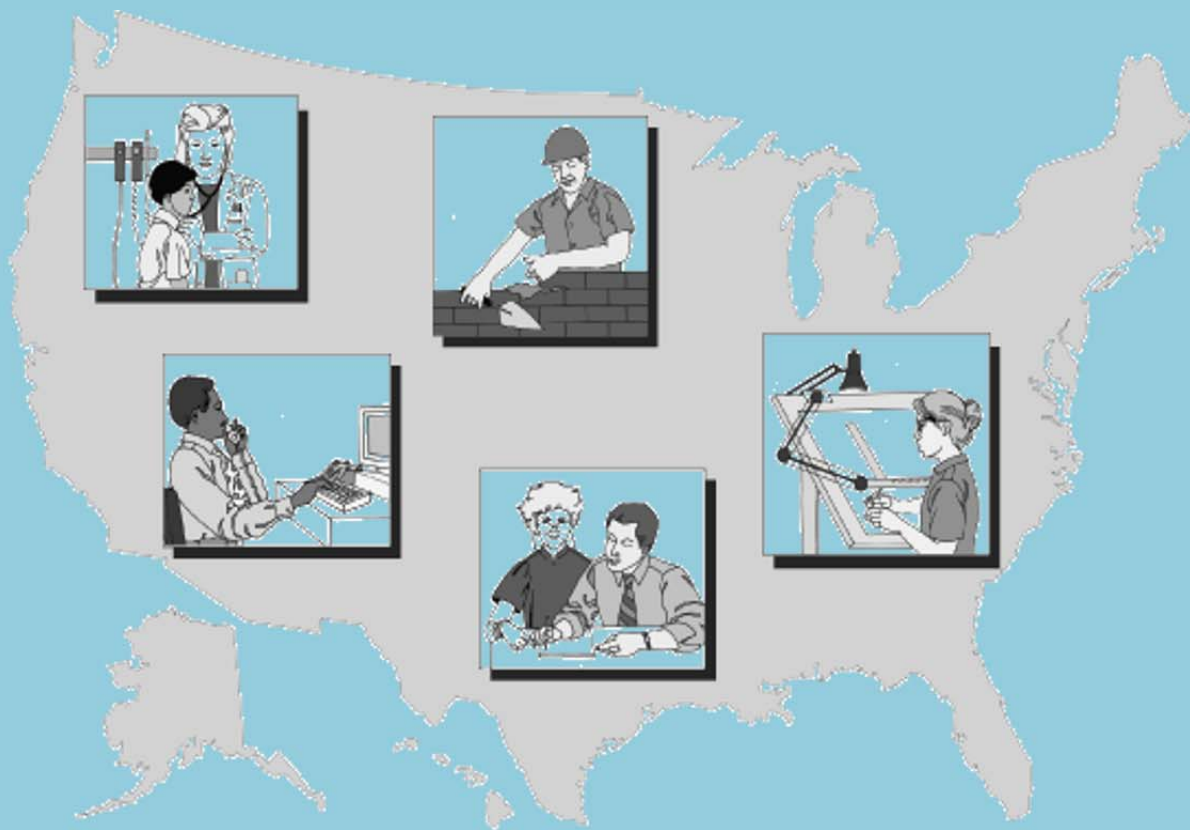


Form E R1
OMB#1205-0421
Expires: 6/30/2015
Ver. 1/2015

O=000000 C=000000 B=00000
Occupation Title
Web site username: 000000000000E
Web site password: knowledge000

Some Important Questions About The *Knowledge* Required For Your Occupation



Please return your completed questionnaire in the enclosed envelope to:
RTI Research Operations Center, 5265 Capital Blvd. Raleigh, NC 27616-2925
Sponsored by: The U.S. Department of Labor and the National O*NET Consortium

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondents' obligation to reply to these reporting requirements is voluntary. Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the U.S. Department of Labor, Office of Workforce Investment, Attn: O*NET Project, Frances Perkins Building, Mail Stop C4526, 200 Constitution Ave., NW, Washington, DC 20210 (OMB Control Number 1205-0421).

Return to: Research Triangle Institute
Research Operations Center
ATTN: O*NET Data Receipt
5265 Capital Boulevard
Raleigh, NC 27616-2925

Instructions for Making Knowledge Ratings

These questions are about work-related areas of knowledge. **Knowledge areas** are sets of facts and principles needed to address problems and issues that are part of a job. You will be asked about a series of different areas of knowledge and how they relate to *your current job* - that is, the job you hold now.

Each knowledge area in this questionnaire is named and defined.

For example:

Economics and Accounting

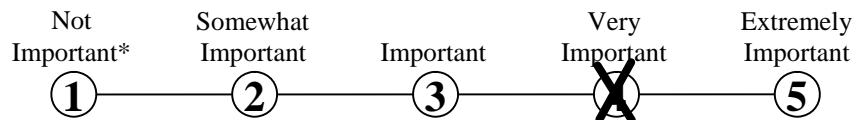
Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data.

You are then asked two questions about each knowledge area:

A How important is the knowledge area to the performance of your current job?

For example:

How important is ECONOMICS AND ACCOUNTING knowledge to the performance of your current job?



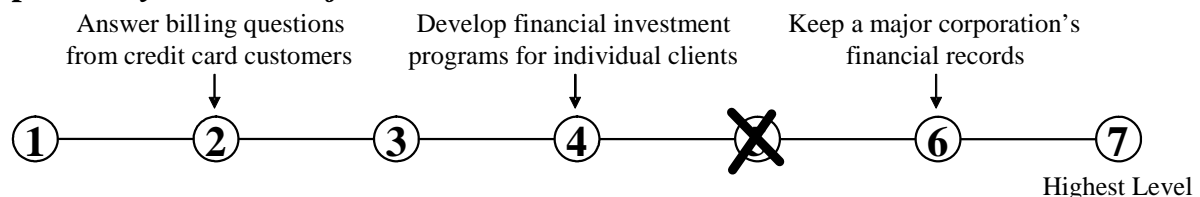
Mark your answer by putting an X through the number that represents your answer.
Do not mark on the line between the numbers.

***If you rate the knowledge area as Not Important to the performance of your job, mark the one [X] then skip over question B and proceed to the next knowledge area.**

B What level of the knowledge is needed to perform your current job?

To help you understand what we mean by level, we provide you with examples of job-related activities at different levels. For example:

What level of ECONOMICS AND ACCOUNTING knowledge is needed to perform your current job?

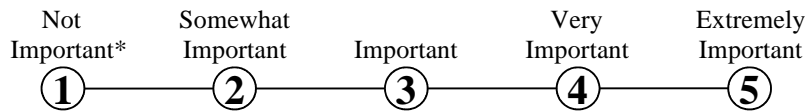


Mark your answer by putting an X through the number that represents your answer.
Do not mark on the line between the numbers.

1. Administration and Management

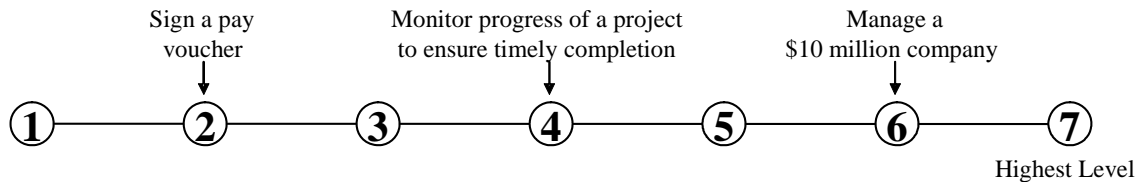
Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

A. How important is ADMINISTRATION AND MANAGEMENT knowledge to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

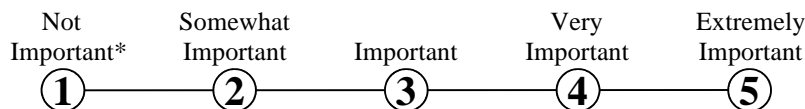
B. What level of ADMINISTRATION AND MANAGEMENT knowledge is needed to perform *your current job*?



2. Clerical

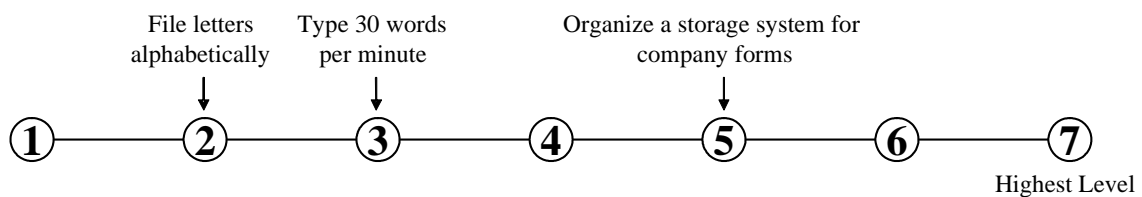
Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

A. How important is CLERICAL knowledge to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

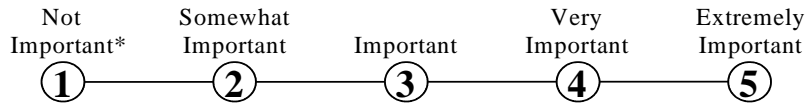
B. What level of CLERICAL knowledge is needed to perform *your current job*?



3. Economics and Accounting

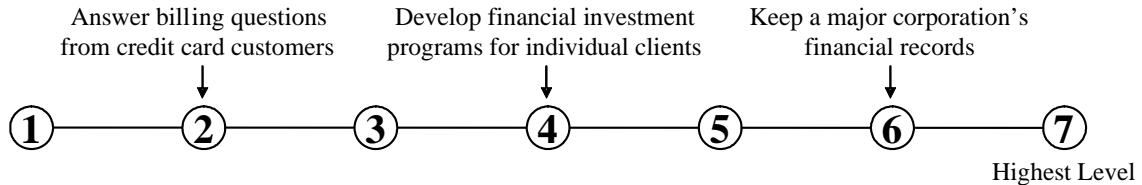
Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data.

A. How important is ECONOMICS AND ACCOUNTING knowledge to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

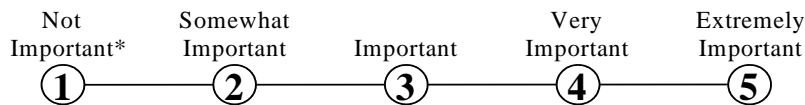
B. What level of ECONOMICS AND ACCOUNTING knowledge is needed to perform your current job?



4. Sales and Marketing

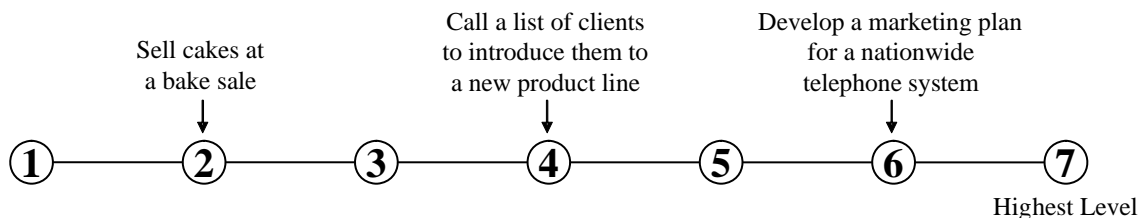
Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

A. How important is SALES AND MARKETING knowledge to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

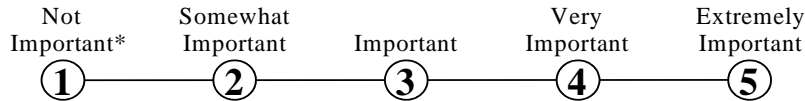
B. What level of SALES AND MARKETING knowledge is needed to perform your current job?



5. Customer and Personal Service

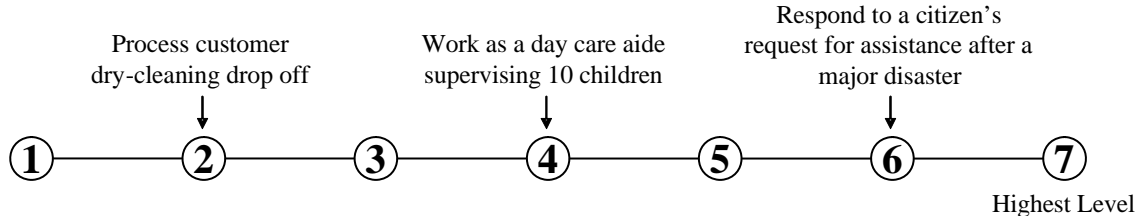
Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- A. How important is CUSTOMER AND PERSONAL SERVICE knowledge to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

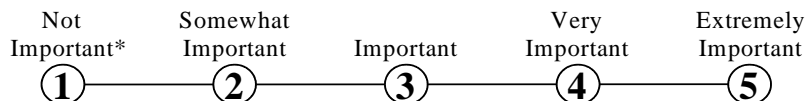
- B. What level of CUSTOMER AND PERSONAL SERVICE knowledge is needed to perform your current job?



6. Personnel and Human Resources

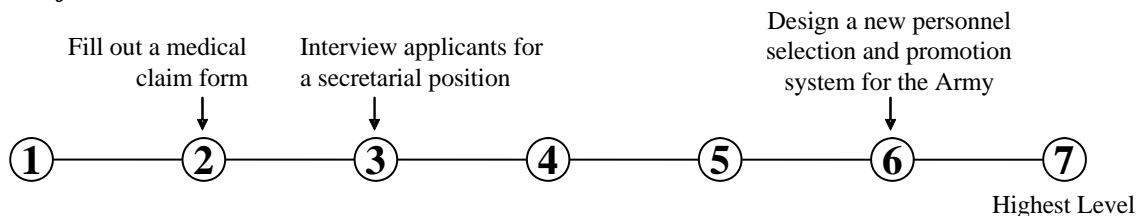
Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

- A. How important is knowledge of PERSONNEL AND HUMAN RESOURCES to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

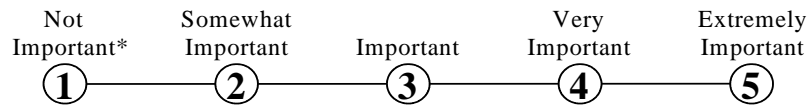
- B. What level of PERSONNEL AND HUMAN RESOURCES knowledge is needed to perform your current job?



7. Production and Processing

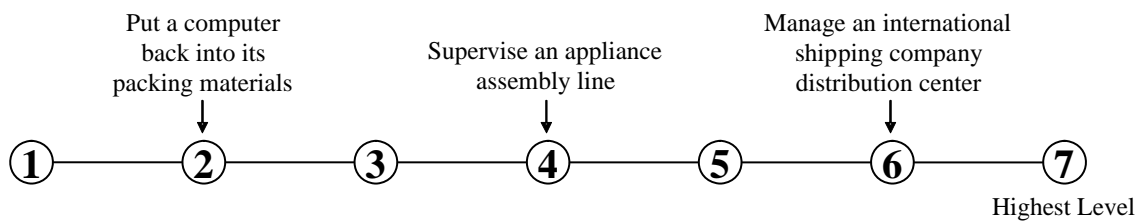
Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

A. How important is knowledge of PRODUCTION AND PROCESSING to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

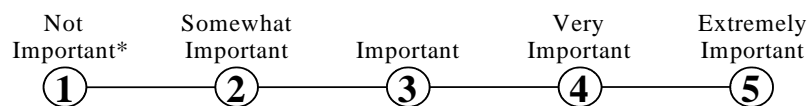
B. What level of PRODUCTION AND PROCESSING knowledge is needed to perform your current job?



8. Food Production

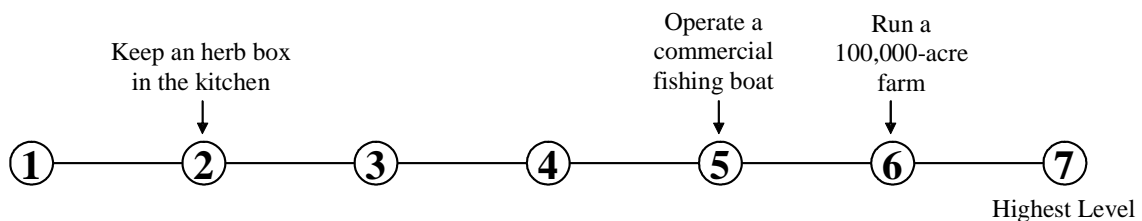
Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques.

A. How important is knowledge of FOOD PRODUCTION to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

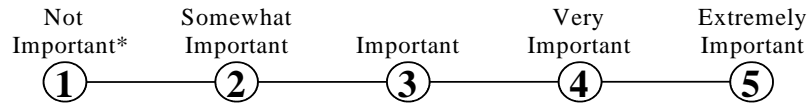
B. What level of FOOD PRODUCTION knowledge is needed to perform your current job?



9. Computers and Electronics

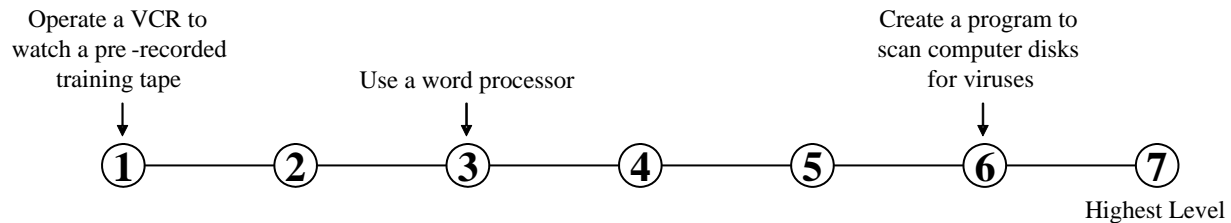
Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

A. How important is knowledge of COMPUTERS AND ELECTRONICS to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

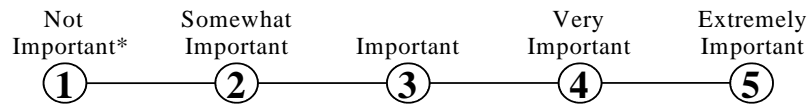
B. What level of knowledge of COMPUTERS AND ELECTRONICS is needed to perform *your current job*?



10. Engineering and Technology

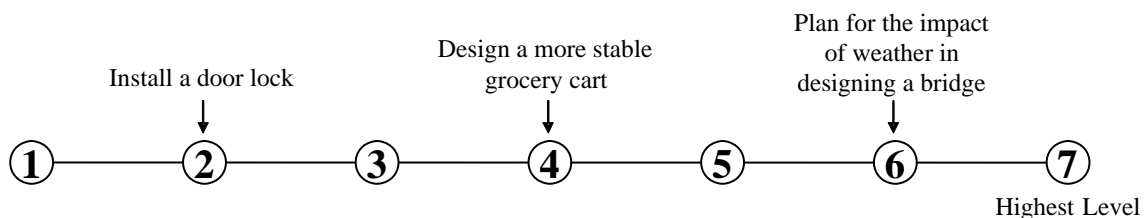
Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.

A. How important is knowledge of ENGINEERING AND TECHNOLOGY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

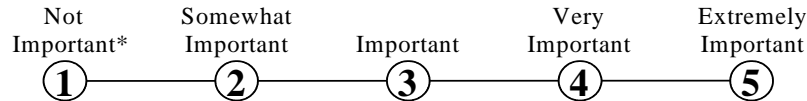
B. What level of knowledge of ENGINEERING AND TECHNOLOGY is needed to perform *your current job*?



11. Design

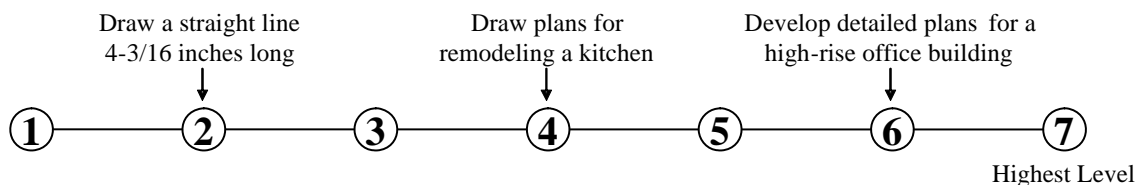
Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.

A. How important is knowledge of DESIGN to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

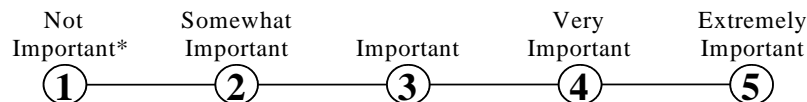
B. What level of knowledge of DESIGN is needed to perform *your current job*?



12. Building and Construction

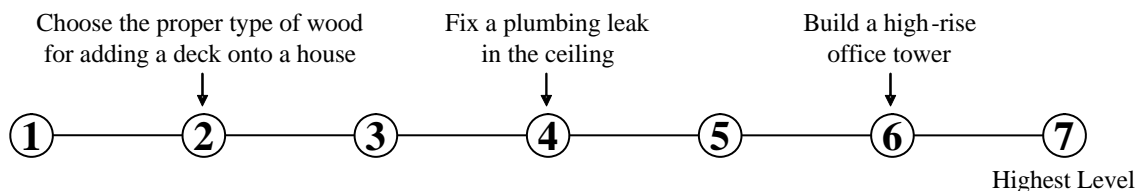
Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.

A. How important is knowledge of BUILDING AND CONSTRUCTION to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

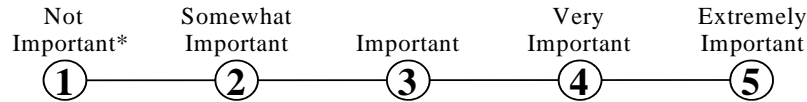
B. What level of BUILDING AND CONSTRUCTION knowledge is needed to perform *your current job*?



13. Mechanical

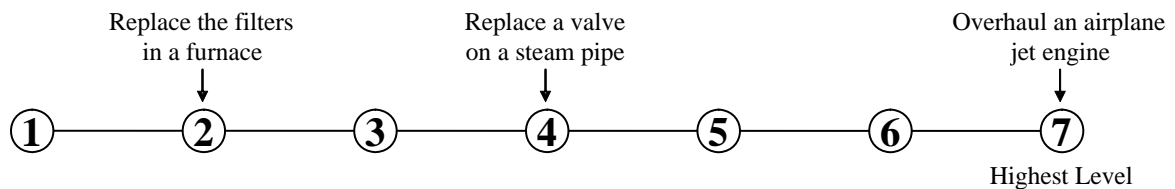
Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

A. How important is MECHANICAL knowledge to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

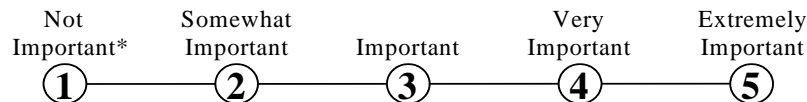
B. What level of MECHANICAL knowledge is needed to perform *your current job*?



14. Mathematics

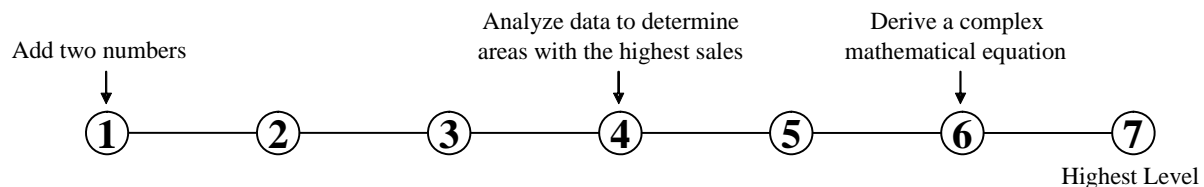
Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

A. How important is knowledge of MATHEMATICS to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

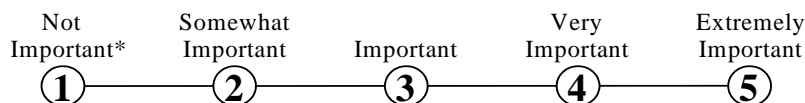
B. What level of knowledge of MATHEMATICS is needed to perform *your current job*?



15. Physics

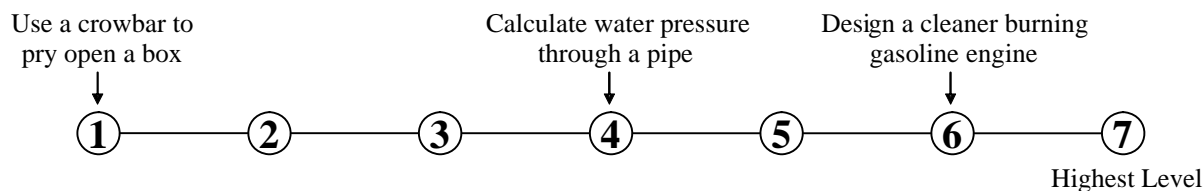
Knowledge and prediction of physical principles, laws, their interrelationships, and applications to understanding fluid, material, and atmospheric dynamics, and mechanical, electrical, atomic and sub-atomic structures and processes.

A. How important is knowledge of PHYSICS to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

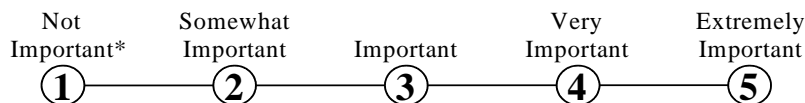
B. What level of PHYSICS knowledge is needed to perform *your current job*?



16. Chemistry

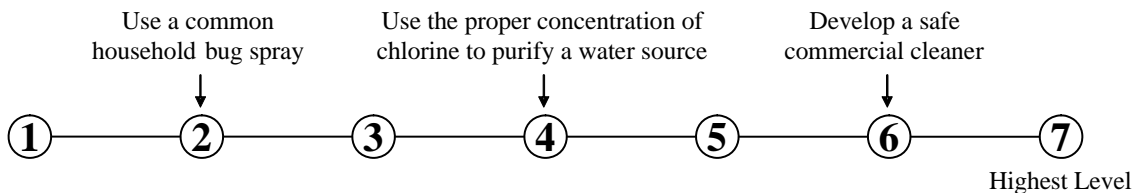
Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.

A. How important is knowledge of CHEMISTRY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

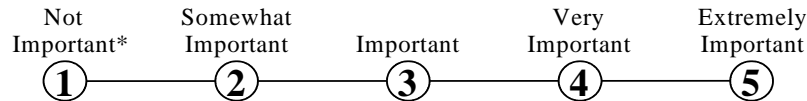
B. What level of CHEMISTRY knowledge is needed to perform *your current job*?



17. Biology

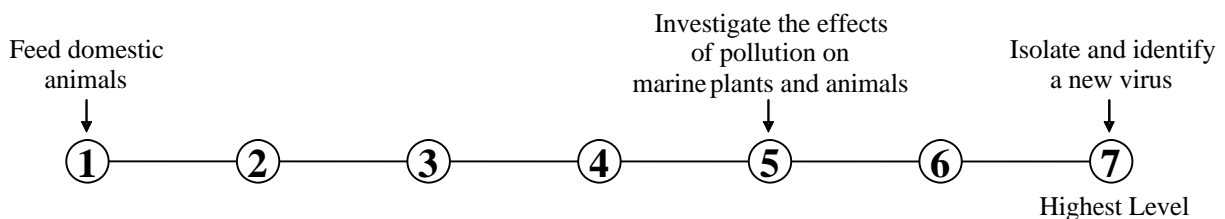
Knowledge of plant and animal organisms and their tissues, cells, functions, interdependencies, and interactions with each other and the environment.

A. How important is knowledge of BIOLOGY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

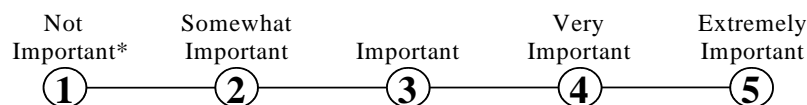
B. What level of BIOLOGY knowledge is needed to perform *your current job*?



18. Psychology

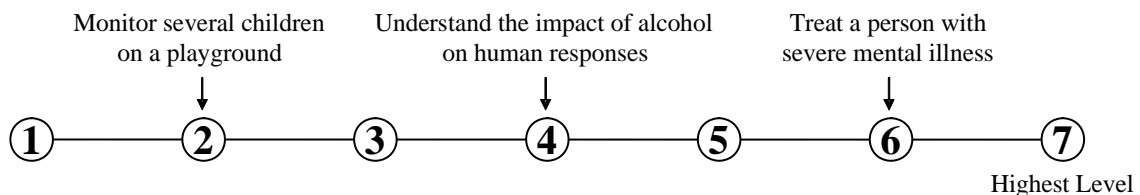
Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

A. How important is knowledge of PSYCHOLOGY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

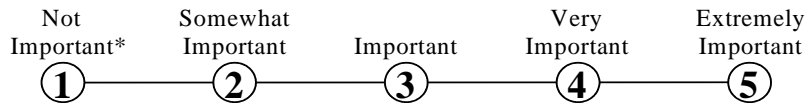
B. What level of PSYCHOLOGY knowledge is needed to perform *your current job*?



19. Sociology and Anthropology

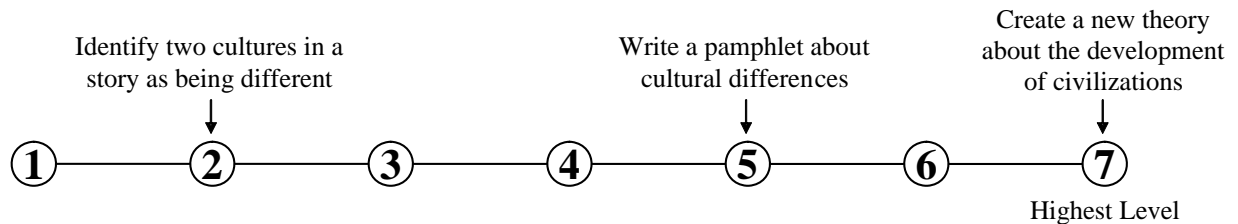
Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures, and their history and origins.

A. How important is knowledge of SOCIOLOGY AND ANTHROPOLOGY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

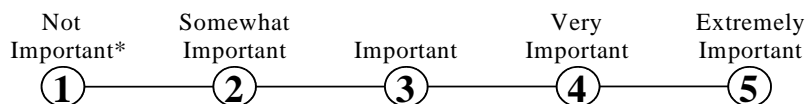
B. What level of knowledge of SOCIOLOGY AND ANTHROPOLOGY is needed to perform *your current job*?



20. Geography

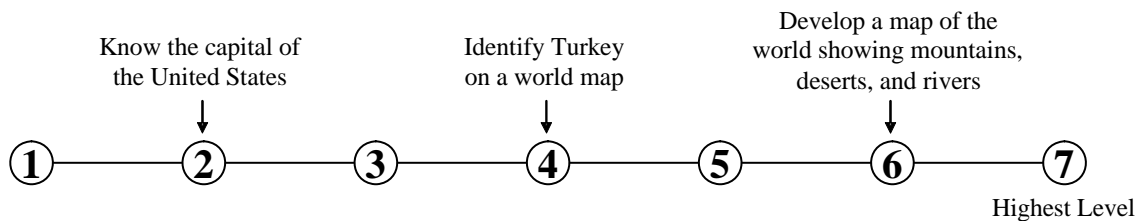
Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.

A. How important is knowledge of GEOGRAPHY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

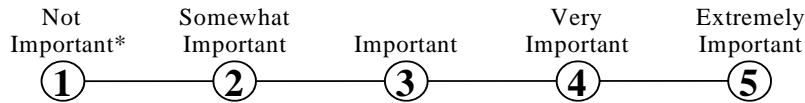
B. What level of knowledge of GEOGRAPHY is needed to perform *your current job*?



21. Medicine and Dentistry

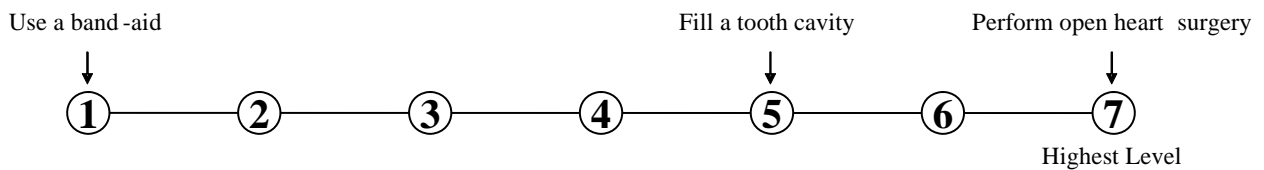
Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.

- A. How important is knowledge of MEDICINE AND DENTISTRY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

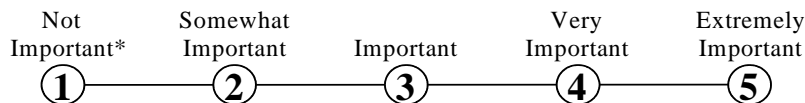
- B. What level of MEDICINE AND DENTISTRY knowledge is needed to perform *your current job*?



22. Therapy and Counseling

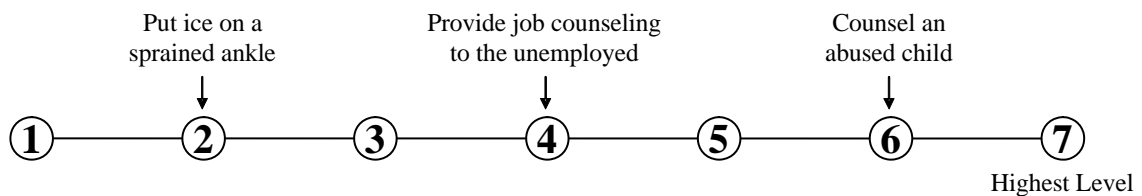
Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

- A. How important is knowledge of THERAPY AND COUNSELING to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

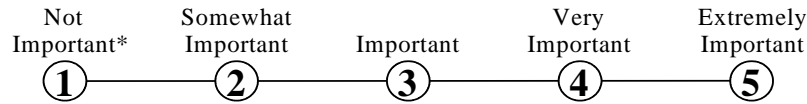
- B. What level of THERAPY AND COUNSELING knowledge is needed to perform *your current job*?



23. Education and Training

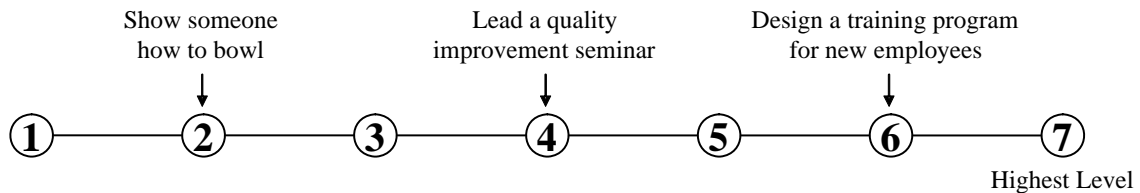
Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

A. How important is knowledge of EDUCATION AND TRAINING to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

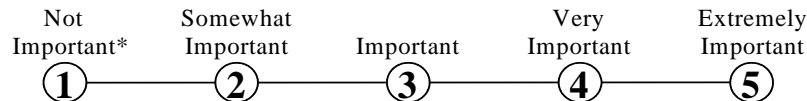
B. What level of EDUCATION AND TRAINING knowledge is needed to perform your current job?



24. English Language

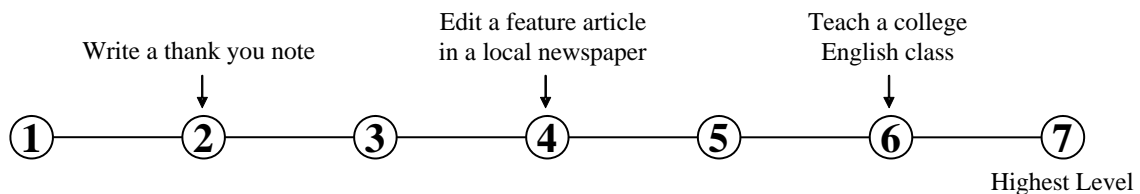
Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

A. How important is knowledge of the ENGLISH LANGUAGE to the performance of your current job?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

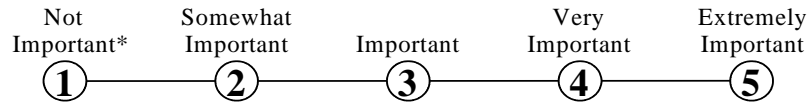
B. What level of ENGLISH LANGUAGE knowledge is needed to perform your current job?



25. Foreign Language

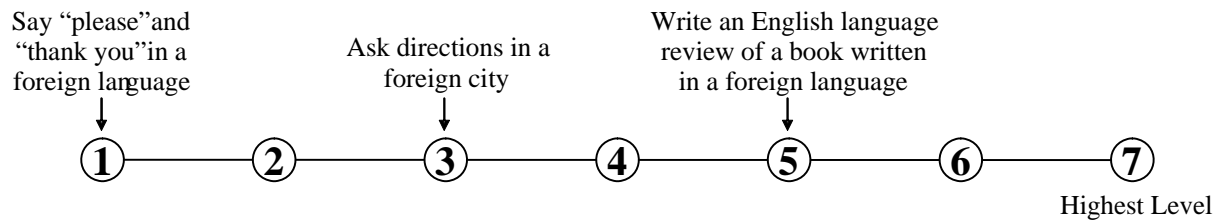
Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.

A. How important is knowledge of a FOREIGN LANGUAGE to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

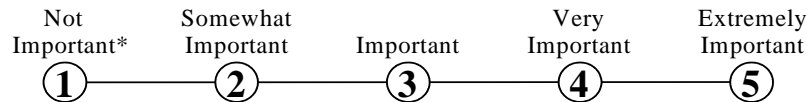
B. What level of FOREIGN LANGUAGE knowledge is needed to perform *your current job*?



26. Fine Arts

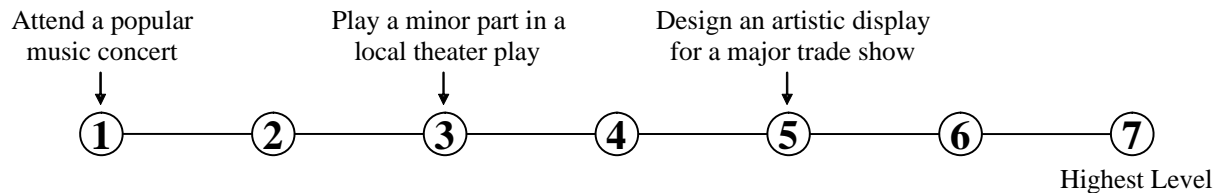
Knowledge of the theory and techniques required to compose, produce, and perform works of music, dance, visual arts, drama, and sculpture.

A. How important is knowledge of FINE ARTS to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

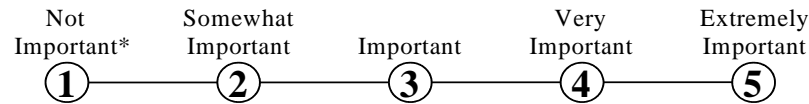
B. What level of FINE ARTS knowledge is needed to perform *your current job*?



27. History and Archeology

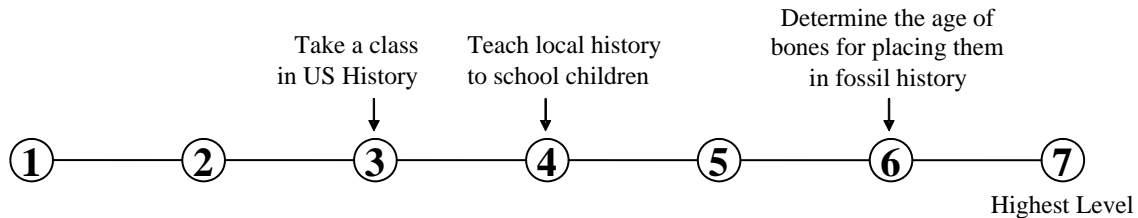
Knowledge of historical events and their causes, indicators, and effects on civilizations and cultures.

A. How important is knowledge of HISTORY AND ARCHEOLOGY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

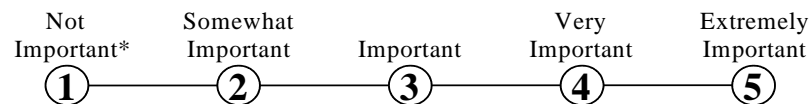
B. What level of knowledge of HISTORY AND ARCHEOLOGY is needed to perform *your current job*?



28. Philosophy and Theology

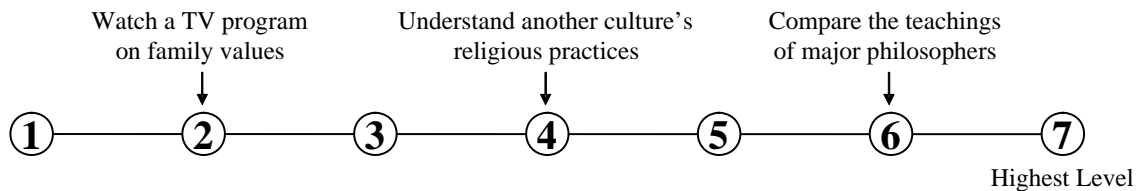
Knowledge of different philosophical systems and religions. This includes their basic principles, values, ethics, ways of thinking, customs, practices, and their impact on human culture.

A. How important is knowledge of PHILOSOPHY AND THEOLOGY to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

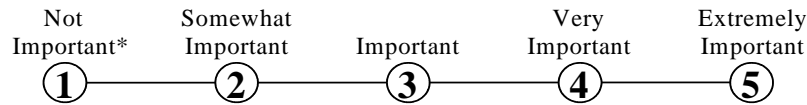
B. What level of knowledge of PHILOSOPHY AND THEOLOGY is needed to perform *your current job*?



29. Public Safety and Security

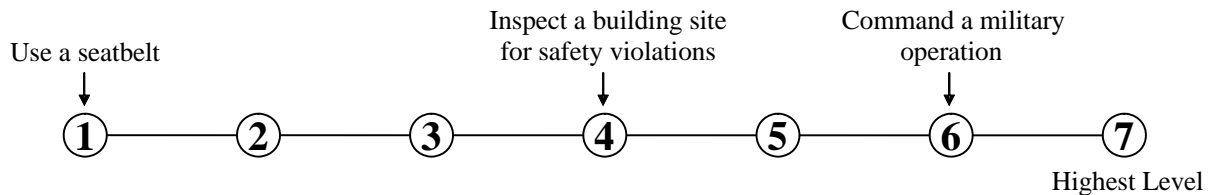
Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

A. How important is PUBLIC SAFETY AND SECURITY knowledge to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

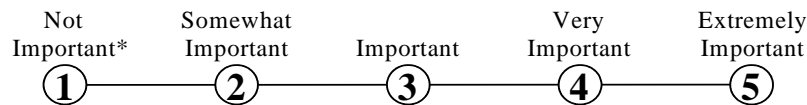
B. What level of PUBLIC SAFETY AND SECURITY knowledge is needed to perform *your current job*?



30. Law and Government

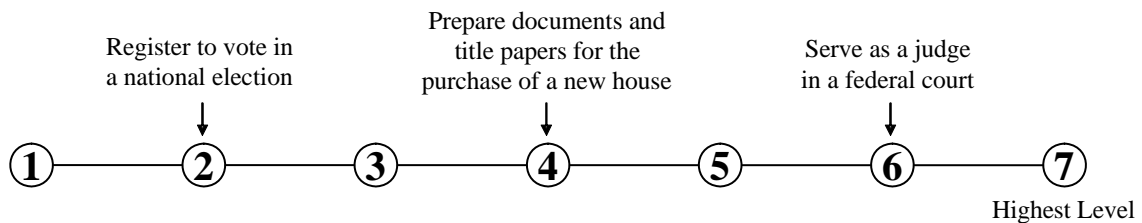
Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

A. How important is knowledge of LAW AND GOVERNMENT to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

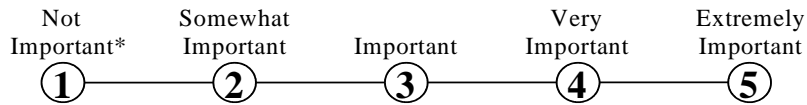
B. What level of knowledge of LAW AND GOVERNMENT is needed to perform *your current job*?



31. Telecommunications

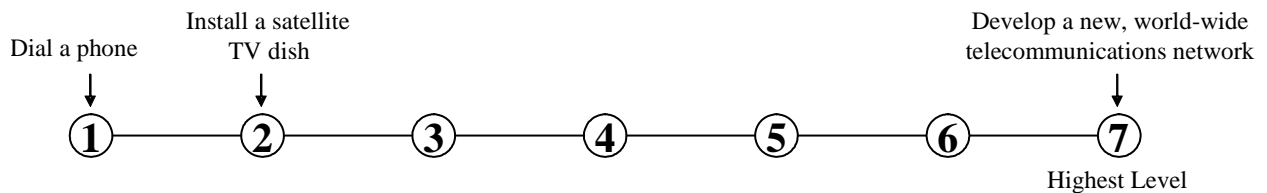
Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

A. How important is knowledge of TELECOMMUNICATIONS to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

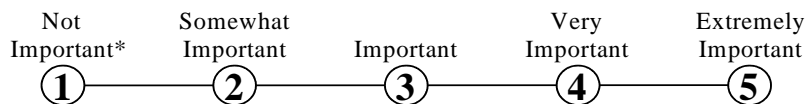
B. What level of TELECOMMUNICATIONS knowledge is needed to perform *your current job*?



32. Communications and Media

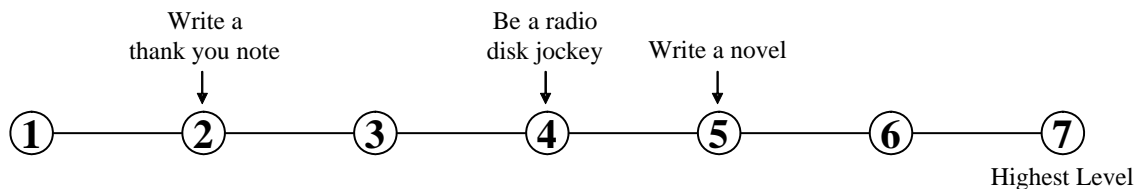
Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

A. How important is knowledge of COMMUNICATIONS AND MEDIA to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

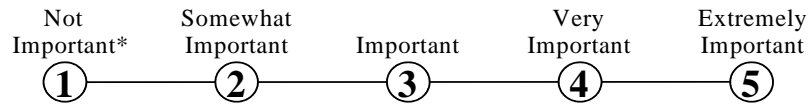
B. What level of COMMUNICATIONS AND MEDIA knowledge is needed to perform *your current job*?



33. Transportation

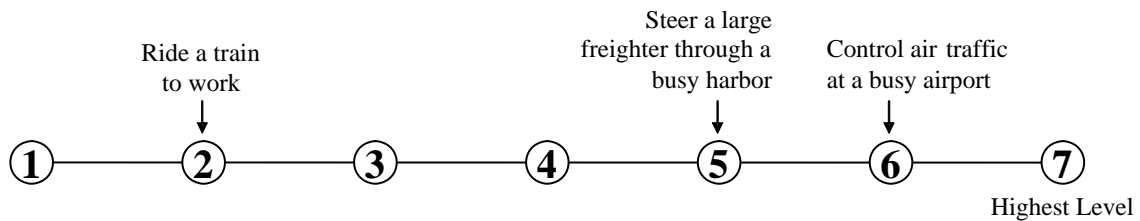
Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

A. How important is knowledge of TRANSPORTATION to the performance of *your current job*?



* If you marked Not Important, skip LEVEL below and go on to the next knowledge area.

B. What level of TRANSPORTATION knowledge is needed to perform *your current job*?



PLEASE CONTINUE ON NEXT PAGE

Instructions for Completing Education and Training Questions

In these questions, you are asked about the education and experience requirements for this job. Please read each question carefully and mark your answer by putting an **X** in the box beside your one best answer.

REQUIRED LEVEL OF EDUCATION

34. If someone were being hired to perform this job, indicate the level of education that would be required (please check only one box):

(Note that this does not mean the level of education that you personally have achieved.)

- Less than a High School Diploma**
- High School Diploma** – or the equivalent (for example, GED)
- Post-Secondary Certificate** - awarded for training completed after high school (for example, in agriculture or natural resources, computer services, personal or culinary services, engineering technologies, healthcare, construction trades, mechanic and repair technologies, or precision production)
- Some College Courses**
- Associate's Degree** (or other 2-year degree)
- Bachelor's Degree**
- Post-Baccalaureate Certificate** - awarded for completion of an organized program of study; designed for people who have completed a Baccalaureate degree but do not meet the requirements of academic degrees carrying the title of Master.
- Master's Degree**
- Post-Master's Certificate** - awarded for completion of an organized program of study; designed for people who have completed a Master's degree but do not meet the requirements of academic degrees at the doctoral level.
- First Professional Degree** - awarded for completion of a program that
 - requires at least 2 years of college work before entrance into the program,
 - includes a total of at least 6 academic years of work to complete, and
 - provides all remaining academic requirements to begin practice in a profession.
- Doctoral Degree**
- Post-Doctoral Training**

35. If someone were being hired to perform this job, how much RELATED WORK EXPERIENCE would be required? (That is, having other jobs that prepare the worker for the job.)

- None
- Up to and including 1 month
- Over 1 month, up to and including 3 months
- Over 3 months, up to and including 6 months
- Over 6 months, up to and including 1 year
- Over 1 year, up to and including 2 years
- Over 2 years, up to and including 4 years
- Over 4 years, up to and including 6 years
- Over 6 years, up to and including 8 years
- Over 8 years, up to and including 10 years
- Over 10 years

36. If someone were being hired to perform this job, how much ON-SITE OR IN-PLANT TRAINING would be required? (That is, organized classroom study provided by the employer.)

- None
- Up to and including 1 month
- Over 1 month, up to and including 3 months
- Over 3 months, up to and including 6 months
- Over 6 months, up to and including 1 year
- Over 1 year, up to and including 2 years
- Over 2 years, up to and including 4 years
- Over 4 years, up to and including 10 years
- Over 10 years

37. If someone were being hired to perform this job, how much ON-THE-JOB TRAINING would be required? (That is, serving as a learner or trainee on the job under instruction of a more experienced worker.)

- None or short demonstration
- Anything beyond short demonstration, up to and including 1 month
- Over 1 month, up to and including 3 months
- Over 3 months, up to and including 6 months
- Over 6 months, up to and including 1 year
- Over 1 year, up to and including 2 years
- Over 2 years, up to and including 4 years
- Over 4 years, up to and including 10 years
- Over 10 years

38. If someone were being hired to perform this job, how important would it be to hold a job-related professional certification?

- Not important
- Somewhat important
- Important
- Very important
- Extremely important

39. How important is it to have completed a job-related apprenticeship to successfully perform this job?

- Not important
- Somewhat important
- Important
- Very important
- Extremely important

Instructions for Making Work Style Ratings

These questions are about work styles. A **Work Style** is a personal characteristic that can affect how well someone does a job. You will be asked about a series of different work styles and how they relate to *your current job* – that is, the job you hold now.

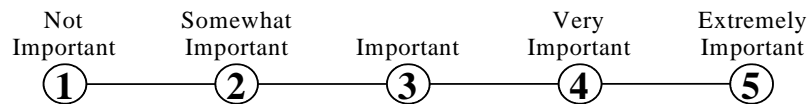
First, each work style is named and defined. For example:

Stress Tolerance

Job requires accepting criticism and dealing calmly and effectively with high-stress situations.

Then you are asked *How important is this characteristic to the performance of your current job?* For example:

How important is **STRESS TOLERANCE** to the performance of *your current job*?

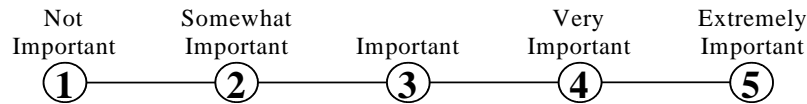


Mark your answer by putting an **X** through the number that represents your answer. Do not mark on the line between the numbers.

40. Achievement/Effort

Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.

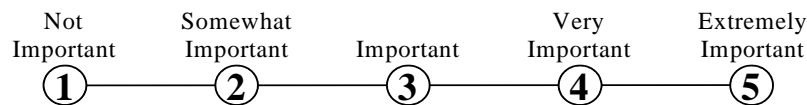
How important is ACHIEVEMENT/EFFORT to the performance of *your current job*?



41. Persistence

Job requires persistence in the face of obstacles.

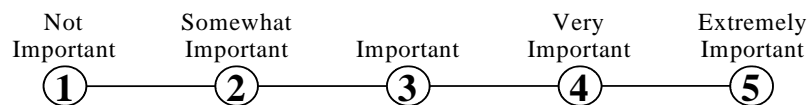
How important is PERSISTENCE to the performance of *your current job*?



42. Initiative

Job requires a willingness to take on responsibilities and challenges.

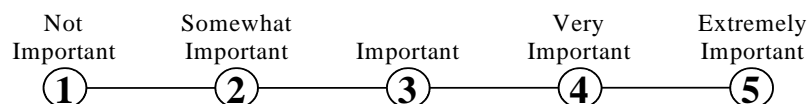
How important is INITIATIVE to the performance of *your current job*?



43. Leadership

Job requires a willingness to lead, take charge, and offer opinions and direction.

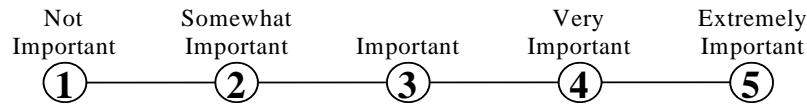
How important is LEADERSHIP to the performance of *your current job*?



44. Cooperation

Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

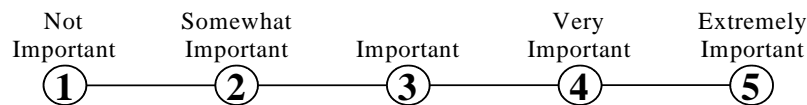
How important is COOPERATION to the performance of *your current job*?



45. Concern for Others

Job requires being sensitive to others' needs and feelings, and being understanding and helpful to others on the job.

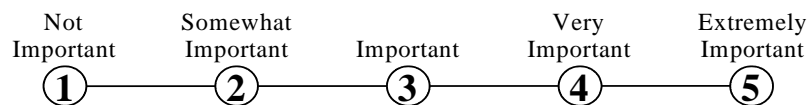
How important is CONCERN FOR OTHERS to the performance of *your current job*?



46. Social Orientation

Job requires preferring to work with others rather than alone, and being personally connected with others on the job.

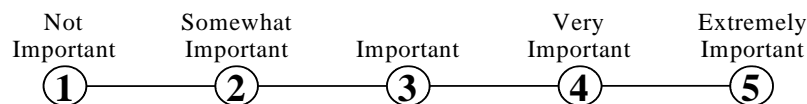
How important is SOCIAL ORIENTATION to the performance of *your current job*?



47. Self-Control

Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

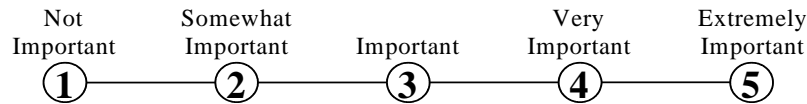
How important is SELF-CONTROL to the performance of *your current job*?



48. Stress Tolerance

Job requires accepting criticism and dealing calmly and effectively with high-stress situations.

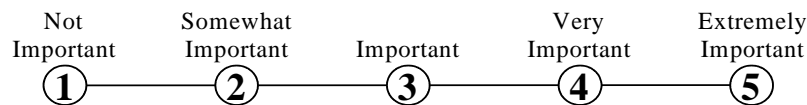
How important is STRESS TOLERANCE to the performance of *your current job*?



49. Adaptability/Flexibility

Job requires being open to change (positive or negative) and to considerable variety in the workplace.

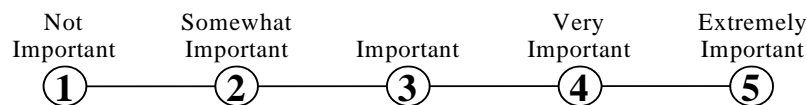
How important is ADAPTABILITY/FLEXIBILITY to the performance of *your current job*?



50. Dependability

Job requires being reliable, responsible, and dependable, and fulfilling obligations.

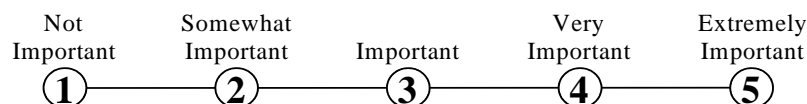
How important is DEPENDABILITY to the performance of *your current job*?



51. Attention to Detail

Job requires being careful about details and thorough in completing tasks.

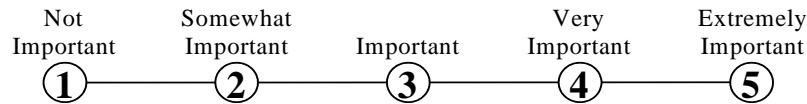
How important is ATTENTION TO DETAIL to the performance of *your current job*?



52. Integrity

Job requires being honest and ethical.

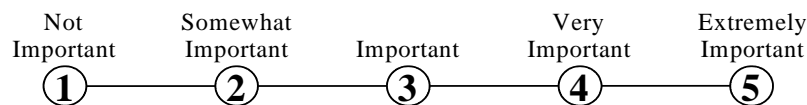
How important is INTEGRITY to the performance of *your current job*?



53. Independence

Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.

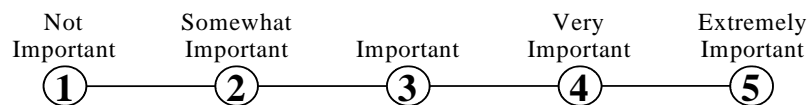
How important is INDEPENDENCE to the performance of *your current job*?



54. Innovation

Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.

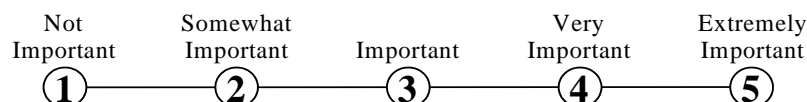
How important is INNOVATION to the performance of *your current job*?



55. Analytical Thinking

Job requires analyzing information and using logic to address work-related issues and problems.

How important is ANALYTICAL THINKING to the performance of *your current job*?



Specific Tasks Performed on Your Job

Instructions: Please read the following position description and then answer the question that follows it by marking an X in the appropriate box below.

Sales Managers

Plan, direct, or coordinate the actual distribution or movement of a product or service to the customer. Coordinate sales distribution by establishing sales territories, quotas, and goals and establish training programs for sales representatives. Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers.

Which of the following best describes how closely this description matches the duties and responsibilities of your current job?

- It describes almost exactly what I do.
- Most of it matches, but there are a few things that don't match what I do.
- Some things match, but most of it does not match what I do.
- It does not at all describe what I do.

Please proceed to the next page.

Specific Tasks Performed on Your Job (continued)

Instructions: The next section presents a list of tasks. A task is an action or set of actions performed together to accomplish an objective. This list is specific to the job you are describing.

For each task, please make the following three ratings: **Relevance, Frequency, and Importance.** These ratings are described as follows:

RELEVANCE. If the task is NOT RELEVANT at all to performance on the job, mark through the "0" in the NOT RELEVANT column. Carefully read the task before deciding whether it is RELEVANT or NOT RELEVANT to this job. If you select the "0" in the NOT RELEVANT column, however, there is no need to complete the IMPORTANCE and FREQUENCY ratings described below. If the task is part of this job, rate IMPORTANCE and FREQUENCY.

FREQUENCY. (Do not complete if NOT RELEVANT was selected.) Ask yourself, "How often is this task performed on this job?" For example, "Interact with potential customers" is a task that an employee in one job might perform only "once per week or less," but an employee in another job might perform "hourly or more often."

Rate the FREQUENCY with which a task is performed by marking through the appropriate number, from 1 (indicating that the task is performed once per year or less often) to 7 (indicating that the task is performed hourly or more often) on the FREQUENCY scale.

IMPORTANCE. (Do not complete if NOT RELEVANT was selected.) Ask yourself, "How important is this task to performance on this job?" For example, "Develop objectives and strategies to guide the organization" might be very important for an employee in one job, but less important for another job. For the second job, however, "Provide performance feedback to subordinates" might be very important.

Rate importance of the task for performance on the job by marking through the appropriate number, from 1 (indicating that the task is of no importance) to 5 (indicating that the task is extremely important) on the IMPORTANCE scale.

Please proceed to the next page.

	Not Relevant	Frequency							Importance				
		Once per year or less	More than once per year	More than once per month	More than once per week	Daily	Several times per day	Hourly or more often	Not Important	Somewhat Important	Important	Very Important	Extremely Important
1. Direct and coordinate activities involving sales of manufactured products, services, commodities, real estate or other subjects of sale.	0	1	2	3	4	5	6	7	1	2	3	4	5
2. Resolve customer complaints regarding sales and service.	0	1	2	3	4	5	6	7	1	2	3	4	5
3. Determine price schedules and discount rates.	0	1	2	3	4	5	6	7	1	2	3	4	5
4. Advise dealers and distributors on policies and operating procedures to ensure functional effectiveness of business.	0	1	2	3	4	5	6	7	1	2	3	4	5
5. Direct, coordinate, and review activities in sales and service accounting and record-keeping, and in receiving and shipping operations.	0	1	2	3	4	5	6	7	1	2	3	4	5
6. Oversee regional and local sales managers and their staffs.	0	1	2	3	4	5	6	7	1	2	3	4	5
7. Review operational records and reports to project sales and determine profitability.	0	1	2	3	4	5	6	7	1	2	3	4	5
8. Monitor customer preferences to determine focus of sales efforts.	0	1	2	3	4	5	6	7	1	2	3	4	5

	Not Relevant	Frequency							Importance				
		Once per year or less	More than once per year	More than once per month	More than once per week	Daily	Several times per day	Hourly or more often	Not Important	Somewhat Important	Important	Very Important	Extremely Important
9. Direct clerical staff to keep records of export correspondence, bid requests, and credit collections, and to maintain current information on tariffs, licenses, and restrictions.	0	1	2	3	4	5	6	7	1	2	3	4	5
10. Represent company at trade association meetings to promote products.	0	1	2	3	4	5	6	7	1	2	3	4	5
11. Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.	0	1	2	3	4	5	6	7	1	2	3	4	5
12. Direct foreign sales and service outlets of an organization.	0	1	2	3	4	5	6	7	1	2	3	4	5
13. Assess marketing potential of new and existing store locations, considering statistics and expenditures.	0	1	2	3	4	5	6	7	1	2	3	4	5
14. Prepare budgets and approve budget expenditures.	0	1	2	3	4	5	6	7	1	2	3	4	5
15. Visit franchised dealers to stimulate interest in establishment or expansion of leasing programs.	0	1	2	3	4	5	6	7	1	2	3	4	5

Frequency

Importance

	Not Relevant	Once per year or less	More than once per year	More than once per month	More than once per week	Daily	Several times per day	Hourly or more often	Not Important	Somewhat Important	Important	Very Important	Extremely Important
16. Confer with potential customers regarding equipment needs and advise customers on types of equipment to purchase.	0	1	2	3	4	5	6	7	1	2	3	4	5
17. Confer or consult with department heads to plan advertising services and to secure information on equipment and customer specifications.	0	1	2	3	4	5	6	7	1	2	3	4	5

Frequency

Importance

	Not Relevant	Frequency							Importance				
<p>Additional Relevant Tasks Please write in additional relevant tasks and provide a rating.</p> <p>1. _____ _____ _____</p> <p>2. _____ _____ _____</p> <p>3. _____ _____ _____</p> <p>4. _____ _____ _____</p> <p>5. _____ _____ _____</p>		Once per year or less	More than once per year	More than once per month	More than once per week	Daily	Several times per day	Hourly or more often	Not Important	Somewhat Important	Important	Very Important	Extremely Important
	0	1	2	3	4	5	6	7	1	2	3	4	5
	0	1	2	3	4	5	6	7	1	2	3	4	5
	0	1	2	3	4	5	6	7	1	2	3	4	5
	0	1	2	3	4	5	6	7	1	2	3	4	5
	0	1	2	3	4	5	6	7	1	2	3	4	5

Information About You

Many workers are being asked to complete this survey. Your answers to these questions will help us know that workers with differing amounts of experience and different backgrounds are included.

Please read each question carefully and mark your answer by putting an **X** in the box beside your answer, or by writing an answer on the line provided.

1. What is the title of your current job? (PLEASE PRINT)

2. For how long have you worked at this job? (Mark one box)

- Ten years or more
- At least 6 years, but less than 10 years
- At least 3 years, but less than 6 years
- At least 1 year, but less than 3 years
- At least 3 months, but less than 12 months
- At least 1 month, but less than 3 months
- Less than 1 month

3. In your current job, are you employed by (Mark one box)

- Government
- Private for-profit company
- Nonprofit organization including tax exempt and charitable organizations
- Self-employed
- Family business

4. **If you are working in the family business, is this business incorporated?**

Yes

No

Not working in a family business

5. **In what year were you born?** ___ ___ ___ ___

6. **Are you male or female?** (Mark one box)

Male

Female

7. **Are you Hispanic or Latino?** (Mark one box)

Yes

No

8. **What is your race?** (Mark one or more boxes)

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

9. **Indicate the highest level of education that you have completed** (please check only one box):

- Less than a High School Diploma**
- High School Diploma** – or the equivalent (for example, GED)
- Post-Secondary Certificate** - awarded for training completed after high school (for example, in agriculture or natural resources, computer services, personal or culinary services, engineering technologies, healthcare, construction trades, mechanic and repair technologies, or precision production)
- Some College Courses**
- Associate's Degree** (or other 2-year degree)
- Bachelor's Degree**
- Post-Baccalaureate Certificate** - awarded for completion of an organized program of study; designed for people who have completed a Baccalaureate degree but do not meet the requirements of academic degrees carrying the title of Master.
- Master's Degree**
- Post-Master's Certificate** - awarded for completion of an organized program of study; designed for people who have completed a Master's degree but do not meet the requirements of academic degrees at the doctoral level.
- First Professional Degree** - awarded for completion of a program that
 - requires at least 2 years of college work before entrance into the program,
 - includes a total of at least 6 academic years of work to complete, and
 - provides all remaining academic requirements to begin practice in a profession.
- Doctoral Degree**
- Post-Doctoral Training**

Yes No

10. Are you deaf or do you have serious difficulty hearing?
11. Are you blind or do you have serious difficulty seeing even when wearing glasses?
- 12a. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?
- b. Do you have serious difficulty walking or climbing stairs?
- c. Do you have difficulty dressing or bathing?
13. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

Your Professional Certifications

1. Please write the names of job-related professional certifications that you have earned:

a. _____

b. _____

c. _____

d. _____

e. _____

Your Apprenticeship Certificates

2. Please write the names of job-related apprenticeship programs that you have completed:

a. _____

b. _____

c. _____

d. _____

e. _____

Your Association Memberships

Finally, we would like to know about the professional associations to which you belong.

1. Are you currently a member of the following job-related association(s)? (Please respond for each association listed.)

Association of Sales Administration Managers Yes No (14055)

Association of Sales and Marketing Companies Yes No (14056)

North American Industrial Representatives Association Yes No (14169)

Professional Sales Association Yes No (14173)

Sales and Marketing Executives International, Inc. Yes No (14177)

2. Please write in the names of any job-related associations to which you belong that are not listed above:

a. _____

b. _____

c. _____

