

EMPLOYEE:

CLAIM #



**King County**

## **KING COUNTY ON SITE JOB ANALYSIS**

**JOB CLASSIFICATION** Administrative Specialist II

**DOT TITLE** Administrative Assistant

**DOT NUMBER** 169.167-010

**DEPARTMENT** Transportation

**DIVISION** Road Services

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 5

**JOB STATUS**

Full Time, Career Service.

**ADDRESS OF WORKSITE**

201 South Jackson  
Seattle, WA 98104

**CONTACT'S NAME** Andrea Weder

**CONTACT'S PHONE** 206-296-6592

**EMPLOYER JOB TITLE** Confidential Secretary

**DATE COMPLETED** 03/07/03

**VRC NAME** Jeff Casem

**DATE REVISED** 6/3/09

**WORK HOURS**

40 hours per week, 8 hours per day, Monday through Friday, 8:00am to 5:00pm with one 60 minute lunch break and 2 – 15 minute breaks.

**OVERTIME**

None.

Fair Labor Standards Act Non-Exempt (hourly).

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**JOB DESCRIPTION:** This position provides a variety of specialized, technical or program-specific clerical and administrative support. The main function is to provide receptionist support for the Road Services Division. Duties include drafting, formatting and editing a wide variety of complex materials with accuracy and speed; developing database applications, and maintaining data and files. Working under general supervision, the incumbent must exercise a moderate degree of independent judgment and discretion. The following essential job duties require clear understanding and skill in applying office guidelines and work methods. Specific job duties include, but are not limited to:

- Answer telephone calls and route to appropriate persons. Receive visitors following established security policy.
- Process mail, date stamp and distribute to appropriate boxes. Respond to mail that can be handled with minimal direction. Identify priority/time sensitive matters. Maintain security/confidentiality.
- Provide 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.
- Compose, draft, type and/or word process, proofread and edit complex documents and reports, contracts, and/or correspondence to ensure these conform to Division style guidelines and to the appropriate use of the English language, specialized terminology and established procedures; work from rough drafts, correcting grammar, spelling, and punctuation through final copy.
- Establish, maintain, modify, track and/or retrieve information and compile data that may require research to resolve questions/problems. Develop spreadsheets and/or customized database applications, and prepare reports. Enter, obtain and verify information.
- Maintain, inventory, prepare and order, collect and distribute supplies and/or equipment.
- Prepare and route copies for distribution.
- Schedule meetings and conference rooms for staff.
- Develop tracking and filing systems to maintain data and files.
- Collect and correct labor sheets for Administration, CIP and Finance sections.
- Update online directories for Administration, CIP and Finance sections.
- Assist with Division Org Chart.
- Pick-up and deliver documents to various County agencies in King Street, Executive Building, King County Courthouse, King County Admin Building and Columbia Tower – may require use of County vehicle.
- Tracking training in a central database for the Road Services Division.
- Other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of proper English grammar, usage and spelling; ability to make and suggest appropriate corrections.

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- Excellent customer service and public relations skills — in person and via telephone (discretion, courtesy, patience, etiquette, professionalism).
- Ability to multi-task, work under pressure, tight deadlines; provide quick, accurate and thorough turnaround on assignments.
- Knowledge of general office principles and practices.
- Knowledge of basic accounting and mathematics.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Analytical skills.
- Skill using MS Word, Excel, Access and Outlook software applications.
- Excellent oral and written communications skills.
- Organizational skills.
- Interpersonal and human relations skills; ability to deal professionally with all levels of staff and customers.
- Skill in following oral and written instructions.
- Skill in prioritizing workload and adapting to changes in workload demands.
- Skill in maintaining confidentiality on sensitive matters.
- Skill in following through on assignments as directed; assess situations and respond appropriately; resolve issues with minimal direction.
- Initiative and accountability skills for work product or service; team player, cooperative, reliable and assist co-workers as needed.
- Problem solving and conflict resolution skills.
- Skill in conducting research on a specific work assignment.
- Skill in following direction regarding work assignments.
- Skill in responding to citizen inquiries and working with interest groups.
- Ability to work and make decisions in a team environment.
- Ability to prioritize and resolve schedule conflicts; work with the schedules of other staff and be able to compromise, be flexible, and work professionally.
- Ability to obtain valid Washington State Driver's License.
- Ability to lift 10 pounds.

### **ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS**

- Ability to demonstrate predictable, reliable, and timely attendance.
- Ability to follow written and verbal directions and to complete assigned tasks on schedule.
- Ability to read, write & communicate in English and understand basic math.
- Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
- Ability to work independently or part of a team; ability to interact appropriately with others.
- Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

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**TOOLS, MACHINES, EQUIPMENT, PRODUCTS, AND SERVICES USED**

Equipment used may include but not limited to: computer, multi-line telephone, printer, copy machine, fax machine, date stamp machine, shredder, typewriter, calculator, stapler, files, documents, comb binding machine 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

Rare = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

**This job is classified as**

Sedentary

**Standing**

Occasionally on flat, carpeted surfaces for up to 20 minutes at a time. Most commonly occurs while using the copy machine and printer. The employee can alternate sitting and standing as needed.

**Walking**

Occasionally on City sidewalks to off site locations for document delivery or required meetings for up to a distance of approximately 0.5 miles. Often on flat carpeted surfaces for distances of up to approximately 100 feet at a time for up to 1 minute at a time for up to 50 minutes total in a work shift. Most commonly occurs while walking between the workstation and copy machine, supervisor's office and file cabinets.

**Sitting**

Continuously on an office chair for up to 2 hours at a time for up to 8 hours total in a work shift. Most commonly occurs performing computer work and answering the telephone. The employee can alternate sitting and standing as needed.

**Bending/Stooping**

Occasionally on flat carpeted surfaces for up to 30 seconds at a time for up to 20 minutes total in a shift when retrieving and replacing items in mailboxes.

**Reaching above shoulder height**

Occasionally on flat carpeted surfaces for up to 20 seconds at a time for up to 20 minutes total in a work shift while placing and removing supplies and files out of high file drawers and cabinets and placing mail into mail boxes.

**Reaching at waist to shoulder height**

Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while answering the phone, typing, operating the computer mouse, operating copier and other

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office machines, placing and removing office supplies and files out of drawers and cabinets.

### **Reaching at knee to waist height**

Occasionally for up to 10 seconds at a time for up to 20 minutes total in a work shift while loading a ream of paper in to the copy machine as well as placing and removing files and office supplies from cabinets and drawers.

### **Lifting 1-10 pounds**

Occasionally for up to 15 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs with weights of 5 pounds while lifting supplies, binders, large documents and books, files and paper for the photocopy machine.

### **Carrying 1-10- pounds**

Occasionally for distances of up to 50 feet for up to 5 minutes at a time for up to 20 minutes total in a work shift. Most commonly occurs with weights of 5 pounds while transporting office supplies, paper, and packets of forms. A cart is available to reduce or eliminate carrying.

### **Pushing and Pulling**

Occasionally for up to 30 seconds at a time for up to 5 minutes total in a work shift with a pushing/pulling force of 5 pounds. Most commonly occurs while opening and closing drawers, opening doors and pushing a cart.

### **Handling**

Frequently for up to 2 hours at a time for up to 8 hours total in a work shift while sorting through files as well as using the telephone and computer mouse.

### **Fingering**

Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while typing, writing, manipulating files and documents, folding mailings, operating the copy machine and scheduling appointments.

### **Talking**

Frequently for up to 15 minutes at a time for up to 4 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for clients in person or via telephone.

### **Hearing**

Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for clients in person or via telephone.

### **Near acuity—clarity of vision at 20 inches or less**

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Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while reading documents and looking at computer screen while typing.

**TEMPERAMENTS**

Directing or controlling, or planning activities of others: Occasionally  
Performing repetitive or short-cycle work: Occasionally-Frequently  
Influencing people in their opinions, attitudes, and judgments: Occasionally  
Working effectively under stress: Occasionally  
Working under specific instructions: Continuously  
Working with others: Continuously  
Making judgments and decisions: Frequently

**ENVIRONMENTAL FACTORS**

Work is performed in an office setting in close proximity to other workers and cubicles. The noise level is quiet. Copy machine and telephone ringers are the loudest noises in the office.

**POTENTIAL MODIFICATIONS TO JOB**

- Adjustable ergonomic chair with lumbar support for increased comfort while sitting for an extended duration.
- Ergonomic keyboard, mouse, and pen to promote proper body mechanics when typing and writing.
- Cart to reduce or eliminate carrying.
- Electric stapler and hole-punch to reduce pushing.
- Electric comb binding machine to reduce pulling and pushing.
- Heavy Duty Swing-line Staple remover.

_____ Signature & title of evaluator	_____ Date
_____ Signature & title of contact	_____ Date
_____ Signature & title of employee	_____ Date

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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.
- The employee is released to perform the described duties on a reduced schedule. 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