level managers from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (g) employees with special technical skills from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (h) senior managers or executives from his/her own area of the organization (100%);
- (i) professional/technical employees from his/her own area of the organization (100%);
- (j) professional employees from OUTSIDE the organization (100%); and
- (k) non-supervisory employees from his/her own area of the organization (100%).

40. In the course of performing the job, the incumbent attends meetings to informally exchange information or ideas at a frequency of every few weeks to monthly (100% rated this 'applicable', 100% of those made this rating). These meetings are attended by

- (a) non-supervisory employees from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (b) first-line supervisors or mid-level managers from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (c) professional employees from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (d) employees with special technical skills from OUTSIDE the organization (50% of all raters / 50% of those performing);
- (e) senior managers or executives from his/her own area of the organization (100%);
- (f) professional/technical employees from his/her own area of the organization (100%); and
- (g) non-supervisory employees from his/her own area of the organization (100%).

Chairing or Initiating Meetings

41. In the course of performing the job, the incumbent chairs or initiates meetings to informally exchange information or ideas at a frequency of every few weeks to monthly (50% rated this 'applicable', 100% of those made this rating). These meetings are attended by

- (a) senior managers or executives from other areas of the organization (50% of all raters / 100%

of those performing);

(b) first-line supervisors or mid-level managers from other areas of the organization (50% of all raters / 100% of those performing);

(c) professional/technical employees from other areas of the organization (50% of all raters / 100% of those performing);

(d) non-supervisory employees from other areas of the organization (50% of all raters / 100% of those performing);

(e) professional/technical employees from his/her own area of the organization (50% of all raters / 100% of those performing);

(f) professional employees from OUTSIDE the organization (50% of all raters / 100% of those performing); and

(g) non-supervisory employees from his/her own area of the organization (50% of all raters / 100% of those performing).

Physical Activities

Required Physical Activities

42. While performing the job, the incumbent must move individual fingers independently at a frequency of hourly to many times each hour (100% rated this 'applicable', 100% of those made this rating). This activity is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical'); the incumbent could NOT perform the job successfully if he/she could not perform this activity (100% of those performing made this rating).

43. While performing the job, the incumbent must sit for long periods at a frequency of hourly to many times each hour (100% rated this 'applicable', 100% of those made this rating). This activity is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical'); the incumbent could NOT perform the job successfully if he/she could not perform this activity (100% of those performing made this rating).

Working With Equipment, Machinery, and Tools

Computers and office equipment

44. The job involves the use of standard office equipment (copier, telephone, fax, etc.) at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). The employee operates or controls the equipment (100%). The most likely result of improper usage would be no damage to equipment or property (100% of those performing made this rating), and/or no injuries or lost work time (100% of those performing made this rating). The incumbent could NOT perform the job successfully if he/she could not perform this activity (100% of those performing made this rating).

45. The job involves the use of other keyboard equipment (typewriter, calculator, adding machine, cash register, etc.) at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). The employee operates or controls the equipment (100%). The most likely

result of improper usage would be no damage to equipment or property (100% of those performing made this rating), and/or no injuries or lost work time (100% of those performing made this rating). The incumbent could NOT perform the job successfully if he/she could not perform this activity (100% of those performing made this rating).

46. The job involves the use of personal computers (including peripherals such as printers, plotters, scanners, etc.) at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). The employee operates or controls the equipment (100%). The most likely result of improper usage would be no damage to equipment or property (100% of those performing made this rating), and/or no injuries or lost work time (100% of those performing made this rating). The incumbent could NOT perform the job successfully if he/she could not perform this activity (100% of those performing made this rating).

Work Setting

Autonomy, Variety, Interdependence

47. While performing the job, the incumbent must complete his/her own work before others can complete their work at a frequency of every few days to weekly (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

48. While performing the job, the incumbent depends on others to complete their work before being able to complete his/her own work at a frequency of every few days to weekly (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

49. While performing the job, the incumbent produces an entire finished product or performs a complete service at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

50. While performing the job, the incumbent learns new skills on the job at a frequency of every few months to yearly (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

51. While performing the job, the incumbent uses a variety of different skills at a frequency of every few days to weekly (100% rated this 'applicable', 50% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

52. While performing the job, the incumbent selects the projects that he/she will work on at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

53. While performing the job, the incumbent controls his/her own work pace or schedule of activities at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

54. While performing the job, the incumbent determines the methods or equipment that OTHERS will use to perform their jobs at a frequency of every few hours to daily (50% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

55. While performing the job, the incumbent determines the methods or equipment he/she will use at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

Stressful Work Situations

56. While performing the job, the incumbent deals with people over whom he/she has no formal authority at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

57. While performing the job, the incumbent deals with people who are distressed or upset at a frequency of every few days to weekly (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

58. While performing the job, the incumbent performs a number of different tasks over time at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

59. While performing the job, the incumbent works under tight time pressures or deadlines at a frequency of every few days to weekly (100% rated this 'applicable', 50% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

60. While performing the job, the incumbent works where he/she is distracted or interrupted by others at a frequency of every few hours to daily (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

61. While performing the job, the incumbent works with other employees to accomplish shared tasks or projects at a frequency of every few weeks to monthly (100% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

Receiving Feedback

62. While performing the job, the incumbent learns about his/her job performance by receiving feedback from his/her immediate supervisor at a frequency of every few months to yearly (50% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

63. While performing the job, the incumbent learns about his/her job performance by receiving feedback from other employees (OTHER THAN his/her immediate supervisor) at a frequency of every few hours to daily (50% rated this 'applicable', 100% of those made this rating). This is necessary, but not critical for successful job performance (of all employees performing, 100% made this rating, and 0% rated it 'critical').

