



**Disability Services
Safety and Claims
Management**

Department of Executive Services
Human Resources Division
500 4th Avenue, Room 500
Seattle, WA 98104
(206) 477-3350
(206) 296-0514 FAX

Employee :

Claim # :

JOB ANALYSIS

Job Title:	Administrative Specialist II-DPH		
Department:	Public Health	Division:	Community Health Services
DOT Title:	Administrative Assistant	DOT #:	169.167-010
SVP:	7	Requestor:	Teresa Fager
Worksite Address:	2124 4 th Ave, #100 Seattle, WA 98121	Office Contact Name/ Phone/ Email:	Gale Carmony 206-477-8236 gale.carmony@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS		Analysis Date: 6/26/18
Update Analyst:			Update Date:

☒ 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.

The individual in this role works primarily in our Primary Care and Travel Clinic and performs a variety of duties which are dependent on business needs. However, cross-training in other programs within the site will be an expectation so there is continuity of care throughout the clinic. This full time position will work at the Downtown Public Health Center located in downtown Seattle. The representative may be asked to work at other sites in order to meet business needs. This position supports a broad range of healthcare services in a busy Public Health center.

Our clients are culturally, socially, and linguistically diverse. Applicants should be committed to working with diverse populations to provide excellent customer service to people from a broad range of cultures, communities, backgrounds, and experiences, including people experiencing homelessness and/or mental illness. This position supports and advances the Community Health Services Division's values for fair and culturally-competent service delivery, innovative, effective and efficient application of resources, building a culture of performance, expanding opportunities to seek input, and listen and respond to clients.

The Patient Services Representatives are the initial contact a client has when they come into or call a Public Health Center, Responsibilities include:

- Welcoming all clients, providing exceptional customer service, which includes treating all people with respect and warmth
- Utilizing language interpreters when appropriate to meet clients' needs
- Identifying when triage by a healthcare professional is necessary, and quickly identifying potential emergency



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situations

- Registering clients, requesting financial and insurance information, verifying insurance coverage, calculating fees, collecting payments, and scheduling appointments
- Coordinating patient and information flow while maintaining patient confidentiality, and complying with Federal HIPAA laws
- During and after client visits responsibilities include: accurately completing documentation and data information for billing in a timely fashion, and processing referrals for field staff
- Other duties include using a variety of computer programs including: Epic (an electronic health record program), CIMS for WIC (Nutrition program for women, infants and children), and Microsoft Office products
- Ordering supplies, making copies, faxing, and other general office and clerical duties

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

MINIMUM QUALIFICATIONS:

- Commit to providing exceptional customer service with compassion and patience, are approachable, are effective listeners, and will enjoy working with people from a variety of cultures, communities, backgrounds and experiences
- Are computer-savvy and able to learn to use new computer programs and technical tools quickly
- Are action-oriented and able to quickly prioritize, use time effectively and efficiently, are skilled at identifying and eliminating barriers, and are willing to ask for help to accomplish tasks
- Enjoy working with a team, are cooperative, encourage collaboration, and can work with teammates to find collectively beneficial solutions
- Maintain confidentiality of client information
- Know their strengths and weaknesses, seek feedback, will admit their mistakes, and quickly learn from them
- Are able to maintain their composure under pressure
- Able to move up to 25 pounds in order to move boxes, retrieve health records, or replenish office supplies with or without reasonable accommodation
- Any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work.

Desired Qualifications:

Candidates who are bilingual in Spanish and English.

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

Scanner, computer, multi-line telephone, printer, shredder, copy machine, fax machine, typewriter, label printer, card printer, calculator, stapler, mask, antibacterial hand wash and hole punch. Utilizes Microsoft Office programs, Infolinx, Epic ProviderOne and various databases.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
N = Never	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
S = Seldom (1-10 %, up to 48 min)	<input checked="" 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	7 Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5 Days Per Week

This is a 40 hour per week position. Hours are performed within core business hours. The most common shifts are 8:00am-5:00pm or 8:30am-5:30pm.

This is classified as a SEDENTARY job by the US Department of Labor but adjusted to LIGHT for this particular position.



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Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
Lifting floor – waist		1-10 11-25				Up to 1 min./time, 20 min. total with 1-10 lbs. for office supplies, packets of forms, binders, etc. Up to 30 sec./time 5 min. total with 11-25 lbs. while manipulating box of forms, bin of mail or records.
Lifting waist–shoulder		1-10 11-25				Up to 1 min./time, 20 min. total with 1-10 lbs. for office supplies, packets of forms, binders, etc. Up to 30 sec./time 5 min. total with 11-25 lbs. while manipulating box of forms, bin of mail or records.
Lifting above shoulder		1-10				Up to 5 sec./time, 30 sec total while placing office supplies on upper shelves.
Carry (Distance/Surface)		1-25				Up to 60' time on flat level ground, 1-5x/shift while transporting a box of documents or mail. *A cart is available to reduce carrying.
Pushing/Pulling (Distance/Surface)		1-15				Up to 30 sec./time, 10. min. total while opening/closing doors/drawers; using a cart.

Physical Demands	Frequency						Activity Description
	N	S	O	F	C		
Sitting				X*			Up to 30 min./time, 5.5 hrs. total while performing computer work, performing data entry and answering the telephone as well as conversing with clients at the front desk. *On most occasions the employee can alt. sit/stand as needed. 2 of 5 workstations in the unit have sit/stand desks.
Standing			X*				Up to 5-10 min./time, 2 hrs. total while using the copy machine, fax machine, cash register, filing or speaking with patients and providers. *On most occasions the employee can alt. sit/stand as needed. 2 of 5 workstations in the unit have sit/stand desks.
Walking			X				Up to 100'/time, 2 hrs. while walking within the clinic, between the workstation, conference rooms, nurses' station, copy room, records room and front desk. The employee also walks when tracking down providers.
Perform Work on Ladders	X						
Climbing	X						
Balancing	X						
Stooping / Bending		X					Up to 1 min./time, 30 min. total while utilizing lower shelves/cabinets/drawers, adding paper to copy machine and filing. *Can alt. with squat/kneel as needed.



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Twisting at Neck		X				Up to 1 min./time 20 min. total while utilizing a computer and speaking to clients at the front counter
Twisting at Waist		X				Up to 1 min./time 20 min. total while utilizing a computer and speaking to clients at the front counter
Squatting / Kneeling		X				Up to 1 min./time, 30 min. total while utilizing lower shelves/cabinets/drawers, adding paper to copy machine and filing. *Can alt. with bend/stoop as needed.
Crawling	X					
Reach waist to shoulder			X			Up to 2 min/time, 2.5 hrs. total while manipulating documents, mail bins, archive boxes and computer mouse.
Reach above shoulder		X				Up to 10 sec./time, 10 min. total while placing/removing supplies and files on high file drawers/shelves as well as reaching for objects on the front counter while seated.
Reach below waist		X				Up to 10 sec./time 10 min. total while utilizing lower shelves/cabinets.
Keyboarding				X		Up to 15 min./time 5.5 hrs. total, hrs. total while utilizing the computer.
Wrist Flexion/Extension	X					
Handle/Grasp		X				Up to 1 min./time, 5-10 min. total while manipulating a ream of paper, files, packets and office supplies.
Forceful Grasp	X					
Fine Finger Manipulation					X	Up to 30 min./time, 6 hrs. total while performing computer duties, assembling packets, manipulating documents, writing and utilizing office equipment/supplies.
Hand Controls			X			Up to 1 min./time, 2 hrs. total while utilizing a computer mouse.
Foot Controls	X					
Repetitive Motion	X					Body Part: Cycles/hr:
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking					X	To communicate with customers and coworkers; provide customer service.
Hearing					X	To communicate with customers and coworkers; provide customer service.
Visual – Near Acuity					X	Computer, documents, administering medications, injections, manipulating needles.
Visual – Far Acuity				X		Identify customers who may be hostile.
Visual – Depth Perception				X		Identify customers who may be hostile.
Visual – Color Discrimination		X				Color codes charts.
Visual – Accommodation				X		Interacting with customers who may be hostile or mentally ill.
Visual – Field of Vision				X		Interacting with customers who may be hostile or mentally ill.
Exposure to Weather	X					
Extreme Cold	X					
Extreme Hot	X					



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	N	S	O	F	C	
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts	X					
Exposure to Explosives	X					
Atmospheric Conditions	X					
Exposed Heights	X					
Exposure to Electricity	X					
Exposure to Toxic / Caustic Chemicals	X					
Exposure to Radiation	X					
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input type="checkbox"/> Moderate <input checked="" type="checkbox"/> Loud <input type="checkbox"/> Very Loud					Noise level ranges from quiet to loud. Employee is exposed to screaming or crying children as well as service animals, such as barking dogs.
Other:	Employee provides customer service to people from a broad range of cultures, communities, backgrounds, and experiences, including people experiencing homelessness and/or mental illness. This may include persons with infectious or communicable diseases or sicknesses. The worker also interacts with the general public, including potentially violent or hostile persons. Worker can be exposed to bodily fluids and biohazards on an occasional basis.					

Analyst's Comments:

A cart can be used to reduce carrying. Multiple carts are available for use. Two out of five workstations have sit/stand desks which allows for the employee to alternate sitting and standing as needed.

Possible Employer Modifications:

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:

Kyle Pletz, VRC, CDMS

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 Physician | <input type="checkbox"/> PCE Therapist | <input type="checkbox"/> OT / PT Therapist |
| <input type="checkbox"/> PEP Physician | | |