

EMPLOYEE:

CLAIM #



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Customer Service Specialist II

JOB CLASSIFICATION Customer Service Specialist II

DOT TITLE Information Clerk

DOT NUMBER 237.367.022

DEPARTMENT Natural Resources and Parks

DIVISION Solid Waste

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 2

CONTACT'S NAME & TITLE Sharon Aller, Project Program Manager III

CONTACT'S PHONE (206) 296-4352

ADDRESS OF WORKSITE

201 South Jackson Street, Suite 701
Seattle, WA 98104-3855

VRC NAME Kyle Pletz

DATE COMPLETED 11/18/07

VRC NAME Jeff Casem

DATE REVISED 5/13/09

WORK HOURS

This position works a 40-hour workweek, Monday to Friday from 8:00 a.m. to 5:00 p.m., and is overtime eligible. Hours are non-negotiable and attendance and timeliness is critical.

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

Required, on a rare occasion. Optional between 4 and 8 weeks per year.

JOB DESCRIPTION

Provide telephone, walk-in and Website e-mail assistance to customers of the Solid Waste Division (SWD), using a Web-based information retrieval system; manage information requests and data and update referral resource materials.

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 education, and at least one year of experience performing customer service functions in a busy and high demand office setting. Experience with operation of multi-line phone system and responding to customer inquiries. Experience with Website navigation. Excellent customer service skills for a fast-paced working environment. Ability to navigate through the SWD Website and the Internet with ease and comfort. Skills in communicating with people of diverse backgrounds. Skills in dealing with difficult or frustrated customers. Strong multi-tasking skills, problem solving skills, and research and analytical skills. Keyboarding skills and excellent telephone etiquette. Working knowledge of computers including Internet Explorer, Word, Excel, Access, and Outlook. Experience performing Internet searches to assist customers in real time.

Experience in assisting the public and Spanish fluency is highly desired.

ESSENTIAL FUNCTIONS

1. Answer six-line telephone system, e-mail, Web site and in-person inquiries about solid waste, recycling and illegal dumping, and provide other solid waste management information, using the Solid Waste Division's Web site information retrieval system.
2. Use SWD Web site to provide current and accurate solid waste information to address customer questions and concerns in real time.
3. Respond to Solid Waste Division Web site e-mail inquiries.
4. Record all calls on the SWD call tracking database.
5. Welcome all visitors to the division as their first point of contact
6. Manage entry into the division of non-staff visitors
7. Update and provide corrected resources for Web site reference material.
8. Prepare monthly performance indicator reports on the volume and types of telephone inquiries.
9. Other administrative duties as assigned.

NON-ESSENTIAL FUNCTIONS

N/A

PERSONAL PROTECTIVE EQUIPMENT USED

Rubber gloves

OTHER TOOLS & EQUIPMENT USED

Computer, telephone, fax machine, copy machine, scissors, files, camera, mail tray, scanner, printer, typewriter, hand truck, cart and rubber stamps.

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 _____

Occasionally on flat carpeted and anti-fatigue mat surfaces for up to 1 minute at a time for up to 15 minutes total in a work shift while using the copy machine, filing, and conversing with co-workers. The employee could also stand frequently for up to 30 minutes at a time for up to 5 hours total in a work shift while providing customer service at the front counter. On most occasions the employee can alternate sitting and standing as needed.

Walking

Health Care Provider initials if restricted _____

Occasionally on flat carpeted and anti-fatigue mat surfaces for distances of up to 100 feet at a time for up to 2 minutes at a time for up to 15 minutes total in a work shift. Most commonly occurs while delivering forms and documents within the office.

Sitting

Health Care Provider initials if restricted _____

Continuously on an office chair for up to 2 hours at a time for up to 6 hours total in a work shift. Most commonly occurs while answering the telephone, using the typewriter, and providing customer service. The amount of sitting can vary based upon the tasks being performed.

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 and placing paperwork in upper bins.

Bending neck down

Health Care Provider initials if restricted _____

Continuously for up to 2 minutes at a time for up to 6 hours total in a work shift. Most commonly occurs while transferring calls, writing, reviewing documents, filing, manipulating files and using the typewriter.

Bending/Stooping

Health Care Provider initials if restricted _____

occasionally on flat carpeted and anti-fatigue mat surfaces for up to 2 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 receiving supplies. On a rare (most commonly annual) occasion the employee may bend for up to 10 minutes at a time for up to 5 hours in a shift while archiving files. The employee can reduce bending/stooping by alternating with kneeling or squatting as well as using a chair when filing as preferred.

Kneeling/Squatting

Health Care Provider initials if restricted _____

Occasionally on flat carpeted and anti-fatigue mat surfaces for up to 2 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. On a rare (most commonly annual) occasion the employee may kneel or squat for up to 10 minutes at a time for up to 5 hours in a shift while archiving files. The employee can reduce kneeling and squatting by alternating between both as well as using a chair when filing as preferred.

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 30-40 pounds while manipulating boxes of archived files.

Pushing and Pulling

Health Care Provider initials if restricted _____

Occasionally for distances of up to 100 feet for up to 2 minute at a time with a force of approximately 15 pounds for up to 10 minutes total in a work shift while using a hand truck to transport boxes of archived files. The employee also pushes with 2-7 pounds of pressure when opening and closing lateral file cabinets.

Handling

Health Care Provider initials if restricted _____

Occasionally for up to 2 minutes at a time for up to 130 minutes total in a work shift while using a hand truck to transport boxes of archived files as well as manipulating files, reams of paper, documents, rubber stamps, seal, mail, mail tray and camera.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Occasionally for up to 10 seconds at a time for up to 30 minutes total in a work shift while using the computer mouse, seal and camera.

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 (up to 3-4 hours), writing (up to 1 hour), using a computer, manipulating documents, dialing the telephone, using a ten key, using a typewriter, operating the fax machine, tearing papers and stuffing envelopes, and opening the mail.

Feeling

Health Care Provider initials if restricted _____

Rare for up to 5 seconds at a time for up to 5 minutes total in a work shift while feeling for pages stuck together.

Talking

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 providing customer service via the information line.

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 providing customer service via the information line.

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 reading documents, inspecting forms, reading mail, and looking at computer screen while typing.

Working with Heightened Awareness

Health Care Provider initials if restricted _____

Occasionally for up to 30 minutes at a time for up to 2 minutes total in a shift while providing customer services to potentially angry or hostile customers and dealing with similar situations.

ENVIRONMENTAL FACTORS

Work is performed in an office setting with direct and indirect interaction with the general public, including persons of diverse backgrounds and potentially hostile persons.

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
- Odors: Occasionally-Frequently
- Moving mechanical parts: Rare
- Vibration: Rare

HCP Initials if Restricted

POTENTIAL MODIFICATIONS TO JOB

Adjustable ergonomic chair with lumbar support for increased comfort while sitting for an extended duration.

Telephone headset to promote proper posture when talking on the telephone.

Ergonomic keyboard with touch pad to promote proper posture while keyboarding.

Ergonomic evaluation of entire workstation.

Alternate tasks to reduce static positions. (occurs per job duties)

Sit/stand workstation.

Workpace software to monitor keystrokes, ensure proper breaks and ensure micro-pauses.

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.

Jeff Casem, M.A., CRC-Job Placement Specialist
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