Job Description Guide and Template

**|| General Recommendations ||**

1. Job descriptions are…
   1. designed to help answer "what is the purpose of my role?" and "how should I be spending my time?".
   2. used in conjunction with a goal setting framework like OKRs.
   3. best created collaboratively between a team member and their manager.
   4. helpful for surfacing areas where tasks could be better defined to improve focus and productivity.
   5. living documents that should adapt as the needs and role shift.
2. When using job descriptions, it is valuable to emphasize the importance of taking initiative and ownership to solve problems that may not fall in an outlined role. If someone is regularly doing significant work that isn’t captured in their job description, then it should be updated.
3. Job descriptions for hiring should reference internal job descriptions but may need to be revised to most effectively attract candidates.

**|| Sample Lightweight Job Description ||**

Role: (e.g., Program Manager)

Purpose: (e.g., Ensure all programs are implemented successfully)

Responsibilities

* (e.g., Manage teams at each program site
* Communicate with point of contact at each program site
* Develop new partnerships with…)

Success Metrics

* (e.g., Satisfaction surveys
* Program renewal rates...)

Reports to: (e.g. Head of Customer Experience)