

# **The North Carolina Job Evaluation System**

The North Carolina Job Evaluation system was implemented many years ago by the state of North Carolina as a way to fairly designate, classify and pay employees who work in state government. It uses the factors listed below to assign a pay grade to a job that is performed.

## **Classification Factors**

### **VARIETY AND COMPLEXITY**

#### **Variety**

- The different kinds of work included in a position
- Do the different kinds of work require related or unrelated techniques, methods, knowledge and skills

#### **Complexity**

- Intricacy of tasks, steps, processes, or methods in the work performed
- The difficulty in identifying what needs to be done
- The degree of repetitiveness
- Frequency and variation of problems encountered
- The state of development in problems presented
- The extent to which established procedures exist and are followed

### **ANALYTICAL REQUIREMENTS**

- The range of thinking, analysis and judgment required while doing the work
- The extent to which the work requires new approaches or deviations from standard work practices
- The resourcefulness or ingenuity required in the solving of new problems or in the treatment of old problems in new ways

### **DECISION MAKING/CONSEQUENCE OF ERROR**

- The questions, problems, or types of cases on which the employee makes recommendations and decisions that affect programs, methods or policies
- Consequence of error
- The effects of decisions and judgments
- The degree to which recommendations and commitments are accepted without review

### **NATURE OF SUPERVISION RECEIVED**

- The degree to which supervisory control limits the scope of work and the nature of decisions made by the employee
- Nature of direct instruction or advice from the supervisor
- Frequency and occasion for such instructions
- Status of work when presented to the employee
- The extent and degree to which the employee's actions and decisions are reviewed in process and/or upon completion

**NATURE OF SUPERVISION GIVEN/EXERCISED**

- The extent to which the position duties require leadership and coordination of the efforts of subordinates
- Examples include assigning objectives, determining work processes and reviewing a subordinate's work

**NATURE AND PURPOSE OF PUBLIC CONTACTS**

- The type and range of interaction of an employee with others in performing the work
- The purpose and extent to which public contacts involve factual exchanges, significant or controversial issues, and differing viewpoints, goals, or objectives

**WORKING CONDITIONS**

- The risks, hazards, and discomforts in the employee's physical surroundings and the safety regulations required

**KNOWLEDGE, SKILLS, AND ABILITIES**

- The experience, training and education, plus any special licensing/certification requirements
- There is a direct relationship between difficulty and complexity of the job and qualifications required for successful performance

These factors are given a numerical weight and then assigned to a pay grade within the salary grade structure.

The Office of State Personnel, Classification and Compensation Section administers the classification system. In DHHS, the central Human Resources office, Classification and Compensation section administers the classification system.