

EMPLOYEE:

CLAIM #



## Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE** Administrative Specialist II

**JOB CLASSIFICATION** Administrative Specialist II

**DICTIONARY OF OCCUPATIONAL TITLES (DOT) NUMBER** 169.167-010

**DOT TITLE** Administrative Assistant

**DEPARTMENT** Public Health, Seattle-King County

**DIVISION** Environmental Health

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

**CONTACT'S NAME & TITLE** Larry Fay, Section Manager; Deborah Cannon, Administrative Support Supervisor

**CONTACT'S PHONE** 206-296-9733, 205-8998

**ADDRESS OF WORKSITE**

900 Oaksdale, Suite 100  
Renton, WA 98057

**VRC NAME** Kyle Pletz

**DATE COMPLETED** 2/10/09

**WORK HOURS**

40 hours per week, 10 hours per day, Monday through Thursday; 7:00am-5:30pm. Two 15-minute breaks and a 1/2-hour lunch break per day. (a 1 hour lunch break may be approved with a 6:30 to 5:30 work schedule) Days/hours/locations are subject to change due to staffing and/or customer service demands.

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)  
Rare and required, in accordance with business demand.

**JOB DESCRIPTION**

The main job duties are providing customer service at the counter and document scanning, indexing and data entry in the Oracle system. Handles a large volume of angry and volatile customers. This entails greeting a high volume of clients coming in for various reasons such as but not limited to, asking general question, applying for permits, wanting to speak to an inspector, requesting as-builts. There is data entry, filing, opening mail, photo coping, research, cash handling, phones and other administrative duties as assigned.

**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**

Alphanumeric filing skills, basic math skills, and the ability to enter data with at least 85% accuracy and a minimum of 45 words per minute (applicants will be tested in these skills). Skills using word processing and spreadsheet software to complete assigned clerical tasks Proficiency in a windows environment and the ability to use drop down menus, point and click software, multiple screens (applicants will be tested in these skills). Skills at maintaining confidentiality. Must be able to use specialized Environmental Health data management software along with Microsoft Office (Word, Outlook, Internet Explorer & Excel) programs. 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 Environmental Health programs and terminology. Must possess skills in working as part of a team and independently. Must have the ability to move up to 30 pounds from one location to another to manipulate plans and boxes of reference materials. Must also have the ability to repeatedly sit and stand approximately 40 times (this amount can be reduced to 15-30 times per shift via the use of a sit/stand stool) throughout the day in order to serve customers and retrieve files, documents and related materials. This position is part of a clerical pool and will be cross-trained to fill in for other clerical positions as needed (locations may vary). Incumbents may be required to train other staff on the duties performed by this position. 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. Dependability and accuracy is required. Candidate must have demonstrated punctuality and good attendance. Ability to work well with minimal supervision and within a team environment.

### **ESSENTIAL FUNCTIONS**

1. Provide excellent customer service in a courteous and professional, non-judgmental, culturally sensitive manner. Both over the phone and in person. Even when the customer becomes agitated, this happens frequently. Customers can become irate and belligerent. The goal is to maintain composure of calmness and be courteous and professional.
2. Greets, screens, and assesses/triages a high volume of clients in person and on the telephone. Approximately three months per year the permit renewal phone will be included in these duties.
3. Generates complaints via hand-written or computer generated forms from customers in person, over the telephone or via e-mail.

4. Responds to inquiries from both internal and external customers; provides specialized and/or technical program-specific information that requires limited interpretation of established policies, procedures, and other relevant sources.
5. Assesses and accurately collects payments, using a cash register, for a variety of services and permits.
6. Issues permits for a variety of Environmental Health programs.
7. Utilizes Windows based and various database software to issue permits, generate bills & refunds, enters data, updates and tracks data.
8. Processes mail (US mail and interoffice mail) by retrieving, date stamping, opening, sorting, attaching related documents and distributing.
9. Composes, proofreads, finalizes and edits correspondence and forms.
10. Assists professional staff as needed.
11. Accurately validates, rings and voids transactions on a cash register.
12. Conducts end of day close-out on cash register including counting cash and accurately reconciling accordingly.
13. Maintains files, literature, handouts, application forms, information packets and various supplies.
14. Maintain digital records system-scan paper documents, index scanned paper documents and un-indexed digital documents, recognize document types, move between Oracle document system and IMAP for parcel data, identify and correct errors.
15. Ability to prioritize tasks on a daily basis in accordance with policies, procedures, guidelines and supervisor requests. Ability to troubleshoot and resolve various issues.
16. Performs archiving duties which includes moving boxes, files, documents and various reference materials.
17. Receive, deliver, date stamp, roll and unroll plans which can weigh up to 30 pounds. Stamps application, copies materials, distributes materials, collects payment and reassembles bundles to be delivered to the plan reviewer.
18. Sets up 800mhz radio and participates in weekly Public Health roll call. Also listens to NOAA radio for emergency alerts and responds appropriately.
19. Opens and closes office daily which includes locking/unlocking doors, activating/deactivating alarm, turning phones on/off and performing office walkthrough.
20. Performs special projects such as purging reorganizing documents, files, spaces and materials as well as various tasks under direction of the supervisors.
21. Data entry using Envision Connect
22. Issuing a large volume of permits both via us mail & in person, which requires ability to do data entry and use of the internet.
23. Research missing paperwork when requested by the inspector.
24. Cash handling; process incoming monies and balance register at the end of the day.

#### **PERSONAL PROTECTIVE EQUIPMENT USED**

Antibacterial hand wash.

#### **OTHER TOOLS & EQUIPMENT USED**

Equipment used may include a computer, files, documents, binders, reference materials, archive boxes, multi-line telephone, radios, permits, plans, microfiche, document scanner, laminator, printer, shredder, copy machine, fax machine, label printer, credit card machine, stepstool, cash

register, hand truck/dolly, calculator, stapler, and hole punch. The incumbent utilizes software programs including Envision, Oracle, Microsoft Windows and Office, and various specialized Environmental Health 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**

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.

### **Standing**

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

Frequently on flat, carpeted, cement and linoleum surfaces for up to 15 minutes at a time for up to 4-5 hours total in a work shift. Most commonly occurs while using the copy machine, printer, working at the front counter, fax machine and cash register as well as when, filing, sorting mail or speaking with customers or coworkers. The employee can alternate between sitting and standing during most duties.

### **Walking**

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

Frequently on flat carpeted, cement and linoleum surfaces for distances of up to 75-300 feet at a time for up to 2-3 minutes at a time for up to 2-3 hours in a work shift. Most commonly occurs while walking within the facility between the workstation, conference rooms, cubicles, storage room, file room, microfiche and fax machine. The employee also walks when tracking down coworkers and picking up mail.

### **Sitting**

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

Continuously on an office chair for up to 1 hour at a time for up to 7-8 hours total in a work shift. Most commonly occurs while performing computer work, scanning documents, performing data entry and answering the telephone as well as conversing with clients. On a rare occasion the employee attends trainings that may require sitting all day long with three breaks throughout the day. The employee may have the ability to alternate sitting and standing during most duties.

### **Bending neck up**

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

Occasionally for up to 3-5 minutes at a time for up to 45 minutes total in a work shift. Most commonly occurs while looking for items on upper shelves (such as files), while sitting down and speaking to clients at the front counter who are standing.

**Bending neck down**

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

Frequently for up to 5-10 minutes at a time for up to 6 hours total in a work shift. Most commonly occurs while reviewing documents and files, scanning, performing computer duties, dialing the telephone and completing forms.

**Bending/Stooping**

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

Occasionally on flat carpeted and linoleum surfaces for up to 1-2 minutes at a time for up to 3 hours total in a shift when retrieving supplies from low shelves or cabinets, pulling microfiche, adding paper to the copy machine, searching through low file drawers and filing. Bending/stooping may also be reduced by alternating with squatting, sitting or kneeling.

**Kneeling**

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

Occasionally on flat carpeted and linoleum surfaces for up to 1 minute at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, pulling microfiche, adding paper to the copy machine, searching through low file drawers and filing. Kneeling may also be reduced by alternating with squatting or bending/stooping.

**Squatting**

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

Occasionally on flat carpeted and linoleum surfaces for up to 1 minute at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, pulling microfiche, adding paper to the copy machine, searching through low file drawers and filing. Squatting may also 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 15 seconds at a time for up to 1-2 hours total in a work shift while removing supplies, microfiche and files out of high shelves, drawers and cabinets as well as reaching for objects on the front counter while seated and placing and removing items/forms/information packets. The employee also reaches above shoulder when getting the mail, reaching for the radio, using the cash register and obtaining/replacing reference materials.

**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 7-8 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 placing and removing documents, plans and permits on the front counter.

**Reaching at knee to waist height**

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

Occasionally for up to 10 seconds at a time for up to 1-2 hours total in a work shift while loading a ream of paper in to the copy machine printer 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 1 minute at a time for up to 2 hours total in a shift when retrieving supplies from low shelves or cabinets, obtaining microfiche, adding paper to the copy machine, searching through low file drawers and filing.

**Lifting 1-10 pounds**

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

Occasionally for up to 15-30 seconds at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 1-10 pounds while lifting paper for the photocopy machine, various office supplies, documents, files, plans, mail, packages and binders.

**Carrying 1-10 pounds**

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

Occasionally for distances of up to 150 feet for up to 3 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 1-10 pounds while transporting office supplies, paper, plans, mail, packages and bundles of educational materials. A cart can be used to reduce carrying.

**Lifting 11-20 pounds**

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

Rare for up to 10 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of up to 20 pounds while manipulating paper for the copy machine and supplies as well as education materials.

**Carrying 11-20 pounds**

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

Rare for 1 minute at a time for distances of up to 150 feet for up to 5 minutes in a shift. Most commonly occurs with weights of 20 pounds while transporting a bin of mail once per day as well as UPS packages and various supplies. The employee can reduce carrying by using a cart.

**Lifting 21-50 pounds**

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

Rare for up to 10 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of up to 28 pounds while manipulating a box of permit paper as well as a bin of mail.

**Carrying 21-50 pounds**

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

Rare for 1 minute at a time for distances of up to 150 feet for up to 5 minutes in a shift. Most commonly occurs with weights of 25 pounds while transporting a box of permit paper or a bin of mail. The employee can reduce carrying by using a cart.

**Pushing and Pulling**

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

Occasionally for up to 2 minutes at a time for up to 1 hour total in a work shift with a pushing/pulling force of 3-25 pounds. Most commonly occurs while manipulating permit printer and copy machine for repairs/maintenance as well as the microfiche printer and fax machine; opening and closing office doors and drawers as well as when using a cart or hand truck. The employee also pushes and pulls when placing and removing binders and reference items off/on shelves.

**Handling**

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

Frequently and highly repetitive for up to 2-3 minutes at a time for up to 4 hours total in a work shift while manipulating files, date stamping, opening mail, stocking supplies, manipulating plans, using a cart/dolly, stapling and hole punching as well as using the telephone (when a headset is unavailable). The employee also handles when removing staples while performing scanning duties.

### **Operating Controls with Hands**

Health Care Provider initials if restricted

Continuously for up to 1-2 hours at a time for up to 8 hours total in a work shift while using a trackball or computer mouse as well using the check register, microfiche equipment and feeding documents in to the scanner.

### **Fingering**

Health Care Provider initials if restricted

Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while performing data entry, opening the mail, writing, completing forms, manipulating microfiche, using credit card scanner, adding paper rolls to cash register, cash-handling, balancing cash machine, performing computer duties, dialing the telephone and operating a computer mouse/trackball as well as manipulating files, money, checks and documents. The employee also fingers when maintaining files, literature, handouts, information packets and various supplies; this may require splitting, separating, tearing, removing staples, peeling off labels, stapling, sorting and copying.

### **Talking**

Health Care Provider initials if restricted

Frequently for up to 5 minutes at a time for up to 4-5 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service at the front desk and on the phone.

### **Hearing**

Health Care Provider initials if restricted

Frequently for up to 20 minutes at a time for up to 9 hours total in a work shift while conversing with co-workers about assignments, as well as providing customer service at the front desk and on the phone.

### **Seeing**

Health Care Provider initials if restricted

Continuously for up to 2.5 hours at a time for up to 9 hours total in a work shift while reading documents and looking at computer screen while typing. The employee also uses vision to identify potentially dangerous situations (when interacting with the general public) as well as approaching persons. The employee must use vision to find files to pull or to file inspections.

### **Working with Heightened Awareness**

Health Care Provider initials if restricted

Continuously for up to 2.5 hours at a time for up to 9 hours total in a work shift while providing service to the general public which may include potentially hostile persons.

## **ENVIRONMENTAL FACTORS**

Work is performed at a front desk in a public health facility in close proximity to other workers. Copy machine, telephone ringers are the loudest noises in the office. The worker also interacts with the general public, including potentially violent or hostile persons.

### **The noise level is**

HCP Initials if Restricted

Approximately 50-60 decibels. The noise is caused by office sounds and People talking.

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

Outside weather: Rare  
Odors: Occasional  
Dusts: Occasionally  
Vibration: Rare

HCP Initials if Restricted


**POTENTIAL MODIFICATIONS TO JOB**

Use a cart, chair or dolly to reduce carrying.  
Alternate kneeling, squatting, sitting on a step stool and bending/stooping in accordance with preference.  
Utilize a sit/stand stool to reduce standing when at the front desk.  
Ergonomic keyboard for proper posture while typing.



## 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.

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Printed name & title of VRC evaluator

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Signature of VRC evaluator

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Date

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Printed name & title of contact

---

Signature of contact

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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