

EMPLOYEE:

CLAIM #



# Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE** Customer Service Specialist II

**JOB CLASSIFICATION** Customer Service Specialist II

**DOT TITLE** Dispatcher, Street Department

**DOT NUMBER** 239.367-030

**DEPARTMENT** Transportation

**DIVISION** Roads

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 4

**CONTACT'S NAME & TITLE** Elvie Iwatani, Program Project Manager III

**CONTACT'S PHONE** 206-296-8143

**ADDRESS OF WORKSITE**

155 Monroe Avenue NE  
Renton, WA 98056

**VRC NAME** Kyle Pletz

**DATE COMPLETED** 11/18/04

**VRC NAME** Jeff Casem

**DATE REVISED** 10/1/09

**WORK HOURS**

Three shifts as assigned: Day Shift 7:00am-3:00pm; Graveyard Shift 11:00pm-7:00am; and Swing Shift 3:00pm-11:00pm (40 hours per week). The Renton Front Desk operates 24 hours per day, 7 days per week. The Customer Service Specialist II assigned to this position will need to work overtime as assigned. There is a shift differential, as stated in the union contract, for all employees who work a regularly scheduled 2<sup>nd</sup> shift or a regularly scheduled 3<sup>rd</sup> shift.

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

Overtime may be required on rare occasions during storm events or other emergency response situations.

**JOB DESCRIPTION**

This position provides customer service in receiving and referring inquiries and/or complaints for Roads Maintenance Section, various agencies and jurisdictions. This position involves a dialogue with customers to obtain and document needed information, clarify problem or request, and/or determine how service can best be rendered.

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

1. Ability to deal with difficult people and communicate with people of diverse backgrounds.
2. Ability to respond to emergencies, work in stressful environments.
3. Ability to determine validity of information received, read and interpret applicable documents specific to position assignment
4. Ability to demonstrate predictable, reliable, and timely attendance.

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5. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
6. Ability to read, write, communicate in English and understand basic math.
7. Ability to work independently and as part of a team; ability to interact appropriately with customers and co-workers.

### **JOB SPECIFIC REQUIREMENTS**

Knowledge equivalent to a minimum of one year (12 months) of full time office or dispatching experience performing a variety of responsible, complex duties requiring independent judgment and extensive knowledge of office policies and procedures. Knowledge of customer service etiquette. General knowledge of the King County geographic area. Knowledge of basic construction and road maintenance activities. Must have skill in responding to emergency situations; working in stressful environments; exhibiting strong attention to detail; verbally communicating with people and determining validity of information received; possess strong computer skills including word processing and data entry, use of Microsoft Office software (Word and Excel) , and use of the internet.. Must have research, interpersonal organizational and analytical skills. Must have the ability to understand and follow written and/or oral communication; provide strong customer orientation and exhibit a courteous, professional attitude toward the public and fellow employees (even under stressful situations); prioritize and handle many tasks simultaneously with interruptions, in an effective and productive manner; file and read maps; type a minimum of 25 wpm; and work in a team environment and/or independently with minimal supervision.

### **ESSENTIAL FUNCTIONS**

1. Answers telephones and/or personally greets customers.
2. Must be courteous with upset or unreasonable customers.
3. Answers emergency telephone calls, determines the nature of the caller's concerns, the geographic location, enters the information into a computer or refers the caller to the appropriate agency.
4. Makes fast responses and correct decisions, respectfully takes charge of conversations, obtains accurate information from callers, and makes quick decisions regarding the priority to be assigned to emergencies.
5. Handles other routine calls and provides accurate information and referrals for those calls, to the appropriate person or agency for response.
6. Informs field staff of problems via radio, telephone, pager and/or e-mail.
7. Monitors radio frequency and responds to broadcasts from field personnel and answers phone calls simultaneously.
8. Determines the validity, correctness, and completeness of information received and complete proper documentation.
9. May work in a high stress environment during emergencies and storm events.
10. Provides program specific information regarding Roads Maintenance activities.
11. Maintains and/or retrieves information and compiles data that may require information searches through files, contracts, records, microfilm, maps or computer files.
12. Performs data entry, sends and receives e-mail, accesses County websites, files documents and performs other clerical duties as assigned.
13. Processing and/or referring illegal dumping complaints.
14. Monitors security operations for Renton complex and interacts with security patrol personnel.

**NON-ESSENTIAL FUNCTIONS**

Filing Citizen Action Request forms.  
Preparing Adopt-a-Road kits.  
Processing Roads truck hauling slips  
Assist other King County Roads with various tasks and/or assignments as needed

**OTHER TOOLS & EQUIPMENT USED**

Computer, telephone, fax machine, copy machine, USGS terminal for river levels, files, printer, scanner, packages, forms, adopt-a-road kits (gloves, hard hat, vest...), beacon, signs, FOD (foreign object and debris) sticks, maps/Thomas Guide, bridge book, two-way radio, cellular telephone, binders, books, documents 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**

Sedentary to Medium:  
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.

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.

Medium—exerting 20 to 50 pounds of force occasionally, and/or 25-50 pounds of force frequently, and/or 10-20 pounds of force constantly.

**Standing**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted and linoleum surfaces for up to 5-10 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while providing customer service at the front counter, using the copy machine and filing. The employee can alternate between sitting and standing as needed on most occasions.

**Walking**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted and linoleum surfaces for distances of up to 50 feet for up to 1 minute at a time for up to 30 minutes total in a work shift. Most commonly occurs while traversing in the work area between the workstation and the copy room.

**Sitting**

Health Care Provider initials if restricted \_\_\_\_\_

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 while answering the telephone, providing customer service, filing and completing computer duties. During rare occasions, such as a storm the employee can sit for the entire shift. The employee can alternate between sitting and standing as needed on most occasions.

**Bending neck up**

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 looking for supplies on upper shelves.

**Bending neck down**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously and highly repetitive for up to 2 hours at a time for up to 6 hours total in a work shift. Most commonly occurs while transferring calls, writing, reviewing documents, filing and performing computer duty as well as manipulating files and forms.

**Bending/Stooping**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted and linoleum surfaces for up to 10 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while filing, reaching for articles in low drawers and on low shelves, stocking and retrieving supplies, filing and manipulating Adopt-a-Road bags.

**Kneeling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted and linoleum surfaces for up to 10 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while filing, reaching for articles in low drawers and on low shelves, stocking and retrieving supplies, filing and manipulating Adopt-a-Road bags.

**Squatting**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted and linoleum surfaces for up to 10 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while filing, reaching for articles in low drawers and on low shelves, stocking and retrieving supplies, filing and manipulating Adopt-a-Road bags.

**Reaching above shoulder height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 1 minute at a time for up to 5-10 minutes total in a work shift while reaching for items on upper shelves and in upper file cabinet drawers as well as manipulating boxes on top of cabinets.

**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 6 hours total in a work shift while writing, using a computer, manipulating documents and using the computer mouse.

**Reaching at knee to waist height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 10 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while filing, reaching for articles in low drawers and on low shelves, stocking and retrieving supplies, filing and manipulating adopt-a-road bags.

**Reaching at floor to knee height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 10 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while filing, reaching for articles in low drawers and on low shelves, stocking and retrieving supplies, filing and manipulating adopt-a-road bags.

**Lifting 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 5 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 3-8 pounds while manipulating a mail tray, inbox for complaints, boxes of supplies, books/binders, maps, reams of paper and files.

**Carrying 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for distances of up to 15 feet for up to 5 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 3-8 pounds while manipulating a mail tray, inbox for complaints, boxes of supplies, books/binders, maps, reams of paper and files.

**Lifting 11-20 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 5 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 17 pounds while manipulating a box of forms.

**Carrying 11-20 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 20 seconds at a time for distances of up to 50 feet for up to 1 minute total in a work shift. Most commonly occurs with weights of 17 pounds while transporting a box of forms.

**Lifting 21-50 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 5 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 27-42 pounds while manipulating boxes of files (27 pounds), signs (27 pounds) or an adopt a road kit (42 pounds).

**Pushing and Pulling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 5 seconds at a time with a force of 2-4 pounds for up to 10 minutes total in a work shift while when opening and closing file cabinet drawers and slide out shelves.

**Handling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 2-5 minutes at a time for up to 15 minutes total in a work shift while manipulating files, reams of paper, documents, hand held radio, drawer handles, box of files, maps, adopt-a-road kits and binders.

**Operating Controls with Hands**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 10 seconds at a time for up to 10 minutes total in a work shift while using the computer mouse as well as when using a button to remotely open and close the gate.

**Fingering**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously and highly repetitive for up to 2.5 hours at a time for up to 6.5 hours total in a work shift while typing, writing, using a computer, manipulating documents, dialing the telephone, using a button to remotely open and close the gate and opening the mail. The employee completes carbon copy forms by hand for customer complaints.

**Talking**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 5 minutes at a time for up to 4 hours total in a work shift while providing customer service at the front counter, answering the telephone, conversing with co-workers, dispatching and conversing with on-call personnel.

**Hearing**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 6.5 hours total in a work shift while providing customer service at the front counter, answering the telephone, conversing with co-workers and listening to the amplification system for the front gate as well as the telephone ringer and radio reception.

**Seeing**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 6.5 hours total in a work shift while reading and completing documents, filing and performing computer duties.

**Working with Heightened Awareness**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 30 minutes at a time for 2 hours total in a work shift while dealing with potentially hostile customers and situations such as customers who have had damage to their vehicle due to road conditions.

**ENVIRONMENTAL FACTORS**

Work is performed in a Roads office setting with direct and indirect interaction with the general public, including persons of diverse backgrounds and potentially hostile persons. On a rare occasion, during emergency power outages the facility is powered by a diesel generator, so exposure to exhaust can occur.

**The noise level is**

Approximately 50 decibels. The noise is caused by general office noises as well as customers.

HCP Initials if Restricted

**Work environment may include the following exposure(s):**

Fumes: Rare

HCP Initials if Restricted

**POTENTIAL MODIFICATIONS TO JOB**

Ergonomic assessment to provide proper posture when performing the duties of this position.  
Telephone headset to promote proper posture and reduce handling when talking on the telephone.

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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.

Kyle Pletz, VRC , Vocational Consultant  
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