BUS301 – Good or Bad Job Description

After reading the information in Unit 2, you should have learned the foundational elements associated with the creation and completion of a job analysis and how this information is used to create a job description. In this assessment, you will use this understanding to determine if a managing human capital situation is aligned with the job description, to determine whether the job description is good or bad, and to discuss the situation using your analysis of the course content.

THE ASSESSMENT: In this assessment, you will be given some excerpts from various job descriptions. Each job description excerpt will then have a paired situation. It will be your job to discuss what is wrong or right with each of the job description as it is connected with the situation. To get a better understanding of how you should be approaching this assessment, please read the case study in the following link. NOTE: The job descriptions as listed should be considered complete, and you should analyze each situation from the information presented.

Reading: California Employer Daily: Jennifer Carsen’s “Case Study: Bad Job Description Dooms Employer”

Link: California Employer Daily: Jennifer Carsen’s “Case Study: Bad Job Description Dooms Employer”

Instructions: To access the case study, click on the link above. You should use this sample to guide the completion and understanding of this assessment. As you read this case study, focus on the aspects of the job description and what’s wrong—keeping in mind the information you have learned from this section of the course. Pay careful attention to the area of the course where the normal components of the job description are discussed in Unit 2. You should also keep in mind all previous insight gained from your understanding of the information in Unit 1.

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1. JOB DESCRIPTION: Cosmetologist/Hairstylist (worth 40 points)

Job Location: Washington, DC
Starting Salary: Not Provided
Hours/Week: 40
Education: Vocational Training
Degree or Training: Cosmetology Degree/AAS
Provide support beauty services to include but not limited to styling of hair, treating and massaging of scalp—ensuring proper circulation and follicle care to the scalp—cutting, coloring, and shampooing of various types of hair. Provide aesthetician services.

Work Activities:
- Creatively design hair
- Implement sanitation and health standards
- Follow customer instructions
- Maintain a solid schedule of appointments
- Use cosmetic, hair, and nail equipment
- Advise customers on service options
- Use a cash register

Knowledge, Skills, and Abilities Required:
Knowledge of chemical properties, time and situations of use, composition and reaction to skin. Ability to meet and exceed quality and customer satisfaction standards. Foundational Cosmetologist/Hairstylist knowledge as usually obtained through the completion of technical/vocational training and 1 to 3 years of experience.

THE SITUATION: Janice VonDane is currently a cosmetologist/hairstylist for Curl Up & Dye, one of the top hair salons in Washington, DC. Janice has just begun her employment and is only in her second month at this salon. One Wednesday morning, Janice received a walk-in customer who had never been to the salon. This customer did not know what she wanted to do with her hair, so she gave Janice free rein and only told Janice to make her look beautiful. Janice performed the service and told the woman the service performed would be a total of $85. In review of the hair style, the customer became very upset and said the hair style made her head look big. This customer refused to pay and stormed out of the salon. The owner/manager of the salon had a meeting with Janice to discuss the issue. In this meeting, the owner/manager brought up the fact that this is the third time since Janice began working there that a customer was not satisfied. “I have asked you to review our stance on customer service,” said the owner/manager, “and yet there appears to be little change in your performance.” Janice responded and said there was nothing wrong with her customer service in this situation, or any other situation. She cited her previous performance in other salons and the fact that she graduated at the top of her class in cosmetology school, suggesting that these customers were trying to get out of paying. Simultaneously, the angry customer called the salon and informed the owner/manager that Janice did not tell her what she was going to do, claiming if Janice had told her that is what she was going to do to her hair, she would have never agreed. Armed with this information from the customer and now hearing Janice’s version of the situation, the owner/manager decided to terminate Janice’s employment. The owner/manager stated that Janice did not perform her duties as identified in her job description.
So—is this a good or bad job description as it applies to this situation? Was the owner/manger’s action justifiable as applied against the job description? Please be sure to discuss/explain your answer using your understanding of the information in the course. It is indeed ok to use outside information/sources, but your core analysis should apply to course concepts as presented.

2. **JOB DESCRIPTION: Postal Clerk (worth 30 points)**

**Reading**: eHow.com: Tamara Runzel’s “Postal Clerk Job Description”

**Link**: eHow.com: Tamara Runzel’s [“Postal Clerk Job Description”](http://www.ehow.com)

**Instructions**: To access the job description, click on the link above. Once you click on the link, you will see the information on the job description for this position. Please pay careful attention to the duties, work environment, and requirements areas of the job description.

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**THE SITUATION**: Mario Sanchez is a station manager for a postal service center located in Yuma, Arizona. Due to some retirements and other internal issues, there is a need for Mario to hire a postal clerk. He receives a number of applications, sorts through the applications, and narrows down his choice to the top three candidates. Mario interviews the first two candidates and has a good feeling about one of them, but he wants to wait until after his interview with the third candidate to move any further in the process. Mario’s third interviewer shows up, and when he arrives he is armed with a translator. This is when Mario is made aware of the fact that his third interview is with a man who happens to be deaf; and while the man is really good at reading lips, Mario is concerned. Mario’s concern is that by this gentleman being deaf, he will not be able to adhere to the work environment of the clerk’s position, especially dealing with the high amount of customer interaction. Mario goes through with the interview and tells this candidate he will be in touch. After interviewing all three candidates, Mario determines that the man who is hearing impaired would be the best candidate if he was able to hear, but because of the high volume of customer interaction, he will not be able to meet and/or exceed the expectations of this job. Mario makes the decision to hire the other candidate because of his concerns about the third candidate’s hearing impairment.

So—is this a good or bad job description as it applies to this situation? Was Mario’s action justifiable as applied against the job description? Please be sure to discuss/explain your answer using your understanding of the information in the course. It is indeed ok to use outside information/sources, but your core analysis should apply to course concepts as presented.
3. JOB DESCRIPTION: Model (worth 30 points)

Reading: CareerPlanner.com’s “Model Job Description”

Link: CareerPlanner.com’s “Model Job Description”

Instructions: To access the job description, click on the link above. Once you click on the link, you will see the information on the job description for this position. Please pay careful attention to the task list area of the job description.

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THE SITUATION: Sonji Wai is a model for Millennium Modeling Management Corporation, a major modeling firm in New York City. Sonji has been doing runway modeling and has been represented by the firm for the last 5 years. Sonji made an exceptional living as a runway model, but she had recently got married. Sonji got pregnant and ended up having a baby. During the pregnancy, Sonji gained weight and her physical appearance changed, but she was only 15 pounds above her previous weight when she returned back to work. While in the hospital, she found out she had a thyroid problem and that her weight issue was in fact a result of the thyroid problem—it had nothing to do with the pregnancy. Having been modeling for a while, Sonji expected that she might lose some business as a result of her new physical appearance, so she was prepared for this and expected some difficulties when she finally did return to work. However, she was completely shocked when she returned to work and found out that Millennium Modeling Management Corporation had decided she was no longer marketable and decided to end their representation and working relationship with Sonji. Very upset and disgusted, Sonji left Millennium Modeling and sought representation with other agencies. She eventually obtained representation from a new agency, but she was still upset about being forced to leave Millennium. Three months had gone by, and during a conversation with some friends she began to rethink her departure from Millennium. In talking with her friends, one of which happened to be a student pursuing a business degree with a major in human resource management, she became aware of some information that suggested to her she might have been wrongfully discharged. Her friend asked if she had a copy of her job description from Millennium and she went into her office and found a copy. Her job description happens to be identical to the job description as listed on the careerplanner.com web site. In reading her job description, they both noticed that Sonji was required to follow a specific diet, sleep, and exercise routine to maintain her appearance, and it is clear this is not the case as a result of her weight gain. The more the two of them thought about her situation and looked over her job description, the more Sonji felt like she might have been discriminated against.

So—is this a good or bad job description as it applies to this situation? Was Millennium’s action justifiable as applied against the job description? Please be sure to
discuss/explain your answer using your understanding of the information in the course. In your analysis, you should consider the pregnancy, her physical appearance transition, and her thyroid problem. It is indeed ok to use outside information/sources, but your core analysis should apply to course concepts as presented.