

A CATALOG OF MAJOR JOB RESPONSIBILITIES

FOR USE IN THE
JOB PERFORMANCE PLANNING AND EVALUATION PROGRAM

IMPORTANT

There are important instructions and descriptions of the "mechanics" of the program that do not appear in this catalog.

If you are a supervisor who is responsible for formally evaluating the job performance of one or more employees, it is essential that you first complete the on-line training course titled "Performance Evaluation".

GENERAL JOB PERFORMANCE AREAS

- 0001. Attendance and Punctuality
- 0002. Cooperating with Co-workers
- 0003. Use of Working Time
- 0004. Following Directions
- 0005. Communication Skills (Writing)
- 0006. Communication Skills (Oral)
- 0007. Work-related Personal Appearance

0001. Attendance and Punctuality

- 0001A. Always arrives at work station and is ready to begin work on or before the scheduled time even during bad weather conditions (except for illnesses or other circumstances beyond the control of the employee).
- 0001B. The employee always notifies the work unit as quickly as possible when ill, and clearly explains the illness.
- 0001C. Employee never leaves work prior to the scheduled quitting time without permission from the supervisor.
- 0001D. Employee always returns from meals and breaks at the scheduled time.
- 0001E. If the employee is going to be late to work, he or she notifies the work unit as soon as possible.
- 0001F. Annual leave and other special absences are scheduled well in advance and are never taken without prior permission from the supervisor.

0002. Cooperating with Co-workers

- 0002A. Volunteers to help other staff members who have larger or more pressing work loads to complete.
- 0002B. Willingly and efficiently covers the work for others during breaks, lunchtime, or other absences.
- 0002C. Responds courteously to others when they seek help.
- 0002D. Works harmoniously with other staff on group assignments. Provides useful input and shares responsibility for group decisions. Other members' ideas and criticisms are accepted and applied in a constructive manner.
- 0002E. Offers helpful suggestions for improving work operations.
- 0002F. Creates and maintains constructive interpersonal relationships that promote task accomplishment. Communicates in a positive manner with all staff members and other fellow employees.
- 0002G. Always volunteers all pertinent work-related information to other staff members.
- 0002H. Helps in welcoming and putting new employees at ease and in training them to become productive employees. Answers questions patiently and volunteers useful information.
- 0002I. Confidential materials and information are never disclosed or made accessible to unauthorized personnel.

0003. Use of Working Time

- 0003A. Sets priorities on the work to be done so that the more urgent and important tasks are given immediate attention.
- 0003B. Schedules work so that both idle periods and rush periods are avoided.
- 0003C. Sets challenging personal goals for each major task to be done, and works to meet or exceed each goal.
- 0003D. Work is accomplished in such a manner that new and/or additional assignments can be routinely taken on.
- 0003E. Always finishes assignments on or before scheduled deadline.
- 0003F. Starts new assignments without delay.

0004. Following Directions

- 0004A. Asks questions which clarify all ambiguities in instructions before starting the task.
- 0004B. Directions are always carried out as instructed.
- 0004C. Directions never need to be repeated once procedures have been explained or established.

0005. Communication Skills (Writing)

- 0005A. Writing style is always clear and understandable. Ideas are presented in a coherent and logical sequence.
- 0005B. Written information is always complete, concise, and to the point.
- 0005C. Correct spelling, punctuation, and proper grammar is always used.
- 0005D. Proper form, layout, and spacing is observed in all written materials.

0006. Communication Skills (Oral)

- 0006A. Diction and pronunciation of words are exceptionally clear.
- 0006B. Appropriate language is used on all occasions.
- 0006C. Listens attentively. Does not need to have information repeated. Demonstrates exceptional retention of facts and information from previous conversations.
- 0006D. Ideas are presented in a coherent and logical sequence.

0006E. Watches the listener(s) to see if what he or she is saying is understood, and repeats information or asks for a response if the listener(s) appear confused or uncertain.

0007. Work-Related Personal Appearance

0007A. Clothing worn is always appropriate for the work that is to be done and in accordance with all dress codes.

0007B. General dress, hygiene, and grooming are never exaggerated or disorderly to such a degree as to be disruptive to the work unit.

FOR SUPERVISORS AND REVIEWERS (Not Optional)

- 0020. Conducting the Employee Job Performance Planning and Evaluation Program (Mandatory for all Supervisors)
- 0021. Reviewing Job Performance Plans and Evaluation Forms (Mandatory for all Reviewers)

0020. Conducting the Employee Job Performance Planning and Evaluation Program

- 0020A. Forms are completed and processed by due dates.
- 0020B. Characteristics of exceptional performance for each major job responsibility clearly and specifically describe exceptional performance, and are observable behaviors and outcomes which an employee can realistically perform.
- 0020C. Interim work reviews clearly show that the employee's present level of performance was discussed, and that constructive feedback and guidance on how to improve work performance was given.
- 0020D. Supervisor immediately informs Reviewer of any disagreements or performance problems that could lead to low ratings or adverse administrative decisions. Notifications always occur before supervisor recommends any administrative action.
- 0020E. Both the overall and individual job responsibility ratings are clearly supported by specific descriptions of work behaviors or outcomes and their affect upon the work unit.

0021. Reviewing Job Performance Plans and Evaluation Forms

- 0021A. Reviewer insures that supervisors under his/her review thoroughly understand the performance evaluation system and their role in carrying it out prior to the supervisor's first discussion with employees.
- 0021B. Reviewer does not sign Job Performance Plans until he or she checks that all appropriate responsibilities are included on each Job Plan, that Plans for employees with identical or similar jobs are consistent and do not have significant differences, and that behavior and work outcome characteristics are correctly written and describe exceptional performance.
- 0021C. Reviewer does not sign Formal Evaluation Forms until they are thoroughly reviewed to assure inclusion of specific written examples of employee work behavior, work outcomes, or effects upon the work unit to support each rating.

0021D. All revisions, comments, or questions are clearly communicated to supervisors without delay.

0021E. Reviewer immediately has the rater rewrite the rating justifications when the ratings are not clearly supported by the documentation.

FOR SUPERVISORS AND MANAGERS (Optional)

- 0030. Designing Projects, Programs. or Procedures
- 0031. Management Projects and Programs
- 0032. Preparation of Reports
- 0033. Contribution to Departmental Objectives
- 0034. Preparation of Program Objectives and Budgets
- 0035. Use of Personnel and Materials Resources
- 0036. Orientation and Training of Employees
- 0037. Planning and Organizing Work
- 0038. Employee Relations
- 0039. Community Relations
- 0040. Leadership

0030. Designing Projects Programs or Procedures

- 0030A. New projects, programs, or procedures and techniques are regularly proposed and evaluated for the purpose of enhancing the effectiveness and efficiency of departmental services.
- 0030B. Proposed and assigned projects, programs, or procedures are "state-of-the-art" and are fully defensible to other experts in the field.
- 0030C. To the extent feasible, projects intended to gather information are logically planned and designed to obtain all information necessary for the intended purpose, permitting clear and unambiguous inferences and conclusions.
- 0030D. The design of operational programs are both technically sound and operationally feasible. Obstacles to operational effectiveness are identified, and means of monitoring program effectiveness and overcoming deficiencies are included in the design.
- 0030E. Procedures necessary for the execution of projects and programs, including those necessary for interaction with other divisions or agencies, are identified, devised, and established.

0031. Management of Projects and Programs

- 0031A. Realistic schedules for conduct of projects are established and communicated to all employees who are involved with or affected by the project.
- 0031B. Projects are routinely monitored to confirm that they are carried out as designed, are technically sound, and are progressing on schedule.
- 0031C. Where schedules cannot be met, persons affected by the project are promptly alerted, and a sound means of expediting completion of the project devised.
- 0031D. Project and program schedules, procedures, and schedules are communicated clearly to affected staff.

0032. Preparation of Reports

- 0032A. Reports requested by senior managers are prepared as needed and within agreed-upon time schedules.
- 0032B. Information provided in reports is thoroughly reviewed to insure accuracy.
- 0032C. Limitations of conclusions or inferences are clearly noted.
- 0032D. Recommendations or conclusions are logically developed and supported or explained, and alternatives noted when possible.

0032E. Written reports are clear and concise, appropriate for the intended audience, and contain all relevant information.

0033. Contribution to Departmental Objectives

0033A. Departmental policy and program objectives are clearly understood and communicated accurately and constructively to others.

0033B. Participation in meetings with other managers is always active and positive; suggestions for enhancing the operations of the Department are regularly proposed.

0033C. Maintains effective working relationships with others by responding promptly and constructively to inquiries or requests of other managers, resolving conflicts immediately, and collaborating fully with others to meet departmental objectives.

0033D. Maintains constructive working relationships with personnel of other agencies by responding promptly to inquiries and requests and seeking their advice and opinions on existing or needed programs.

0033E. Communicates clearly and in a well-organized manner in meetings and presentations to other managers and personnel.

0034. Preparation of Program Objectives and Budgets

0034A. Program objectives are clearly and logically linked to budget proposals.

0034B. Costs and expenditures are estimated realistically using past data, estimates obtained from vendors and other sources, and anticipating all costs associated with a program.

0034C. Action plans and schedules are prepared for all program objectives and reviewed with staff members and other managers affected by the program.

0035. Use of Personnel and Material Resources

0035A. Work assignments are planned and organized to permit efficient use of staff time.

0035B. Schedules and time use of staff members are monitored and appropriate action taken to insure efficiency.

0035C. Expenditures are monitored for consistency with budget projections; significant discrepancies are identified and reviewed immediately with senior managers.

0035D. Meetings with staff are conducted at least once each quarter to identify and act on ways of enhancing efficiency through review of procedures, utilization of material and human resources, and management methods.

0036. Orientation and Training of Employees

0036A. Oversees the establishment of and/or maintains a thorough and complete orientation program for new employees that minimizes the amount of time required for them to be fully productive.

0036B. New employees are provided immediate orientation to the job.

0036C. The technical competencies of employees are regularly monitored.

0036D. Training needs are identified and plans developed and proposed to overcome performance deficiencies due to lack of technical competencies and to enhance technical competence.

0036E. Staff meetings are conducted at least once each quarter to review technical issues confronting staff members, clarify and resolve technical problems, and enhance the competencies of staff members.

0037. Planning and Organizing Work

0037A. Annually assesses the strengths and weaknesses of the office, and with the involvement of appropriate staff, sets and carries out realistic goals and objectives.

0037B. Establishes an action plan to achieve each goal or objective.

0037C. Shares the goals and objectives and action plan with all staff.

0037D. Always involves appropriate staff in the development of a realistic and workable plan when a change in work procedures and/or flow is needed.

0037E. Plans with individual employees the use of annual leave in such a way as to insure sufficient staff to handle all workloads.

0037F. Organizes and coordinates work units to maximize efficiency of work flow in the office.

0037G. Continually looks for new ways to improve office operation.

0037H. Always keeps staff informed of all laws, procedures, or programs pertinent to operations, and quickly institutes appropriate changes of procedures, forms, etc., mandated by higher authority.

0038. Employee Relations

0038A. Always insures that Civil Service rules are strictly adhered to in selecting and recommending applicants for employment or promotion.

- 0038B. Always communicates clearly and effectively using words and styles of presentation which are appropriate for the situation.
- 0038C. Attempts to prevent grievances for fostering an atmosphere where potential problems are brought forth and resolved.
- 0038D. Always handles grievances fairly, promptly, and according to the proper procedures, even when he/she is personally involved in the complaint.
- 0038E. Recognizes when conflicts between employees have become harmful to their job performance and, if at all possible, helps to resolve these conflicts in a way that is acceptable to all parties.
- 0038F. Always fair and consistent when dealing with employee problems.
- 0038G. Always considers all critical factors when determining the need for disciplinary action and imposes necessary discipline in an equitable manner.

0039. Community Relations

- 0039A. Establishes cooperative and effective working relationships with public agencies, and always projects a positive public image.
- 0039B. Always supports and clearly explains departmental policy and philosophy to community leaders, court and law enforcement officials, concerned citizens, and person registering complaints.
- 0039C. Correspondence from concerned public, community groups, public officials, clients, media, employers, and others is always quickly, thoroughly, and accurately responded to according to guidelines.
- 0039D. Maintains a good working relationship with the local news media and if appropriate, always provides them with appropriate news releases and items of local interest, and utilizes public service announcements.
- 0039E. Complaints of public officials, media, employers, clients, concerned citizens, and community organizations are always quickly reviewed and properly processed, and if appropriate, responses are made to the complaining parties.

0040. Leadership

- 0040A. Always presents program policy and procedures in a positive and supportive manner.
- 0040B. Always treats employees and others with dignity and respect.
- 0040C. Always promotes team building.

0040D. Demonstrates an understanding of his/her role as it relates to the organizational structure through interaction with superiors and subordinates and requires the same behaviors of supervisees.

0040E. Continually seeks out ways to involve staff and seeks their commitment to departmental goals.

GENERAL CLERICAL, SECRETARIAL, CLERICAL DATA
PROCESSING, CLERICAL ACCOUNTING, OFFICE WORKERS

Major Job Responsibilities

- 1001. Keying Drafts of Letters, Memos, Reports, or Manuscripts
- 1002. Keying and Proofreading Final Copies of Letters, Memos, Reports, or Manuscripts
- 1004. Using Text-editing Software
- 1006. Collecting and Dispensing Incoming and Outgoing Materials, Information, and Mail
- 1007. Filing and File Retrieval
- 1008. Answering and Placing Telephone Calls
- 1009. Receiving and Routing Visitors
- 1010. Scheduling Appointments for Office Employees
- 1011. Monitoring and Ordering Office Supplies or Equipment
- 1012. Keeping Leave and Time Reports
- 1013. Compiling and Preparing Reports, Analyses, and Correspondence
- 1014. Filling Out and Processing Forms/Coding Information onto Appropriate Forms
- 1015. Performing Clerical-Accounting Functions
- 1016. Performing Data-Entry Operations
- 1017. Using Office Equipment

Major Job Responsibilities (Continued)

- 1018. Proofreading
- 1019. Supervising, Scheduling Assignments, and/or Checking Work of Other Employees (Lead Clerical Worker)
- 1020. Pre-Audits and Audits of Transactions
- 1021. Payroll Audit
- 1022. Attendance and Leave Audits
- 1024. Collecting and Dispensing Incoming and Outgoing Materials and Information
- 1025. Performing Mathematical Calculations and Recording Data
- 1026. Assembling Materials for Distribution
- 1027. Pre-Audits and Audits of PAR form with Requisition
- 1028. Responding to Inquires
- 1029. Liaison with Systems and Testing and Rating
- 1030. Maintenance of Applicant's Records
- 1031. Requisitions
- 1032. Typing Form Letters
- 1033. Verification of Certifications

1001. Keying Drafts of Letters, Memos, Reports, or Manuscripts

1001A. Always keys drafts quickly.

1001B. Always keys drafts according to instructions.

1001C. Always edits written copy for legibility, grammar, and punctuation errors before material is keyed.

1002. Keying and Proofreading Final Copies of Letters, Memos, Reports or Manuscripts

1002A. Always presents completed documents that do not contain typographical errors, transposition errors, or omissions.

1002B. Ensures that clean corrections are made on all copies.

1002C. Always observes proper layout and spacing.

1002D. Ensures that completed documents never contains misspelled words.

1002E. Always uses proper form (i.e., salutation, closing, etc.).

1002F. Consistently edits written copy for legibility, grammar, and punctuation errors and asks writer to correct errors before material is typed.

1002G. Always submits completed documents and materials before deadlines.

1004. Using Text-Editing Software

1004A. Efficiently uses all the function keys resulting in maximum use of the equipment.

1004B. Correctly uses standardized procedures so that stored information can be retrieved and modified as needed.

1004C. Always follows proper procedures for retention of electronic media.

1004D. Quickly and completely makes all necessary corrections to material before returning it and the original to the author for his or her use in checking corrected material.

1004E. Always ensures that completed materials do not contain errors.

1006. Collecting and Dispensing Incoming and Outgoing Materials, Information, and Mail

1006A. Always dates, sorts, distributes, and prioritizes mail for distribution to the proper persons quickly.

1006B. Always checks outgoing correspondence to see that necessary materials are attached and that the address is complete and correct.

1006C. Always attaches reference correspondence to incoming mail.

1006D. Always keeps a directory of names and addresses current and in an easily retrievable place.

1006E. Efficiently readdresses mail erroneously delivered.

1007. Filing and File Retrieval

1007A. Always files material in correct file.

1007B. Always keeps files current and eliminates outdated material from files.

1007C. Always ensures that all files are labeled and cataloged so that materials can be easily retrieved by office personnel.

1007D. Completes filing and file retrieval quickly.

1007E. Never retrieves or gives wrong files or irrelevant materials to person requesting materials.

1007F. Only allows authorized persons access to the files.

1008. Answering and Placing Telephone Calls

1008A. Always answers in a friendly, courteous manner.

1008B. Always answers phone within three rings.

1008C. Always accurately and quickly relates messages and phone calls to staff members.

1008D. Always quickly transfers callers to appropriate persons.

1008E. Always correctly uses all telephone features.

1008F. Always handles irate callers without losing temper.

- 1008G. Always returns to calls on hold promptly.
- 1008H. Always provides clear, accurate information.
- 1008I. Efficiently handles multiple calls without confusion or becoming flustered.

1009. Receiving and Routing Visitors

- 1009A. Always treats visitors in a positive, pleasant manner.
- 1009B. Always provides clear and accurate information to visitors.
- 1009C. Effectively handles irate visitors smoothly and without loss of temper.
- 1009D. Always gives accurate directions to department, agency, and employee locations.

1010. Scheduling Appointments for Office Employees

- 1010A. Effectively schedules dates and times of meetings so that they are never in conflict with previously scheduled appointments.
- 1010B. Always informs all attending parties as soon as possible of scheduled conferences, time, place, the topic, and if they are expected to have an active role in the conference.
- 1010C. Always reminds employees of appointments.

1011. Monitoring and Ordering Office Supplies or Equipment

- 1011A. Checks supplies on a regular schedule.
- 1011B. Always keeps complete and accurate records as to what is needed, what has been ordered, and what has been delivered.
- 1011C. Anticipates needs of work unit and orders supplies promptly to avoid shortages.
- 1011D. Reports office supply needs to appropriate persons for reordering.
- 1011E. Obtains proper authorization before ordering supplies and equipment.
- 1011F. Maintains a current, accurate list of equipment issued to each employee, work area, and location.

1012. Keeping Leave and Time Reports

- 1012A. Always maintains accurate daily record for each employee.
- 1012B. Accurately accounts for annual and sick leave, vacations, overtime, etc.
- 1012C. Verify acknowledgement and/or obtains proper approval and signatures from supervisors of employees.
- 1012D. Promptly ensures posting of leave taken.
- 1012E. Cooperates with Human Resources Officer who keeps records of division or department.

1013. Compiling and Preparing Reports, Analyses, and Correspondence

- 1013A. Always logically organizes all material.
- 1013B. Always quickly and accurately retrieves all relevant data or material needed from printouts, publications, files, or reports for preparation of reports.
- 1013C. Always meets deadlines for reports.
- 1013D. Always prepares graphs, charts, and maps with proper format according to instructions.
- 1013E. Always submits reports containing correct grammar and punctuation.
- 1013F. Always formulates accurate, concise, legible reports that are at an appropriate level of understanding for the intended reader.
- 1013G. Always makes and files copies of all important materials before the original is mailed or distributed.

1014. Filling Out and Processing Forms/Coding Information onto Appropriate Forms

- 1014A. Writes or codes all information correctly, completely, and accurately.
- 1014B. Writes or codes information legibly.

1014C. Always thoroughly checks forms and documents for missing information and makes corrections without delays.

1014D. Always processes all forms quickly.

1014E. Always correctly distributes all forms.

1014F. Always keeps accurate records of forms being processed.

1015. Performing Clerical Accounting Functions

1015A. Always records or posts all written information legibly, neatly, in proper format, and according to schedules.

1015B. Always verifies that sums and totals accurate.

1015C. Always makes prompt corrections when errors are discovered.

1015D. Always balances ledgers.

1015E. Verifies statistical or monetary information with appropriate personnel and agencies within appropriate time frames.

1015F. Always files records so that they are easily accessible for audit purposes.

1015G. Always utilizes software and calculators in an accurate and timesaving manner.

1016. Performing Data Entry Operations

1016A. Always keys pre-batched data without errors.

1016B. Always checks keyed data for accuracy as instructed, and immediately makes any necessary corrections.

1016C. Always substantially exceeds required minimum number of keystrokes per hour and per month.

1016D. Always substantially exceeds required minimum number of hours spent on terminals per day, per week, etc.

1016E. Always develops and maintains accurate, complete, and up-to-date logs for relevant data.

1017. Using Office Equipment

- 1017A. Always operates and maintains office equipment (PCs, copiers, calculators, etc.) according to operator's manual.
- 1017B. Willingly shares available office equipment with other staff for maximum work output.
- 1017C. Always promptly notifies responsible staff or repair personnel when office equipment breaks down.
- 1017D. Never improperly places food or drink around office equipment.
- 1017E. Schedules use of office equipment for "slack" times to avoid conflicts with other users.

1018. Proofreading

- 1018A. Always identifies and corrects all spelling, punctuation, and grammatical errors.
- 1018B. Always identifies and corrects all form, layout, and spacing errors.
- 1018C. Always identifies and corrects all typographical errors, transposition errors, and omissions.

1019. Supervising Scheduling Assignments, and/or Checking Work of Other Employees (Lead Clerical Worker)

- 1019A. Always explains or demonstrates an efficient way of doing a task, rather than criticizing an employee for poor performance.
- 1019B. Regularly checks the work of others to insure that necessary deadlines are met.
- 1019C. Designates work in the most efficient and productive manner.
- 1019D. Maintains a positive and organized work atmosphere.
- 1019E. Uses individual differences, needs, and abilities of staff to accomplish work in the most efficient way.
- 1019F. Acknowledges and praises effective job performance.
- 1019G. Immediately addresses poor job performance in a considerate manner, identifies reasons for the poor job performance, and takes corrective action.

1020. Pre-Audits and Audits of Transactions

- 1020A. Reviews all assigned transactions for accuracy, makes any necessary corrections, within established time frames.
- 1020B. After all incorrect or missing information is identified, immediately calls the agency and obtains correct information.
- 1020C. Voluntarily assists others as needed.

1021. Payroll Audit

- 1021A. Always completes audits on or by the first day. Identifies all problems requiring agency action and notifies the appropriate persons.
- 1021B. Number of rejects within the control of the employee (i.e., department submits leave late) is zero.
- 1021C. Voluntarily assists others who cannot meet first day requirement.
- 1021D. Audits late leave actions for corrections before Edison cutoff.
- 1021E. Final run contains no errors as demonstrated by no complaints being received from agencies or employees concerning incorrect or no pay.
- 1021F. Identifies system problems so that they can be corrected before the next pay period.

1022. Attendance and Leave Audits

- 1022A. All C-7s are reviewed for accuracy. A C-7 is never submitted for approval if leave has been corrected in Edison.
- 1022B. Always makes all corrections by the first C-7 submitted.
- 1022C. Always identifies system problems so that they can be corrected.

1024. Collecting and Dispensing Incoming and Outgoing Materials and Information

- 1024A. Sorts, distributes, and prioritizes material for distribution to proper persons or agencies quickly.
- 1024B. Always sends correct materials in time to insure that the agency receives the materials by date needed.
- 1024C. Always places complete and correct address on all material.

1024D. Always attaches all necessary correspondence to outgoing materials.

1024E. Always keeps a directory of names and addresses current and in an easily retrievable place.

1024F. Efficiently readdresses mail erroneously delivered.

1025. Performing Mathematical Calculations and Recording Data

1025A. Correctly performs calculations according to instructions.

1025B. Always checks calculations and makes prompt corrections when errors are discovered.

1025C. Always records results obtained from calculations neatly, legibly, and according to instructions.

1025D. Operates calculators correctly and efficiently.

1026. Assembling Materials for Distribution

1026A. Always includes all necessary material and correspondence in packets to be distributed.

1026B. Always follows all instructions concerning the number of packets to assemble and date needed.

1026C. Always places complete and correct address on all material.

1027. Pre-Audits and Audits of PAR forms with Requisition

1027A. Reviews all assigned Job Data Changes and PAR forms for accuracy, makes all necessary corrections, and sends forms back within established time frames.

1027B. After all incorrect or missing information is identified, immediately calls the agency and obtains correct information.

1027C. Voluntarily assists others who appear unable to audit their forms within designated time frame.

1027D. Verifies that the requisition is worked correctly.

1028. Responding to Inquiries

1028A. Responds personably and accurately to inquiries from others.

1028B. Never releases unauthorized information.

1028C. Effectively and efficiently uses resources, files, and terminals to obtain requested information.

1029. Liaison with Systems and Testing and Rating

1029A. Independently follows procedures so that all applicants on a register to be abolished will be notified at least two weeks prior to the effective date of the announcement.

1029B. Always provides accurate information for inclusion on an announcement poster.

1029C. Never abolishes a register for the wrong class.

1029D. Always sends notification of 103 class abolishment or change in title to active applicants for that class in a timely manner.

1029E. Always verifies class numbers on announcements before reloading.

1030. Maintenance of Applicant's Records

1030A. Always obtains all information needed to correct an error before submitting the change.

1030B. Always follows the procedures required to make changes in data base, and makes necessary corrections to avoid rejections.

1030C. Works independently to find needed information to make corrections. Rarely goes to supervisor for this type of information. Once obtained, never has to ask for that information again.

1030D. If changes in scores were made, and letter to applicant is not needed, insures that letter is pulled and not sent to applicant.

1030E. Identifies system problems and immediately informs necessary personnel of the problem.

1031. Requisitions

1031A. When a requisition is received, verifies the vacancy of the position. Job class title, civil service status, full/part-time status and county location for accuracy.

1031B. Independently notifies agency of any errors discovered on the requisition and requests miscode letters as needed.

- 1031C. Never releases unauthorized information.
- 1031D. Effectively and efficiently uses resources, files, and terminals to obtain requested information.
- 1031E. Notifies all parties promptly and appropriately when problems arise on requisitions, and action has to be taken to correct them.
- 1031F. Works requests in the order they were submitted.
- 1031G. Always recognizes when to make a decision and/or judgment independently and when to consult a supervisor.

1032. Typing Form Letters

- 1032A. Always selects the appropriate form letter.
- 1032B. Always carefully proofreads work to ensure that completed typing does not contain typographical errors, transposition errors, or omissions.
- 1032C. Always makes clean corrections on all copies.
- 1032D. Always completes form letters before deadlines.
- 1032E. Always prepares form letters quickly.