

# Key Job Dimensions Tool



An additional resource to  
The Customer Response Management Handbook

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## Key Job Dimensions Tool

Have you ever thought about all the dimensions and elements contained within your daily role? The Key Job Dimensions Tool has been designed to provide you, your team leader(s) and manager(s) with a practical way to better understand and size your role. And provide criteria for additional staff. In this way, instead of assuming anyone knows just what your role consists of, this tool give you choices around what is actually happening in the centre.

Once you've completed The Potential Key Job Dimensions, your results will be combined with all other representatives who perform your specific role. In this way we will have a more accurate, general picture of what your role consists of and how to most effectively establish selection criteria when we are looking for additional staff.

If you have any questions about these forms, do not hesitate to ask your team leader, the trainer or manager.

### *Instructions*

In the left hand column you will find a list of 34 Job Dimensions. These elements may or may not apply to your present role. There are also four blank spaces at then end of the column where you are free to indicate any additional job dimensions that might have been missed.

Please place a check (√) in the corresponding column to indicate that you believe this dimension is your responsibility. In the third column, please consider all your checked choices in the second column. Select ten and prioritise them with 1 being the most important to 10 being less important.

Remember, there are no right or wrong answers; your selections represent your opinion.

### **Example:**

Job Dimension	Yes	My top 10
Listening	√	3
Managing subordinates		
Understanding how to use my headset	√	2

Thank you for taking time to complete this form. Please hand your completed form back to the person administering it.

## Key Job Dimensions Tool

Today's Date	
Your Job Title	
Your Name	
Name of your team leader	
Work extension number	

	Job Dimension	Yes	My top 10
1.	Using abilities to plan & organize responsibilities		
2.	Understanding & maintaining work standards		
3.	Being able to tolerate extra stress		
4.	Being tenacious (determined & persistent)		
5.	Being able to make decisions independently		
6.	Being able to delegate		
7.	Show initiative, be resourceful & take action		
8.	Understanding & maintaining work safety standards		
9.	Being self-motivated		
10.	Able to plan my day's work competently		
11.	Being motivated & competent to sell		
12.	Being resilient - able to bounce back from setbacks		
13.	Exercising my ability to learn new things		
14.	Being persuasive in service &/or sales situations		
15.	Being flexible with tasks & schedules		
16.	Having stamina & physical energy		

	Job Dimension	Yes	My top 10
17.	Being able to be sensitive to customers & colleagues		
18.	Being able to control my work load & schedule		
19.	Ability to be analytical & make judgments		
20.	Able to demonstrate leadership when required		
21.	Having a commitment to develop & mentor others		
22.	Having technology & telephony skills		
23.	Enjoying social mixing & team work		
24.	Knowing how to organize myself & my day		
24.	Not just hearing but listening skills		
26.	Capable of formal presentations to others		
27.	Using written communications competently		
28.	Using oral communications competently		
29.	Knowing how to manage subordinates		
30.	Willing to take appropriate risks		
31.	Ready for additional responsibilities, advancement		
32.	Having personal integrity		
33.	Able to establish & maintain rapport with others		
34.	Being independent with responsibilities & others		
35.			
36.			
37.			
38.			