

## **LIST OF WORKER CHARACTERISTICS (Revised March 17, 2000)**

**Definition:** Worker Characteristics are the knowledge's, skills and/or abilities necessary for the minimum acceptable performance of any job duty (job rank on a Position Description).

**General Information:** The following list of knowledge's, skills and abilities is to serve as a guide only. The list is not exhaustive. An appointing authority is urged to tailor the listed Worker Characteristics or develop new ones to fit each job duty (job rank) of the Position Description in question.

The Worker Characteristics listed in upper case and bold print are to be selected only if absolutely essential to perform the task in question. For example, a proofreader's job duty is to read written and/or typed manuscripts to identify and correct errors in format, grammar and punctuation. As a result, 32s (ability to proofread technical materials, recognize errors & make corrections) is essential.

No physical ability statement should be recorded on a Position Description, unless the appointing authority has developed and will administer a valid examination to test each applicant for the required physical ability.

### **Instructions For Selection of Worker Characteristics:**

- Should be selected for, recorded to right of (in the column entitled Minimum Acceptable Characteristics), specifically related to and necessary for minimum acceptable performance of each separate job duty (job rank). Please pay close attention as the job relatedness of knowledge's, skills and/or abilities can vary from one job rank to another.
- Please do not use the codes from the list if you also intend to add newly developed or tailored knowledge's, skills and/or abilities. Instead, list the complete statement for each worker characteristic in conjunction with a coding system specific to the position in question as follows: whenever you cite a worker characteristic for the first time, no matter if it appears in the first or subsequent rank, the code number is placed in parenthesis followed by a description of the worker characteristic. The codes are listed in numerical order. For example: Knowledge of (1) civil engineering, (2) federal highway administration policies & procedure for qualifying for reimbursement of interstate construction & maintenance projects\*; skill in use of (3) computer aided design system & operation of video display terminal\*; ability to (4) originate design plans for interstate construction & maintenance projects using computer aided design system, (5) compute project cost estimates, timeline for project completion & type & number of personnel needed on project.

If the worker characteristic is to be repeated in subsequent rank, list only the code number without the parenthesis. For example: Knowledge of 1, 2;\* skill in 3;\* ability to 4, 5.

When adding a worker characteristic to a subsequent rank and using those previously listed, the statement looks as follows: Knowledge of 1, 2,\* (6) public relations; skill in 3,\* (7) use of photocopier;\* ability to 4,5, (8) respond to inquiries

from officials of federal highway administration.

- Any knowledge or skill which is learned after employment should be followed with asterisk(\*) so it will not be used as a minimum qualification at hiring;
- Any statutory requirement for current licensure, registration or certification should be recorded at bottom of Minimum Acceptable Characteristics column.

<b>KNOWLEDGE:</b>	Documented by coursework, training or equivalent work or volunteer experience or a combination thereof in:
1. Budgeting:	Forecasting future operational activities & converting projections into monetary terms to plan & monitor expenditures within specified fiscal authority.
2. Bookkeeping:	Maintaining systematic records of financial transactions in ledger form (subject to audit) involving entry, verification & balancing of data, & operation of adding machines &/or calculators. Cannot be used to substitute for accounting.
3. Inventory Control:	Preparing itemized records of goods & property on hand & having assigned responsibility for ordering supplies & monitoring disbursement of same.
4. Accounting:	Designing systems involving establishment, interpretation, analysis & presentation of accounts & including preparation of reports, in addition to maintaining records of financial transactions (having responsibility for, or in case of, audit). May substitute for bookkeeping.
5. Management:	Executive level authority to develop, control & direct operations to achieve defined objectives with maximum efficiency.
6. Labor Relations:	Formal bargaining & negotiation with organized labor or management; labor conflict resolution (e.g., mediation, arbitration, settlement); contract administration & interpretation.
7. Workforce Planning:	Analysis of present staffing requirements & determination of projected staffing patterns to best utilize available human resources.
8a. Employee Development:	Training Formal responsibility for on-job training of employed individual(s) or for planning &/or implementation of training program for employees, requiring monitoring & assessment of employee progress in developing job knowledge, skills & abilities. Use when on-job training is being provided by higher-level worker or supervisor in employee's assigned work unit.

- 8b. Human Resource Development: Training & behavioral concepts & organization practices related to training & developing human resources & organization development. Use when formalized training will be provided outside of employing unit & instruction will be provided by a trainer on-staff, training officer or other skilled trainer who is a state employee, contractual employee or professional guest. Training provided is to ensure that staff performance meets agency's current & future program needs.
- 9a. Lead Work: On a daily basis, provides work direction & training normally to lower-level employees assigned to the same work unit or adult inmates assigned to a work crew on a daily basis. A lead worker does not formally evaluate employees using DAS performance evaluation form, recommend or authorize leave or initiate or recommend disciplinary action.
- 9b. Supervision: Assigns & reviews work, evaluates employee using DAS performance evaluation form, recommends or authorizes leave, and initiates or recommends disciplinary action for at least two full-time permanent civil service employees.
10. Safety Practices: First aid or other emergency assistance background or formal industrial safety regulations & procedures. Type of safety practices would be specific to area of work (e.g., O.S.H.A.). **(SPECIFY)**
- 11a. Public Relations: Assigned responsibility for establishing & sustaining beneficial business relationships or establishing & projecting acceptable public image. Common to positions such as public information officers.
- 11b. Human Relations: Attitudes & actions which perpetuate good working relationships & acceptable public image (business & public behavior which reflects positively on employing agency) as opposed to assigned responsibility for establishment & maintenance of same. Normally applicable to positions where good rapport with clients must be established (e.g., Social Services Workers and Hospital Aide).
12. Office Management: Analysis, organization & direction of office operations at clerical & administrative support level, involving supervisory responsibility for office staff (direct), & including evaluation of office production & establishment of procedures, within administrative guidelines, to improve &/or maintain efficiency & workflow.

13a. Office Practices & Procedures:	Normal operating procedures in office situation, usually relating to clerical or support operations. Use only when referring to clerical or secretarial positions on position descriptions. <b>(SPECIFY)</b>
13b. Agency Policies & Procedures:	Policies & procedures specific to internal operations of employing agency (not to be required prior to employment at entry level). <b>(SPECIFY)</b>
14. Government Structure & Process:	Organization & operation of local, regional state or federal government agency, program or activity. May refer to specific procedure of agency (e.g., Chapter 119 public hearing procedures & guidelines for filing administrative rules). <b>(SPECIFY)</b>
15. Counseling:	Formal responsibility for advising in area of expertise (individual or group), normally involving collection & analysis of data & appraisal of interests, aptitudes, abilities & personality characteristics (e.g., guidance counseling, employment counseling, psychological counseling using standard theory).
16. Interviewing:	Solicitation of standard information in one-on-one situation involving at least limited interpretation or evaluation of responses &/or manner in which information is presented.
17. Business:	Corporate, real estate, retail, partnership, individual distributorship, agriculture. <b>(SPECIFY)</b>
18. Engineering:	Civil, electrical, chemical, metallurgical, mechanical. <b>(SPECIFY)</b>
19. Humanities:	Fine arts (design, painting); performing arts (music, dance, theater); languages (English, Spanish); communications (journalism, speech, radio/TV); literature/classics (English literature, Latin); miscellaneous studies (library science). <b>(SPECIFY)</b>
20. Natural Sciences:	Biological sciences (zoology, botany); physical sciences (physics, mathematics, astronomy); miscellaneous sciences (agronomy). <b>(SPECIFY)</b>
21. Social Sciences:	Social services (social welfare, human development); social sciences (geography, cartography, sociology, psychology, anthropology, history). <b>(SPECIFY)</b>
22. Electronic Data Processing:	Programming, hardware systems, software systems, systems analysis, language. <b>(SPECIFY)</b>

23. Law: Criminal, corporate, federal tax, international, labor, federal anti-trust, family, banking, consumer, environmental, civil. Area cited should be directly related to area of practice. **(SPECIFY)**

**SKILLS:** Documented by coursework, training or equivalent work or volunteer experience or a combination thereof in:

24. Transcription: Preparing typed copy from notes or dictation.

25a. Typing: Operating typewriter keyboard with speed & accuracy using symbols instead of long hand letters.

25b. Word Processing: Operation of personal computer to create, edit/revise, store & purge documents using office systems software. **(SPECIFY Office Systems Software Used)**

26a. Dictation: Manually recording spoken data with speed & accuracy using long hand letters.

26b. Speedwriting: Manually recording spoken data with speed & accuracy using words.

27. Keypunch: Operating data entry equipment keyboard with speed & accuracy.

28. Skilled Trade: Carpentry, welding, plumbing, upholstering. **(SPECIFY)**

29. Equipment Operations: Offset press, photocopier, truck, lift, calculator, computer. **(SPECIFY)**

## ABILITIES:

### 30. Reasoning

- a. carry out simple instructions
- b. recognize unusual or threatening conditions & take appropriate action
- c. carry out detailed but basic written or oral instructions
- d. deal with problems involving few variables in familiar context
- e. carry out instructions in written, oral or picture form
- f. deal with problems involving several variables in familiar context
- g. understand system of mechanical or other procedures  
**(SPECIFY what procedure; For example: wiring, bookkeeping)**
- h. apply principles to solve practical, everyday problems
- i. deal with variety of variables in somewhat unfamiliar context
- j. interpret variety of instructions in written, oral, picture or schedule form
- k. understand practical field of study (e.g., engineering, business administration)
- l. define problems, collect data, establish facts & draw valid conclusions
- m. interpret extensive variety of technical material in books, journals & manuals
- n. deal with some abstract but mostly concrete variables
- o. understand somewhat abstract field of study (e.g., physics, chemistry, math)
- p. deal with non-verbal symbols in formulas, equations or graphs
- q. understand most difficult classes of concepts
- r. deal with many variables & determine specific action  
(e.g., research, production)

### 31. Numerical

- a. count, do basic addition & subtraction
- b. **READ & RECORD FIGURES ACCURATELY**
- c. comprehend & record figures accurately
- d. add, subtract, multiply & divide whole numbers
- e. calculate fractions, decimals & percentages
- f. use algebra
- g. use geometry & trigonometry
- h. use statistical analysis
- i. use calculus

### 32. Verbal

- a. follow basic oral instructions (not necessary to read or write)
- b. recognize safety warnings
- c. **READ INDIVIDUAL WORDS**
- d. comprehend individual words
- e. **READ SHORT SENTENCES WITH BASIC, CONCRETE VOCABULARY**
- f. comprehend short sentences with basic, concrete vocabulary
- g. copy records precisely without error
- h. **READ SIMPLE SENTENCES WITH COMMON VOCABULARY**
- i. comprehend simple sentences with common vocabulary
- j. copy material accurately & recognize grammatical & spelling errors
- k. complete routine forms
- l. maintain accurate records

- m. transcribe dictation, make appointments
- n. **SCREEN MAIL**
- o. originate routine business letters reflecting standard procedures
- p. interview job applicants effectively
- q. understand manuals & verbal instructions, technical in nature
- r. prepare meaningful, concise & accurate reports
- s. **PROOFREAD TECHNICAL MATERIALS, RECOGNIZE ERRORS & MAKE CORRECTIONS**
- t. use proper research methods in gathering data
- u. prepare & deliver speeches before specialized audiences & general public
- v. originate &/or edit articles for publication
- w. originate instructions & specifications concerning proper uses of machinery
- x. develop complex reports & position papers
- y. originate &/or edit technical, scientific or advanced literary publications
- z. prepare deeds, leases, wills, mortgages &/or contracts
- aa. lecture on politics, economics or science to highly specialized groups
- bb. Comprehend & discuss highly abstract material (e.g., logic, philosophy)

### 33. Clerical

- a. arrange items in numerical or alphabetical order
- b. sort items into categories according to established methods
- c. code items from one symbolic form to another
- d. check pairs of items that are similar or dissimilar
- e. gather, collate & classify information about data, people or things

### 34. Interpersonal

- a. work in isolation
- b. work alone on most tasks
- c. cooperate with co-workers on group projects
- d. **ANSWER ROUTINE TELEPHONE INQUIRES FROM PUBLIC**
- e. establish friendly atmosphere as supervisor of work unit
- f. handle sensitive inquiries from & contacts with officials & general public
- g. establish friendly atmosphere as division or large section chief
- h. develop good rapport with inmates &/or patients
- i. resolve complaints from angry citizens & government officials

### 35. PHYSICAL

- A. DEMONSTRATE PHYSICAL FITNESS**
- B. DEMONSTRATE AGILITY (TO MOVE WHOLE BODY QUICKLY & EASILY)**
- C. DEMONSTRATE STRENGTH TO LIFT UP TO \_\_\_\_\_ LBS. (SPECIFY)**
- D. DEMONSTRATE STRENGTH TO MOVE (E.G., PUSH, PULL OR OTHERWISE MOVE) OBJECTS FROM ONE LOCATION TO ANOTHER.**
- E. DEMONSTRATE DEXTERITY TO (SPECIFY what parts of the body are to be used and in the completion of what tasks)**