



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

|                          |  |                                |  |
|--------------------------|--|--------------------------------|--|
| Job Title:               | Administrative Specialist I-Mail Room        | DOT Title:                     | Mail Clerk   |
| SVP:                     | 2  | DOT #:                         | 209.687-026  |
| Location of Analysis:    | 500 4 <sup>th</sup> Ave<br>Seattle, WA 98104 | Name of Employee:              |  |
| Analyst:                 | Kyle Pletz, VRC, CDMS                        | JA Source:                     | Molly Gordon   |
| Presenting VRC:          |  | Employer Contact:              | Robert Dutton  |
| Date Analysis Completed: | 2/12/13                                      | Supervisor Contact Information | Phone: 206-205-0626<br>E-mail:<br>robert.dutton@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.

Performs a variety of technical, clerical and administrative support activities relating to inter-office mail distribution of both incoming and outgoing mail for Metro King County agencies. Mail Services relies on office automation (Microsoft Office), web-based enabled tools, and computerized postage machines, therefore candidates must be proficient and comfortable with computer use to perform functions associated with on-going work:

1. Receive, sort, distribute and meter United States Postal Service (USPS) and inter-office Mail.
2. Deliver mail throughout King County by walking in the downtown Seattle core and driving on established routes in all weather conditions.
3. Provide quality customer service and handle inquiries, questions and complaints from customers.
4. Keep accurate records of postage usage, operate and maintain a high volume postage meter.
5. Perform general mail room housekeeping.
6. Other administrative and clerical support duties as assigned.



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Claim #

#### EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Minimum High School diploma or equivalent.
- Regular and reliable attendance, effective communication skills and development of effective working relationships are requirements of all Mail Services positions.
- Possession of a valid Washington State Driver's License and a clean driving record.
- Ability to repetitively lift 50 pounds.
- Ability to sustain prolonged standing, walking and constant body shifting.
- Ability to use delivery equipment such as hand-trucks, carts and dollies.
- Ability to work independently and in a team environment.
- Competitive candidates will have Experience operating a high volume mailing machine.
- Excellent interpersonal and customer service skills with the ability to deal courteously, professionally and tactfully with both customers and other employees in a diverse work environment.
- Proficiency with MS Word, MS Outlook and Excel.
- Strong organizational skills and ability to positively interact with all levels of personnel.
- Skill in prioritizing work load and adapting to changes in work load demands.
- Skill in following oral and written instructions and following through on assignments.
- Skill in prioritizing and handling different tasks and workload and interruptions effectively.
- Ability to safely operate motorized delivery vehicles, including driving throughout the county in a timely manner, parking at designated locations, on- and off-loading equipment and mail.

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

Computer, various carts, hand-truck, packages, pieces of mail, County vehicle with automatic transmission, printer, fax, copy machine, ten-key, telephone, Pitney Bowes Sorter, Pitney Bowes Connect Plus 3000 postage machine, Pitney Bowes DM 1100 postage machine.

#### PHYSICAL REQUIREMENTS

| Frequency Scale   | Strength                                   | Work Pattern                                  |               |
|---|--|---|---------------|
| <b>N</b> = Never  | <input type="checkbox"/> Sedentary         | <input checked="" type="checkbox"/> Full-time |               |
| <b>S</b> = Seldom (1-10 %, up to 48 min)                | <input type="checkbox"/> Light             | <input type="checkbox"/> Part-time            |               |
| <b>O</b> = Occasional (11-33%, 48 min. – 2 hr 25 min)   | <input checked="" type="checkbox"/> Medium | <input type="checkbox"/> Seasonal             |               |
| <b>F</b> = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min) | <input type="checkbox"/> Heavy             | 8   | Hours Per Day |
| <b>C</b> = Constant (67-100%, more than 5 hr 35 min)    | <input type="checkbox"/> Very Heavy        | 40  | Days Per Week |

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



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| PHYSICAL DEMANDS |        | FREQUENCY |   |   |   |   | ACTIVITY DESCRIPTION  |
|------------------|--------|-----------|---|---|---|---|---|
|                  | % Time | N         | S | O | F | C |   |
| Sitting          | 40%    |           |   |   | X |   | Up to 1hr/time, 3.5hr/shift while driving, performing computer work.  |
| Standing         | 40%    |           |   |   | X |   | Up to 1.5hr/time, 3.5hr/shift while operating postage machines, sorting mail, loading/unloading mail bins/tubs.   |
| Walking          | 20%    |           |   | X |   |   | Up to 1000' at a time, 3hr/shift on wet surfaces, grass, gravel and dirt as well as flat carpeted or linoleum surfaces while delivering and picking up mail. Walking requires pushing a cart simultaneously up/down ramps in underground tunnels. |

|                                  |          |          |          |          |          |           |   |
|----------------------------------|----------|----------|----------|----------|----------|-----------|---|
| <b>Lifting</b><br>floor – waist  | <b>N</b> | <b>S</b> | <b>O</b> | <b>F</b> | <b>C</b> | lbs.      | Stacks of mail and small packages frequently (<5#). Occasionally lifts trays (15#) and tubs (20-24#) of mail. Seldom lifts large packages and tubs of mail (up to 50#). Places on carts and in/out of van.                                    |
|                                  |          | 25-50    | 6-24     | >5       |          |           |   |
| <b>Lifting</b><br>waist–shoulder | <b>N</b> | <b>S</b> | <b>O</b> | <b>F</b> | <b>C</b> | lbs.      | Stacks of mail and small packages frequently (<5#). Occasionally lifts trays (15#) and tubs (20-24#) of mail. Seldom lifts large packages and tubs of mail (up to 50#). Places on carts and in/out of van.                                    |
|                                  |          | 25-50    | 6-24     | <5       |          |           |   |
| <b>Lifting</b><br>above shoulder | <b>N</b> | <b>S</b> | <b>O</b> | <b>F</b> | <b>C</b> | lbs.      | Occasionally lifts trays (15#) and tubs (20-24#) of mail above shoulder at loading dock. Can avoid loading dock by pushing cart 1000' on ramps to parking garage.   |
|                                  |          |          | 6-24     |          |          |           |   |
| <b>Carry</b><br>(Dist.)          | <b>N</b> | <b>S</b> | <b>O</b> | <b>F</b> | <b>C</b> | lbs.      | Occasionally carries bins/trays of mail 10' to cart. Occasionally carries <5# bundles within offices up to 1000'. Seldom carries tubs and large packages up to 10' to/from cart.  |
|                                  |          | 17-50    | >16      |          |          |           |   |
| <b>Pushing/<br/>Pulling</b>      | <b>N</b> | <b>S</b> | <b>O</b> | <b>F</b> | <b>C</b> | Minimal   | 45# of force to push/pull 200# cart up to 1000' at a time on flat ground or long ramps (300' sections) in underground tunnels up to 3.5hrs/shift. Occasionally slide bins/tubs on/off cart and in/out of van. Frequent use of steering wheel. |
|                                  |          |          | 10-25    | 45       |          | lbs force |   |



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|                      | N | S | O | F | C |  |
|----------------------|---|---|---|---|---|--|
| Climbing             |   | X |   |   |   | In/out of vehicle up to 60x/shift and up to two flights of stairs. Most, if not all facilities, have an elevator available to avoid climbing stairs. No ladders.   |
| Balancing            |   | X |   |   |   | At loading dock with 4-5' drop off without railing. Inclement weather with potentially wet or frozen ground.   |
| Stooping / Bending   |   |   | X |   |   | Picking up mail out of bins/trays on ground, loading bins/trays on low carts, low mail boxes, load/unload van, up to 1hr/shift. Can alternate with kneel or squat. |
| Twisting*            |   | X |   |   |   | Sorting mail, manipulating bins/tubs in order to load/unload van and carts. Can pivot as needed.   |
| Squatting / Kneeling |   | X |   |   |   | Picking up mail out of bins/trays on ground, loading bins/trays on low carts, low mail boxes, load/unload van, up to 1hr/shift. Can alternate with bend/stoop.     |
| Crawling             | X |   |   |   |   |  |
| Foot Controls        |   |   |   | X |   | Driving.   |

|   | N | S | O | F | C |   |
|---|---|---|---|---|---|---|
| <b>Reaching</b> Forward<br>(Level)<br>Below Waist<br>Above Shoulder |   |   |   |   | X | Sorting mail, driving, operating postage machines, pushing/pulling cart.  |
|   |   |   | X |   |   | Low bins/tubs, mail boxes.  |
|   |   | X |   |   |   | Upper mail boxes, 4-5' tall loading dock.                                 |
| Handle/Grasp  |   |   |   | X |   | Manipulating mail bundles, bins and trays. Driving, pushing/pulling cart. |
| Fine Finger Manipulation  |   |   | X |   |   | Manipulating pieces of mail when sorting, delivering and picking up.      |
| Hand Controls   |   |   |   | X |   | Driving, postage machines.  |
| Repetitive Motion   | X |   |   |   |   | Body part: Cycles/hr.   |
| Vibratory Tasks   | X |   |   |   |   |   |

|         | N | S | O | F | C |  |
|---------|---|---|---|---|---|--|
| Talking |   |   | X |   |   | Conversing with coworkers, supervisors and customers.          |
| Hearing |   |   |   | X |   | Conversing with coworkers, supervisors and customers. Driving. |

Visual:

Uses computer monitor. Driving, sorting mail, reading addresses, operating postage machines.



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| 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:                               |           |   |   |   |   |                                       |           |   |   |   |   |

#### Analyst's Comments:

There are currently three main delivery routes: East Side (approximately 15 stops), North Seattle (approximately 13 stops) and Central (approximately 28 stops). Drivers rotate these routes.

#### Possible Employer Modifications:

The employer is currently addressing potential staffing changes that would add an additional FTE as well as an additional route. The routes may be restructured in the future due to increased business demand. Multiple carts are available to reduce carrying.

**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

2/13/13

Vocational Consultant

Date

#### Presenting VRC signature:

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 Physican        | <input type="checkbox"/> PCE Therapist        | <input type="checkbox"/> OT / PT Therapist      |
| <input type="checkbox"/> PEP Physician       |   |   |