

EMPLOYEE:

CLAIM #



Job Analysis Form
ALTERNATE FORMAT AVAILABLE

JOB TITLE Administrative Specialist II

JOB CLASSIFICATION Administrative Specialist II

DOT TITLE Administrative Assistant

DOT NUMBER 169.167-010

DEPARTMENT Development and Environmental Services

DIVISION Building Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 19

CONTACT'S NAME & TITLE Bernard Moore, Supervisor

CONTACT'S PHONE 206-296-6762

ADDRESS OF WORKSITE

900 Oakesdale Avenue Southwest
Renton, WA 98055

VRC NAME Kyle Pletz

DATE COMPLETED 4/25/05

VRC NAME Jeff Casem

DATE REVISED 6/29/09

WORK HOURS

40 hours per week, 8 hours per day. Monday through Friday 8:00am to 5:00 pm.

OVERTIME (Note: Overtime requirements may change at the employer's discretion)
Optional on a rare occasion in accordance with special projects and business demand.

JOB DESCRIPTION

Provides a variety of technical clerical support services such as providing specialized, technical or program-specific information; interviews internal and external customers to establish services needed; establishes and maintains data; and drafts and edits documents such as correspondence and contracts.

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

Knowledge of general office principles and practices. Knowledge of standard office equipment that may include typewriter, personal computer, copier, fax machines, and multi-line telephone. Knowledge of proper English and grammar, usage as well as spelling. Must have customer service and written communication skills. Computer skills including spreadsheet, word-processing and data entry. Ability to maintain confidentiality, handle difficult client situations with discretion and diplomacy, and work independently as well as prioritize and complete multiple tasks simultaneously. Must have excellent oral and written communication skills, including the ability to communicate in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress.

ESSENTIAL FUNCTIONS

1. Answers multi-line telephone and fields questions from the general public regarding subjects such as land use.
2. Creates information forms and packets.
3. Mails forms and packets of information to customers per request.
4. Provides specialized and/or technical program-specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person. Some employees may have to deal with sensitive and/or potentially volatile situations.
5. Establishes, maintains, codes, modifies, tracks and/or retrieves information and compile data that may require information searches through files, contracts, records, microfilm, blueprints, maps or computer files, including spreadsheets and/or customized database applications; enters, obtains and/or verifies information and make sure the appropriate disposition of evidence and/or exhibits follow established, clearly defined methods and guidelines.
6. Interviews internal and/or external customers to establish program-specific documentation and/or identify services needed.
7. Maintains, inventories, orders, collects and distributes supplies and/or equipment.
8. Composes, drafts, types and/or word processes, proofreads and edits documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
9. Processes mail by attaching related correspondence or information before forwarding, responding to mail when appropriate; responds to mail that can be handled personally; identifies priority and/or time-sensitive matters; and maintains security and confidentiality.
10. May be assigned the orientation and/or training of co-workers.
11. May modify and update desk procedures that relate to assigned work.
12. May attend and take minutes at meetings.

NON-ESSENTIAL FUNCTIONS

1. Stocking supplies.

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2. Unpacking, rearranging and sorting educational materials, boxes of forms and items from the print shop.

OTHER TOOLS & EQUIPMENT USED

Equipment used may include a computer, trackball, multi-line telephone, printer, copy machine, fax machine, typewriter, calculator, TTY machine, rubber stamps, various industry specific databases (CAO, AFC view, Scotland Yard, IMAP, parcel locator) stapler, files, plans, cart, books, documents and hole punch.

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

Sedentary—exerting up to ten pounds of force occasionally and/or a negligible amount of force frequently. A sedentary job involves sitting most of the time.

Standing

Health Care Provider initials if restricted _____

Occasionally on flat, carpeted and tiled surfaces for up to 10 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while using the copy machine, pulling/stocking forms in bins, speaking with clients and speaking with co-workers. The employee can alternate sitting and standing as needed.

Walking

Health Care Provider initials if restricted _____

Occasionally on flat, carpeted, anti-fatigue mat and tiled surfaces for distances of up to 150 feet at a time for up to 2 minutes at a time for up to 1.5 hours total in a work shift. Most commonly occurs while walking between the workstation and copy machine, file room, fax machine, reception area, supply room and records center.

Sitting

Health Care Provider initials if restricted _____

Frequently to continuously on an office chair for up to 2 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while performing computer work, creating files, obtaining/stocking forms and answering the telephone. The employee can alternate sitting and standing as needed.

Bending neck up

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 looking for supplies on upper shelves or files in upper file cabinet drawers as well as when looking

at information forms on the wall, stocking/obtaining forms from bins and stocking shelves in the copy room.

Bending neck down

Health Care Provider initials if restricted _____

Frequently to continuously for up to 5 minutes at a time for up to 5 hours total in a work shift. Most commonly occurs while reviewing documents on work surface, reviewing maps, completing forms and writing/recording messages. A document holder is available to help reduce bending the neck down.

Bending/Stooping

Health Care Provider initials if restricted _____

Occasionally on flat carpeted surfaces for up to 3 minutes at a time for up to 10 minutes total in a shift when retrieving and replacing supplies on low shelves or cabinets, stocking/obtaining forms in low bins, adding paper to the copy machine, and searching through low file drawers. Bending/stooping may be reduced by alternating with crouching or kneeling as needed.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Rarely on flat carpeted surfaces for up to 30 seconds at a time for up to 2 minutes total in a work shift while placing and removing supplies and files in high file drawers and cabinets as well as reaching for forms, binders and paper. The employee also reaches above the shoulder when hanging items, such as contact numbers and informational sheets, on the wall.

Reaching at waist to shoulder height

Health Care Provider initials if restricted _____

Continuously and highly repetitive for up to 2 hours at a time for up to 5 hours total in a work shift while typing, operating the computer mouse, manipulating documents, operating a copy machine and other office machines as well as placing and removing office supplies and files out of drawers and cabinets.

Reaching at knee to waist height

Health Care Provider initials if restricted _____

Occasionally for up to 5 minutes at a time for up to 30 minutes total in a work shift while loading a ream of paper in to the copy machine and stocking/obtaining forms from bins as well as placing and removing files and office supplies from cabinets and drawers.

Reaching at floor to knee height

Health Care Provider initials if restricted _____

Occasionally for up to 3 minutes at a time for up to 10 minutes total in a shift when retrieving and replacing supplies on low shelves or cabinets, stocking/obtaining forms in low bins, adding paper to the copy machine, and searching through low file drawers.

Lifting 1-10 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 1-5 pounds while lifting supplies (5 pounds), files (1-3 pounds) and paper (5 pounds) for the photocopy machine. Assistance for lifting is available.

Carrying 1-10- pounds

Health Care Provider initials if restricted _____

Rarely for distances of up to 150 feet for up to 3 minutes at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 1-5 pounds while transporting office supplies, paper and packets of forms. A cart is available to reduce or eliminate carrying.

Lifting 11-20 pounds

Health Care Provider initials if restricted_____

Rarely for up to 10 seconds at a time for up to 20 seconds total in a work shift. Most commonly occurs with weights of up to 20 pounds while emptying a recycle bin. Assistance for lifting is available.

Pushing and Pulling

Health Care Provider initials if restricted_____

Occasionally for up to 30 seconds at a time for up to 10 minutes total in a work shift with a pushing/pulling force of 4-15 pounds. Most commonly occurs while opening and closing drawers (up to 4 pounds), opening doors (up to 15 pounds), manipulating an office chair (5 pounds), manipulating a keyboard tray (3 pounds) and pushing a cart (5-7 pounds).

Handling

Health Care Provider initials if restricted_____

Occasionally for up to 10 minutes at a time for up to 1 hours total in a work shift while using the telephone and performing computer duties as well as manipulating documents, door handles, binders, books, stapler, stamps, mail, TTY, cart handle and files. A telephone headset can be used to reduce handling while talking on the telephone.

Operating Controls with Hands

Health Care Provider initials if restricted_____

Occasionally for up to 30-45 seconds at a time for up to 1 hour total in a work shift while using a computer mouse to navigate in the various software systems.

Fingering

Health Care Provider initials if restricted_____

Continuously for up to 2 hours at a time for up to 7 hours total in a work shift while typing, writing, manipulating files and documents, folding/manipulating mail, operating a computer, performing research duties, responding to customer inquiries and operating the copy machine.

Talking

Health Care Provider initials if restricted_____

Continuously for up to 2 minutes at a time for up to 7 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service for customers and applicants in person or via telephone.

Hearing

Health Care Provider initials if restricted_____

Continuously for up to 2 hours at a time for up to 7 hours total in a work shift while conversing with co-workers about assignments and downloading messages from the message line as well as providing customer service for customers and applicants in person or via telephone.

Seeing

Health Care Provider initials if restricted_____

Continuously for up to 2 hours at a time for up to 7 hours total in a work shift while performing data entry as well as reading documents, permits and forms.

ENVIRONMENTAL FACTORS

Work is performed in an office setting in close proximity to other workers and cubicles. The employee interacts with the general public both directly and indirectly. Copy machine and telephone ringers are the loudest noises in the office.

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The noise level is

HCP Initials if Restricted

Approximately 40-50 decibels. The noise is caused by general office noises.

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Work environment may include the following exposure(s):

HCP Initials if Restricted

Fumes: Rare

Odors: Rare

Dusts: Rare

POTENTIAL MODIFICATIONS TO JOB

Workpace software to regulate and monitor finger movements when using the computer.

Ergonomic workstation/evaluation to provide proper body postures while performing computer duties as well as desk tasks.

Document holder to promote proper posture when performing data entry.

Alternate tasks as needed to breakup repetitive motions.

Large flat screen monitor to promote proper posture when reviewing information on computer screen.

Ergonomic keyboard for increased comfort while keyboarding.

Sit/stand workstation to promote alternating body postures.

Ergonomic chair for increased lumbar support and comfort while sitting for extended durations.

Left handed mouse to reduce right hand repetitive motions.

Cordless headset to allow for greater movement when answering the phones.

Adjust mouse sensitivity to accommodate for small mouse pad.

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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

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Signature of contact

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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