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# Job Description Writing Guide

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//\*\* A guide to help you learn about;

- » Importance of a job description
- » Who owns job description creation?
- » How to update a job description on TalentMart?
- » The structure of a standard Walmart Global Tech India job description
- » Useful tips for writing clear and appealing job descriptions
- » Useful tools to improve the language used in the job description
- » Standard team wise descriptions

# Importance of a job description (JD)

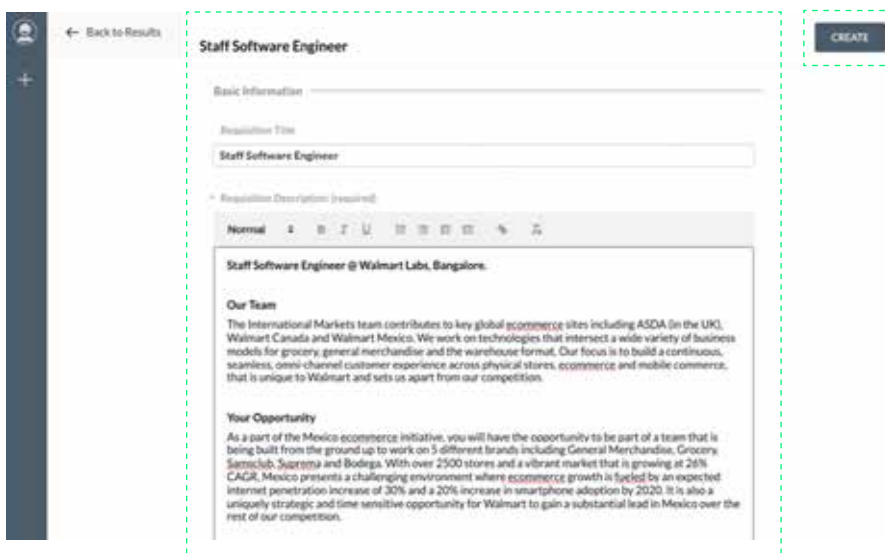
- » A job description helps hiring managers prioritize and articulate key characteristics and requirements of the role. It also accentuates the desirability of the profile
- » Candidates use it as a guide to make a decision about job application by aligning their aspirations, proficiency and experience to the requirements and offerings
- » It helps interviewers form questions according to the skills and proficiency required
- » It helps communicate the company's associate value proposition to candidates

## Who owns the creation and update of job descriptions?

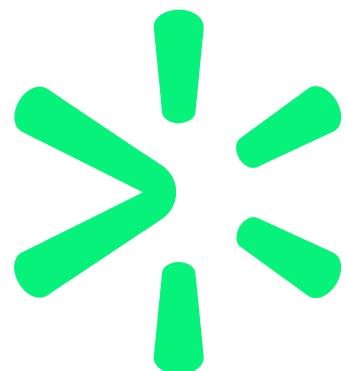
- » Creating and updating a well written job description on TalentMart is a hiring manager's responsibility
- » They can reach out to their recruiters for help while writing or updating it

## How to update JDs on TalentMart

- » Hiring Managers update the job description while raising a new requisition in TalentMart using following steps:
  - › Click on '+' to create a new requisition
  - › On the new page that opens, input a requisition title
  - › Provide a detailed job description
  - › Click CREATE to move to the next step
- » For more details use the help section on <https://Wmlink/TalentMart>



The screenshot shows the TalentMart interface for creating a new requisition. On the left is a dark sidebar with a 'Back to Results' link and a '+' icon. The main area is titled 'Staff Software Engineer' and contains a 'Basic Information' section with a 'Requisition Title' field. Below this is a 'Requisition Description (required)' section with a rich text editor. The editor contains the following text: 'Staff Software Engineer @ Walmart Labs, Bangalore.', 'Our Team', 'The International Markets team contributes to key global ecommerce sites including ASDA (in the UK), Walmart Canada and Walmart Mexico. We work on technologies that intersect a wide variety of business models for grocery, general merchandise and the warehouse format. Our focus is to build a continuous, seamless, omni-channel customer experience across physical stores, ecommerce and mobile commerce, that is unique to Walmart and sets us apart from our competition.', and 'Your Opportunity', 'As a part of the Mexico ecommerce initiative, you will have the opportunity to be part of a team that is being built from the ground up to work on 5 different brands including General Merchandise, Grocery, Sam's Club, Supercenter and Bodega. With over 2500 stores and a vibrant market that is growing at 26% CAGR, Mexico presents a challenging environment where ecommerce growth is fueled by an expected internet penetration increase of 30% and a 20% increase in smartphone adoption by 2020. It is also a uniquely strategic and time sensitive opportunity for Walmart to gain a substantial lead in Mexico over the rest of our competition.' A 'CREATE' button is visible in the top right corner of the form area.



## Few useful tips for writing an appealing JD

01;

**Be clear and concise**, because less is more. Use sub-headings, paragraph breaks, bold, italics, and bullet points

02;

**Make it transparent and realistic** and highlight the best characteristics

03;

**Position Walmart and the role** in a manner that will spark interest in the candidate

04;

**Use conversational and engaging language** and use pronouns like “you” and “we” instead of formal or indirect phrases like “the ideal candidate”

05;

**Avoid clichés** like fast-paced environment, self-motivation, self-starting, proactive, excellent interpersonal/communication skills and so on

06;

**Use online search aligned key words** that candidates are likely to use in their job searches. This improves our search engine rankings

07;

**Proof-read**—Ensure that the language used is free of typos and factual errors. The JD must be grammatically correct

08;

**Avoid using Walmart specific terminology or jargons**

09;

**Make it Inclusive**—Use gender-neutral and inclusive words. Use feminine words to build a feeling of belongingness across all genders

## Few useful tools to improve the JD language

- » **Readability:** Readability of language is important to get your message across most efficiently – use this engine to scan and correct your job description - <http://www.hemingwayapp.com/>
- » **Grammar:** Correct grammatical mistakes using <https://www.grammarly.com/>
- » **Inclusion:** This can help you make your job description gender neutral and more inclusive <http://gender-decoder.katmatfield.com/>

# Standard sections of a Walmart Global Tech India JD (1/2)

A job description is divided into eight sections that convey specific messages about the company and the role. These are:



**Job Title**



**Team & Position summary**



**Position Level**



**Position Responsibilities**



**Work Location**



**Position Requirements**



**About Global Tech**



**Equal Opportunity Employer Statement**

**Let's go over each of these in detail below:**

» **Job title:**

Use an attractive job title which is in line with market terminology. Look at the titles that other companies use for similar roles. Avoid using acronyms, abbreviations, or Walmart jargons.

» **Position Level:**

Mention the role rank or the position level in WM terminology i.e. IN 4

» **Work Location:**

Highlight the open work locations of the position

» **About Global Tech:**

Imagine working in an environment where one line of code can make life easier for hundreds of millions of people and put a smile on their face. That's what we do at Walmart Global Tech. We're a team of 15,000+ software engineers, data scientists and service professionals within Walmart, the world's largest retailer, delivering innovations that improve how our customers shop and empower our 2.2 million associates. To others, innovation looks like an app, service or some code, but Walmart has always been about people. People are why we innovate, and people power our innovations. Being human-led is our true disruption.

## » Team and Position Summary:

- › Para 1 – Talks about the larger team that the candidate will join ( i.e. Retail and emerging tech, Items and Inventory, Platform etc.). You can pic these standard definitions from the list towards the end of this document
- › Para 2 – This section covers how the position contributes to the overall objective of the team. i.e. how it fits into the overall picture. Mention how a successful candidate in the position will make an impact, and the unique value they can derive from being a part of the team

## » Position Responsibilities: This should give a realistic overview of the key job responsibilities / functions / features in 5-7 Bullet points. Key points for this section are:

- › Avoid using acronyms, abbreviations, Walmart jargon, confidential material
- › Information can be grouped into 2-3 key categories like, Technical, Managerial, Stakeholders etc
- › Do not undersell or oversell
- › Focus on ‘growth and development’ instead of just a list of daily activities

## » Position Requirements: Divide this section into 2 parts with 3-5 points under each category aligned to role and skills matrix:

- › Part 1 - Minimum qualifications - Highest priorities requirements which are a must have for the job. These should be realistic and close to mandatory job requirements. Don’t make it be too narrow or too broad
- › Part 2 - Preferred qualifications – ‘good to have’ requirements which enhance a candidate’s suitability for the job but are not deal breakers

Walmart Inc. is an Equal Opportunity Employer – By Choice.

We believe we are best equipped to help our associates, customers and the communities we serve live better when we really know them. That means understanding, respecting and valuing diversity – unique styles, experiences, identities, ideas and opinions – while being inclusive of all people.

Note: We have provided few sample JDs for your reference at the end of this document.





### **We're virtual**

Working virtually this year has helped us make quicker decisions, remove location barriers across our global team, be more flexible in our personal lives and spend less time commuting. Today, we are reimagining the tech workplace of the future by making a permanent transition to virtual work for most of our team. Of course, being together in person is an important part of our culture and shared success. We'll collaborate in person at a regular cadence and with purpose.

## **Team-wise descriptions for sec. 5**

These are ready to use descriptions for Para 1 of 'Team and Role' section

### **Retail and Emerging Tech**

This is the team which builds reusable technologies that aid in acquiring customers, onboarding and empowering merchants besides ensuring a seamless experience for both these stakeholders. They also optimize tariffs and assortment, adhering to the Walmart philosophy - Everyday Low Cost. In addition to ushering in affordability, they also create personalized experiences for customers the omnichannel way, across all channels - in-store, on the mobile app and websites.

### **Item & Inventory**

This is the team that ensures our customers receive their orders as fast as they want and where they want, in a friction-less, predictable way. Build reusable SaaS products and services that manage our catalog and power end-to-end inventory management, ranging from replenishment and fulfilment to transportation. With end-to-end inventory



management, ranging from replenishment and fulfillment to transportation, they provide our drivers and partners with the tools they need to get the right items, on time, in the right packaging to customers.

## **Information Security, Governance, Risk, and Compliance**

At Walmart, we believe it's important that we continue to innovate while safeguarding our data. This team ensures that Walmart continues to provide a secure operating environment and maintain the trust of our customers, associates, and stakeholders. They aggregate a range of services and capabilities to prevent fraud, detect threats, and manage digital risk and access. Besides mitigating attack risks and securing cloud transformation, they also inculcate safe and reliable working ethics in our associates

## **U.S. Technology**

This business closely partners with our U.S. stores and eCommerce business to serve customers by empowering associates, stores and merchants with technology innovation. From grocery and entertainment to sporting goods and crafts, Walmart U.S. provides the deep assortment that our customers appreciate — whether they're shopping online at Walmart.com, through one of our mobile apps or shopping in a store. The focus areas include customer, stores and associates, in-store service, merchant tools, merchant data science and search & personalization.

## **International Technology**

Focusing on customer, associate and business needs, this team works with Walmart International, which includes more than 5,900 retail units, operating outside the United States with 55 banners in 26 countries such as Africa, Argentina, Canada, Central America, Chile, China, India, Japan, Mexico and United Kingdom to name a few.

## **Sam's Club Technology**

Sam's Club is our membership warehouse club, the business model that offers our members quality products at an exceptional value unmatched by traditional retail. Sam's Club offers highly curated assortment of items, in addition to building and leading technologies and services like Scan & Go, Club Pickup and home delivery service in select markets. Sam's Club also offers specialty services, including travel, auto buying, pharmacy, optical, hearing aid centers, tire and battery centers and a portfolio of business operations support services

## **Product**

This team extract insights on customer needs, leverage our technological expertise, and strategic thinking to build a product roadmap. The product journey is designed such that technology excellence is leveraged to drive customer satisfaction. Everyday Low Cost, the philosophy Walmart lives by, is not an easy one to fulfill. It's integral to be cost- effective, as it enables us to optimize all processes and verticals while striving for excellence. We achieve this with the help of this team.

## Global People Team

This team is becoming an enabler for HR across the globe, supporting in various aspects like recruitment, HR operations, Total Rewards, HR analytics, talent architecture. This team makes a difference in innovation in systematic ways of working to help our associates to be more efficient which results in better service to our customers.

## Platform

For the scale of Walmart, building the right technology foundation for Infrastructure & platforms is key to success. This team builds and manages the foundational technologies on which the tech organization is built. This includes data platforms, enterprise architecture, DevOps, cloud computing and infrastructure. All of these products and services run on scalable and powerful infrastructure, to ensure a secure and seamless associate & customer experience across stores, digital channels, distribution centres.

## Business Services

This team is invested in building a compact, robust organization that includes service operations and technology solutions for Finance, People, Associate Digital Experience (ADE). They also deliver a host of functions including procurement, supplier portfolio management, merchandising master data, and analytics. From building HR chatbots and virtual assistants, to designing invoicing solutions and facilitating legal changes, Business services helps drive efficiency and flexibility across every part of Walmart's global presence.

## Technology Strategy and Commercialization

At Walmart, the Technology Strategy team solves problems that require cross-functional collaboration and engagement with senior leaders across the organization. The commercialization team is focused on creating partner ecosystems to enable productivity, speed and innovation at scale.

## Technology Operations and Portfolio Management

At Walmart, we are committed to leading the business side of technology – how we operate, measure success and enact change. This team focuses on that and also, areas such as strategic portfolio acceleration, cross-segment tech enablement, tech talent experience (TTX), portfolio foundations and technology business operations.

## Data Engineering

Everybody has data but at Walmart, the sheer volume of data can be infinite. Our Data Engineering team comes in to help Walmart manage this data, by building pipelines and data lakes to prepare big data for analysis, they help unlock actionable insights in real-time. Data Engineering specialists also use cross-departmental data and machine learning to get a





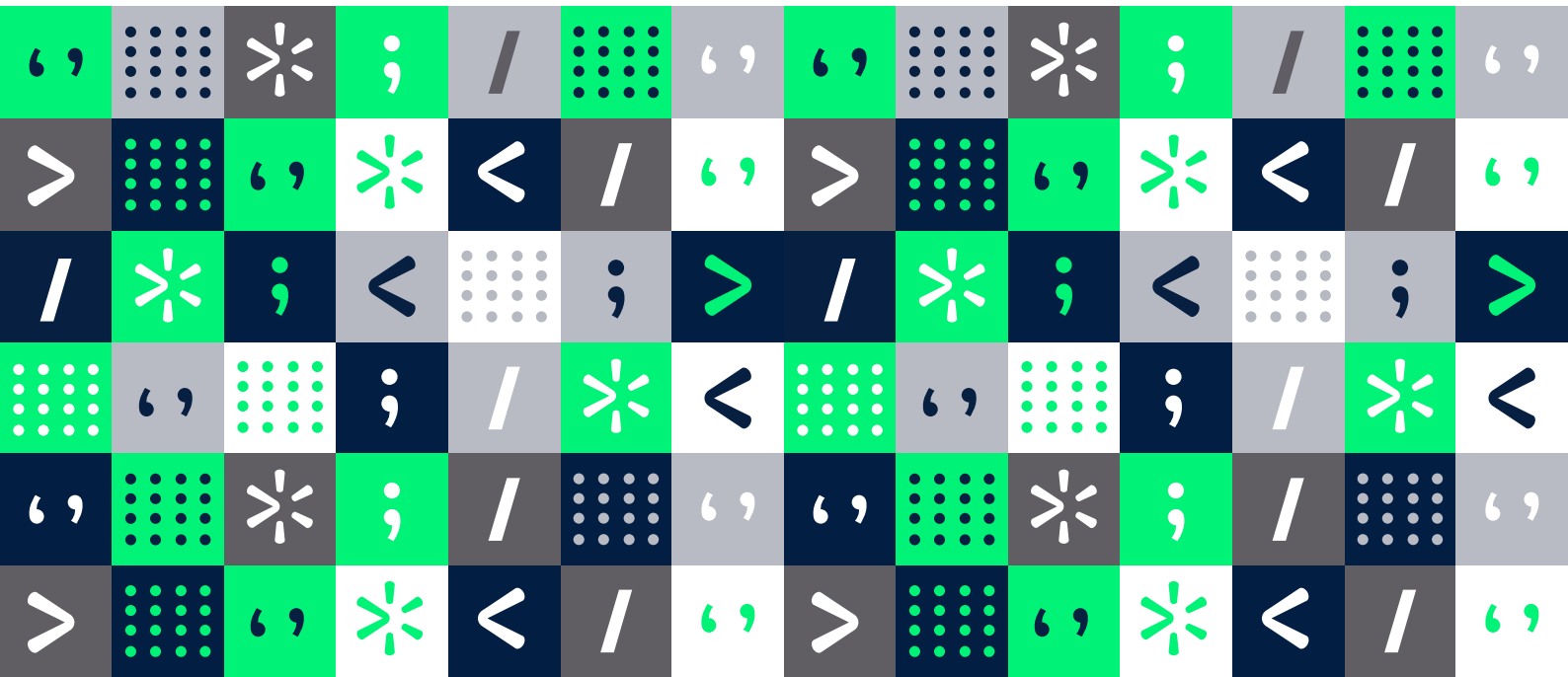
clear picture of the cost incurred at each stage of the supply chain and build a holistic perspective on true profitability - this saves millions of dollars across item categories and geographies, while helping our leadership make better decisions, faster.

**Design**

This team is devoted to making Walmart the retail destination of choice among consumers. We believe that great design is about more than just making things look good and the Design team is a true reflection of this thought. The team builds experiences that are beautiful, engaging and accessible to everyone. Whether designing for conventional platforms or emerging channels, their design formula is almost always a simple one; it’s a space where intuitive usability creates gratifying results This user-centric design approach is one reason why Walmart customers keep coming back, time and again.

**Shared Services**

The Shared Services Site provides a one stop shop for all mission critical services at high quality and a low cost. The team manages a range of responsibilities, from solving complex problems for all our stakeholders across the board by offering world-class services such as Source to Contract, Procure To Pay for Goods not for Resale, Business Intelligence & Robotic Process Automation, Networking, and to Pre & Post Payment Audits.



**Walmart**  **Global Tech India**