

**Department of Human Resources**

Central Employee Services Division
Disability Services Section
500 4th Avenue, Room 500
Seattle, WA 98104
(206) 477-3350
(206) 296-4992 FAX
www.kingcounty.gov

Employee :

Claim # :

JOB ANALYSIS

Job Title:	Administrative Specialist II-Front Desk		
Department:	Public Health, Seattle-King County	Division:	Community and Health Services
DOT Title:	Administrative Assistant	DOT #:	169.167.010
SVP:	7	Requestor:	Jeff Casem
Worksite Address:	14350 SE Eastgate Way Bellevue, WA 98007	Office Contact Name/ Phone/ Email:	Cynthia Brown 206-263-4147 cynbrown@kingcounty.gov
Original Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Analysis Date: 12/21/04
Update Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Update Date: 4/14/21

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

This is a patient facing position that takes place at the Front Desk in Eastgate Public Health Center. Assists in the delivery of health services to the County's most vulnerable people. The Eastgate Clinic provides family health, pediatrics, parent-child health, dental, family planning, teen clinic, health insurance enrollment services and ORCA Lift. This clinic serves a diverse low-income population including people who are experiencing homelessness, recent immigrants and refugees, people with complex health conditions, and people with limited English proficiency. This clinic is a mission critical and includes employees that are dedicated to showing up and providing the best care under any and all circumstances.

This position is critical as it supports a broad range of healthcare services in this fast-paced public health center. The successful- candidate must have excellent and reliable attendance, stellar customer service skills in-person and over the telephone (discretion, patience, etiquette professionalism), and must be an independent self-starter with excellent time management and organizational skills. The candidate must be able to work with supervisors and colleagues to develop and promote a team-centered atmosphere to facilitate operations which are efficient and provide maximum service delivery to clients.

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.
1. This is a patient facing position that takes place at the Front Desk in the Eastgate Public Health Center.
 2. Answer incoming calls; including logging into the response group to back-up call center calls.
 3. Using the EPIC Electronic Medical Record, fully register and pre-register medical and dental patients.
 4. Schedule patient visits by determining the appropriate provider and program. Arrive and check-in patients for appointments, check out and cancel patient appointments.
 5. Verify insurance coverage and correct patient assignment for those with managed care plans and obtain insurance pre-authorization for services when necessary. Explain fee for service and sliding fee schedule to patients.



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6. Process cash and credit card payments.
7. Verify pharmacy and clinic deposits.
8. Make reminder calls per clinic standard.
9. Scrub schedules for assigned care team.
10. Teen clinic support including registration, check-in, room setup and take down.
11. Provide program-specific information to internal and/or external customers over the phone and in person.
12. Maintain client record security and confidentiality.
13. Maintain cleanliness of workstation, front desk and waiting room.
14. This position will involve active learning and cross-training and will work to support all PH programs.
15. Other administrative duties and projects as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Proficient and comfortable with computer use to perform the essential functions of this position.
- Regular and reliable attendance, effective communication skills, and development of effective working relationships are requirements of all Public Health positions.
- Ability to provide a consistently high level of customer service with discretion, patience and professionalism, based on accepted customer service principles and departmental standards.
- Demonstrated ability to communicate with colleagues and clients in a pleasant, non-judgmental, respectful and culturally sensitive manner under varying levels of stress.
- Strong interpersonal, conflict resolution and problem-solving skills.
- Ability to work independently and maintain confidentiality.
- Ability to interact with patients and community members around potentially sensitive issues and/or volatile situations.
- Experience with Electronic Practice Management systems that include health records, patient scheduling, and financial transactions or the technological savvy to learn.
- Ability to work both as part of a multi-disciplinary team and independently.
- Skilled at organizing, prioritizing, multi-tasking and adapting to changes in workload.
- Understanding of inclusive engagement as well as equity and social justice principles - Experience incorporating these principles into daily work and collaborating with a team to drive program toward racial and social equity goals.

DESIRED QUALIFICATIONS

- Bilingual, Spanish speaking is a plus, but not required.

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

Computer, multi-line telephone, printer, shredder, copy machine, fax machine, label printer, cash register, calculator, stapler, and hole punch. The incumbent utilizes software programs including EPIC, Provider 1, Infolinx, i2i Tracks, Signature, Child Profile, County Based web sites, MS Office programs.

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PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
N = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" 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%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	Hours Per Day
C = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	Days Per Week
		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Work Pattern (continued)

8:00am-5:00pm Monday, Tuesday Thursday, Friday. Wednesday 9:00am-6:00pm. This position is exclusively performed on-site; on a seldom occasion the employee may need to fill in at another position or DPH site.

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
Lifting floor – waist		1-5 *6-10				Up to 5 sec./time, 1 min. or less total with 1-5 lbs. while lifting paper for the photocopy machine, various office supplies, files, packet of forms, etc. *Approx. 1x/week may need to lift a large box of condoms (6-10 lbs.) twice in a shift.
Lifting waist–shoulder		1-10				Up to 1 min./time, 30 min total while manipulating reams of paper, box of condoms, office supplies, pack of forms, etc.
Lifting above shoulder		1-5				Up to 5 sec./time, 1 min. or less total with 1-5 lbs. while lifting paper for the photocopy machine, various office supplies, files, charts, etc.
Carry (Distance/Surface)		1-10 200'				Up to 200', 2 min./time while transporting office, supplies, paper, packets of forms, box of condoms, etc.
Pushing/Pulling (Distance/Surface)		1-10				Up to 3 sec./time, 10 min. total while opening and closing office doors, cabinets and drawers.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting				X		Up to 1 hr./time, 5.5 hours total on an office chair while performing computer work, performing data entry, scheduling appointments and answering the telephone as well as conversing with clients at the front desk.



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Standing			X*			Up to 5-10 min./time, 2 hrs. total on flat, carpeted and linoleum surfaces while using the copy machine, fax machine, cash register and debit/credit machine as well as when, filing, patients and providers. *The employee can alternate between sitting and standing during most duties.
Walking			X			On flat carpeted surfaces for distances of up to 200' feet at a time for up to 5 min./time, 2 hrs. total while walking within the clinic between the workstation, conference rooms, nurses' station, dental clinic, copy room, and front desk.
Perform Work on Ladders	X					
Climbing	X					
Balancing		X				Traversing within the clinic.
Stooping / Bending		X*				Up to 1-2 min./time, 30 min. total on flat, carpeted and linoleum surfaces while retrieving supplies from low shelves or cabinets, adding paper to the copy machine, searching through low file drawers. *Bending/stooping may be reduced by alternating with squatting or kneeling.
Twisting at Neck		X				The employee has the ability to move their feet or rotate their chair to avoid twisting of the neck as needed.
Twisting at Waist		X				The employee has the ability to move their feet or rotate their chair to avoid twisting of the waist as needed.
Squatting / Kneeling		X				Not required but it can be used as an alternate to bending or stooping as preferred.
Crawling	X					
Reach waist to shoulder				X		Up to 2 hrs./time, 5 hrs. total while 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 sanitizing surfaces.
Reach above shoulder		X				Up to 10 sec./time, 15 min. total in while placing and removing supplies and files out of high file drawers and cabinets as well as reaching for objects on the front counter while seated; handing paperwork to customers standing at front counter.
Reach below waist		X				For up to 1-2 min./time for up to 30 min. total while retrieving supplies from low shelves or cabinets, adding paper to the copy machine, searching through low file drawers.
Keyboarding				X		Up to 5-7 min./time, 5.5 hrs. total in a shift.
Wrist Flexion/Extension		X				May happen incidentally in the job but is not required.
Handle/Grasp				X		Up to 3 min./time, 3 hrs. total in a work shift while manipulating files, reams of paper, forms and clipboard as well as using the telephone (a headset is available).
Forceful Grasp	X					



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	N	S	O	F	C	
Fine Finger Manipulation					X	Up to 15 min./time, 7 hrs. total while performing computer duties, manipulating forms/documents/labels, cashiering, writing, and operating a computer mouse.
Hand Controls				X		Up to 2 min. at a time for up to 4 hrs. total while using a computer mouse; including for web and cloud-based program.
Foot Controls	X					
Repetitive Motion				X		Body Part: Upper Extremities Cycles/hr: 300+
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking					X	Up to 20 min./time, 7.5 hrs. total while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for patients in person or via telephone. The employee also converses with providers, supervisors and nurses. Converses with persons who may have mental illness, language barriers, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc.
Hearing					X	Up to 20 min./time, 7.5 hrs. total while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for patients in person or via telephone. The employee also converses with providers, supervisors and nurses. Converses with persons who may have mental illness, language barriers, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc.
Visual – Near Acuity				X		Computer screen and documents.
Visual – Far Acuity				X		Identifying persons in the waiting room that includes members of the general public that may have mental illness, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc.
Visual – Depth Perception		X				People at the front desk.
Visual – Color Discrimination	X					
Visual – Accommodation				X		Interacting with customers while simultaneously utilizing computer.
Visual – Field of Vision	X					
Exposure to Weather	X					
Extreme Cold	X					
Extreme Hot	X					
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts	X					
Exposure to Explosives	X					
Atmospheric Conditions	X					
Exposed Heights	X					



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	N	S	O	F	C	
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 checked="" type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud					Noise level ranges from quiet to loud. Employee is exposed to loud personas, screaming or crying children as well as service animals, such as barking dogs.
Other:					X	Interacts with members of the general public that may have mental illness, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc. Must be able to interact with all parties calmly and professionally.

Analyst's Comments:

Possible Employer Modifications:

Update Comments (*if applicable*):



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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:

Update (if applicable):

KCJA Administrative Specialist II-Front Desk
DPH 4-14-21

Final Audit Report 2021-04-23

Created:	2021-04-23
By:	Kyle Pletz (kpletz@rem.vocmail.com)
Status:	Signed
Transaction ID:	CBUCBGA8AAuZLhGZ3MgkIOBcCRQ3aOxL56ei37

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

 Document e-signed by Cynthia Brown (cynbrown@kingcounty.gov)

Signature Date: 2021-04-23 - 8:25:51 PM GMT - Time Source: server - IP address: 146.129.214.174

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. 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 basis 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

- ☐ Attending Physician ☐ Consulting Physician ☐ Pain Program Physician
- ☐ IME Physican ☐ PCE Therapist ☐ OT / PT Therapist ☐ PEP Physician