

## Guide and Template

### What This Tool Does

This tool helps you create a clear and structured job description based on the competencies required for the role. It ensures alignment between role expectations and how candidates will be assessed.

### When to Use It

- After identifying priority competencies
- When creating or revising a job posting
- When aiming to improve clarity and consistency in hiring

### What You'll Do

- Write a clear summary of the role
- Define key responsibilities based on actual work
- Include priority competencies
- Describe what effective performance looks like
- Use inclusive and flexible experience requirements

## Job Title

Use a clear, commonly understood title that reflects the work being done. Avoid internal jargon where possible.

**Job Title:** \_\_\_\_\_

## About the Role

In 2-3 sentences, provide a brief, plain-language summary of the role and its purpose.

**Example** - This role supports [team / project / function] by coordinating tasks, maintaining documentation, and supporting day-to-day operations. The role works closely with [key stakeholders] and plays an important part in keeping work organized and on track.

### About the Role:

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## Key Responsibilities

List **5–8 core responsibilities** that reflect the *actual work* of the role. Focus on tasks and outcomes.

**Examples** - Coordinate tasks and timelines across team members; Prepare and maintain documentation, records, or reports; Support scheduling, tracking, or follow-up activities; Communicate updates to stakeholders; Identify issues and escalate appropriately

### Key Responsibilities:

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## Priority Competencies

Select these based on the Competency Match Prioritization Guide. *The following competencies are essential for success in this role and will be used to assess candidates.*

- Communication:** Expresses information clearly, listens actively, asks questions, and adjusts messaging for different audiences.
- Collaboration:** Works effectively with others, supports team goals, and navigates different perspectives.
- Problem-Solving & Judgment:** Identifies issues, evaluates options, and makes appropriate decisions or escalates when needed.
- Planning & Organization:** Prioritizes tasks, manages time, and follows through on commitments.
- Adaptability, Learning & Digital Confidence:** Adjusts to change, learns new tools or processes, and navigates digital systems effectively.
- Professionalism & Work Ethic:** Demonstrates reliability, accountability, and appropriate workplace behaviour.
- Documentation Accuracy:** Maintains accurate records, follows procedures, and ensures information is complete and reliable.
- Customer / Client Service:** Responds to requests professionally, manages expectations, and supports positive service experiences.
- Coordination:** Organizes tasks, people, or information across activities to keep work moving.
- Attention to Detail:** Reviews work carefully, identifies errors, and ensures accuracy and completeness.
- Time Management & Prioritization:** Balances competing tasks, manages deadlines, and



focuses on what is most important.

- Digital Tools Proficiency:** Uses workplace tools and systems effectively (e.g., spreadsheets, databases, scheduling tools).
- Process Improvement:** Identifies inefficiencies and suggests or applies improvements to workflows.
- Decision-Making:** Makes timely and appropriate decisions based on available information.
- Stakeholder Interaction:** Communicates and works effectively with internal or external stakeholders.
- Reliability & Follow-Through:** Follows through on tasks and commitments and maintains consistency in work.
- Other role-specific competencies (if applicable):
  - \_\_\_\_\_
  - \_\_\_\_\_

## What Effective Performance Looks Like

Briefly describe what "good" looks like in this role.

**Example** - *Someone successful in this role is able to organize their work, communicate clearly with others, follow through on tasks, and adjust when priorities change.*

**Effective Performance:**

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## Tools or Work Environment (If Required)

List tools or environments *only if they are genuinely required.*

**Examples** - Project tracking tools or spreadsheets; Document management systems; Office, construction, or hybrid work environments

**Tools / Environment:**

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*Equivalent tools or experience will be considered.*

## Education, Training, or Experience

Use inclusive, flexible language. Avoid unnecessary fixed-year experience requirements or “Canadian experience” language.

**Recommended phrasing** - Experience coordinating work, projects, or operations in a professional setting; Education, training, or experience that supports the competencies required for this role; Equivalent experience gained through work, education, or international experience will be considered

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## How Candidates Will Be Assessed

**Example** - Candidates will be assessed based on evidence of the competencies listed above, which may include résumé review, structured interviews, and/or job-relevant demonstrations.

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