



This guide provides the basics of writing working titles and job descriptions.

I- Working Title

The working title for a job should be based upon the main function or role of the job. It is important to stray away from vague and very specific job titles, instead create a working title that appropriately describes both the level of responsibility and role of the job. Here are some examples of good working titles and those that need some improvement:

Good Working Titles	Titles that need improvement
Program Director	Director of the XYZ Program at the School of AB
Administrative Assistant	Assistant to the Director of ABC Dept
Help Desk Support Analyst	Systems Programmer II
Business Manager	Administrator III

II- Job Description

1. Job Summary

This part consists of a very brief job summary.

Example of Job Summary for Admission Coordinator

The Admission Coordinator is responsible for administering the admissions and registration processes and providing administrative support to the Program Director. He/She should have one to two years of experience in an academic support or secretarial position, preferably in a University setting. An associate’s degree is preferred.

2. Responsibilities and tasks

This part describes the main points which may include key responsibilities, functions, and duties. Here are some things to remember when writing the job description:

- Describe the job based on main Key Accountabilities and include at least 2 - 3 concise Duty Statements for each Key Accountability. The Duty Statements expand upon that particular area of responsibility as well as the role and complexity of the position.
- **Determine an accurate percentage of time that should be spent on each Key Accountability**
- Begin Duty Statement with an action verb (see the attached table on page 2).
- Limit the listing of Duty Statements and Key Accountabilities to what is required to perform the job.
- Do not include duties that are no longer performed or those that may be required in the future.
- Write the duties in terms of what the position requires, not based upon the capabilities of any individual.

Example of Responsibilities and Tasks for Admission Coordinator

Administration of the admissions process includes (50%):

- Serve as the primary point of contact for potential students;
- Prepare recruitment event materials, processing applications;
- Coordinate the transcript evaluation process;
- Prepare admissions correspondence;
- Coordinate the initial registration process for students;
- Review and coordinate the transfer credit evaluation process, post transfer credits
- Provide general information to students.



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Administrative support to the Program Director includes (50%):

- Prepare general correspondence
- Answer phone calls
- Assist with meeting preparation
- Make travel arrangements, etc.

Action Verbs				
accommodate	communicate	draft	interface	recruit
achieve	compile	edit	interpret	reduce
acquire	complete	eliminate	interview	regulate
address	compose	enforce	investigate	report
adjust	compute	establish	issue	research
administer	conduct	evaluate	lift	resolve
advise	confer	execute	maintain	review
allocate	consolidate	expand	manage	schedule
analyze	construct	explore	monitor	search
apply	consult	facilitate	motivate	select
appoint	control	formulate	negotiate	solve
approve	coordinate	furnish	observe	specify
arrange	correspond	generate	operate	strategize
assess	counsel	guide	organize	streamline
assign	create	handle	participate	strengthen
assist	customize	hire	perform	summarize
audit	delegate	identify	plan	support
augment	deliver	illustrate	predict	teach
authorize	demonstrate	implement	prepare	train
budget	design	improve	present	translate
calculate	develop	improvise	process	troubleshoot
circulate	devise	incorporate	program	update
clarify	direct	increase	provide	validate
clear	disseminate	inform	quantify	verify
collaborate	distinguish	initiate	recognize	
collect	distribute	instruct	recommend	
combine	document	interact	record	