

THE HRTMS NEWSLETTER

JANUARY 2019



COMPETENCIES, A JOB DESCRIPTION'S "SECRET SAUCE"

If you're like me, you've had both great managers and then those who were, well, let's just say, not so great. As an HR professional, you know that just because an employee is skilled in their field and has the most seniority in their department, it does not necessarily mean that they will succeed in an adjacent role. It takes an employee with a specific set of skills, knowledge, and behaviors to excel at certain jobs. But what is it that makes some employees excel in a position while others do not?

Let's look at the job of manager once again and think about what separates a good manager from the bad. It's likely that both would be skilled in their respected field, but a great manager would also possess the ability to motivate their employees,

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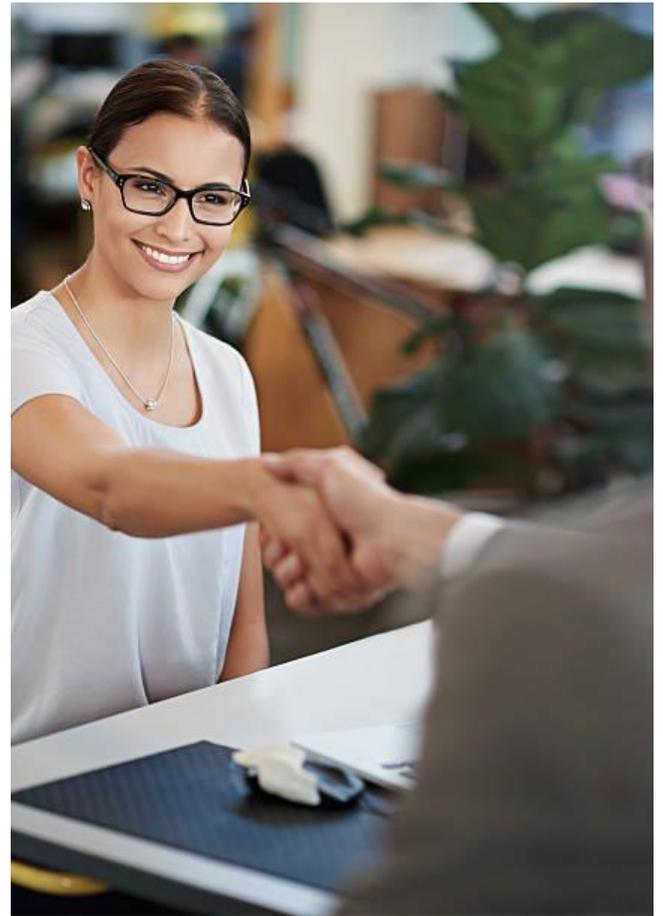
COMPETENCIES, A JOB DESCRIPTION'S "SECRET SAUCE" (continued)

delegate tasks, employ patience, and possess strong communication skills. It isn't enough that an employee retains the skills and knowledge necessary for the job; they must also exhibit certain behaviors, or abilities, to succeed at the job. This combination of skills + knowledge + behavior, in a measurable format, is often referred to as competencies. Skills are a very important part of a job description and can give managers, employees, and candidates a good idea of what is expected of them on a daily basis. But competencies give employees and candidates a clearer picture of performance expectations and what they need to succeed in the job. They also give you a more efficient way to evaluate job applicants and increase the chance of hiring the right person for the job. Competencies are the "secret sauce" that separates a capable employee from a successful employee.

To determine if a competency is necessary for a specific job, ask yourself these questions:

1. How important is that competency to the success of the employee in that position, coworkers, and the organization as a whole? And would the absence of that competency result in negative consequences?
2. Does the competency further the mission and goals of the company?
3. Is the competency essential in performing the responsibilities of the job?
4. And at what proficiency level (entry, novice, mid, experienced, senior, expert) should the employee perform the competency at in order to be successful?

JDXpert believes that a job description should include all pertinent information about the job, not just the basic skills and requirements of the job. Because of this



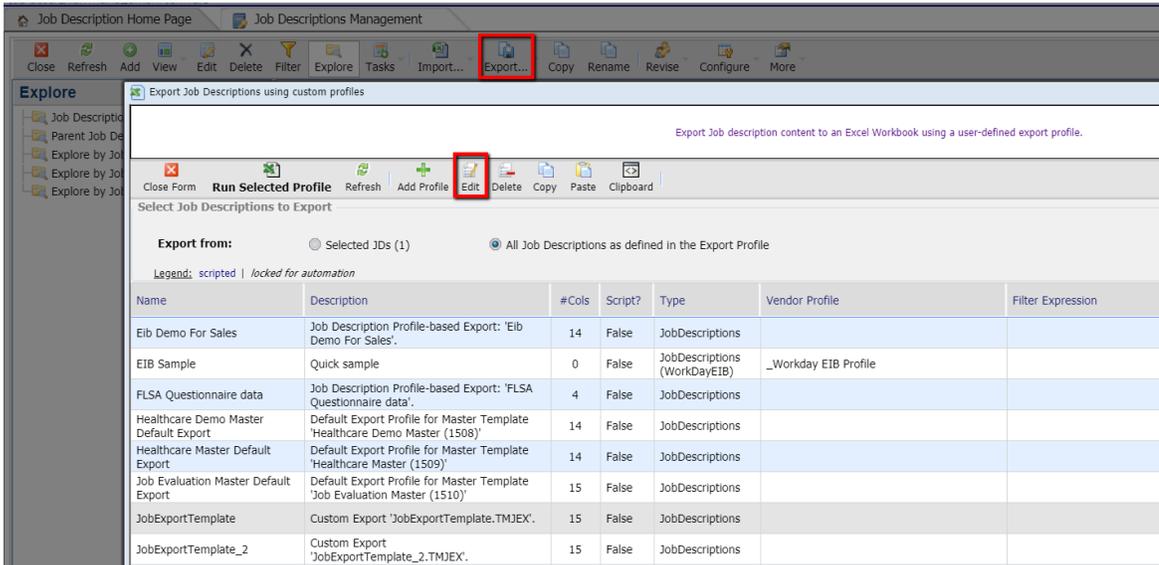
understanding, we include a library of core competencies that you can choose from to include in your job description. The library includes a proficiency scale so that a level can be chosen for each selected competency. If you already have a set of competencies that you would like to include, JDXpert allows you to upload that information.

Including competencies in your job descriptions is a great way to define what attributes are needed to perform the job effectively and can be invaluable when recruiting or evaluating employee performance. So the next time you edit a job description, ask yourself, are you providing enough information for the jobholder to be successful in the position, or just adequate? If you're expecting employees to excel, then give them the tools necessary to achieve that goal.

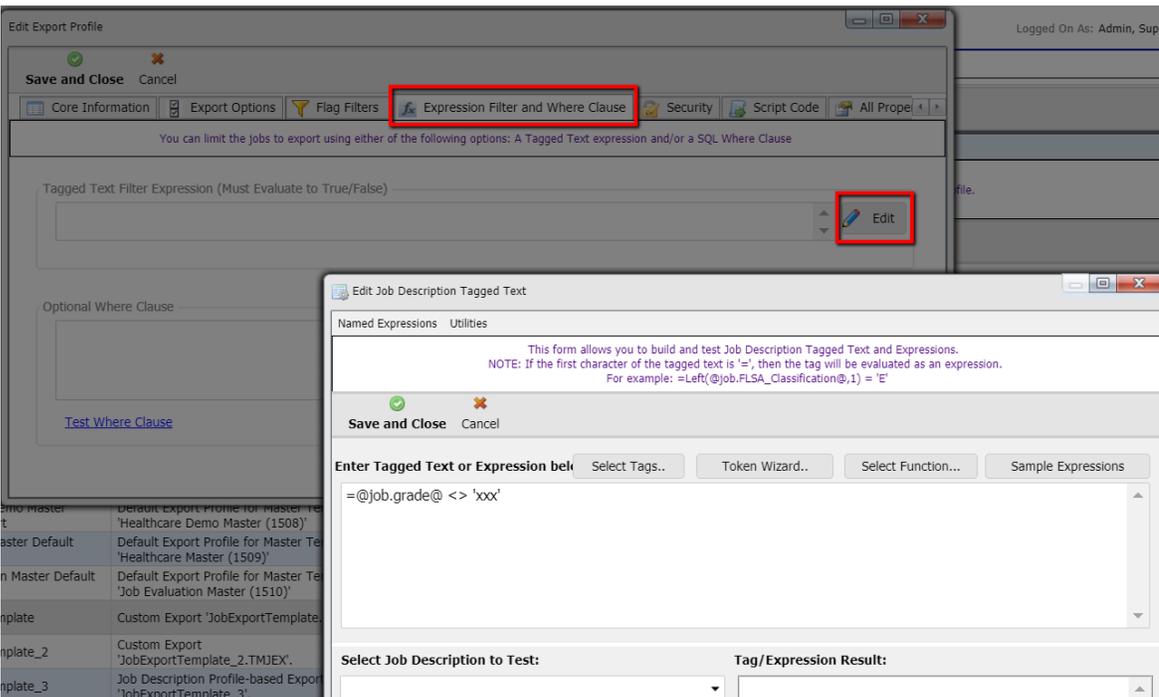
QUICK TIP

Advanced Filters for Exports

Begin by entering **Job Description Administration**. Then select *Export Job Descriptions to Excel using an Export Profile* from the **Export** dropdown. When you access your export profiles, select the profile you'd like to export and click **Edit**.



Next, select the tab for **Expression Filters**, click on the **Edit** button next to *Tagged Text Filter Expression* field, and input your Tagged Text or Expression.



At this point you have limitless options to configure your filter. Search "**Tagged Text**" in the **Knowledge Base** for more information on how to configure these expressions. Once you've input your expression, click **Save and Close** on that window as well as the *Edit Export Profile* window and select **Run Selected Profile** from the toolbar.

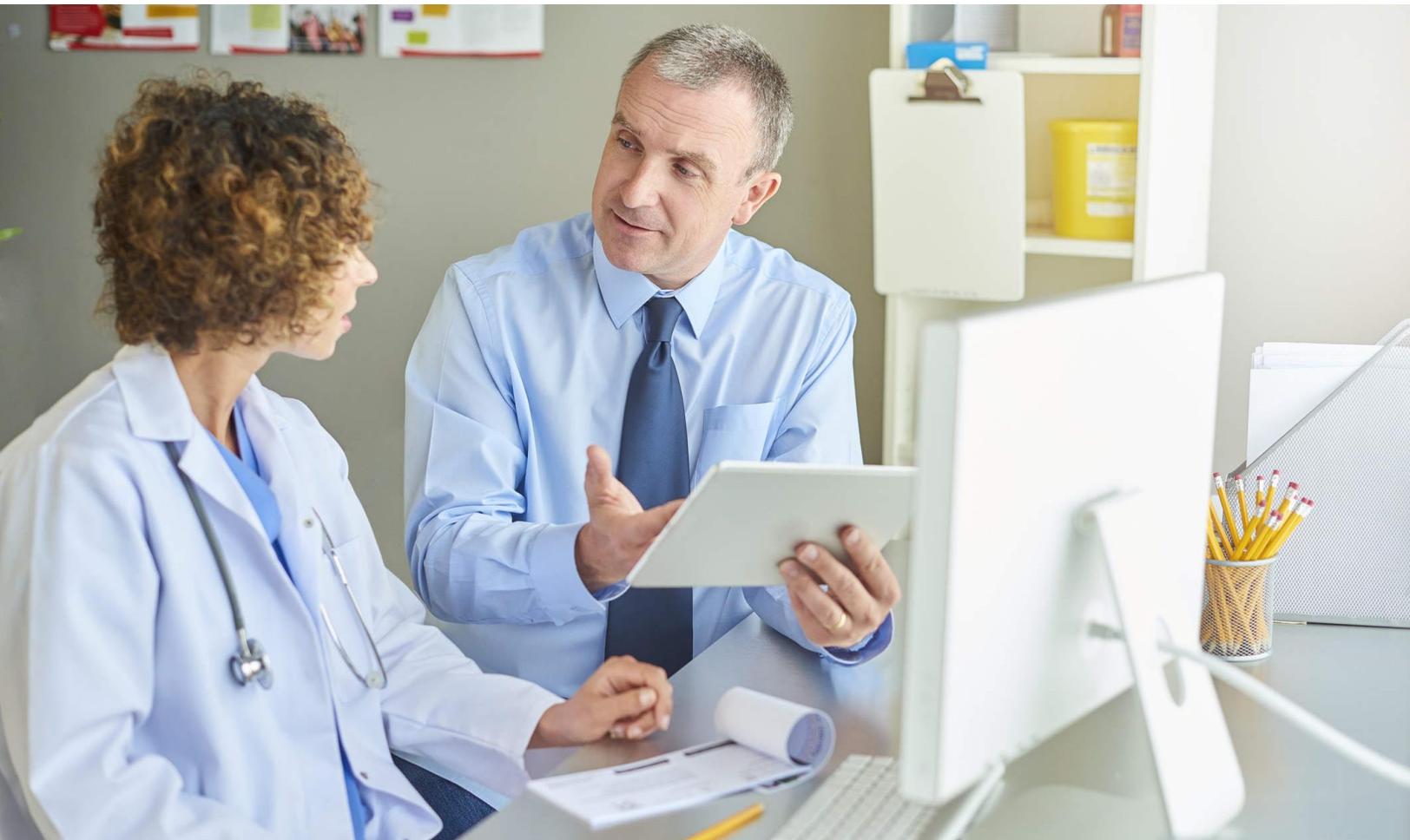
SUCCESS STORY

Children's Mercy Hospital

With more than 7,000 employees, Children's Mercy Hospital provides compassionate, comprehensive care for children in the Kansas City region and beyond. To provide the highest quality health care possible, it is imperative to recruit and manage healthcare providers and staff who are exceptional in their fields. The hospital's Human Resources team realized they needed a system to maintain and manage their numerous job descriptions with an ability to update, standardize and share them across multiple teams.

Prior to discovering JDXpert by HRTMS, Children's Mercy had been using Word documents stored on a shared drive to manage their job descriptions. Only the Compensation team had permission to edit and save these job descriptions, making it difficult to gather input from managers and subject matter experts. In addition, their previous method denied them the ability to create a standardized revision workflow process and manager approval process and made editing and database management cumbersome. This inefficient process could no longer meet their job description needs as a top-ranking health care facility.

The need for a robust system that helped them produce and maintain standardized, updated job descriptions was a key factor in the team's search for an automated job description system. JDXpert was the only system of its kind that offered such an extensive set of functionalities. Children's Mercy



Success Story (continued)

was especially fond of such features as: the content library, user-defined workflow process, template configuration capabilities, and parent/child job relationship. JDxpert was invaluable in its ability to permit managers to edit job descriptions while allowing HR to manage the process. After training “super users” on the capabilities of the system, users found JDxpert as an easy and straightforward way of managing the job description review and maintenance process.

Going forward, the HR team is hoping to implement the employee acknowledgement feature for employees to sign-off on their job descriptions at the time of their annual reviews. They will also review potential changes to their job descriptions as their health care organization continues to evolve and look forward to the new features that JDxpert offers to enhance their growth.

UPCOMING EVENTS

WEBINAR: Best Practices For Compliant Job Descriptions

JANUARY 24TH | [REGISTER](#)

HR USER TRAINING

FEBRUARY 21ST | [REGISTER](#)

APRIL 17TH | [REGISTER](#)

ADMINISTRATOR TRAINING

MARCH 19-21ST | [REGISTER](#)

WorldatWork TOTAL REWARDS CONFERENCE

MAY 6-8TH | ORLANDO | [LEARN MORE](#)

WHAT'S NEW IN FEATURES

VIEW/EDIT JOB TRANSLATIONS DURING WORKFLOW

Users can preview and translate their job description in their selected language within a workflow.

IMPROVED EMPLOYEE ACKNOWLEDGEMENT MANAGEMENT

Users can manage employee acknowledgements directly from their desktop, giving them the ability to filter and view completed versus outstanding acknowledgements and export the results to Excel.

AUTOMATED EXPORT OF EMPLOYEE RECORDS

JDxpert now supports the ability to schedule an automated, secure export of employee records from JDx to the client's HRMS.

To view other recently added features, please [click here](#).

For more information about new features implementation, please email success@hrtms.com.

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