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What to include in a roles and responsibilities template

Since providing clear definitions of the roles and responsibilities for each position in your company is so important, you want to ensure that you include the necessary information in your roles and responsibilities templates. Here's a short set of steps you can follow when designing these templates to ensure you add all the pertinent information:

1. Provide an overview of the role

The first section provides a general description of the role. In a few sentences, you want to summarise the tasks and function of the position to succinctly describe why the role exists in the company.

2. List the main responsibilities of the role

The responsibilities of a role are the main duties and tasks that a person in this position has. Despite the fact that different companies may have roles with similar or the same job titles, the exact responsibilities for a role often differ depending on the needs and unique environment of each business. For instance, an office administrator who works in a small company may have a wider range of responsibilities than another who works for a large corporation.

3. List the job qualifications and requirements

This section includes various requirements for a specific position, such as required qualifications, work experience, licences, physical ability, work availability and skills. Since you want to limit the length of the list of requirements, you need to decide which points to mention to attract the most suitable candidates.

4. Mention who the role reports to

It's important to define who a person in this role reports to, as it clarifies precisely how the role fits into the organisation as a whole.

Samples of roles and responsibilities documents

Here are a few examples of roles and responsibilities templates for you to look at:

Example 1: Hotel Manager

Job description:

The Hotel Manager will be responsible for ensuring that daily operations at our hotel run smoothly. Their daily duties will include overseeing staff, managing the upkeep of the building, grounds and facilities and ensuring the profitability of the establishment. But most importantly, the hotel manager will focus on providing world-class service delivery and will guarantee that all customers have an enjoyable and satisfying experience at our hotel.

Job responsibilities:

- *Marketing and promoting the business*
- *Regularly performing inspections of the premises and organising maintenance where needed*
- *Recruiting and training hotel staff*
- *Taking care of staff management tasks, such as providing work schedules and disciplining employees*
- *Managing the budget and controlling expenditures*
- *Ensuring that guests and staff are safe by providing the necessary security and implementing relevant health and safety procedures*

Job requirements:

- *Strong financial management skills*
- *Experience in a leadership role and the hospitality industry*
- *Availability to work shifts*
- *A qualification in hotel management will be advantageous*
- *Knowledge of health and safety compliance*
- *Excellent customer service and a focus on service delivery*

Reports to:

The hotel owner

Example 2: Desktop Support Technician

Job description:

The Desktop Support Technician will ensure that our clients' computers, printers and other peripherals are in good functioning condition. They will perform regular maintenance tasks to prevent unnecessary issues from cropping up and to ensure the longevity of all equipment. Apart from remaining up-to-date with new technological developments, the desktop support technician must provide top-notch customer service and keep our clients happy.

Job responsibilities:

- *Installing new hardware, operating systems and applications*
- *Performing regular maintenance tasks, such as antivirus updates and system checks*
- *Responding to client call-outs quickly and professionally and ensuring that all issues are resolved satisfactorily*
- *Documenting all work they do by completing job cards*
- *Assisting senior technical staff as needed*
- *Training users on how to use new equipment or systems and offering support where needed*

Job requirements:

- *A customer-focused approach*
- *Experience in providing IT support for end-users, including remote support*
- *Knowledge of the latest Windows operating systems and office applications*
- *Experience in working in Windows server environments will be advantageous*
- *Ability to work well in a team*
- *IT qualifications will be advantageous*

Reports to:

The Operations Manager

Example 3: Retail Sales Associate

Job description:

Working on the shop floor, the Retail Sales Associate interacts directly with our customers and must ensure that they have an exceptional shopping experience in our store. The Retail Associate will provide friendly and attentive service to each customer by helping them locate products, answering their questions and informing them of promotions.

Job responsibilities:

- *Listening attentively to client requests and needs and making relevant recommendations*
- *Handling payment transactions with our point-of-sale system*
- *Participating in weekly and monthly stock-takes*
- *Packing shelves and checking that the store floor is clean and tidy*
- *Assisting with setting up promotional displays*
- *Providing friendly customer service and focussing on building client relationships*

Job requirements:

- *Must be able to work shifts*
- *Excellent customer service*
- *Previous experience in a customer-facing position or retail environment*
- *GCSE in English and mathematics will be advantageous*

Reports to:

Store Manager

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