



Job Profiling



ACT Inc.'s WorkKeys Job profiling system is a job analysis system that helps businesses identify the skills and skill levels employees must have to perform particular jobs effectively. It also give individuals a clear picture of the skill levels they need to qualify for and be successful in the jobs they want. When used with the assessments, instruction and reporting, job profiling allows students and workers to make decision about appropriate jobs and to identify areas they need to strengthen in pursuing their education and career goals.

WorkKeys job profiling is conducted by job analysts who have been trained and authorized by WorkKeys industrial/organizational psychologists. The profiling procedure is designed to systematically develop accurate profiles through a **task analysis** that is used to select the tasks most critical to a job, a **skill analysis** that is used identify the skills and skill levels required at the entry level and for effective performance on that job, and the **skill ranking**, which determines which WorkKeys skills are the most critical to the job.

Job profiling requires four key steps:

Step 1: Creating an Initial Task List

The profiler obtains background information about the job to be profiled from the company contact person and a tour of the job site. Using SkillPro®, ACT's proprietary job profiling software, the profiler develops an initial list of the tasks most relevant to the job.

Step 2: Task Analysis

- The profiler meets with subject matter experts—generally incumbent workers of the job being studied—who review and revise the list of tasks, adding, deleting, consolidating, or changing the wording of each task to make sure that the list accurately represents the job as it is performed in their company.
- Then the subject matter experts rate each task according to two dimensions: importance and relative time spent.
- The data are used to produce a criticality rating for each task.
- The subject matter experts review this revised task list and make any necessary changes.
- The resulting final task list establishes which tasks are the most critical to performing the job.

Step 3: Skill Analysis

- The skills are reviewed one at a time.
- Profilers present detailed descriptions of each of the WorkKeys skills to the subject matter experts.
- To determine the relevance of the WorkKeys skill to the job, the subject matter experts independently identify the important tasks that require the skill and then discuss the work behaviors that specifically use that skill.
- Then the profiler presents detailed descriptions of the WorkKeys skill levels to the subject matter experts. These descriptions include examples of problems or situations employees deal with at each level.
- The subject matter experts identify the relevant important tasks that require each skill level and decide which skill levels are necessary at the entry level and for effective performance of their job (i.e., cut or passing scores)

Step 4: Documentation

The profiler documents the results in a customized Job Profile Report containing a list of the tasks most critical to performance of the job and information on the WorkKeys skills and skill levels required for entry into the job and effective performance of the job. This report establishes the link between the tasks of the job and the WorkKeys skills and skill levels.

For more information, you can contact:

Chris Waymire, *ACT Certified Profiler*
Office (765) 807-0883 or Mobile (765) 337-6197
cwaymire@region4workforceboard.org