



**NIAGARA COUNTY
CIVIL SERVICE
111 Main Street – Suite G2
Lockport, New York 14094**

William M Paterson
Personnel Officer

(716) 438-4071

INSTRUCTIONS TO EMPLOYEES

The attached questionnaire asks you for detailed information about the specific duties and responsibilities of your position. The information you give us will allow us to properly classify your position.

The questionnaire will take about one hour to fill out. Please complete this questionnaire very carefully. We suggest you read through the entire questionnaire before answering any questions. Be sure to tell us about your own job, in your own words.

Please tell us everything we should know about your job. Be honest and candid. Remember, the information you give us will help us determine your job classification. Give your questionnaire to your supervisor when you are finished. He or she can add comments, but will not change anything you have written. If you would like a copy of your questionnaire with your supervisor's comments, ask for one. Your supervisors have been instructed to make copies available to you.

INSTRUCTIONS TO SUPERVISORS AND DEPARTMENT HEADS

Supervisors should review their employees' questionnaires, and then forward all questionnaires to their department heads for review. Department heads should then make copies of all questionnaires, and then forward the original questionnaires to:

NIAGARA COUNTY CIVIL SERVICE
111 MAIN STREET – SUITE G2
LOCKPORT, NEW YORK 14094



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**NIAGARA COUNTY CIVIL SERVICE
JOB CLASSIFICATION AND EVALUATION QUESTIONNAIRE**

1. Name _____ Title _____

(PLEASE PRINT)

2. Who is your immediate supervisor?

Name _____ Title _____

3. Please list the names and titles of employees you directly supervise. This includes only those employees who report directly to you for work assignments and whose work performance you review and evaluate.

<u>Name</u>	<u>Title</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

4. What is the total number of full-time employees for whom you are responsible, either directly or indirectly through supervisors reporting to you? _____

5. Please describe your job in one or two sentences. _____

6. Please describe fully the work that you do. List all of the major duties and responsibilities of your job. Also, give your best estimate of the percentage of time spent performing each duty or responsibility. Attach additional pages if necessary.

% Of Time DUTIES AND RESPONSIBILITIES

_____ a. _____

_____ b _____

_____ c _____

_____ d _____

_____ e _____

_____ f _____

_____ g _____

7. INTERNAL CONTACTS

What contacts with other County/Municipal employees are required to do your job? Do not include your supervisor or subordinate employees. Consider the purpose, extent and frequency of internal contacts needed to resolve work issues. Contacts may be written, personal or oral.

Check the number of the statement that best describes the internal contacts in your job.

- I usually have contact with County/Municipal employees within my immediate work area 1
- I usually have contact with County/Municipal employees in my immediate work area and with employees across units, divisions, or bureaus within my department or agency 2
- I contact County/Municipal employees across departments or agencies within the county about professional/technical/operational work on overlapping projects or issues such as mutual clients and/or caseloads 3
- My contacts are with County/Municipal employees across departments or agencies within the county/municipality concerning issues of major policy and program management 4

Give examples of who you work with and why: _____

8. EXTERNAL CONTACTS

Which statement best describes your work contacts with individuals or groups not employed by the County/Municipality? Consider the purpose, extent and frequency of contacts needed to resolve work issues. Contacts may be written, personal or by telephone.

Check the number of the statement below that best describes the external contacts in your job.

- External contacts are minimal or may involve giving basic information to the general public 1
- External contacts involve work issues that ensure the delivery of programs and/or services such as work with vendors, suppliers, students and the general public 2
- External contacts involve the administration of programs and/or services such as working with professional associates, liaison agencies or consultants 3
- External contacts involve the development of policy and programs and are with high level public officials and administrators including heads of public/private agencies or organizations/companies 4

Give examples of who you contact and why: _____

9. INTERPERSONAL SKILLS

When you work with others on the job, what interpersonal skills do you need?

Check the number of the statement below that best describes the interpersonal skills needed in your job.

- Interpersonal skills are needed to give or receive information and/or answer routine questions 1
- Interpersonal skills are needed to verify or explain information; or to inform others about agency regulations, policies, or programs in a clear and courteous manner 2
- Interpersonal skills are needed to teach, instruct or advise others; to motivate subordinate employees; to interview people to elicit sensitive or confidential information; to contact patients, clients and/or residents and their families to evaluate criteria for eligibility, collect client data, and provide assistance in obtaining program eligibility; or to provide physical/emotional care to others 3
- Interpersonal skills and understanding needed to persuade, counsel, motivate, or influence others under adverse or tense conditions; to provide direct medical, physical, psychological or emotional/spiritual care to patients, clients and/or residents; to present or defend matters involving disagreement; or to conduct meetings or involving difficult issues 4
- Interpersonal skills and sensitivity are needed to clinically treat or care for persons with severe emotional/psychological problems or illnesses; or to negotiate highly controversial issues involving serious consequences for county government 5

Give examples of the situations in your job that require interpersonal skills: _____

10. USE OF MACHINES, TOOLS, AND EQUIPMENT

Think about the machines, tools, instruments, appliances, or equipment you use in your job. Examples include hand tools, heavy equipment, kitchen or laundry equipment, office equipment, medical apparatus, etc.

Check the number of the statement below that best describes your use of machines and equipment on the job.

- Use of machines, tools, instruments, or equipment reading BASIC coordination and/or operating knowledge and skill, such as automobile, dictaphone, mail processing equipment, hand tools, photocopier, or cleaning equipment 1
- Use of machines, tools, instruments, or equipment requiring MODERATE manual dexterity, precision, and/or operating knowledge and skill such as small equipment repair tools, building, grounds and motor maintenance equipment, blood pressure gauge, drafting/surveying equipment, computer for word processing, spreadsheet, or use of other software..... 2
- Use of machines, tools, instruments, or equipment requiring CONSIDERABLE manual dexterity, precision and/or operating knowledge and skill such as dialysis machine, I.V. needle, bulldozer, welding tools, pipecutter, computer programming, medical/dental instruments 3
- Use of machines, tools, instruments, or equipment requiring EXTREME precision, manual dexterity, and/or operating knowledge and skill such as weapons, cranes, computer for system designs and analysis, computer aided design, advanced medical/dental and engineering..... 4

List all machines, tools, equipment, and instruments you use:_____

11. WORK ENVIRONMENT

Does your work environment expose you to disagreeable conditions like dust, dirt, grease, grime, blood, bad weather conditions, exposure to sickness or disease, or offensive sights or odors? (Do not include conditions such as a cool or warm office.)

Check the number of the statement below that best describes your work environment.

- Work environment has MINIMAL, if any, exposure to disagreeable conditions 1
- Work environment has MODERATE exposure to disagreeable conditions 2
- Work environment has CONSIDERABLE exposure to disagreeable conditions..... 3
- Work environment has EXTREME exposure to disagreeable conditions 4

Give examples of the disagreeable conditions that you experience: _____

12. PHYSICAL/VISUAL EFFORT

Physical effort includes the amount of standing, walking, lifting, bending, etc., associated with the day-to-day duties of the job. Visual effort refers to the visual concentration and strain required to perform close, fine, detail work on the job.

Check the number of the statement below that best describes the physical/visual effort required in your job.

- The employee is normally seated and may occasionally lift items. Visual concentration typical of desk work is needed or may include brief or infrequent periods of visual concentration 1
- The work requires physical effort such as frequent standing, bending, climbing, reaching or handling supplies or boxes; or the work may require extended periods of sitting performing repetitive motion(s) causing fatigue and strain; or long periods of visual concentration causing eye strain such as VDT use, or long periods of reviewing forms and detailed documents, ledgers, drawings or blueprints 2
- The work requires physical effort like long periods of standing, walking, bending, climbing, reaching, or repetitive motion causing strain to certain parts of the body, or lifting of moderately heavy items like small children, mail bags, or cleaning supplies; or extensive periods of intense visual concentration causing significant eye strain 3
- The work requires physical effort like prolonged crouching or crawling in cramped spaces, digging, or lifting of heavy objects like heavier children or adults, furniture, heavy equipment or materials; or strenuous and nearly continuous, intense visual concentration causing significant eye strain (such as production-oriented VDT use) 4

Give examples of the physical effort in your job: _____

13. SUPERVISORY RESPONSIBILITY

What is the nature and extent of supervision you exercise over subordinate employees and/or program areas? Supervision is defined as the responsibility for time and attendance, performance appraisals and final accountability for the quantity and quality of subordinates' work activities and/or program accomplishments.

Check the number of the start below which best describes your supervisory responsibilities.

- No supervisory responsibility exercised 1
- Lead worker (not including formal supervisory responsibility as defined above) of a work group, or project; or exercises supervisory responsibility over assigned personnel within a work unit, section, or work group 2
- Supervises an entire work unit, section, or work group; first-line supervisors 3
- Supervises two or more work units, sections, or work groups each having an individual supervisor; or a small agency or a small division in a department 4
- Supervises a major division in a large department 5

Describe your supervisory responsibilities: _____

14. INDEPENDENT JUDGMENT

How much independent judgment and decision-making are required in your job?
Consider the guidance you receive in making decisions.

Check the number of the statement below that best describes the independent judgment in your job.

- The work involves clear-cut assignments, and standard procedures are followed closely 1
- The employee may select from a limited number of alternative procedures, and situations which differ from established methods are referred to the lead worker or supervisor 2
- The work involves a variety of tasks or activities within a field. Many cases require diagnosis of a problem and selection of the appropriate response to a variety of situations. Unusual situations are referred to the supervisor 3
- The work involves a wide variety of activities and projects within a profession. Many cases require the interpretation and evaluation of guidelines and policies as they relate to difficult situations. Decisions made are of a considerably complex level, and work which involves setting of new policy or precedent is referred to supervisor for approval..... 4
- The work regularly requires that new policies, procedures or methodologies be developed and initiated. Guidelines are available only in terms of broadly stated program objectives or professional standards, and decisions made are of a highly complex level. Work is subject to not more than general administrative controls 5

Give examples of the independent judgment and decisions that you make on the job: _____

15. FORMAL EDUCATION

What do you think should be the basic or minimum educational requirement for your job?

Check the number of the statement below that best describes the formal education required for your job.

- No formal education needed 1
- High school or general equivalency diploma (GED) or completion of an equivalent technical/vocational program (such as BOCES) 2
- One year of college study or equivalent post high school training in a technical/vocational program 3
- A two-year associate's degree or the equivalent credit hours of college study, or a two-year certification in a technical or 4
- A bachelor's degree 5
- A master's degree in a general professional or technical field 6

What field of study or vocational/technical specialization (if any) should be required for your job? _____

16. EXPERIENCE

How much previous work experience do you think is necessary to do your present position? Check the number of the appropriate statement.

- No previous experience 1
- Six months' previous work experience 2
- One year previous work experience 3
- Two years' previous work experience 4
- Three years' previous work experience 5
- Four years' previous work experience 6
- Five years, or more previous work experience 7

17. ADDITIONAL INFORMATION ABOUT YOUR JOB

Is there anything else we should know about your job? Remember, we will be using the information from this questionnaire to evaluate your job. Please be sure you have given us a complete description of your duties and responsibilities.

Employee's Signature_____Work Phone #:_____

18. IMMEDIATE SUPERVISOR'S COMMENTS

Please review the questionnaire and sign off. Any significant differences indicate below. Do not change or alter any of the statements made by the employee.

Supervisor' s Signature_____ Date_____

Title_____

19. DEPARTMENT HEADS COMMENTS

Please comment on the above statements of the employee and the employee's supervisor as they relate to the duties and responsibilities of the position.

Department Head's
Signature_____Date_____

Title_____

JOB EVALUATION RATING SHEET
For Niagara County Civil Service Use Only

Title: _____ Title Code _____

<u>FACTOR</u>	<u>LEVELS</u>					
INTERNAL CONTACTS	1	2	3	4		
EXTERNAL CONTACTS	1	2	3	4		
INTERPERSONAL SKILLS	1	2	3	4	5	
MACHINES, TOOLS & EQUIPMENT	1	2	3	4		
WORK ENVIRONMENT	1	2	3	4		
PHYSICAL/VISUAL EFFORT	1	2	3	4		
SUPERVISORY RESPONSIBILITY	1	2	3	4	5	
INDEPENDENT JUDGEMENT/ COMPLEXITY	1	2	3	4	5	
KNOWLEDGE	1	2	3	4	5	6