



A For Sales Position

1. What is the nature and price range of the product or service to be sold?

2. Who are the potential or actual customers?

3. At what level in the customer's organization is the purchasing decision made?

4. Are sales primarily based on new or repeat business?

5. Is there a significant service component to the sales position? Yes (____ % of time) No
If yes, describe.

6. Is cold telephone calling required? Yes (____ % of time) No
Are leads provided? Yes (____ % of time) No
Additional information.

7. What are the sources of leads? Advertisements Direct Mail Responses Referrals
Other (describe)

8. How many contacts are needed to make a sale?



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A For Sales Position - *continued*

9. Is there a significant amount of paperwork involved in this position? Yes No

10. To what extent does the position require working on one's own?

11. Describe the steps involved in closing sales.

12. Describe your compensation program. Does it change over time?

13. What criteria will be used to measure success in the position?

14. What is the next step in the career ladder for a person successful in this position?

15. Indicate any unique characteristics or requirements of this position.

16. Any additional comments?



B For Management or Administrative Positions

1. List job duties in order of importance:

2. Where does the position fit in the table of organization? To whom does it report?

3. Who reports to this position? (Give titles and number of individuals in each role)

4. What kind of authority does this manager have to make decisions, hire staff, and implement policy?

5. Discuss in detail how the ability to strategize, conceptualize and plan is important to this position.



Service

1. Do people in this role provide service in person or over the telephone?

2. In this position, will the person be responsible for clerical tasks, such as processing transactions, filling out forms, updating and filing customer records?

3. Does this role provide standard after-sale support to enhance or maintain the value of the product or service purchased?

4. Will this person provide service in response to complex customer issues either related to sophisticated product lines or to especially challenging or sensitive problems?

5. How many transactions will this person handle in a day?

6. How much autonomy will the individual have to solve problems that fall outside of standard issues?

7. Do individuals in this role have the chance to advance to a more managerial position?



D Technical

1. Will this person primarily perform a variety of work related to designing, developing, and testing products and tools for example, manufacturing equipment, computer networks)?

2. Will this person be primarily involved in the assembly, maintenance, repair, or operation of a mechanical, electrical, or technical piece of equipment?

3. Is this persona expected to diagnose or troubleshoot problems, repair broken parts, and install required upgrades?

4. How much autonomy will the individual have to solve problems that fall outside of standard issues?

5. Do individuals in this role have the chance to advance to a more managerial position?