



DEPARTMENT OF HUMAN RESOURCES CLASSIFICATION - FREQUENTLY ASKED QUESTIONS

Q. What is a job description?

A. A job description is an official written document that describes the major job duties and responsibilities, knowledge, skills, and abilities assigned to a particular position.

Q. What is a job classification?

A. A classification is an assignment or grouping of positions regardless of location, that are similar enough in duties and responsibilities to be given the same title, pay grade, and require substantially the same qualifications.

Q. What is a job audit?

A. A job audit involves interviews with both the incumbent and the supervisor of a position. These interviews give the Department of Human Resources a detailed description and a broad overview of the position being audited. Job audits are conducted to evaluate the duties that constitute the position, not the performance or qualifications of the incumbent.

Q. What is the difference between a new position and a reclassified position?

A. A new position is a newly created position that doesn't exist within the current organizational structure or an increase in the authorized strength of a current position; a reclassified position is when over time the employee has absorbed higher level duties or when the duties of the position have changed and the majority of the duties have moved to a higher level of responsibility.

Q. Are job descriptions accessible to employees?

A. Yes, all employees should have access to their own job descriptions. To obtain a copy of your job description, check with your supervisor or contact the Department of Human Resources. City of Little Rock job descriptions are also available on the City of Little Rock website, access city departments, select Human Resources then select Helpful Documents, then select Job Descriptions (City of Little Rock and LRCVB).

Q. When should a job description be reviewed and updated?

A. Job descriptions should accurately reflect the work assigned. Job descriptions should be updated when there are significant changes in the work assigned. Job descriptions should be reviewed and updated, if necessary, prior to establishing performance standards and prior to filling vacancies.

Q. When should a request for a position review/classification review request be submitted?

A. Requests should be submitted when there have been significant and/or major changes that appear to be ongoing in an incumbent's duties and responsibilities, the level of complexity, decision making authority, scope of the position, and knowledge and abilities. This can result from changes in staffing, organizational structures, etc.



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Q. Who initiates a classification review request?

A. An employee or departmental supervisor, manager, or director can initiate the classification review process by completing the appropriate form (Classification Review Request form HR-2A), however, if the request is initiated by an employee, the supervisor and/or manager, and Department Director must sign off on the Classification Review Request form before the Department of Human Resources will begin the classification review process.

Q. What factors do not justify a classification review?

A. Number of years worked in the organization; quality of work performance; retention of a specific employee; knowledge, skills, and abilities possessed by the incumbent which are not required for the position; employee's financial need; employee's personal qualifications and experience; increase in workload; dependability of the employee; technological changes or tools (e.g. new software) that does not substantially alter the essential functions of the job, and job stress.

Q. Should the reclassification process be utilized to reward an employee for hard work?

A. No, it is not appropriate to use the reclassification process for the purpose of rewarding an employee through increasing their compensation. The classification system is meant to ensure equity so that each position is assigned a pay grade commensurate with its tasks and qualifications in comparison with other similar positions across the organization. For this reason, classification decisions are based solely on the job duties of a position, and not on an employee's qualifications, abilities, or job performance. While an employee could potentially receive a higher salary if a determination is made that the current classification of his/her job should be reclassified to a higher pay grade, there is also the potential that a position reviewed for reclassification could result in a lower pay grade, or remain at the same level.

Q. Is the amount of work and how well an incumbent does the job taken into consideration for reclassification review?

A. No, it is the job that is being classified, not the employee. The employee's efficiency, speed and effectiveness are matters for the performance appraisal, not the job analysis. Any advanced skills or education the employee may have obtained while in the position but not required for the current position are not taken into account for the classification review.

Q. Should a departmental representative give employees a guarantee that a position will be classified to a higher level prior to an official classification review by the Department of Human Resources?

A. No, a departmental representative should not give incumbents a guarantee that their position will be reclassified to a higher level prior to a classification review being conducted. A department may propose a specific classification when requesting the review, but the determination of the appropriate classification for an incumbent's position is determined by the Department of Human Resources after the reclassification process is completed and approved by the City Manager.

Q. If the work volume increases but the nature of the position remains the same, does this warrant a reclassification review?



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A. No, changes in quantity of work (volume) are not considered in a classification review. If the quantity has increased and the actual duties have not changed, a review is not warranted.

Q. How often can a classification review request be submitted for review of the same position?

A. Classification review requests for the same position are not normally subject to the classification review process more frequently than once per twelve (12) month period.

Q. How long does a classification review request take?

A. The Department of Human Resources goal is to have an initial draft to the department within sixty (60) days from receipt of the classification review request. However, there are several factors that may affect the length of a review, such as: the amount of research necessary, the extent of the recommendations, departments shifting priorities, the length of time it takes to get information from the department and/or incumbent, the workload of the assigned analyst.

Q. What is the classification review process?

A. A classification review requires a significant amount of research and analysis. The Department of Human Resources looks at various factors in determining the proper class, such as, but not limited to: decision making responsibilities; scope and complexity of work; nature and purpose of contact with others; required knowledge, skills, and abilities; supervision received and exercised; working conditions and physical effort; organizational level, size, etc. The process typically includes:

- Departments submits a classification review request (HR-2A) form to the Department of Human Resources (Classification) who reviews the initial documentation to determine if a review is in compliance with policy;
- If the Classification Analyst initiates the review, the employee or Departmental representative will complete a Position Analysis Questionnaire (PAQ) which is reviewed and signed by the employee's supervisor, division manager and department director and then submitted to the Classification Analyst for review and analysis;
- The Analyst then conducts an interview and/or job audit with the incumbent and the incumbent's immediate supervisor;
- Following thorough review of the classification, the analyst will recommend one of the following:
1) employee is appropriately classified; 2) employee would be appropriately classified in another existing classification; 3) employee is performing work not currently represented in the classification plan and a new classification needs to be developed;
- The Analyst may update a classification specification or develop a new classification and salary range, based on a survey of comparable classifications within the City of Little Rock. A revised job description and job specification will be forwarded to the Department Director whose signature shall indicate concurrence with the job description and job specification;
- The Analyst submits a Classification Report (HR-2) with recommendations to the Director of Human Resources, Department Director, and the City Manager;
- A finalized job description will be forwarded to the Department Director who will be responsible for distribution to affected supervisors and employees.
- Each Department will be responsible for initiating the Employee Status Change Request Form for the increase, if applicable.



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Q. What will an employee's new salary be if their position is reclassified to higher level?

A. Employees whose positions are reclassified to a higher level shall receive a five percent (5%) increase or the minimum salary of the pay grade, whichever results in the greater salary. Such increase will become effective on the first day of the pay period following the final decision of City Manager.

Q. What if the classification review process determines that my position is properly classified?

A. A change in a position must be substantial to justify reclassification to a position within a higher salary range. Therefore, not all classification reviews result in reclassification to a higher level. If you are notified that your position is properly classified and you would like a more detailed explanation, the analyst who conducted the job audit is available to discuss the decision.

Q. If a position is reclassified, what is the effective date of the action?

A. The effective date of the reclassification is the first day of the pay period following the final decision of the City Manager.

Q. If my job title is changed do I receive an increase in pay?

A. No, title changes do not have an impact on incumbents pay.

Q. Is seniority affected when an employee has been reclassified to a different job classification?

A. No, seniority is not affected.

Q. Is it possible that the union eligibility status may change based on a reclassification?

A. Yes, a reclassification could result in a change in union eligibility status.