**Job Analysis Form  
(EXAMPLE OF A SECRETARY/ PA)**

This form is used to obtain information about the duties and requirements of the job. It can be used by the job analyst or by the job holder.

**A. Job identification**

Job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Reports to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**B. Job summary**

1. Describe the functions of the job in brief.   
*Provide general administrative and secretarial support\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**C. Major duties / Responsibilities and performance standards**

2. List the major duties and responsibilities of the job. Each task statement should be a clear description of the task and should start with a verb (action word).

|  |  |  |  |
| --- | --- | --- | --- |
| **Major duties and responsibilities (Core)** | **Performance standards** | **Frequency** | **Competency (Knowledge, skills and abilities)** |
| * *Answer phone calls* * *Take messages* * *Prepare daily appointments for the GM* | * *Phone calls should be answered before the 5th ring* * *Messages should be taken and transmitted as soon as possible* * *Appointments should be done one week ahead, i.e. schedules should be for the next seven days and beyond* | * *Frequency of phone calls would be very often throughout the working hours* * *Take messages as and when a message is received* * *Prepare daily appointments as and when necessary* | * *Adaptability – able to perform a variety of tasks, often with changes on short notice* * *Initiative – self starter, works well without close supervision* * *Co-operative – works well with others* * *Communicative – keeps others informed of progress and problems* |

3. Who are the employees that the job holder has to supervise?

|  |  |
| --- | --- |
| **a. No. of direct employees** | **Job titles** |
| *Nil* | *n.a.* |

|  |  |
| --- | --- |
| **b. No. of indirect employees** | **Job titles** |
| *Nil* | *n.a.* |

4. Who will the job holder be in contact with during the course of his work? State their job titles and briefly explain the purpose of contact.

|  |  |
| --- | --- |
| **Internal**  **(Exclude own department)** | **External**  **(Outside the organisation)** |
| *Colleagues from other departments* | *Vendors and providers of services* |

**D. Physical characteristics / Job specifications**

5. List the physical requirements for the job. Give examples to explain the need for the requirements.

|  |
| --- |
| **Physical characteristics** |
| *May have to carry boxes of files from one department to another. Typically, each box would weigh about 5 kilograms.* |

6. What qualifications, knowledge, skills and attributes are required for the job?

|  |  |
| --- | --- |
| **Qualifications** | **Knowledge, skills and attributes required** |
| *Certification for Secretarial Skills, plus 3 years of working experience in a similar position* | * *Able to prepare PowerPoint slides and spreadsheets* * *Able to type accurately at 80 to 100 words/min* * *Able to communicate with people at all levels* * *Good organising and planning skills* * *Good interpersonal skills* |

7. List machines, equipment and vehicles that will be used during the course of work.

*Computers, photocopiers, paper shredder, other office equipment.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

8. List licences and special certifications required for the job.

*Not Applicable\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**E. Working conditions**

9. Describe the physical environment under which this job will be performed, e.g. air-conditioned environment, noisy and dusty environment, outdoor environment, etc.

*Pleasant, quiet and air-conditioned office.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

10. What are the working hours? Any shift requirements?

*Regular working hours of 9am to 6pm\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**F. Health and safety features**

11. Describe fully any health or safety hazards associated with the job.

*Nil. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**G. Other matters relating to the job**

**Comments**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Validated by:**

HR Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Line Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_