

EMPLOYEE:

CLAIM #



## Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE** Administrative Specialist IV

**JOB CLASSIFICATION** Administrative Specialist IV

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

**DOT TITLE** Administrative Assistant

**DEPARTMENT** Community & Human Services

**DIVISION** Mental Health, Chemical Abuse & Dependency Services

**# OF POSITIONS IN THE *entire* DEPARTMENT WITH THIS JOB TITLE** 2

**CONTACT'S NAME & TITLE** Dana Ritter, Finance and Administrative Services Manager

**CONTACT'S PHONE** (206) 263-8905

**ADDRESS OF WORKSITE** 401 Fifth Avenue, Suite 400, Seattle, WA 98104

**VRC NAME** N/A

**DATE COMPLETED** 01/15/08

**VRC NAME** Jeff Casem

**DATE REVISED** 8/14/09

### WORK HOURS

8:00 a.m. – 5:00 p.m. Monday-Friday, 1 hour lunch, 2 15-minute breaks

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)  
May occur depending on work load, if short staffed or due to emergent needs (new contract money or program).

### JOB DESCRIPTION

The position reports to the Finance and Administrative Services Manager, and supervises the 5 administrative support staff which includes the Division's reception and phone coverage. This position manages office functions and supports approximately 70 staff of the Division. In addition, this position coordinates/oversees all correspondence and contracts for the Division.

### 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 as 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**

1. At least two years of work experience performing general clerical support activities which includes at least one years of supervisory or lead responsibility over other employees.
2. Skill in problem-solving, conflict resolution, and decision making.
3. Skill in verbal and written communication. Must be able to give clear directions and assignments to staff.
4. Self-motivated, organized, detail-oriented and able to work with minimal supervision.
5. Willingness to work with a diverse group of people.
6. Ability to demonstrate strong computer skills, including Word, Excel, Outlook, Powerpoint, and Visio.
7. Possesses strong judgment and decision-making skills.
8. Skill in work-load organization and prioritization
9. Strong team-oriented work style.
10. Good customer service skills using discretion, patience, etiquette and professionalism in person and over the phone.
- 11. Strong supervisory skills.**

### **ESSENTIAL FUNCTIONS**

1. Sets priorities and structures workload for maximum efficiency and accountability.
2. Distributes and checks work products to ensure that work products are free of errors..
3. Participates in employee development through training, coaching and counseling, and regular supervision.
4. Exercise strong supervision of staff to ensure excellent work products, customer service, and productivity.
5. Compose, draft, proofread and edit documents, correspondence, contracts amendments.
6. Schedules and maintains the appointment calendar for the various conference rooms of the Division.
7. Order office supplies, maintain a small appropriate supply for staff, and distribute upon request..
8. Assist in development of operations processes and procedures.
9. Merge and print the schedules of the division's staff and maintain a report of absences and tardiness for the Division.
10. Set up powerpoint projectors, laptops, or other basic equipment setups upon request of MHCADSD staff.
11. Take minutes at meetings either via shorthand or laptop, exhibiting professional behavior and demeanor. Ensure that minutes are accurate and comprehensive.

### **NON-ESSENTIAL FUNCTIONS**

None

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

Desktop computer, printer, copier, fax, multi-line telephone, calculator.

## 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, but may involve walking or standing for brief periods of time.

#### Standing

Health Care Provider initials if restricted

Occasionally for up to 30 minutes at a time for up to 2 hours total on flat surfaces. Most commonly occurs while picking up documents from the printer, copying documents, distributing documents, and speaking with co-workers.

#### Walking

Health Care Provider initials if restricted

Occasionally on flat surfaces for distances of up to 100 feet for up to 10 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs while walking between workstation and the printers, fax, copier, reception area and supply room.

#### Sitting

Health Care Provider initials if restricted

Frequently on an office chair for up to 2 hours at time for up to 7 hours total in a work shift. Most commonly occurs while performing computer work, answering phone. The employee can alternate sitting and standing during some duties such as talking on the telephone.

#### Bending neck up

Health Care Provider initials if restricted

Occasionally for up to 20 minutes for up to 2 hours total in a work shift. Most commonly occurs while looking for supplies on upper cabinets or files in upper file cabinet drawers.

#### Bending neck down

Health Care Provider initials if restricted

Occasionally for up to 20 minutes for up to 2 hours total in work shift. Most commonly occurs while reviewing documents, writing and organizing files. A document holder may be used to help reduce bending the neck down.

#### Bending/Stooping

Health Care Provider initials if restricted

Occasionally on flat surfaces for up to 2 minutes at a time for up to 10 minutes total in a work shift. Most commonly occurs when retrieving and replacing supplies on low shelves or cabinets, adding paper to the copy machine and printers, and searching through low file drawers.

Bending/stooping may be reduced by alternating with crouching or kneeling.

**Kneeling**

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

Occasionally on flat surfaces for up to 2 minutes at a time for up to 10 minutes total in a work shift. Most commonly occurs when retrieving and replacing supplies on low shelves or cabinets, adding paper to the copy machine and printers, and searching through low file drawers. Kneeling may be reduced by alternating with bending/stooping.

**Reaching above shoulder height**

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

Occasionally for up to 5 minutes at a time for up to 20 minutes total in a work shift. Most commonly occurs while placing and removing office supplies and files in high file drawers.

**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 hours total in a work shift. Most commonly occurs while typing, operating the computer mouse, manipulating documents, operating a copy machine and other office machines as well as filing.

**Reaching at knee to waist height**

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

Occasionally for up to 5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while loading reams of paper in to the printers and copy machines as well as when filing.

**Reaching at floor to knee height**

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

Occasionally up to 5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs when replacing office supplies on low shelves, adding paper to the copy machine and printers and searching through low file drawers.

**Lifting 1-10 pounds**

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

Occasionally for up to 1 minute at a time for up to 10 minutes total in a work shift. Most commonly occurs while lifting supplies (weighing up to 5 pounds), files (weighing up to 1-3 pounds), and paper (weighing up to 5 pounds) for the copy machine and printers.

**Carrying 1-10- pounds**

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

Occasionally for distances of up to 100 feet for up to 5 minutes at a time for up to 30 minutes total in a day. Most commonly occurs while transporting office supplies from the locked cabinets to the unlock cabinet. A cart may be used to reduce carrying.

**Lifting 11-20 pounds**

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

Rarely for up to 30 seconds at a time for up to 5 minutes in a work shift. Most commonly occurs while receiving supply orders, packing boxes for archiving, manipulating boxes into or out of cart, etc. Assistance for lifting may be available on some occasions.

**Carrying 11-20 pounds**

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

Rarely for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while receiving supply orders, transporting boxes for archiving, etc. A cart may be used to reduce carrying.

### **Pushing and Pulling**

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

Occasionally for up to 3 minutes at a time for up to 15 minutes total in a work shift. Most commonly occurs while opening and closing drawers (up to 4 pounds), opening doors (up to 15 pounds) and pushing a cart (5-7 pounds)..

### **Handling**

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

Occasionally for up to 20 minutes at a time for up to 4 hours total in a work shift. Most commonly occurs while using the telephone, working on documents, manipulating door handles and handling files.

### **Operating Controls with Hands**

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

Continuously and highly repetitive for up to 2 hours at a time for up to 7 hours total in a work shift. Most commonly occurs 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. Most commonly occurs while typing, writing, working on files and documents, dialing the telephone, and operating the copy machine.

### **Talking**

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 conversing with co-workers about assignments as well as providing customer service for customers.

### **Hearing**

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

Frequently for up to 1 hour at a time up to 4 hours total in a work shift. Most commonly occurs while conversing with co-workers about assignments and retrieving messages from the sick leave line as well as proving customer service in person or over the phone.

### **Seeing**

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

Continuously for 2 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while reading documents and working on the computer.

### **Working with Heightened Awareness**

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

Occasionally to frequently for up to 30 seconds at a time for up to 3-4 hours total in a shift when identifying potentially hostile persons when providing customer service to the general public or on the phone and when the department is on alert for potential domestic violence, etc.

## **ENVIRONMENTAL FACTORS**

Work is performed in an office setting in close proximity to other workers and cubicles. Printers and telephone ringers are loud in the office.

### **The noise level is**

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

Approximately 50 decibels. The noise is caused by general office sounds and conversations.

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

Odors: Occasionally

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Dusts: Rare

Health Care Provider initials if restricted
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**POTENTIAL MODIFICATIONS TO JOB**

Lifting assistance has been available on most occasions from co-workers. Reaching overhead assistance is available on most occasions from co-workers. Document holder, and ergonomic chair may be used. Cart is available for transporting files, etc. Headset available for use with phone. Trackball available for use with computer. Document holder may be available for use.

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### **SIGNATURES**

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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

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Signature of contact

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Date

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Printed name & title of employee

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Signature of employee

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Date