

EMPLOYEE:

CLAIM #:



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Administrative Specialist III

JOB CLASSIFICATION Administrative Specialist III

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, Debra Cannon Administrative Support Supervisor

CONTACT'S PHONE 206-296-9733

ADDRESS OF WORKSITE

Eastgate Public Health
14350 SE Eastgate Way
Bellevue, WA 98007

VRC NAME Chad Scheff

DATE COMPLETED 6/1/10

WORK HOURS

40 hours per week, 8 hours per day, Monday through Friday; 8:00am-5:00pm. 2 15-minute breaks and a 1-hour lunch break per day. 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 optional, in accordance with business demand.

JOB DESCRIPTION

This position will provide full-time support to the Environmental Health Division/Food & Facilities Protection Section, Eastgate Environmental Health. This position is part of a clerical pool and must be able to work as part of a team. This lead position will be required to fill in for other positions as needed and cross train other staff members on other positions. This position also requires entering and/or verifying payroll data.

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 30-40 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 off site supervision and within a team environment.

ESSENTIAL FUNCTIONS

(Lead Duties)

1. Work with Public Health Administrative Support Supervisor (PHASS) to establish operational priorities and distributes work among administrative staff to ensure priorities are met.
2. Completes payroll and timesheets for all Eastgate Environmental Health Staff.
3. Performs daily cash reconciliation for all of Eastgate Environmental Health.
4. Responds to inquires from Accounting Services and resolves discrepancies.
5. Pays accounts receivable bills for all of Eastgate Environmental Health.
6. Audits need for ordering supplies and equipment and then orders it herself or delegates staff to order supplies.
7. Acts as main contact for service requests on office equipment repairs.

8. Works as liaison to resolve complex administrative technical problems for Environmental Health Staff.
9. Maintains security of cash safe. Changes safe combination as necessary.
10. 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.
11. Generates complaints via hand-written or computer generated forms from customers in person, over the telephone or via e-mail.
12. 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.
13. Assesses and accurately collects payments, using a cash register, for a variety of services and permits.
14. Issues permits for a variety of Environmental Health programs.
15. Utilizes Windows based and various database software to issue permits, generate bills & refunds, enters data, updates and tracks data.
16. Processes mail (US mail and interoffice mail) by retrieving, date stamping, opening, sorting, attaching related documents and distributing.
17. Composes, proofreads, finalizes and edits correspondence and forms.
18. Assists professional staff as needed.
19. Accurately validates, rings and voids transactions on a cash register.
20. Conducts end of day close-out on cash register including counting cash and accurately reconciling accordingly.
21. Maintains files, literature, handouts, application forms, information packets and various supplies.
22. Ability to prioritize tasks on a daily basis in accordance with policies, procedures, guidelines and supervisor requests. Ability to troubleshoot and resolve various issues.
23. Performs archiving duties which includes moving boxes, files, documents and various reference materials.
24. 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.
25. Opens and closes office daily which includes locking/unlocking doors, activating/deactivating alarm, turning phones on/off and performing office walkthrough.
26. Performs special projects such as purging reorganizing documents, files, spaces and materials as well as various tasks under direction of the supervisors.

OTHER TOOLS & EQUIPMENT USED

Equipment used may include a computer, files, documents, binders, reference materials, archive boxes, multi-line telephone, radios, permits, plans, hand scanner, laminator, printer, shredder, copy machine, fax machine, typewriter, label printer, card printer, stepstool, cash register, cash safe, hand truck/dolly, calculator, stapler, and hole punch. The incumbent utilizes software programs including Envision, 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

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, cement and linoleum surfaces for up to 5-10 minutes at a time for up to 2-3 hours total in a work shift. Most commonly occurs while using the copy machine, printer, 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 75-100 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 facility between the workstation, conference rooms, cubicles, storage room, WIC clinic and parking lot across the street. 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 6.5 hours total in a work shift. Most commonly occurs while performing computer work, driving a County vehicle, performing data entry and answering the telephone as well as conversing with clients. When cross trained for downtown the employee may sit for up to 2.5 hours at a time for up to 6.5 hours in a shift. On a rare occasion the employee attends trainings that may require sitting all day long with three breaks throughout the day.

Climbing

Health Care Provider initials if restricted _____

Rarely to occasionally on a step stool or step ladder (two steps) to heights of approximately 2 feet for up to 5 seconds at a time for up to 5-30 minutes total in a work shift. Most commonly occurs while using a step stool or step ladder to place or remove files and supplies on upper shelves and in upper cabinets. This duty is not performed every day and varies upon business demand.

Balancing

Health Care Provider initials if restricted _____

Rarely to occasionally on a step stool or step ladder to heights of approximately 2 feet for up to 5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while using a step stool or step ladder to place or remove files and supplies on upper shelves and in upper cabinets. This duty is not performed every day and varies upon business demand.

Bending neck up

Health Care Provider initials if restricted _____

Occasionally for up to 3-5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while looking for items on upper shelves, 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 5 hours total in a work shift. Most commonly occurs while reviewing documents and files, 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, adding paper to the copy machine, searching through low file drawers and filing. The least used files can be placed on the lower shelves to reduce bending/stooping. 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, using the label printer, adding paper to the copy machine, searching through low file drawers and filing. The least used files can be placed on the lower shelves to reduce kneeling. Kneeling may also be reduced or avoided 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, using the label printer, adding paper to the copy machine, searching through low file drawers and filing. The least used files can be placed on the lower shelves to reduce squatting. Squatting may also be reduced by alternating with bending/stooping or kneeling.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Frequently and highly repetitive on flat carpeted surfaces for up to 10 seconds at a time for up to 3-4 hours total in a work shift while removing supplies 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

Continuously and highly repetitive for up to 2 hours 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 placing and removing documents, plans and permits on the front counter.

Reaching at knee to waist height

Occasionally for up to 10 seconds at a time for up to 2 hours total in a work shift while loading a ream of paper in to the copy machine and loading the label printer as well as placing and removing files, charts and office supplies from cabinets and drawers.

Reaching at floor to knee height

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, using the label printer, adding paper to the copy machine, searching through low file drawers and filing.

Lifting 1-10 pounds

Occasionally for up to 1 minute 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

Occasionally for distances of up to 300 feet for up to 3 minutes at a time for up to 20 minutes total in a work shift. Most commonly occurs with weights of 1-10 pounds while transporting office supplies, paper, plans, mail, packages, boxes of educational materials and packets of forms. A cart can be used to reduce carrying.

Lifting 11-20 pounds

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 large plans and education materials.

Carrying 11-20 pounds

Rare for 1 minute at a time for distances of up to 60 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. The employee can reduce carrying by using a cart.

Lifting 21-50 pounds

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 25 pounds while manipulating a box of forms or files 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 60 feet for up to 5 minutes in a shift. Most commonly occurs with weights of 25 pounds while transporting a large plan. 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 3-7 pounds. Most commonly occurs while 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 for up to 2 hours at a time for up to 4 hours total in a work shift while manipulating files, using a hand scanner, 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 or broken). The employee also handles when removing staples from educational inspection forms and complaints.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Occasionally to frequently for up to 2 hours at a time for up to 4 hours total in a work shift while using a trackball or computer mouse as well as when using a hand scanner. The employee also operates controls with the hands when driving a County vehicle.

Fingering

Health Care Provider initials if restricted _____

Continuously for up to 2 hours at a time for up to 7 hours total in a work shift while performing data entry, opening the mail, writing, completing forms, using a hand scanner, performing computer duties, dialing the telephone and operating a computer mouse/trackball as well as manipulating files and documents. The employee also fingers when maintaining files, literature, handouts, application forms, 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 20 minutes at a time for up to 7.5 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 7.5 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.

Seeing

Health Care Provider initials if restricted _____

Continuously for up to 2 hours at a time for up to 7.5 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 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 7.5 hours total in a work shift while providing service to the general public which may include potentially hostile persons or persons with infectious/communicable diseases/conditions.

ENVIRONMENTAL FACTORS

Work is performed at a front desk in a public health facility in close proximity to other workers. Copy machine, telephone ringers, and screaming or crying children are the loudest noises in the office. The worker also continuously 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):

HCP Initials if Restricted

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

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.
- Place least used files on the lower shelves to reduce squatting and bending/stooping.
- Wireless headset to promote proper posture while talking on the phone as well as to reduce walking in order to answer the phone.
- Ergonomic chair to promote proper posture while performing desk and computer functions.
- Chair with a long shaft so that filing on lower and middle-upper shelves can be done from a seated position.
- Ergonomic keyboard for proper posture while typing.
- Reduce use of top shelves for filing in order to reduce climbing and reaching above shoulder.

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.

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