

Unnecessary words and phrases not only waste the reader's time and energy, but distract him; he doesn't know what you consider to be necessary or unnecessary. In addition, extra words and phrases add to the chance of his misunderstanding what you write.

- (3) Each sentence should begin with an action verb, the worker being the implied subject. Since the job description tells what a worker does on the job, active verbs which describe exactly what he does should be used.

Examples:

"Arranges for medical examinations and eligibility investigations...."

"Reviews accounts submitted for the payment of...."

"Assembles sterile supplies for distribution to wards and operating rooms, by...."

- (4) The present tense should be used throughout the description, e.g., *"Registers applications for assistance...."*
- (5) Description of duties should be specific with emphasis on the skills and purposes involved, and should not be allowed to develop into a detailed motion study. Elimination of such details throws emphasis on the questions WHAT, WHY, and HOW.

Thus:

"Takes _____ work order from the drawer; writes information on work order; listens to caller on the phone; may talk with other department heads; hands work order to worker doing job...."

becomes:

"Writes work orders for jobs from telephone calls or conversations with operating supervisors."

- (6) All important tools and equipment used by the worker should be mentioned specifically and should be identified by manufacturer's name, type and model for purposes of clarity.
- (7) All references to other job titles, departments, sections, machines, and the like should be specific. This is necessary if the descriptions are to be clear, accurate, and definitive.
- (8) All references to other job titles should be by full title written in capitals. Full capitals should be used for all job titles throughout. (e.g., PERSONNEL OFFICER). This serves to spotlight the relationships which the particular job being described bears to other jobs.
- (9) All names of departments and specific machines should be written with initial capitals. (e.g., Personnel Division)
- (10) Any qualifying or incidental explanatory information should be written in parentheses to show that it is not an integral part of the description of the job. This practice will help the reader to know what is essential and what is not.

Pitfalls to Avoid

1. Poor choice of verbs: use of vague, imprecise or too general verbs.
2. Neglecting to clarify HOW and WHY of duties where this is not self-evident.
3. Carelessness in describing exact nature of supervision exercised and extent of supervision received, i.e., in bringing out clearly the decision-making aspect of the job.