



MAUS Job Descriptions: Sample Resources



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Overview:

MAUS Job Descriptions contains an advice section which covers a range of areas such as how to write an effective job ad, different types of interviews and how to conduct them, why job descriptions are important in the recruitment, interviewing, hiring and orientation stages and much more.

Buy MAUS Job Descriptions Now:

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Benefits of Having Job Descriptions in Your Organisation

Regardless of the size or complexity of an organisation, good job descriptions are vital management tools and important documents for many legal reasons. While they are not required by law, job descriptions are critical in supporting practically every employment action (hiring, compensation, promotion, discipline, and termination).

Job descriptions help employees understand exactly what their jobs require so they can focus their attention on the most important tasks first. Job descriptions give managers the guidelines to hire, promote, and supervise with maximum effectiveness.

Additional Information Available in the Program:

Recruiting, interviewing, hiring
Employee orientation and training
Making compensation decisions
Performance management
Legal compliance

Who should write the job description?

Who should write job descriptions is always a thorny question. Job Descriptions provides a number of methods to produce good and accurate job descriptions efficiently. You can either use an existing job description as a start (such as one from the Job Descriptions Job Library or a job description you have already written) or you can write from scratch. Depending on your organisational setup, the most likely candidates for writing the first draft of the job description will be:

The employee who holds the job:

- PRO** Knows job best.
Increases employee's understanding of job and responsibility toward it.
- CON** May make it difficult to bring manager and employee viewpoints together if there is a wide variance in agreement.

The person to whom that job reports:

- PRO** Knows expectations for the job best.
May better know what is not being done that should be done.
- CON** May not be realistic about what can humanly be done or the day-to-day business.

A human resources staff person or other person skilled in analysing job functions:

- PRO** May have a more objective viewpoint, particularly useful when jobs need to be compared for compensation reasons.
May be able to offer suggestions for job redesign.
- CON** May not probe enough to get complete information.
May result in neither the manager nor employee feeling ownership for the job description.

Additional Information Available in the Program:

Review and approval process

Who gets a copy?

Interviewing Techniques

Rapport building questions

Your first words to the candidate will set the mood for the rest of the interview. Begin on a positive note. Smile and try to be relaxed yourself. Ideas include: introducing yourself, using the candidate's name, offering a beverage, indicating you're looking forward to the interview, and making a general comment or statement about the weather, a sports event, a mutual hobby if referenced in the application/resume. A more casual start will gain the candidate's confidence and make him or her more comfortable in answering your questions during the interview.

Give the candidate an overview of the behavioural approach you will use and summarize the content of the interview. Let the candidate know there will be an opportunity at the end for him or her to interview you about the job, the company, or anything else that would be of interest.

Intuitive (gut) feelings

Many interviewers make a decision about the candidate within the first 5 minutes of the interview based on intuitive impressions. Then they either spend the rest of the time giving a courtesy interview if the decision is "no," or the rest of the time selling the job to the candidate if the decision is "yes." Intuitive impressions are important, but not the basis on which decisions should be made. Use them to probe for more objective information that will either support or negate your impressions. Intuitive decisions are subjective and likely to reflect your own biases (positive or negative) rather than objective and based on facts and information. Further, your intuition about a candidate may differ from other interviewers.

Probing questions

Probing (follow-up) questions are used when you need more specific information. The candidate may be too nervous to think of an example or the detail you want, doesn't understand the kind of information you want, or only partially answers the question. Your probing questions will help the candidate to focus and provide you with the details you want. An example:

Q: What is your number one strength?

A: I'm good with people.

Q: Give me an example of how you are good with people.

A: Friends say I'm easy to get along with. And in my last job I had to deal with angry customers.

Q: Give me a specific example of how you dealt with an angry customer.

Well last month, Mr. Smith of ABC Company called upset because of a late delivery. I remained calm, let him vent, and then I offered to....."

Statements vs. questions

Questions sometimes make people nervous, particularly in a job interview. Try rephrasing your question ("When did you...") into a statement ("Tell me about a time when you...") Candidates will be more relaxed talking with you and will provide more information that you need.

Also Available in the Resources:

- Allow for silence
- Contrary Evidence.
- Controlling the Interview
- Allow the candidate to interview you
- Closing the Interview

Behavioural Interviewing Process

The steps involved in the BI process are:

1. Job Analysis. Know what skills (technical and performance) are required to perform the job. This can be determined from the existing job description, your personal knowledge of the job, other individuals who are in or have been in the position, performance appraisals of incumbents, and feedback from others who interact with the person in the job.

Technical skills are typically acquired through formal learning or on-the-job experience. Examples include: specific machines, equipment or tools; computer hardware and software; accounting systems; marketing/product development; data entry. You need to know if previous experience is important or if you will train the successful candidate.

Performance (or behavioural) skills are work habits learned throughout life and everyday experiences. Examples include: flexibility, assertiveness, planning and organising, decision-making, supervising, interpersonal, teamwork.

They aren't skills that can be taught, as are technical skills. It is critical to determine if candidates have the performance skills to fit the job and the organisation.

2. Create structured interview questions that get candidates to talk about their experience with the skills you have identified.

3. Use effective interviewing techniques along with the structured questions developed in Step 2 to ensure you obtain the information you need to make the best selection.

4. Rate each candidate by referring to the notes taken during the interview. Compare your ratings of all the candidates, and then compare your ratings with those of the other interviewers. This will reduce personal biases and intuitive hiring.

MAUS Job Descriptions

Create job descriptions in minutes



Have you ever had an employee say, "I didn't know that was my job?" Effective job descriptions help you avoid that scenario by allowing you to realistically and consistently establish job content and appraise performance against measurable criteria.

Detailed job descriptions will also help you to hire the right candidate since you have clearly assigned and fixed the responsibilities and authorities of their position. It will also enable you to have a solid understanding of what you are seeking in a potential candidate. New employees will rapidly become more effective because their duties and responsibilities are not left to guesswork and chance.

Key Benefits

- Save up to 90% of the time currently spent on creating job descriptions.
- Increase productivity through better educated and motivated staff.
- Increase the likelihood of hiring the right candidate for the job.
- Protect your business from discrimination or unfair dismissal claims.
- Orient new employees and realign the priorities of existing staff.

At the click of a button, MAUS Job Descriptions will provide you with

- An accurate, concise library of customisable job descriptions
- Expert HR advice Customised interview questions and rating forms
- An 'Ad Writer' to help you write and place effective employment advertisements
- Protection from unfair dismissal claims.

Testimonials

"If you want a package that can facilitate every phase of employment, from hiring to performance review, Job Descriptions can do the job..."
PC World Magazine

"MAUS Job Descriptions is a tremendous time saver. Our managers absolutely love it! It's easy to use and allows them to create meaningful job descriptions which are consistent company wide."
Anita Ruka (HR Director) - "A" Company Orthodontics

Summary of Features

3,800 built-in job descriptions, on-going user library, automatically generated text, performance competencies, customisation module, hiring module, reporting module, job questionnaire, links to Hrtools.com, expert HR advice.