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100%	Add Additional Pages if Needed.)

Customer Relations

Provide positive and responsive customer service to our internal and external users that reflect Old Dominion University's mission and values. Maintain effective working relationships with colleagues through courteous, constructive and professional interaction. Listen to and anticipate customer need provide clear explanations; respond quickly; take initiative to assist internal and external customers. Observe confidentiality. Compliance with the University Code of Ethics and Service Standards are reflected in all activities related to the performance of assigned work and in all interactions with faculty, staff, students and the public.

10. List what you consider to be the preferred qualifications for this position:

a. What knowledge, skills, and abilities should a new employee bring to this position?

b. Special licenses, registrations or certification:

c. Education or training (cite major areas of study):

e. Level and type of experience:

POSITION PHYSICAL REQUIREMENTS WORKSHEET

11. Instructions: Click in the applicable form for type of physical demands, degree of physical demands, visual demands, and physical surroundings and hazards. INDICATE how often it is done (occasionally (O), frequently (F), or constantly (C)) by clicking in appropriate box.

PHYSICAL ACTIVITY ±Select all the apply and INDICATE how often it is done.)	
Climbing	<p>Going up or down ladders, stairs, scaffolding, ramps, poles and the like, using feet and/or hands and arms. Bodily agility is emphasized.</p> <p style="text-align: center;">Occasionally = 0-33% of daily activities Frequently = 34-66% of daily activities Constantly = 67-100% of daily activities Not Applicable</p>

Balancing

Fingering	<p>Picking, pinching, typing, keyboarding, or otherwise working primarily with fingers rather than the whole hand or arm.</p> <p>Occasionally = 33% of daily activities Frequently = 346% of daily activities Constantly = 67100% of daily activities Not Applicable</p>
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Applying pressure to an object with the fingers and palm.

Grasping

14. HAZZARDS - Check all that apply:

The worker is subject to extreme cold (temperature below 32 degrees) for periods of more than one hour.

The worker is subject to extreme heat (temperatures above 90 degrees) for periods of more than one hour.

The worker is subject to outside environmental conditions: Activities occur indoors and outdoors (no effective protection from the weather)

Noise (must shout to be heard)

Vibration (exposure to oscillating movements of the extremities or the whole body)

Exposure to dust/gas/fumes/steam/chemicals

Walking on uneven ground (gravel, rocks, mounds)

Working around machinery

Potential exposure to infectious diseases, blood, or other bodily fluids

Exposure to pesticides

Works with or exposed to materials like gasoline, solvents, and explosive chemicals

Exposure to gases like acetylene, propane, carbon monoxide and helium

Respiratory/skin exposure to liquids, oils and cutting fluids that are used in operating machinery or needed in the performance of duties. Includes exposure to cleaning products, paints, acids, solvents

Radiation, including ionizing, non-ionizing (EMFs, microwaves, radiowaves, etc.)

Working from heights, including ladders, scaffolds, roofs, or any raised work areas

Animal handling

Electrical hazards like frayed cords, missing ground pins, improper wiring

Unguarded machinery and or moving parts that a worker can accidentally touch and other related hazards (lockout/tagout, boiler safety, forklifts, etc.)

Supervisor's Signature: _____ Date: _____

For Human Resources Use:

FLSA Status:

Exempt Non-Exempt