



# STRUCTURED BEHAVIORAL INTERVIEWING: JOB ANALYSIS

Starting a successful job search begins with the a job analysis of the position you need to fill.

### 1. Start with the major job duties

- Make a list of all the duties for that position as it is now—not what may be on the position description.
- You may want to talk to the person doing the job now to make the list of the duties.

### 2. What are the activities a person must do for each duty?

Example: **Duty** - Answer the telephone

**Activities** for answering the telephone:

- a. answer within 3 rings
- b. know who should receive the call
- c. take accurate messages
- d. be professional with information
- e. deal effectively with unhappy customers

### 3. What knowledge, skills, and abilities are needed to do the activities?

- **Knowledge** is the education, experience, or certifications

Example: experience in handling a high volume (400+) of incoming calls

- **Skills** come from knowledge, aptitude, or practice and are technical

Example: intermediate software skills in Word, Excel, and Access

- **Abilities** or competence for problem solving, oral communication, etc.

Example: exceptional customer service attitude, ability to effectively and professionally handle difficult behaviors

Now you are ready to advertise the position knowing what a successful candidate needs to do for the job. The knowledge, skills, and abilities can also help as a screening tool when making decisions on who should be interviewed.

For more information on job analysis or interviewing, please attend our workshop *Structured Behavioral Interviewing* and visit our Course Catalog for other workshop offerings.



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