

Contextual Job Description

1. What is this job's mission and purpose?

- a. What business need was it created to satisfy?

- b. How would the organization be affected if the job were eliminated?

- c. Who within the organization would be affected?

- d. Would the effect be positive or negative?

2. Who are this job's customers?

- a. Who depends on it and needs it to be done well?

3. What are the assumptions that determine how performance will be evaluated?

- a. What demands of the job's work environment require extra skills and knowledge?

4. Who are the people, teams or groups that the person doing this job has to get along with?

- a. What relationships must an employee establish or maintain to be successful in the job?

- b. With whom must they be established and how accessible are the necessary people in terms of time and distance?

- c. How different are the people doing the job (in terms of their values, norms, language, knowledge, skills, status, culture and so on):
From one another?

From those with whom they must have relationships?

5. What do people in the job have to produce or deliver to be considered effective?

- a. On what basis is their performance evaluated:
 - i. Efficiency?

 - ii. Quality of the relationship gained or sustained?

 - iii. Quality of the work?

 - iv. Cost of work?

 - v. Cost of benefit derived from the output of the job?

 - vi. Customer satisfaction?

 - vii. Revenue generated? (directly or indirectly)

6. What are the typical tasks that make up the job?

7. What do people have to know to do the job?

8. What skills do people have to have to be effective on the job?