**Duties and responsibilities**

List the primary job duties and responsibilities using headings and then give examples of the types of activities under each heading. Using headings and giving examples of the types of activities to be done allows you to develop a flexible job description that encourages employee to ‘work outside the box’ and within reason, discourages “that’s not my job”.

* Identify between three and eight primary duties and responsibilities for the position
* List the primary duties and responsibilities in order of importance
* Begin each statement with an action verb
* Use the present tense of verbs
* Use gender neutral language such as s/he
* Use generic language such a photocopy instead of Xerox
* Where appropriate use qualifiers to clarify the task – where, when, why or how often – for example instead of “greet visitor to the office” use “greet visitors to the office in a professional and friendly manner”
* Avoid words that are open to interpretation – for example instead of “handle incoming mail” use “sort and distribute incoming mail”