



JOBS@Work

Frequently Asked Questions

Q. What is JOBS@Work?

- A.** JOBS@Work is an online tool for creating, updating and maintaining position descriptions. It is also used for requesting a new position as part of the annual fiscal year budget process.

Q. What are the advantages of doing position descriptions online using JOBS@Work?

- A.** JOBS@Work provides a secured Internet-based central repository of position descriptions that makes the most current position description readily available electronically to the employee, supervisor and Human Resources Division of Classification and Compensation (Class & Comp). Because JOBS@Work is Internet-based, position descriptions are available from any computer with an Internet connection 24 hours a day, seven days a week to authorized users. This 24/7 flexibility enables the employee, supervisor and Class & Comp to review job duties whenever necessary and helps HR facilitate the job study process for reclassification and re-grade requests. An easily accessible and accurate up-to-date position description accurately reflects job duties and responsibilities, work environment, the knowledge, skills and abilities required to perform successfully in the position helps ensure responsibilities and accountabilities are clearly communicated. Also, having online position descriptions is a greener option because it reduces (or eliminates) excessive and redundant paper files and ensures everyone with a need to know is accessing the same information.

Q. What is the purpose of online position descriptions in JOBS@Work?

- A.** The primary purpose of JOBS@Work is to warehouse position specific data including: position-specific information (e.g. position title, pay grade, department and location, work hours, schedule, supervisory status), general position information (purpose of the position, minimum qualification, other requirements such as licensure or certifications), details about the work environment, and details about the job duties specifically assigned to the position.

Q. Why is the position description important?

- A.** Position descriptions are used to:
- Accurately report job activities/duties, qualifications, reporting relationships, responsibilities and working conditions
 - Identify essential job duties and responsibilities and the physical requirements of the job
 - Used as the basis of the performance appraisal process
 - Assist the Class & Comp Division in accurately determining and maintaining position classification, pay grade and overtime status

Q. Is a position description required for all positions?

- A.** All permanent full-time and part-time positions are required to have an up-to-date accurate position description. Temporary, seasonal and hourly positions do not have position descriptions in JOBS@Work. However, individual departments may have other position descriptions available for employees in these positions to effectively communicate job responsibilities and expectations as well as other position specific information.

Q. What is the difference between the position description and the class spec?

- A.** Position descriptions are position specific – they define the specific duties and position-related details that are unique to that position. Class specs establish basic parameters for the class such as education & experience requirements, general knowledge, skills and abilities required, and the general types of duties and responsibilities that are likely to be assigned. Additionally, class specs may be used cross-departmentally throughout the County.



JOBS@Work Frequently Asked Questions

Q. Why must the position description be so accurate and up-to-date?

- A.** Detailed up-to-date position descriptions are critical to accurately classifying and grading positions and they form the basis of what an employee is held accountable for and evaluated on in the performance appraisal process.

Q. Since position descriptions are so important, how often should they be updated?

- A.** Position descriptions should be, at a minimum, reviewed annually. If the job duties or details change, the changes should be made when they occur (or at least annually) to ensure the position description remains as accurate and up-to-date as possible. Because jobs change at different rates over time as departmental needs change, technology and equipment change, policies and procedures change, staffing levels change, skill levels change, and vacancy rates fluctuate, an annual review (and update as necessary) will help ensure the position description remains accurate.

Q. Who is responsible for updating the position description?

- A.** Each department is responsible for ensuring each position description accurately reflects each position. Typically the employee and supervisor have the most current and accurate working knowledge of the tasks, duties and responsibilities as well as the working conditions and knowledge, skills and abilities required for each position. The employee and supervisor should review the position description annually as part of the performance review process and ensure the position description is still accurate and up-to-date. If it is not, they should work together to update the position description and ensure the updated position description accurately reflect the current permanent duties and details of the position.

Q. What do I look for to determine if a position description should be updated?

- A.** A position description needs updated whenever a permanent change occurs:
- An employee's level of work, responsibility or supervisory designation changes
 - An employee assumes more decision-making authority
 - A department restructures or reorganizes
 - Department and/or program needs make it necessary to reassign staff
 - A position undergoes other significant changes

Q. How do I access JOBS@Work?

- A.** JOBS@Work is Internet-based and available from any computer with an Internet connection-24 hours a day, seven days a week using a web browser (e.g. Internet Explorer). Access the County intranet at <http://virtual/> and then click once on the JOBS@Work hyperlink and the page you are viewing will be redirected to the JOBS@Work log in page – OR – access via at: www.henricojobs.com/hr

Q. How to I log into JOBS@Work?

- A.**
1. ENTER YOUR USER NAME: Your JOBS@Work user name is your County ID in CAPITAL LETTERS. Example: Sally Sample's County ID is sam89 so her JOBS@Work user name is SAM89
 2. ENTER YOUR PASSWORD: The first time you log in to JOBS@Work your password is the same as your user name. You will be immediately prompted to change your password. If you have logged in to JOBS@Work before, your password will remain the change (it does NOT expire).
 3. If you have difficulties logging in or questions contact HR at 501-5241.



JOBS@Work Frequently Asked Questions

Q. Is the system secure?

A. Yes. The site uses the latest encryption technology to ensure that the information is secure.

Q. Who will see my position description once it is entered into JOBS@Work?

A. Employees will only be able to see their own position description. The employee's immediate supervisor and other supervisors above the immediate supervisor in the chain of command, including your agency head, will likely have the ability to access to individual position descriptions (but only those within his/her chain of command). Class & Comp as well as other Human Resources Department personnel with a need to know may also have access to individual position descriptions.

Q. Will I be able to view other employee's position descriptions and compare them to mine?

A. No. You will only be able to access your own position description in JOBS@Work.

Q. Can the department designate who has access to the position description?

A. Yes. However, access is only granted to personnel with a need to know or bona fide reason to have access to individual position descriptions.

Q. If I am a supervisor will I be able to view other employee's position descriptions and compare them to mine?

A. No. An employee with supervisory duties will only be able to access their own position description and those employees who are in a reporting relationship under their level of authority and within their assigned location and department. For example: A Division Director would be able to view the position descriptions of his/her own direct reports (e.g. Assistant Division Director) as well as the position descriptions of any employees who report to this/her own direct reports (e.g. the Office Supervisor who reports to the Assistant Division Director) and the employees who report through a level with direct reports (e.g. the Office Assistant IV who reports to the Office Supervisor).

Q. What personal information is stored in JOBS@Work?

A. The only personal information stored in JOBS@Work is the current employee's name and employee ID number. This information is required to connect the correct employee with his/her current position. No Social Security numbers are entered or stored into JOBS@Work. No other unique identifier or personal information is entered into or stored in JOBS@Work.

Q. If a position description has been created or updated and is in the process of being approved, how can I check the status of the position description?

A. After the position description has been created (or edited) and submitted for review, the status of the review process can be checked by logging in to JOBS@Work and clicking once on "Job Descriptions" and then select "Main Actions". The status of the position description as well as any other job description action you have access to will be displayed will be displayed. You can also use the "Search" field to search for a specific action on a specific employee or position.



JOBS@Work Frequently Asked Questions

Q. Once the position description is created, saved and approved, how do I view it?

- A.**
1. Log in to JOBS@Work.
 2. Click once on "Job Descriptions" and select "Main". Your job record will be displayed.
 3. Click once on the "[Employee Job Title](#)" link under the first column and the position description will open.

NOTE: If you are a supervisor, you will click once on "Job Descriptions" and select "Main". Then enter search criteria and click once on "Search". The search criteria used may return more than one position description (e.g. if you are searching on the last name "Jones" and there is more than one Jones under your chain of command, JOBS@Work will return all records for Jones and you will need to choose the correct record).

Q. Will JOBS@Work automatically save my work as I use the system?

- A.** No. As work is completed in JOBS@Work you must click on the button "Save" button located near at the top each section to prevent any loss work.

Q. Does JOBS@Work have a time out feature that will log me off a period of inactivity?

- A.** Yes. If you do not actively use the system for a period of 59 minutes, you will be automatically logged out of **JOBS@Work**. The system considers activity to be moving from one screen to another; moving from one action to another; moving from one search to another; and periodically saving work using the "Save" button.

Q. If I am using JOBS@Work and am interrupted before saving my work, how long will I remain active in the system?

- A.** For security reasons, **if you do not actively use JOBS@Work for 59 minutes**, the system will automatically log you off and all unsaved work will be lost. The system will give you a warning message 3 minutes prior to logging you off. To prevent the system from automatically logging you off, you must click "OK" in the warning message box within 3 minutes of the message appearing. Then click on the button "Save" to prevent any loss work.

Q. I don't do what my position description says I do. How do I make changes to my current position description?

- A.** It is important to have healthy dialogue with your supervisor to discuss your concerns and request that he/she review your current position description and then together you can discuss any need to update the position description.



JOB@Work Frequently Asked Questions

Q. How does the position description get updated?

A. An employee or his/her supervisor can initiate the update action.

EMPLOYEE:

1. "Job Descriptions" and select "Main". Your job record will be displayed.
 2. Click once on the "[Employee Job Title](#)" link under the first column and the position description will open.
 3. Click once on the "[Update Position Description](#)" link and then click once on the "[Start](#)" button. Position description will open on a series of sections: Supervisor Details (not editable); Classification details (not editable); Position Details (editable); Position Duties and Responsibilities (editable); Certification of Position Description (editable); Position Justification (not editable) and Action Summary (editable).
 4. Review each section and make any necessary changes. Click on the "[Save](#)" button to save your changes.
 5. Scroll through and review the information displayed. Click once on the "[Edit](#)" link and then an editable version of the section will open.
 - If a job duty needs to be deleted because the position is no longer responsible for this task, click once in the "[Remove Entry?](#)" box and system will permanently delete the duty.
 - If the duty or its details needs to be updated just type the changes into the editable fields where the information is located
- NOTE: All actions must be certified by the Employee, Supervisor, Department head/designee, and HR.**
6. When you have completed your update, click once on "Take Action on Action button" then select the correct "Send to Supervisor" option. NOTE – you can add a note to your supervisor before you click on the submit button.
 7. Once you and your supervisor (and other approvers) are in agreement about the details and changes, you will both have to certify the job description before it is submitted to the Department Head (supervisor submits to Department Head/designee).

SUPERVISOR:

The process is much the same as the employee. To see job descriptions and/or actions your user type must be set on your supervisory level (FL, AL, MM, MM or AH). Action will appear on the home page after clicking once on "Job Descriptions" However, you may want to use the search criteria to locate a specific job description or action. Also, you are responsible for certifying the accuracy of the job description. Once the necessary departmental level approvals are obtained, depending on your departmental workflow, you may need to re-route the position description back to the employee for re-certification before sending it back to the Department Head.

DEPARTMENT HEAD/Designee:

Only the Department Head or his/her designee can submit a certified job description or action request to HR for review and the necessary approvals.



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- Q. I have worked for the County for years. Why do I have to enter and maintain my own position description?**
- A.** This initiative is designed to promote a healthy dialogue between you and your supervisor to identify your job duties and responsibilities, correctly reflect the job you are doing and to facilitate open clear communication about job duties and performance expectations. By entering and maintaining your own position description, you are empowered in the process of establishing and maintaining a position description that truly mirrors your position, responsibilities and the contributions you make to Henrico County.
- Q. How do I enter my position description in JOBS@Work if I do not have access to a computer at my work site?**
- A.** Your department will ensure that you have access to a PC to enter and, later, view your position description. Because position descriptions are any computer with Internet access, you can also choose to view and/or update (if directed to) your position description on a home computer, on a County library computer, or on a computer in the HR Lobby.
- Q. I don't know how to use a computer? Will someone help me enter my position description?**
- A.** JOBS@Work is very user-friendly and simple-to-use for all levels of computer users. Your supervisor will provide you with any necessary assistance in editing your position description. Online resources are also available through the HR intranet site (<http://virtual/>) and HR Department staff is available and ready to assist you.
- Q. Can I save an incomplete (or unfinished) position description in JOBS@Work and not submit for review and approval until it is completed?**
- A.** Yes. Simply click on the "Save" button periodically while creating, reviewing and/or editing the position description. If you are not able to finish creating, reviewing or editing the complete position description, click on the "Save" button to save any changes. You can then navigate away from the action or log out and the action will be saved and accessible via "Job Description" and "Main Actions".
- Q. What happens when the position description has been created and/or updated?**
- A.** All position descriptions follow an approval process as determined by the department. At a minimum the position description is reviewed and approved by the employee, the immediate Supervisor and the Department Head (or an appropriate designee such as the Assistant Department Director). When the position description is ready to be submitted for the approval process, simply click on the appropriate submit option to start the approval process.
- Q. How long will it take to complete the on-line position description?**
- A.** The time to create or edit a position description will vary greatly depending on the forethought and preparation given to identifying the specific job duties assigned to the position and each duties related details as well as each person's typing skills. Because times may vary, it is important to remember to save regularly using the "Save" button.



JOBS@Work Frequently Asked Questions

- Q. Since saving is so important, how do I save my work?**
- A.** When working in an action (e.g. updating position description or requesting an new position) several buttons are located at the bottom of each tab. The button that saves work without submitting the action for the necessary approvals is "Save". Click once on this button periodically to ensure work is saved. The information, including any changes, remains editable until the user submits the action for the necessary approvals.
NOTE: Depending on your access level and view, you may need to click on the "Preview Action" button to access the "Save" button.
- Q. I am a supervisor and requested my employee update their position description. How will I know if one of my employees has completed their position description and would like me to review it?**
- A.** Once an employee completes his or her position description update and selects the "Send to Supervisor" option, JOBS@Work will automatically send you an e-mail letting you know the position description is ready for your review. You can also log into JOBS@Work at any time to see if there are position descriptions pending your review. If you do not have e-mail, you will need to go to JOBS@Work, login and click once on "Search Actions." The status of the position description will be displayed in the "Last Action" column along the right hand side of the window.
- Q. I am a supervisor. What do I need to do when I review a position description that my employee has entered or updated?**
- A.** It is important to first have healthy discussion about the position duties, requirements and expectations with each employee that reports directly to you prior to initiating the position description update. Review all the information and details of the position description including those entered by the employee carefully to ensure it accurately reflects the job duties as they are currently assigned and performed. It is important that the submitted position description accurately reflect the duties as assigned and performed and is not an embellishment of the job duties. The supervisor is responsible for some position details for such as the designating the position essential in adverse weather and designating essential job duties.
- Q. Once I have completed my review and approved my employee's position description, what do I do with it?**
- A.** After discussing the position description with the employee, obtaining required online certification that the employee has read it, making any changes needed, and certifying the supervisor's portion of the position description, click once on the "Submit For Agency Head Review" button. This will automatically submit the position description for approval to your agency head and send the agency head an email notification advising the position description is ready for their review. The agency head will submit the completed position description to Human Resources.
NOTES:
- Depending on your departmental workflow, you may need to re-route the position description back to the employee to certify once after other necessary approvals have been obtained.



JOBS@Work

Frequently Asked Questions

- Q. I have direct reports but am unable to see their position descriptions. How do I access their position descriptions?**
- A.** You will need to be using the system as your non-employee user type. Along the left hand side of the screen there is a drop down box that shows the current user type. Click on the drop down arrow to see/select the correct supervisory level (FL, AI, MM, UM, AH or DCM). Click once on the circular arrow and the system will refresh to the new user type. You should now be able to access your direct reports as well as any other employees/job description you are authorized to view based on your assigned location and department. If not, contact HR Class & Comp at 501-5241.
- Q. Will the position's classification be changed based on the position description submitted?**
- A.** The purpose of the position description is to ensure that an accurate record is created and maintained about each position. This is important information for the department and employee because it clearly identifies what duties are assigned to what position and what each employee is accountable for. It is not intended to result in reclassification or re-grades; however it is a critical part of the job audit process when a department requests HR review.
- Q. Who do I contact if I have questions or concerns about a position description?**
- A.** If you are an employee with a question about your own position description you should start by having a conversation with your supervisor. Be prepared to discuss your current job duties and any related requirements and how those have changed and are different from the position description. If you have questions about or need help on having that conversation you are welcome to contact HR Class & Comp at 501-5241.
- Q. How do I request a new position in JOBS@Work?**
- A.**
1. As part of the annual budget process and the supplemental budget request: Follow the current request process. This process includes completing the new position request in **JOBS@Work** and providing all the details on each tab for each new position requested. If the Board of Supervisors approves the new position, HR will finalize the position action request in JOBS@WORK and HR will generate and submit a P3 to create the position in Oracle.
 2. As part of a Board Paper or Referendum: Follow the current request process. This process includes completing the new position request in JOBS@Work and providing all the details on each tab for each new position requested. If the Board of Supervisors approves the new position, HR will finalize the position action request in JOBS@WORK and HR will generate and submit a P3 to create the position in Oracle.
 3. To initiate the new position request in JOBS@WORK: Click once on "Start Action" then click once on "Request New Position". Complete all fields on each tab. Then submit the new position action request for the necessary approvals. The request will remain active in JOBS@WORK until the request is approved or rejected.



JOBS@Work

Frequently Asked Questions

- Q. Who do I contact if I have need my password reset or if I forgot my password?**
- A.** You can immediately reset your own password by clicking on the "Request Password Reset" link on the log in page. An email with a link to reset your password will be immediately sent to you County email. If you experience additional difficulty, please contact HR at: 501-4268 or HR Class & Comp at 501-5241
- Q. Who do I contact if I have problems logging in to JOBS@Work?**
- A.** Additional materials are available online at: http://virtual.henrico/hr/jobsatwork_help.html
Or, contact HR Class & Comp at: 501-5241 or hig11@co.henrico.va.us
- Q. Who do I contact if I need help or have questions about JOBS@Work?**
- A.** Additional materials are available online at: http://virtual.henrico/hr/jobsatwork_help.html
Or, contact HR Class & Comp at: 501-5241 or hig11@co.henrico.va.us