

Company Name

Job Description Template

Company
Logo
Here

Job title:

Work Location:

Division/Department:

Reports to: Title of Manager (not person's name)

☒ Full-time
☐ Part-time

☐ Exempt
☒ Nonexempt

Essential Duties and Responsibilities:

Write one sentence/short paragraph giving a brief description to state overall purpose, expectations and/or objectives of position. Then add bullet points, listing the specific tasks and job duties of the position that are required on a daily basis. Items should begin with action words such as perform, responsible for, deliver, develop, etc.

If this position is part of a group of levels (i.e. Customer Service Rep I - Customer Service Rep II) , be sure to show the increase in responsibility or progress required to advance to different levels.

- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures

Education and/or Work Experience Requirements:

This section is used to describe what knowledge, skills and abilities are required to perform the daily tasks and job duties bulleted above. If this position is part of a group of levels, be sure to show the increase in the knowledge, skills and abilities necessary to perform the daily tasks and job duties. Some examples are:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Excellent computer proficiency (MS Office – Word, Excel and Outlook)
- Must have A+ certification
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- High school diploma or GED required
- Associate degree preferred

Physical Requirements:

What is physically required to perform the daily tasks and job duties? Be specific. Some examples are:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 50 lbs
- Must be able to talk, listen and speak clearly on telephone

Print Employee Name:

Employee signature:

Date:

Job description template for hiring new employees

You can use this template to help you prepare a job description for a job you want to fill. A job describes the duties and responsibilities of a job. A job description help you clarify what you need from the role and can be used as the basis to develop your job advertisement.

Suggested steps for developing a job description

For more information on hiring a new employee, see our 'Hiring employees' online learning course at [fairwork.gov.au/learning](https://www.fairwork.gov.au/learning). For information about minimum employment rights and entitlements you can also call the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

Step 1: Define the job

The first step is to getting a clear understanding the job you want to fill and the tasks you need completed. A good place to start is to talk to the supervisor or person who the employee will be reporting to, and other employees who are working in the area.

You should consider:

- what tasks you need the new person to undertake
- what skills and abilities are needed to perform the role
- whether they need any particular qualifications or experience required
- what responsibilities the new person will have.

Step 2: Decide on the type of employment

You will need to decide on the type of employment the job needs. That is, whether the position is full-time, part-time, fixed-term or casual. This is important because it will determine the employee's pay and conditions.

You should determine:

- the number of hours needed to do the job
- how long the job will be for (indefinitely or for a specified time or task)
- whether the employee is a junior, apprentice or trainee.

Step 3: Create the job description

Once you have defined the role, you can use the information to develop a job description. The below has been colour coded to help you to complete it. Simply replace the **<red>**writing with what applies to your situation. Explanations and/or examples are shown in blue italics and should be deleted once you have finished the form.

The Fair Work Ombudsman is committed to providing you with advice that you can rely on.

The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

JOB DESCRIPTION

JOB TITLE: <Role name>e.g. Receptionist, Sales assistant

JOBTYPE: <Type of employment>e.g. Full-time; Part-time; Casual

LOCATION:<The physical address that the employee will work at. If the job requires travel, state the primary location>e.g. Smithton office

SUPERVISOR/MANAGER: <Who the employee will report to>e.g. Office Manager; Shift Supervisor

MAIN DUTIES/RESPONSIBILITIES:

<Outline the duties and responsibilities of the position>

e.g.

- Coordinate and carry out all office administration including reception, mail, couriers, greeting clients and filing
- Maintain a clean and safe workspace, and abide by workplace health and safety policies and procedures
- Other tasks as directed

SKILLS & EXPERIENCE

Qualifications:<What qualifications, licences or education level does the employee need?>

e.g.

- Diploma or Certificate IV in Business Admin or relevant experience
- First aid certificate

Experience:<What type and how much experience is needed?>

e.g. 3 years previous experience in a similar role/industry

Skills: <List skills needed for the job, including any technical or interpersonal skills>

e.g.

- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook)
- Excellent verbal and written communication
- Organised and able to meet deadlines

PERFORMANCE GOALS:

<The level of performance you expect from the employee >

e.g.

- Complete administration tasks on time
- Deal with clients, suppliers and other employees professionally at all times
- Ensure office is clean and presentable at all times

The Fair Work Ombudsman is committed to providing you with advice that you can rely on.

The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.

This template provides the major categories that you should include in your job descriptions along with an explanation of what to include in each category.

Job title	<i>The formal title of the position</i>
Reports to	<i>The title of the position that the job incumbent reports to</i>

Job purpose

Provide a brief description of the general nature of the position; an overview of why the job exists; and what the job is to accomplish.

- The job purpose is usually no more than four sentences long

Duties and responsibilities

List the primary job duties and responsibilities using headings and then give examples of the types of activities under each heading. Using headings and giving examples of the types of activities to be done allows you to develop a flexible job description that encourages employee to 'work outside the box' and within reason, discourages "that's not my job".

- Identify between three and eight primary duties and responsibilities for the position
- List the primary duties and responsibilities in order of importance
- Begin each statement with an action verb
- Use the present tense of verbs
- Use gender neutral language such as s/he
- Use generic language such a photocopy instead of Xerox
- Where appropriate use qualifiers to clarify the task – where, when, why or how often – for example instead of "greet visitor to the office" use "greet visitors to the office in a professional and friendly manner"
- Avoid words that are open to interpretation – for example instead of "handle incoming mail" use "sort and distribute incoming mail"

Qualifications

State the minimum qualifications required to successfully perform the job. These are the qualifications that are necessary for someone to be considered for the position.

All qualifications must comply with provincial human rights legislation.

Qualifications include:

- Education
- Specialized knowledge
- Skills
- Abilities
- Other characteristics such as personal characteristics
- Professional Certification
- Experience

Working conditions

If the job requires a person to work in special working conditions this should be stated in the job description. Special working conditions cover a range of circumstances from regular evening and weekend work, shift work, working outdoors, working with challenging clients, and so forth.

Physical requirements

If the job is physically demanding, this should be stated in the job description. A physically demanding job is one where the incumbent is required to stand for extended periods of time, lift heavy objects on a regular basis, do repetitive tasks with few breaks, and so forth.

Direct reports

List by job title any positions to be supervised by the incumbent.

Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Date approved:	<i>Date upon which the job description was approved</i>
Reviewed:	<i>Date when the job description was last reviewed</i>

Ideally, a job description should be reviewed annually and updated as often as necessary.

A national organization agreed to post this policy on www.hrcouncil.ca as part of the HR Toolkit. Sample policies are provided for reference only. Always consult current legislation in your jurisdiction to create policies and procedures for your organization