

### JOB ANALYSIS

Job Title	Mail Clerk	Worker	
DOT Number	209.367-026	Claim Number	
Employer	King County RALS	Employer Phone #	Supervisor Tony Adams 206-296-1925
Analyzed by	Carol N. Gordon, MS	Date Completed	12/10/10

☐ Job of Injury  
 ☐ Transitional Job  
 ☒ New Job  
 8 Hours Per Day  
 5 Days /Week

**Job Summary:** Performs a variety of technical, clerical and administrative support activities relating to interoffice mail distribution of both incoming and outgoing mail for King County agencies. May be assigned to mailroom, driving, or walking mail route.

**Essential functions, tasks and skills:**

Receives, sorts, distributes, and meters U.S. and interoffice mail.

Delivers and picks up mail throughout King County by driving on established route in all weather conditions, adhering to tight schedule.

Provides quality customer service and handles inquiries, questions and complaints from customers.

Keeps accurate records on postage use, operates and maintains high volume postage meter.

Processes mail for delivery, includes USPS, interoffice, and UPS.

Operates King county van (16 or 17 ft van with automatic transmission) to deliver mail to 16-24 sites per day.

Access building using stairs.

**Non Essential functions:** May provide training and guidance to less experienced co-workers.

**Machinery, tools, equipment, personal protective equipment:**

Cart, hand truck, postage meter, packages, pieces of mail, county vehicle with an automatic transmission, Standard office equipment including computer, printer, fax, copy machine, 10 key, and telephone.

### PHYSICAL DEMANDS

**N: Never (not at all)**

**F: Frequent (34%-66% of the time 3-6 hours)**

**S: Seldom (0-10% 0-1 hour)**

**C: Constant (67%-100% of the time 6-8 hours)**

**O: Occasional (11-33% of the time 1-3 hours)**

STRENGTH\*: ☐ Sedentary   ☐ Light   ☒ Medium   ☐ Heavy   ☐ Very Heavy

	Frequency	Comments
Sitting	<b>F</b>	For brief periods at a time for up to 3.5 hours total per day Occurs while performing computer work, processing forwarding mail, answering the telephone or while driving county vehicle.
Standing	<b>O</b>	On flat carpeted or linoleum surfaces for 20 minutes at a time for up to 3 hours per shift. Occurs while sorting mail & operating postage machine.
Walking	<b>F</b>	Wet surfaces, grass, gravel, and dirt as well a flat carpeted or linoleum surfaces for distances of up to 300 feet for 15 minutes at a time up to 3 hrs total in a work shift. Most commonly occurs while delivering and picking up mail and going from mail room, through tunnels (slanted concrete surface) to and from van in parking garage.
Driving	<b>F</b>	County van with automatic transmission, if assigned to route.

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Lifting:	0-10# 10-20# 25-35#	<b>F</b> <b>O</b> <b>S</b>	Most bundles of mail weigh 5# or less. Majority of boxes or tubs of mail weigh < 20#. Lifts this amount an estimated 130 times per work shift. . Will lift from floor to counter or counter to cart to transport. On a limited basis will have to lift boxes or bins in the 25-35# range 3-4x weeks.
Carrying:	0-10# 10-20# 25-35#	<b>F</b> <b>O</b> <b>S</b>	Will routinely carry packets of incoming/outgoing mail short distances that weigh <5# while going to various departments. Will occasionally carry boxes and tubs of mail weighing up to 20# a few feet while loading or unloading cart at beginning or end of route. May carry heavier boxes weighing up to 35# a few feet from counter to cart 3-4x wk. Carts are available to avoid carrying heavier items any appreciable distance.
Push/Pull	25#	<b>O</b>	Will push cart loaded with boxes or tubs of mail requiring a force of 25# from mailroom to county garage (approx 300 ft) on a seldom to occasional basis depending on assigned route.
Climbing		<b>S</b>	Will climb up and down flights of stairs an estimated 20 times per shift. Most flights are 19 stairs. Elevators available in most, if not all buildings. No ladders.
Working at Heights/Balancing		<b>N</b>	Not present
Bending at Waist		<b>O</b>	Occurs while picking up mail out of bins, distributing mail in lower mailboxes, & while loading and unloading mail from cart into vehicle. Can crouch or kneel.
Twisting at Waist		<b>S</b>	May occur while sorting mail and loading cart. Can pivot.
Crouching/Kneeling		<b>S</b>	Occurs while picking up mail out of bins, distributing mail in lower mailboxes, & while loading and unloading mail from cart into vehicle. Can bend.
Crawling		<b>N</b>	Not present
Reaching		<b>F</b>	Occurs at waist to shoulder level while sorting mail, driving, operating postage meter, or using hand truck.
Handling/Grasping		<b>F</b>	Occurs while sorting and manipulating packages and pieces of mail. Also grasps while using cart and hand truck
Fine Finger Manipulation		<b>O</b>	Occurs while performing computer duties, writing, and manipulating pieces of mail.
Talking		<b>L</b>	Occurs while providing customer service over the phone or in person as well as when conversing with co-workers and supervisors about work assignments.
Hearing		<b>C</b>	.Occurs while providing customer service over the phone or in person as well as when conversing with co-workers and supervisors about work assignments and while driving or walking to listen for emergency sirens.
Seeing		<b>C</b>	Needs good vision to read addresses, postage machine, and while driving
Environmental Factors			Work is performed indoors if working in the mailroom. If assigned to a route will be walking or driving between various county locations in the metropolitan area. Exposure to Pacific Northwest weather and traffic conditions. Mild vibration while riding in van.

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#### POSSIBLE JOB MODIFICATIONS:

Can alternative tasks to reduce static postures or repetitive motion.  
Can get assistance for heaving lifting, if available. May have to lift 25-35# rarely.  
Can utilize cart or hand truck to reduce carrying.  
Can use elevator to reduce stairs.  
Anti-fatigue mats to reduce fatigue when standing.  
Can sit when forwarding mail or returning to sender  
May be able to break down contents of boxes in the 25-35# range down into lesser weights, if container isn't secured.  
May lift transportation cart weighing 40# but lighter cart is available.

COMMENTS: Requires good customer service skills both in person & over the phone, ability to work independently and to adhere to a strict on time delivery schedule.

\* Medium work is defined as exerting 20 to 50 pounds of force occasionally, or 10-25 pounds frequently, and/or greater than negligible up to 10 pounds of force constantly.

#### **FOR PHYSICIAN'S USE ONLY**

- ☐ The injured worker can perform the physical activities described in the job analysis and can return to work on \_\_\_\_\_
- ☐ The injured worker can perform the physical activities described in the job analysis on a part-time basis for \_\_\_\_\_ hours per day. The worker can be expected to progress to regular duties in \_\_\_\_\_ weeks/months.
- ☐ The injured worker can perform the described job, but only with the modifications/restrictions in the attached report and/or listed below. These modifications/restrictions are (check one):
- ☐ Temporary for \_\_\_\_\_ weeks \_\_\_\_\_ months
- ☐ Permanent
- ☐ The injured worker cannot perform the physical activities described in the job analysis based on the physical limitations in the attached report and/or listed below. These limitations are (check one):
- ☐ Temporary for \_\_\_\_\_ weeks \_\_\_\_\_ months
- ☐ Permanent

COMMENTS:

Date \_\_\_\_\_ Physician's Signature \_\_\_\_\_  
Physician's Name Printed \_\_\_\_\_

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### **FOR EMPLOYERS USE ONLY**

Completed by Vocational Provider \_\_\_\_\_ (Printed Name:)  
Date \_\_\_\_\_ Signature of Vocational Provider \_\_\_\_\_

For the Employer \_\_\_\_\_ (Printed Name:) Title \_\_\_\_\_  
Date \_\_\_\_\_ Signature \_\_\_\_\_

For the Employer \_\_\_\_\_ (Printed Name :) Title \_\_\_\_\_  
Date \_\_\_\_\_ Signature \_\_\_\_\_

The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. 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 when reporting physical demand frequencies.

Analysis was done on the job site? ☒ Yes ☐ No