

EMPLOYEE:

CLAIM #



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Customer Service Specialist III

JOB CLASSIFICATION Customer Service Specialist III

DOT TITLE Court Clerk

DOT NUMBER 243.362-010

DEPARTMENT Judicial Administration

DIVISION Court and Records Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 8

CONTACT'S NAME & TITLE Denise Millard, Records Services Supervisor

CONTACT'S PHONE 206-296-7891

ADDRESS OF WORKSITE

516 3rd Avenue, Room E609
Seattle, WA 98104

VRC NAME Kyle Pletz

DATE COMPLETED 11/05/04

VRC NAME Jeff Casem

DATE REVISED 7/14/09

WORK HOURS

Monday through Friday, 8:00am-4:30pm, 7:45am-4:45pm, or 7:30am-4:30pm, 8:00 a.m.– 5:00 p.m.
Hours vary in accordance with length of lunch break.

OVERTIME (Note: Overtime requirements may change at the employer's discretion)

Required, on a rare occasion to complete transactions with customers as well as to attend staff meetings and trainings.

JOB DESCRIPTION

This position interacts heavily with varying levels of the public, members of the Bar, Court, law enforcement and other government agencies and works in a high activity environment. Provides customer service to the general public at the King County Courthouse and performs cashiering as well as receives, processes and interprets legal documents.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.

6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

High school diploma or equivalent. Minimum two years of general office experience performing a variety of responsible complex duties of moderate difficulty, in positions which involved independent judgment and extensive knowledge of policies, procedures and responsibilities of an office. Must have a minimum of two years of experience providing excellent customer service to the public in situations requiring tact, discretion and diplomacy. Must also have demonstrated knowledge or ability in the following areas: Demonstrated ability to deal effectively with difficult customers; Proven ability to handle multiple tasks simultaneously with extreme accuracy, while establishing priorities; Strong and effective communication and interpersonal skills; Be punctual and attend work on a steady, consistent basis, 5 days/week with some overtime required; Work effectively in a team environment; Cash receipting; Word for Windows, Access and Excel; Knowledge of court procedures and legal terminology; No felony convictions in the past seven (7) years; Ability to stand or sit for up to eight (8) hours a day; Repetitive use of hands and wrists; Reach 7" and crouch to the floor; Lift up to 25lbs.

ESSENTIAL FUNCTIONS

1. Rotates between six different sections: Information and Anti Harassment Window, Domestic Violence, and Sexual Assault section located on different floor, ex parte Correspondence, General Correspondence, General Information Phone Lines and Files/microfilms.
2. Provides information and assistance to the public at the counter and on the phone.
3. Processes ex parte Correspondence, General Correspondence, Files and Microfilm, domestic violence/anti-harassment/sexual assault protection order.
4. Researches and copies court records using computer, copy machine and microfiche/microfilm.
5. Assists the general public with forms/procedures related to domestic violence, anti-harassment, and sexual assault protection orders.
6. Coordinates and tracks documents and ex parte orders submitted for court commissioner's signature.
7. Uses cash register to calculate and account for daily transactions.
8. Works in a team setting, including helping other sections in order to meet department deadlines.
9. Receives, processes and interprets legal documents.
10. Performs other Clerk's functions as ordered by the Court.
11. Provides back-up for Courtroom Clerk.
12. Uses computers to retrieve data
13. Enforces statutes and policies when dealing with customers

NON-ESSENTIAL FUNCTIONS

1. Shredding sealed documents.
2. Emptying recycling bins.
3. Stacking paper.
4. Committee work.
5. Work area housekeeping

OTHER TOOLS & EQUIPMENT USED

Telephone, fax machine, copy machine, rubber stamps, seal, personal computer, anti-fatigue mats, microfiche/microfilm, microfiche/microfilm machines, mail, various documents, letter opener, stapler (electric and manual), tape dispenser, shredder and files.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time
Frequently = occurs 33-66% of the time
Occasionally = occurs 1-33% of the time
Rarely = may occur less than 1% of the time
Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

This job is classified as

Light—exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly. A job is light if involves less than or up to the indicated pounds of force and one or more of the following apply; walking and standing to a significant degree, sitting and pushing/pulling of arm or leg controls, or constant pushing and pulling to maintain a production rate even when weight is negligible.

Standing

Health Care Provider initials if restricted _____

Frequently to continuously for up to 3-10 minutes at a time for up to 4-6.5 hours total in a work shift. Most commonly occurs while working at the domestic violence or information windows as well as when using the copy machine, certifying documents, using the register and stamping documents.

Walking

Health Care Provider initials if restricted _____

Frequently on flat carpet, tile and cement surfaces for distances of up to 3 blocks for up to 10 minutes at a time for up to 4 hours total in a work shift. Most commonly occurs while delivering or retrieving domestic violence orders from the Seattle Police Department.

Sitting

Health Care Provider initials if restricted _____

Frequently to continuously for up to 2.5 hours at a time for up to 5-6.5 hours total in a work shift. Most commonly occurs while performing correspondence desk duties, using a personal computer and answering general information phone lines. When working at the information desk and the domestic violence desk the employee has the ability to alternate between sitting and standing as there is a stool available.

Climbing

Health Care Provider initials if restricted _____

Rarely to heights of 1 foot for up to 5 seconds at a time for up to 10 seconds total in a work shift. Most commonly occurs while using a step stool to reach files on upper shelves.

Balancing

Health Care Provider initials if restricted _____

Rarely for up to 5 seconds at a time for up to 10 seconds total in a work shift. Most commonly occurs while using a step stool to reach files on upper shelves.

Bending neck up

Health Care Provider initials if restricted _____

Rarely for up to 10 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while looking and reaching for files or binders on upper shelves.

Bending neck down

Health Care Provider initials if restricted _____

Frequently for up to 2 minutes at a time for up to 1.5-2.5 hours total in a work shift. Most commonly occurs while reviewing documents, microfiche, microfilm and files as well as when stamping, sealing, opening/closing drawers, dialing a telephone and suing the cash drawer.

Bending/Stooping

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 1 hour total in a work shift. Most commonly occurs while obtaining forms out of lower drawers, using the cash drawer, reaching for files on lower shelves and opening/closing lower drawers.

Squatting

Health Care Provider initials if restricted _____

Rarely for up to 30 seconds at a time for up to 40 minutes total in a work shift. Most commonly occurs while reaching for files on lower shelves and opening/closing lower drawers and retrieving microfilm.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Rarely for up to 10 seconds at a time for up to 20 minutes total in a work shift while removing and replacing files, documents and binders on upper shelves.

Reaching at waist to shoulder height

Health Care Provider initials if restricted _____

Frequently to Continuously, and highly repetitive, for up to 2 hours at a time for up to 5-6 hours total in a work shift while performing computer duties, writing, manipulating documents, stamping, sealing and stapling.

Reaching at knee to waist height

Health Care Provider initials if restricted _____

Rarely for up to 30 seconds at a time for up to 40 minutes total in a work shift. Most commonly occurs while reaching for files on lower shelves and opening/closing lower drawers.

Reaching at floor to knee height

Health Care Provider initials if restricted _____

Rarely for up to 30 seconds at a time for up to 40 minutes total in a work shift. Most commonly occurs while reaching for files on lower shelves and opening/closing lower drawers.

Lifting 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 1-3 pounds while manipulating documents, files and binders.

Carrying 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for distances of up to 100-300 feet at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 1-5 pounds while transporting documents and binders within the office as well as when transporting documents to and from the Seattle Police Department.

Lifting 11-20 pounds

Health Care Provider initials if restricted _____

Rarely for up to 10 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 11-15 pounds while manipulating large legal documents and binders.

Carrying 11-20 pounds

Health Care Provider initials if restricted _____

Rarely for distances of up to 100 feet for up to 10 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 11-15 pounds while transporting large legal documents and binders within the office. A cart can be used to reduce carrying.

Lifting 21-50 pounds

Health Care Provider initials if restricted _____

Rarely for up to 5 seconds at a time for up to 10 seconds total in a work shift. Most commonly occurs with weights of up to 25 pounds while manipulating a case of paper.

Pushing and Pulling

Health Care Provider initials if restricted _____

Occasionally for up to 2 minutes at a time with a force of 2-5 pounds for up to 2 minutes at a time for up to 1 hour total in a work shift while opening and closing drawers as well as when using a cart to transport files and documents.

Handling

Health Care Provider initials if restricted _____

Occasionally for up to 5-10 minutes at a time for up to 2 hours total in a work shift while manipulating documents, files, stamps, seal, computer mouse, reams of paper, mail bins, bundles of mail, telephone receiver, multiple microfilms, box of materials and manual stapler.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Frequently for up to 1 minute at a time for up to 2-4 hours total in a work shift while using the computer mouse, microfilm/microfiche machines and touch-screen copy machine.

Fingering

Health Care Provider initials if restricted _____

Continuously and highly repetitive for up to 2 hours at a time for up to 5-6 hours total in a work shift while writing, typing, manipulating documents, conducting computer research, performing data entry, using microfiche, completing paper requests, using rubber stamps, manipulating cash/checks, using a cash register, dialing a telephone and utilizing electronic court records.

Talking

Health Care Provider initials if restricted _____

Continuously for up to 10 minutes at a time with for up to 5-6 hours total in a work shift while providing customer service on the telephone as well at the information and domestic violence desks.

Hearing

Health Care Provider initials if restricted _____

Continuously for up to 10 minutes at a time for up to 5-6 hours total in a work shift while providing customer service on the telephone as well at the information and domestic violence desks.

Seeing

Health Care Provider initials if restricted _____

Continuously for up to 2.5 hours at a time for up to 6 hours total in a work shift while reviewing legal documents (both hard copy and electronic).

Working with Heightened Awareness

Health Care Provider initials if restricted _____

Continuously for up to 2.5 hours at time for up to 6 hours total in a work shift while providing customer service to the general public which may include potentially hostile persons. The employee provides assistance to persons with domestic violence and legal issues.

ENVIRONMENTAL FACTORS

Work is performed in an office and front desk setting at the King County Courthouse. This position has direct interaction with the general public including potentially hostile/violent persons. The employee frequently deals with upset persons dealing with legal issues. The employee is also involved in the process of competing orders for domestic violence victims. The employee works in a setting with a high volume of telephone calls as well as a high number of in person customers.

The noise level is

HCP Initials if Restricted

Approximately 30-50 decibels. The noise is caused by general office sounds.

Work environment may include the following exposure(s):

HCP Initials if Restricted

Outside weather: Rare to Occasionally

Fumes: Rare

Odors: Occasionally

Dusts: Rare

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POTENTIAL MODIFICATIONS TO JOB

Padding on stapler handle and rubber stamp handles.

Telephone headset to provide proper posture when providing customer service on the telephone.

Use a cart to reduce carrying.

Grip style stapler or electric staplers at all work stations.

KING COUNTY JOB ANALYSIS COMPLETED ON:
JOB TITLE: Customer Service Specialist III
EMPLOYEE:

DOT #: 243.362-010
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SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Printed name & title of VRC evaluator

Signature of VRC evaluator

Date

Printed name & title of contact

Signature of contact

Date

Printed name & title of employee

Signature of employee

Date

HEALTH CARE PROVIDER SECTION
Check all that apply

- The employee is released to perform the described duties without restrictions on performance or work hours as of _____.

- The employee is released to perform the described duties on a reduced schedule as of _____. The recommended schedule is:

 Temporary until _____ Permanent as of _____

- The employee is released to perform the described job with the following modifications:

 Temporary until _____ Permanent as of _____

- The employee is not released to perform the described duties due to the following job functions:

 Temporary until _____ Permanent effective _____

- The employee is unable to work in any capacity.
A release to work is: anticipated by _____ Not expected

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date