



**King County**

**Disability Services**  
**Safety and Claims Management**  
Department of Executive Services  
Human Resources Management Division  
P.O. Box 80283  
Seattle, WA 98108  
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## JOB ANALYSIS

Job Title:	Customer Services Specialist III	DOT Title:	Jail Keeper
SVP:	4	DOT #:	372:367-014
Location of Analysis:	King County Correctional Facility 500 5 <sup>th</sup> Avenue Seattle, WA 98104	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Peter Hu
Presenting VRC:		Employer Contact:	Captain David Weirich
Date Analysis Completed:	6/1/17	Contact Information	Phone: 206-477-2825 E-mail: david.weirich@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.

#### Cashier:

Receives inmates' personal property such as money, checks and clothing from Arresting Officer or Correction Officer and records (via computer database), stores, inventories, and disburses or releases property when inmates are released or transferred.

#### Property room:

Collects and maintains inmates' property as received by the property personnel at Booking. Retrieves and releases valuables as requested and maintains property room security. Processes written requests from inmates for information and/or authorized personal property.

#### Commissary:

Processes orders from inmates for items such as candy, snacks, and toilet items. Distributes orders to inmates, researches/corrects order discrepancies, maintains commissary records, responds to grievances

#### Receptionist:

Greets, screens and process visitors; enters and retrieves written information via computer terminal, and performs office support tasks such as typing and reading confidential information. Accepts bail and bond payments, processes property and money releases, answers the telephone and processes visitors such as attorney's and volunteers.

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1. Counts and reconciles cash transactions.
2. Maintains inventories and retrieves information from a computer.
3. Uses arithmetic to keep records, take inventory, estimate quantities and reconciling cash amounts.
4. Greets, screens and processes visitors; enters and retrieves written information and/or computer terminal, and performs office support tasks such as typing confidential information.
5. Takes orders from inmates for commissary items and distributes orders.
6. Collects, releases and maintains inmates' property.
7. Accepts bail and bond payments, processes property and money releases, answers the telephone and processes visitors such as attorney's and volunteers.
8. Screens visitors for outstanding warrants.
9. Job assignments vary daily.

Must have the ability to work at King County Correctional Facility in Seattle or the Maeling Regional Justice Center in Kent as needed.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:****MINIMUM QUALIFICATIONS:**

- Training or work experience that demonstrates the ability to perform the job assignments.
- Ability to count and reconcile cash transactions, basic typing skills, ability to use a computer and standard office equipment.
- Ability to have close contact with inmates and the ability to work well with minimal supervision.
- Ability to work with the general public, including potentially hostile persons, persons with psychiatric disorders and persons with substandard hygiene.
- Ability to pass a thorough background investigation including a polygraph test prior to hire.

**DESIRABLE QUALIFICATIONS:**

Driving a County vehicle between the King County Correctional facility in Seattle and the Maeling Regional Justice Center in Kent.

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

Hazardous materials suit mask, gloves, and fire extinguisher. Mesh property bags, two way radio, utility cart, rolling tub, hotel cart, hand truck, step stool, ladder, computer terminal, counterfeit detector, pen, pencil, multi-line telephone, copy machine, fax machine, motorized property carousel (similar to dry-cleaning rack), inmate property, pneumatic tube delivery system, County vehicle and electronic door console, intercom, telephones and equipment. Archonix software with identification scanner.

**PHYSICAL REQUIREMENTS**

Frequency Scale	Strength	Work Pattern	
N = Never	<input 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 checked="" 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 MEDIUM job by the US Department of Labor.



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There are three different shifts: Day 6:30-2:30, Swing 2:30-10:30, Graveyard 10:30-6:30.

PHYSICAL DEMANDS		FREQUENCY						ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C		
Sitting						X		On a stool with back support for up to 30 minutes at a time for up to 7 hrs. total in a work shift. Most commonly occurs while answering telephones, sitting on a stool during slow periods, and working in the commissary. Can alternate sitting and standing as needed during reception duties.
Standing				X				On flat linoleum or cement surfaces for up to 15 minutes at a time for up to 2 hrs. total in a work shift. Most commonly occurs while collecting property from Correction Officers, inventorying materials, distributing commissary items, cashiering, releasing inmates, working in the property room, receiving bail and opening doors in the reception area.
Walking					X			On flat linoleum and cement surfaces for distances up to 1/4 mile for up to 5 minutes at a time up to 4 hrs. total in a work shift. Most commonly occurs while collecting a distributing orders as well as inventorying.

*Lifting floor – waist	N	S	O	F	C		lbs.	Supplies (10-15 lbs.) including paper, gloves etc. Mesh property bags are lifting 60-70 times per shift (16-25 lbs). Rarely property bags can weigh as much as 50 lbs.
		16-25 *50	10-15					
*Lifting waist–shoulder	N	S	O	F	C		lbs.	Supplies including paper, gloves etc. Mesh property bags are lifting 60-70 times per shift (half of them waist-shoulder). Rarely property bags can weigh as much as 50 lbs.
		16-25 *50	10-15					
*Lifting above shoulder	N	S	O	F	C		lbs.	Cell property bags on shelves, mesh property bags on carousel. Mesh property bags are lifting 60-70 times per shift (half of them above shoulder). Rarely property bags can weigh as much as 50 lbs.
		16-25 *50	10-15					
Carry (Dist.)	N	S	O	F	C		lbs.	Up to 25 lbs. for up to 50' to place or retrieve cell property bags or mesh property bags on carousel.
		10-25						
Pushing/ Pulling	N	S	O	F	C	Minimal	30 lbs force	*100 feet for up to 1 minute at a time with a force of 30 pounds for up to 4 hrs. total in a work shift while opening and closing doors and delivering commissary items on a cart. Reception, Cashier and Property Room requires occasionally up to 25#.
			25	30*				





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\* Lifting varies upon the season because of light vs. heavy clothing. During the winter the property bags are heavier due to heavy winter coats etc.

	N	S	O	F	C	
Climbing		X				Up to 30 steps for up to 2 minutes total in a work shift. Most commonly occurs while delivering commissary items to inmates or stepping up onto platform to place or retrieve property bags from Corrections Technicians. On a stepstool or rolling staircase to heights of 4 steps for up to 10 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs while reaching for items on upper shelves.
Balancing			X			At heights of up to 4 feet for up to .1 hr. at a time for up to 1 hour total in a work shift. Most commonly occurs while walking on wet linoleum, standing on edge of platform at carousel and working on the loading docks when unloading commissary items from trucks.
Stooping / Bending			X			Up to 30 seconds at a time for up to 2 hrs. total in a work shift. Most commonly occurs while inventorying and manipulating inmate property as well as unloading commissary items from trucks and removing from packaging. The employee may be able to alternate bending/stooping with kneeling or crouching.
Twisting*		X				Manipulating inmate property.
Squatting / Kneeling			X			On flat linoleum or cement surfaces for up to 30 seconds at a time for up to 2 hrs. total in a work shift. Most commonly occurs while inventorying and manipulating inmate property as well as unloading commissary items from trucks and removing from packaging. The employee may be able to alternate kneeling with bending/stooping or crouching.
Crawling		X				To obtain mesh bag that fell off of carousel.
Foot Controls		X				Traveling between MRJC and KCCF via County or personal vehicle.
Reaching (Level)  Below Waist Above Shoulder				X		Up to 30 minutes at a time for up to 5 hrs. total in a shift while inventorying, performing paperwork, performing reception duties, cashiering and stocking shelves.
			X			Up to 30 seconds at a time up to 2 hrs. at a time intermittently throughout the entire work shift while accessing property bags and supplies on lower shelves.
			X			Up to 30 seconds at a time for up to 2 hrs. total in a work shift while inventorying and stocking shelves.
Handle/Grasp				X		Up to 5 minutes at a time for up to 3 hrs. total intermittently throughout the entire work shift while manipulating inmate property, vacuum tubes, property bags and boxes of commissary items.



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	N	S	O	F	C	
Fine Finger Manipulation					X	Up to 10 minutes at a time for up to 6 hrs. total in a work shift while typing, cashiering, writing and manipulating papers, visitor badges and small pieces of inmate property such as cash and driver's licenses.
Hand Controls			X			Up to 30 minutes at a time for up to 1 hr. total in a work shift while operating the property carousel, computer mouse and door control button. Driving to from MRJC/KCCF on rare occasion.
Repetitive Motion	X					Body part:   Cycles/hr.
Vibratory Tasks	X					
Talking					X	Up to 2.5 hrs. at a time for up to 7 hrs. total in a work shift while performing reception duties which include conversing with persons when accepting bail and bond payments, processing property and money releases, answering the telephone and processing visitors such as attorney's and volunteers.
Hearing					X	Up to 2-3 hrs. at a time for up to 7 hrs. total while performing reception duties which include conversing with persons when accepting bail and bond payments, processing property and money releases, answering the telephone and processing visitors. The employee also listens for potential dangers and identifies/reports security issues/violations of the facility.

Visual:

Must be able to continuously visually survey surroundings including use of near-sight, far-sight and peripheral vision in order to ensure personal safety as well as safety of coworkers and inmates.

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:

Work is performed in a correctional facility, with exposure to felon, misdemeanor and pre-trial inmates. The employee can be continuously exposed to potentially violent, intoxicated, mentally ill, high security, manipulative and/or hostile inmates. There is exposure to strong odors such as vomit, feces, body odor etc. The employee can also be directly exposed to biohazards such as vomit, blood, sweat, spit, lice, urine, feces etc. The employee is frequently exposed to dust as some property is stored for long durations.



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**Analyst's Comments:**

This analysis describes the usual work environment and thus all demands may increase significantly based on the type of emergency situation and its duration.

**Possible Employer Modifications:**

Sturdy stepstool/staircase by carousel as the upper rack is difficult to reach for shorter employees.

**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:**

Kyle Pletz, VRC, CDMS

Vocational Consultant

**Presenting VRC signature:**

Vocational Consultant

Date

**Employer Verification:**

Name

Date

**Employee Verification: (optional)**

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       |   |   |