

EMPLOYEE:

CLAIM #



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Administrative Specialist II

JOB CLASSIFICATION Administrative Specialist II

DOT TITLE Administrative Assistant

DOT NUMBER 169.167-010

DEPARTMENT Public Health, Seattle-King County

DIVISION Community and Health Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 14

CONTACT'S NAME & TITLE Sandra Reid, PHASS

CONTACT'S PHONE (206)205-6072

ADDRESS OF WORKSITE

4400 37th Avenue South
Seattle, WA 98118

VRC NAME Kyle Pletz

DATE COMPLETED 6/9/05

VRC NAME Jeff Casem

DATE REVISED 7/24/09

WORK HOURS

40 hours per week, 8 hours per day, Monday through Friday; Hours can vary. Two fifteen minute breaks and a one-hour lunch break per day.

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

Rare and optional in accordance with business demand.

JOB DESCRIPTION

The Clinic Clerk partners with nurses, physicians, nutritionists, health services assistants, social workers and other clinic staff to provide customer service to clients and administrative support in the Family Health, Family Planning/STD's, Immunizations, Family Support Services, Oral Health and Obstetrics programs.

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.

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JOB SPECIFIC REQUIREMENTS

Alphanumeric filing skills, basic math skills, and the ability to enter data with at least 85% accuracy and a minimum of 3000 keystrokes per hour (applicants will be tested in these skills). Skills using word processing and spreadsheet software to complete assigned clerical tasks (applicants will be tested in these skills). Must be skilled at operating automated clinical practice management systems including, but not limited to, patient look up, patient scheduling and charge entry functions. Must be skilled at providing excellent customer service with discretion, patience and professionalism in person and over the phone. Must have demonstrated knowledge of good customer service etiquette and concepts. Must be skilled at communicating in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.). Must have skills in handling difficult interpersonal interactions with discretion and diplomacy; maintaining confidentiality; use of multi-line telephone systems as well as other office equipment including TDD machines, fax machines, copiers, label makers, and printers. Must have the ability to gain functional knowledge of medical terminology. Must possess skills in working as part of a team and independently. Must have the ability to move up to 50 pounds from one location to another and the ability to repeatedly sit and stand (up to 120 times) throughout the day. This clinic serves approximately 200 patients per day. Must have skills in prioritizing and completing multiple tasks simultaneously; problem solving; working with a diverse population, adapting to changes in workload demands, providing training. Must possess organizational skills and have the ability to learn, interpret, and apply complex policies and procedures. The selected candidate will be required to pass a thorough background investigation. Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law. This position is part of a clerical pool and will be cross-trained to fill in for other clinic clerical positions as needed. May be trained to enter payroll data and reconcile paycheck errors. Incumbents may be required to train other staff on the duties performed by this position.

ESSENTIAL FUNCTIONS

1. Responds to inquiries from clients and providers regarding public health services.
2. Provides clinic and program information that requires limited interpretation of established policies, procedures and other relevant sources to internal and external customers over the telephone, in writing and in person.
3. Performs medical records duties.
4. Deals with sensitive and /or potentially volatile situations.
5. Determines client financial status and insurance coverage.
6. Informs patients of their rights and responsibilities, assist with consent forms, and ascertain client's referral needs (i.e., medical care, insurance coverage and/or basic social service needs).
7. Explains complex insurance coverage and billing/payment policies and procedures to clients.
8. Alerts providers to issues that may be of concern, such as suspected abuse or neglect.
9. Utilizes Windows-based and other software to register clients, determine medical coverage and eligibility, schedule appointments and generate client encounter and billing reports. Data entered will include complex text and numbers.
10. Resolves billing errors and denials, track outstanding patient balances.

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11. Uses specialized terminology and codes to accurately enter data and for caseload reports and billing. Incumbents create, update, and maintain charts/records. Clerks identify and correct errors to ensure data accuracy and generate daily and monthly participant statistics.
12. Participates in team meetings and help implement clinic flow adjustments, program changes and new procedures.
13. Accepts packages and deliveries.
14. Orders, stocks and tracks supplies.

OTHER TOOLS & EQUIPMENT USED

Equipment used may include a computer, multi-line telephone, printer, shredder, copy machine, fax machine, typewriter, label printer, card printer, cart, hand truck, headset, various supplies, dumbwaiter, box cutter, document holder, calculator, electric stapler, and hole punch. The incumbent utilizes the SKRTS, (Seattle King County Referral and Tracking System) database as well as TREC 2, Signature, Adaptis, HDXpress, Child Profile, SKIIS (Seattle King County Immunization Information System), Infolinx (Health Record System), PH Webportal and Microsoft Office programs.

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-Medium

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 10-25 pounds of force frequently, and/or up to 10 pounds of force constantly.

Standing

Health Care Provider initials if restricted _____

Frequently on flat, carpeted and linoleum surfaces for up to 2 hours at a time for up to 4 hours total in a work shift. Most commonly occurs while using the copy machine or fax machine and filing as well as when speaking with patients, coworkers and providers. The employee can alternate between sitting and standing in most situations.

Walking

Health Care Provider initials if restricted _____

Frequently on flat carpeted surfaces for distances of up to 120 feet at a time for up to 5 minutes at a time for up to 4 hours in a work shift. Most commonly occurs while walking within the clinic between the workstation, dumbwaiter, records room and front desk.

Sitting

Health Care Provider initials if restricted _____

Frequently on an office chair for up to 1 hour at a time for up to 5 hours total in a work shift. Most commonly occurs performing computer work and answering the telephone as well as when filing and paying bills.

Climbing stairs

Health Care Provider initials if restricted _____

Rare for up to 18 steps (2 flights) at a time for up to 30 seconds at a time for up to 1 minute total in a shift when traversing between the basement and first floor. An elevator is available.

Bending neck up

Health Care Provider initials if restricted _____

Occasionally for up to 5-10 seconds at a time for up to 15-30 minutes total in a work shift. Most commonly occurs while looking for items on upper shelves, putting away supplies and performing medical records duties.

Bending neck down

Health Care Provider initials if restricted _____

Frequently for up to 1 hour at a time for up to 4 hours total in a work shift. Most commonly occurs while reviewing documents, charts, bills and files as well as when typing, writing, manipulating documents, emptying boxes of supplies, placing/removing objects in low drawers and sorting documents.

Bending/Stooping

Health Care Provider initials if restricted _____

Occasionally on flat carpeted and linoleum surfaces for up to 10 seconds at a time for up to 2-3 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing articles in a shredder and searching through low file drawers. Bending also occurs when filing, performing medical records duties and unloading supplies. Bending/stooping may be reduced by alternating with squatting or kneeling.

Kneeling

Health Care Provider initials if restricted _____

Occasionally on flat carpeted and linoleum surfaces for up to 10 seconds at a time for up to 2-3 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing articles in a shredder and searching through low file drawers. Bending also occurs when filing, performing medical records duties and unloading supplies. Kneeling can be reduced by alternating with bending/stooping or squatting.

Squatting

Health Care Provider initials if restricted _____

Occasionally on flat carpeted and linoleum surfaces for up to 10 seconds at a time for up to 2-3 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing articles in a shredder and searching through low file drawers. Bending also occurs when filing, performing medical records duties and unloading supplies. Squatting can be reduced by alternating with bending/stooping or kneeling.

Reaching above shoulder height

Health Care Provider initials if restricted_____

Occasionally on flat carpeted surfaces for up to 10 seconds at a time for up to 10 minutes total in a work shift while placing and removing supplies and files out of high file drawers and cabinets as well as when performing medical records duties.

Reaching at waist to shoulder height

Health Care Provider initials if restricted_____

Continuously and highly repetitive for up to 1 hour at a time for up to 6 hours total in a work shift while typing, operating the computer mouse, writing, operating copier and other office machines, placing and removing office supplies and files out of drawers and cabinets as well as performing medical records duties.

Reaching at knee to waist height

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 loading a ream of paper in to the copy machine as well as placing and removing files, charts and office supplies from cabinets and drawers.

Reaching at floor to knee height

Health Care Provider initials if restricted_____

Occasionally on flat carpeted and linoleum surfaces for up to 10 seconds at a time for up to 2-3 hours total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, placing articles in a shredder and searching through low file drawers. Bending also occurs when filing, performing medical records duties and unloading supplies.

Lifting 1-10 pounds

Health Care Provider initials if restricted_____

Occasionally to frequently and highly repetitive for up to 1 minute at a time for up to 3 hours total in a work shift. Most commonly occurs with weights of 5 pounds while lifting paper for the photocopy machine, files, charts, binders and various supplies.

Carrying 1-10 pounds

Health Care Provider initials if restricted_____

Occasionally to frequently for distances of up to 120 feet for up to 5 minutes at a time for up to 2-3 hours total in a work shift. Most commonly occurs with weights of 5 pounds while transporting office supplies, paper and charts. A cart is available to reduce carrying.

Lifting 11-20 pounds

Health Care Provider initials if restricted_____

Occasionally for up to 10 seconds at a time for up to 1 hour total in a work shift. Most commonly occurs with weights of 20 pounds while manipulating a box of supplies, stack of charts or files.

Lifting 21-50 pounds

Health Care Provider initials if restricted_____

Rare for 10 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of up to 50 pounds while manipulating a box/delivery of supplies, charts or files.

Carrying 21-50 pounds

Health Care Provider initials if restricted_____

Rare for up to 30 seconds at a time for distances of up to 20 feet for up to 1 minute total in a shift. Most commonly occurs with weights of up to 50 pounds while transporting a box/delivery of supplies or files. The employee can reduce carrying by using a cart and can also break loads down in to smaller amounts as needed.

Pushing and Pulling

Health Care Provider initials if restricted_____

Occasionally for up to 5 minutes at a time for up to 15 minutes total in a work shift with a pushing/pulling force of 3-7 pounds. Most commonly occurs while opening and closing office doors and drawers as well as opening and closing a dumbwaiter door. The employee also pushes when utilizing a cart.

Handling

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 manipulating files, binders, supplies and charts as well as using the telephone and computer mouse.

Operating Controls with Hands

Health Care Provider initials if restricted_____

Occasionally for up to 2 minutes at a time for up to 2 hour total in a work shift while using a computer mouse.

Fingering

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 performing data entry, writing, scheduling appointments using a computer keyboard, dialing the telephone, manipulating files and documents and operating a computer mouse.

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 conversing with co-workers about assignments, as well as providing customer service via telephone.

Hearing

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 conversing with co-workers about assignments, as well as providing customer service via telephone.

Seeing

Health Care Provider initials if restricted_____

Continuously for up to 30 minutes at a time for up to 6 hours total in a work shift while reading documents and looking at computer screen while typing as well as when performing medical records duties.

ENVIRONMENTAL FACTORS

Work is performed in a public health clinic setting in close proximity to other workers. Copy machine, telephone ringers, and screaming or crying children are the loudest noises in the office. The employee can be exposed to persons with infectious or communicable diseases or sicknesses. The worker may also interact with the general public, including potentially violent or hostile persons. Worker can be exposed to bodily fluids and biohazards on an occasional basis.

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The noise level is

Approximately 50-60 decibels. The noise is caused by office sounds and screaming/crying children

HCP Initials if Restricted

Work environment may include the following exposure(s):

Odors: Rare

Dusts: Occasionally-Frequently

HCP Initials if Restricted

POTENTIAL MODIFICATIONS TO JOB

Adjustable ergonomic chair with seat pan tilt for increased comfort while sitting for an extended duration.

Telephone headset.

Document holder.

Footrest.

The employee can sit when performing some filing duties in order to reduce bending/stooping, kneeling and squatting.

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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

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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 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