Job Order Phrases

There are some basic rules that must be followed in order to make sure job orders do not include discriminatory remarks. This is an area in which much caution should be used. We are a state government agency, and in this regard, it is our responsibility to SERVE THE PUBLIC, all of our clients equally.

The following information will assist you in making sure that the language you use in the job orders is acceptable.

Discriminatory Remarks in Job Order Summaries

The following phrases could be regarded as discriminatory when used in writing the Job Order summary, and **should not be used**.

Neat
Clean
Mature
Stable
Dependable
Male
Female
Honest
Good appearance
Settled person
Mature and responsible
Hair not below collar to work
Outgoing personality
Will use women
Please screen carefully
Willing worker
Accustomed to dealing with…
Better class of client
Social mobility to work
Ability to work
Eager and willing to learn
Dependable, intelligent and willing

You should confine the job summary information to specific job tasks, job variables, employer job title, hours of work and information provided previously regarding the Job Order Checklist.

Some Suggested Alternatives:

Employer Terminology (wrong)	**Recommended Language**
Good driving record	Valid driver's license required, no negative points
Mature	Emphasize requirement for extensive qualifying experience in narrative
Clean police record Bring police clearance No drug abuse record Good moral character	Must be essential occupational qualification – Where appropriate, indicate in narrative that security clearance is required or position requires extensive background check
Must be 21 No more than 30 years old	Must be an essential occupational qualification (i.e. serving alcoholic beverage, law enforcement officer age limitation; occupational insurance coverage, etc.)
Attractive Neat appearance Clean	Deals with public, represents employer in dealing with public, customers, and clientele

Good telephone voice Good telephone manner	Represents employer in telephone communications Positions requires extensive telephone contact work
Tactful Discreet	Job requires ability to deal tactfully with people/ public; emphasize communications aspect of job in narrative
Sales Oriented People Oriented Must Communicate Well Sociable Willing to Work With Others Person Who Works Well on a Team	Position requires heavy public contact work Position requires teamwork Will work as a member of group
Residency	Must be an essential function of the job (i.e., city ordinance) All employees must be residents
Willing to work in DC, MD, VE, etc.	Indicate job location in narrative if different from employer address
Willing to work Responsible Dependable Reliable Stable Hard worker Sober Ambitious	Requires ability to work with minimal supervision Requires ability to work independently Will work under limited supervision
Good references Good work record	Employers checks references
Good physical condition Strong, Big	Emphasize physical aspects of job in narrative
Self assertive Aggressive	Use action verbs (e.g., initiates sales contacts; originates proposals, etc.)
Able to learn	Employer will train; good training opportunity
Non-Smoker	Smoking not permitted in office/workplace

Bona-Fide Occupational Qualifications (BFOQ)

A bona-fide occupational qualification is an employment request based on age, sex, national origin, or race and is based on a finding that such a characteristic is necessary for job performance. The interpretations are to be kept very narrow. Examples:

Sex:	Actor/Actress	Artist/Model	Masseur/Masseuse
Religion:	Rites Performed by a Rabbi in a Food Processing Plant		
Age:	Scientific Studies in Gerontology		

Physical characteristics, such as lengths of reach necessary to use machinery, or strength needed for heavy lifting are clearly related to job performance and would qualify as a BFOQ.