



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Management Division
P.O. Box 80283
Seattle, WA 98108
(206) 205-8575
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JOB ANALYSIS

Job Title:	Administrative Specialist I-DCHS	DOT Title:	Receptionist
SVP:	4	DOT #:	237.367-038
Location of Analysis:	401 5th Ave Ste 500 Seattle, WA 98104	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Jennifer Hernandez
Presenting VRC:		Employer Contact:	Debra Wood
Date Analysis Completed:	3/11/2015	Supervisor Contact Information	Phone: 206-263-9043 E-mail: debra.wood@kingcounty.gov

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

Essential Functions according to the employer:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

This position is a member of the Administrative Staff team providing a variety of specialized, technical and/or program-specific administrative duties and support to several programs in the Community Services Division. This administrative support staff position is critical to the provision of customer service to both internal and external customers. This position will serve as the primary front desk reception staff for the department.

- Provide telephone and front desk reception, answering phones and referring callers to the appropriate resources, greeting visitors/clients, while simultaneously handling multiple tasks.
- Update front desk/reception area procedures and phone lists when needed.
- Work with various program managers and staff to establish, maintain, modify, track and/or retrieve information and compile data that may require research to resolve questions/problems. Including but not limited to the collection of HUD required information regarding Income Verification of residents in County-funded projects
- Assist division staff in planning and coordinating events such as meetings, banquets, award ceremonies and trainings including scheduling rooms.
- Compose, draft, type and/or word process, proofread, and edit documents, and/or correspondence, to ensure they conform to Department and Division standards including grammar.
- Order office supplies for division staff. Work with respective Business and Finance Officers for verification of POETA data.
- Responsible for the use, tracking, and security of a Purchasing Card to include maintaining backup documentation for review and audit purposes.
- Staff the Veterans Consortium by sending out emails with notices and updates pertaining to veterans and their families, preparing handouts, and taking and transcribing minutes.
- Back up Administrative Specialist III as staff on other boards.



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- Transcribe minutes for Women's Advisory Board.
- Assist the Administrator with onboarding of new staff.
- Maintain contract files including sub-contracts, revenue, Memorandums of Agreement, and Resource Sharing Agreements.
- Track and report daily shelter data.
- Review, route, and track for approval travel documentation needed by CSD employees.
- Provide backup to the Administrative Specialist III when needed.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

MINIMUM QUALIFICATIONS:

1. Two years of full-time general office experience providing clerical support, including, producing large documents through final form in a fast paced environment.
2. Knowledge of and successful experience implementing general office procedures, principles and practices in an office where there are diverse professional staff and limited clerical support staff.
3. Strong organizational and problem solving skills, with an ability to remain calm in the presence of chaos.
4. Ability to take and transcribe minutes.
5. Proven ability to follow oral and written instructions.
6. Must be able to effectively and positively work within a team environment, and maintain professionalism with all staff.
7. Demonstrates excellent verbal and customer service skills to include in person and over the phone contact (discretion, patience, etiquette, professionalism).
8. Proficiency with using MS Word, Excel and Outlook.
9. Must have the ability to navigate on the Internet to find work related information, as needed.
10. Excellent written communication skills, including proper use of grammar, punctuation, and spelling with the ability to proofread, and make and/or recommend appropriate revisions, as needed.
11. Ability to effectively manage time, while working on multiple tasks and meeting deadlines, as required.

Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Computer, phone fax, copy machine, cart, telephone headset, files and various office supplies.

Software: Word, Excel, Outlook, Access and internet.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern	
N = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time	
S = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time	
O = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal	
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8	Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5	Days Per Week

This is classified as a SENDENTARY job by the US Department of Labor.



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PHYSICAL DEMANDS		FREQUENCY					ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C	
Sitting	90%					X	Up to 1 hr./time, 6 hrs. total while providing customer service at the front desk, signing in customers, answering phones, performing computer duties and data entry. Can alt. sit and stand as needed.
Standing *	5%		X				Providing customer service at the front desk.
Walking	5%		X				150' between workstations.

Lifting* floor – waist	N	S	O	F	C	lbs.	Up to 1min./time, 5 min. total while manipulating files, office supplies, handouts and paper reams.
		1-10					
Lifting waist–shoulder	N	S	O	F	C	lbs.	Up to 1min./time, 30 min. total while manipulating files, office supplies, handouts and paper reams.
		1-10					
Lifting above shoulder	N	S	O	F	C	lbs.	Up to 10 sec./time for up to 5 min. total while using overhead bins and upper shelves/file drawers.
		5					
Carry (Dist.)	N	S	O	F	C	10 lbs.	Up to 1 min./time, 5 min. total while transporting files and paper reams. A cart is available.
		50'					
Pushing/ Pulling	N	S	O	F	C	lbs force	Doors, drawers and cart.
		5-6					

	N	S	O	F	C	
Climbing	X					Not required. Stairs are present but elevator is available for use.
Balancing	X					
Stooping / Bending		X				Up to 10 sec./time for up to 5 min. total while placing/removing files in cabinets. Can alt. with squat/kneel as needed.
Twisting*	X					
Squatting / Kneeling		X				Up to 10 sec./time for up to 5 min. total while placing/removing files in cabinets. Can alt. with stooping/bending as needed.
Crawling	X					
Foot Controls	X					
Reaching (Level) Forward Below Waist Above Shoulder			X			Up to 5 min./time up to 2 hrs. while performing computer work. Manipulating files and various office supplies.
		X				Up to 10 sec./time for up to 5 min. total while placing/removing files in cabinets.
		X				



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	N	S	O	F	C	
Handle/Grasp		X				Manipulating larger files, handouts, office supplies adding paper to the copy machine.
Fine Finger Manipulation			X			Up to 1hr./time, 2 hrs. total while keyboarding as well as manipulating files and documents.
Hand Controls			X			Up to 2 min./time, 1.5 hrs. total while using a computer mouse.
Repetitive Motion	X					Body part: hands Cycles/hr.
Vibratory Tasks	X					
Talking					X	Providing customer service at the front desk and via phone.
Hearing					X	Providing customer service at the front desk and via phone.

Visual:

Provides customer service in-person at the front desk and utilizes a computer and phone directory to route calls.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather	X					Noise Intensity	X				
Extreme Cold	X					Atmospheric Conditions	X				
Extreme Hot	X					Exposed Heights	X				
Wet and / or Humidity	X					Exposure to Electricity	X				
Proximity to Moving Mechanical Parts	X					Exposure to Toxic / Caustic Chemicals	X				
Exposure to Explosives	X					Exposure to Radiation	X				

Other: Provides customer service at the front desk which may include interacting with upset or angry persons of the general public.

Analyst's Comments:

Possible Employer Modifications:



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Note: The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a "best estimate" may have been used.

Analyst:

Presenting VRC signature:

Kyle Pletz, VRC, CDMS

2/19/15

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

Name

Date

Name

Date



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MEDICAL PROVIDER:

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work.

State date employee is released to return to work if different from today's date _____

- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a permanent ☐ or temporary ☐ basis.

- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date: _____

Treatment plan: _____

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

Comments:

Signature

Date

Print Name

- | | | |
|--|---|---|
| <input type="checkbox"/> Attending Physician | <input type="checkbox"/> Consulting Physician | <input type="checkbox"/> Pain Program Physician |
| <input type="checkbox"/> IME Physician | <input type="checkbox"/> PCE Therapist | <input type="checkbox"/> OT / PT Therapist |
| <input type="checkbox"/> PEP Physician | | |