



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Management Division
500 4th Ave Rm 500
Seattle, WA 98104
(206) 205-8575
(206) 296-0514 FAX

Employee:

Claim Number

JOB ANALYSIS

Job Title:	Fiscal Specialist III	DOT Title:	Fiscal Clerk
SVP:	5	DOT #:	216.382-022
Location of Analysis:	201 S. Jackson, 5 th Floor Seattle, WA 98104	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Jennifer Hernandez
Presenting VRC:		Employer Contact:	Eunice Verstegen
Date Analysis Completed:	7/29/15	Supervisor Contact Information	Phone: 206-477-5606 E-mail: eunice.verstegen@kingcounty.gov

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

Essential Functions according to the employer:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

Under general supervision, this position provides specialized technical billing, accounts receivable and customer service related to the Wastewater Treatment Division Revenue/Accounts Receivable Program (previously known as Capacity Charge Program).

1. Provide customer service to the public requesting information about capacity charges, accounts and billings. Interpret established policies, procedures, codes, regulations and other relevant sources to internal and external customers by telephone and in writing. Handle sensitive, confidential, and/or potentially volatile situations.
2. Administer billing activities: print and distribute invoices, review and process capacity charge billings; research, verify and reconcile data discrepancies; process payments.
3. Process and document account adjustments and refund overpayments.
4. Establish new accounts and billing cycles.
5. Process returned mail; process changes of ownership; make collection referrals, follow up on delinquent accounts.
6. Use database, spreadsheet and word processing applications to develop and maintain reports, record keeping systems and correspondence. File reports and documents.
7. Set up accounts and perform basic numerical calculations in accounts receivable with the ABT system while utilizing/implementing side system with historical data.
8. Review information gathered for accuracy. Reconcile discrepancies.



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EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Experience in and demonstrated knowledge of office practices, procedures and functions, including the use of an information database.

- Demonstrated knowledge and experience in accounting procedures and mathematics.
- Demonstrated skill in numerical analysis.
- 2 years experience in accounting or related field; or equivalent combination of education and experience.
- Excellent customer service skills including skill in communicating with people of diverse backgrounds and skill in dealing with difficult people.
- Demonstrated ability to work with diverse groups of individuals in a tactful, diplomatic, patient and professional manner, including individuals who may be angry and/or difficult either in person and via telephone.
- Excellent oral and written communications skills.
- Ability to maintain confidentiality on sensitive matters.
- Ability to communicate applicable information, including policies, procedures, laws and regulations.
- Initiative for and accountability of work product.
- Ability to problem solve and adapt to changes in work load, priorities, and deadlines.
- Ability to use office machines such as copiers, facsimiles, or calculators.
- Keyboarding proficiency and accuracy.
- Ability to perform basic mathematical calculations.
- Ability to work with minimal supervision and to meet deadlines.
- Demonstrated experience involving customer contact; greeting and assisting customers in person and via telephone, and/or directing them to services.
- Demonstrated ability to understand and execute complex verbal or written instructions; excellent reading comprehension, reasoning, writing and oral communication skills.
- Ability to organize, prioritize and manage workload with minimal supervision.
- Proficient in the use of personal computers; with experience using MS Word for Windows, Excel, Access and Outlook.
- Demonstrated ability to maintain regular, reliable, and timely attendance.

DESIRABLE QUALIFICATIONS:

- Knowledge of the Capacity Charge Program.

Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Computer, 10-key, mouse, printer, telephone, copy machine, calculator, typewriter, rubber stamps, stapler, pen/pencil, envelopes, various documents, mail, invoices and various office supplies.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern	
N = Never	<input checked="" type="checkbox"/> Sedentary	<input type="checkbox"/> Full-time	
S = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time	
O = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal	
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8	Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5	Days Per Week



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This is classified as a **SENDERARY** job by the US Department of Labor.

PHYSICAL DEMANDS		FREQUENCY						ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C		
Sitting	75%					X		Up to 30 min./time, up to 6 hrs. total while performing computer duties and talking on the phone.
Standing	15%			X				Up to 5 min./time, up to 1.5 hrs. total while faxing approximately 50+ documents per shift.
Walking	2%		X					Up to 30 sec./time, up to 10min./total while traversing between workstation, fax machine and printer.

Lifting floor – waist	N	S	O	F	C	lbs.	Once every six months the employee may load paper in to the copy machine.
		5					
Lifting waist–shoulder	N	S	O	F	C	lbs.	Once every six months the employee may load paper in to the copy machine.
		5					
Lifting above shoulder	N	S	O	F	C	lbs.	n/a
	X						
Carry (Dist.)	N	S	O	F	C	lbs.	No weight value for carrying, as only a few pieces of paper are moved.
	X						
Pushing/ Pulling	N	S	O	F	C	Minimal	Rarely up to 5 lbs. to open\close doors and drawers up to 1-2 minutes total.
		1-5				lbs force	

	N	S	O	F	C	
Climbing	X					
Balancing	X					
Stooping / Bending		X*				Up to 30 sec./time, up to 2 min./total while accessing low file drawers and rarely adding paper to the copy machine. *Can alt. with squat/kneel as needed.
Twisting	X					
Squatting / Kneeling		X				Up to 30 sec./time, up to 2 min./total while accessing low file drawers and rarely adding paper to the copy machine. *Can alt. with stoop/bend as needed.
Crawling	X					
Foot Controls	X					
Reaching (Level) Forward Below Waist Above Shoulder						Up to 30min./time, 4 hrs. total while utilizing computer keyboard and mouse.
						Up to 30 sec./time, 2 min. total while accessing low file drawers and rarely adding paper to the copy machine.
						Up to 10 sec./time30 sec. total while accessing upper file drawers and overhead bins.



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	N	S	O	F	C	
Handle/Grasp						Up to 30 sec/time, 2 min. total while manipulating stacks of paper, reference materials and binders.
Fine Finger Manipulation						For up to 10 min./time, 5hrs. total while typing, writing and manipulating documents.
Hand Controls						Up to 30sec./time, 2 hrs. total while using the computer mouse (including scrolling).
Repetitive Motion	X					Body part: Cycles/hr.
Vibratory Tasks	X					
Talking						For up to 10 min./time for up to 1 hr. total while on the phone and with coworkers.
Hearing						For up to 2 hrs./time, 3 hrs. total while attending trainings/meetings, as well as conversing with customers and coworkers in person or on the phone.

Visual:

Continuously reviews financial information on a computer screen or hard copy.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather	X					Noise Intensity	X				
Extreme Cold	X					Atmospheric Conditions	X				
Extreme Hot	X					Exposed Heights	X				
Wet and / or Humidity	X					Exposure to Electricity	X				
Proximity to Moving Mechanical Parts	X					Exposure to Toxic / Caustic Chemicals	X				
Exposure to Explosives	X					Exposure to Radiation	X				
Other:											

Analyst's Comments:

Possible Employer Modifications:



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Note: The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a “best estimate” may have been used.

Analyst:

Presenting VRC signature:

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

Name

Date

Name

Date



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MEDICAL PROVIDER:

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work.

State date employee is released to return to work if different from today's date _____

- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a permanent ☐ or temporary ☐ basis.

- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date: _____

Treatment plan: _____

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

Comments:

Signature

Date

Print Name

- | | | |
|--|---|---|
| <input type="checkbox"/> Attending Physician | <input type="checkbox"/> Consulting Physician | <input type="checkbox"/> Pain Program Physician |
| <input type="checkbox"/> IME Physican | <input type="checkbox"/> PCE Therapist | <input type="checkbox"/> OT / PT Therapist |
| <input type="checkbox"/> PEP Physician | | |