



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Management Division
P.O. Box 80283
Seattle, WA 98108
(206) 205-8575

(206) 296-0514 FAX

☒ Job of Injury ☐ Light Duty Position ☐ Direct/Transferable Skills Position ☐ Training Goal

JOB ANALYSIS

| | |
|---|---------------------------------------|
| Job Title: Customer Service Specialist III | DOT Title: License Clerk |
| SVP: 3 | DOT #: 205.367-034 |
| SOC: 43-4031 | Type of Industry: Government Services |
| Location: 500 4 th Ave. Seattle, WA. 98104 | Name of Employee |
| Department: Department of Executive Services | Division: Records and Licensing |

| | |
|--|--|
| Analyst: Jennifer Kabacy, CDMS | Source: King County Department of Records and Licensing 500 4th Ave. Seattle, WA. 98104 |
| Assigned VRC: Jennifer Kabacy, CDMS | Contact: Brittany Hagen, Senior HR Analyst |
| Date: 4/30/13; updated 9/23/13 | Phone: 206-296-5172 |
| <input checked="" type="checkbox"/> On-Site <input type="checkbox"/> Interview <input type="checkbox"/> Representative | |

Essential Functions:

Per interview with employer contact:

Worker alternates among several stations in this position, including the following:

- 1) Front Counter Customer Service: This encompasses the majority of this position. Worker assists customers at front counter of licensing department, processing licensing renewals, issuing tabs/plates, answering questions, taking payments, etc. The duties in this position include in-person customer service, intermittent with keyboarding/mousing and light clerical tasks. It is noted that this position does not require a high frequency of data entry. Workers use the computer for a few minutes at a time to look up information, process license renewals, etc, intermittent with communicating with customers at the counter. **(See Figure 1)**
- 2) Telephone Customer Service: Approximately every 8 days, worker will rotate into the phone room, where duties consist of answering incoming calls, providing information to customers, looking up licensing information on the computer, etc. This position occurs for one eight hour shift approximately every 8 days. Headset is provided for answering telephones. This position also does not require a high frequency of data entry. Workers use the computer for a few minutes at a time to look up information, intermittent with communicating with customers over the telephone. **(See Figure 2)**
- 3) "Tabbing" duties: Worker may occasionally perform "tabbing" duties, which require repetitive fine manipulation to tape tabs onto registrations or onto license plates and insert registration or registration and plates into envelopes. Tabbing duties are not performed on a regular basis/rotation, but only on occasion to fill in for other staff as needed and during high volume renewal processing. **(See Figures 3 and 4)**
- 4) Mail Opening and Processing: Approximately 4-5 times per year, worker rotates into Mail Processing duties for 2-3 weeks at a time. Mailing sorting and opening duties include the following during eight-hour shifts (on lighter mail days mail opening may only take 4 hours per day). The duties consist of retrieving the mail from the USPS mailbox. A cart is used to pick up mail trays, daily trays range from 1 to 3 trays, each tray weighs approximately 10-12 pounds. Worker sorts the day's mail pulling out priority and odd sized envelopes, then opening each standard mail piece using the mailing opening machine. Each item is reviewed for accuracy and sorted into slots for bundling like types of transactions together. This does not require data entry, the computer may be accessed occasionally to look up information. **(see Figures 8a and b)**



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Per Employer's Written Job Description:

Customer Service Specialist III positions rotate between operational desks in the Licensing Section which include Vehicle Vessel Licensing Titling and Title Transfers; Taxicab/For-hire Driver Licensing; Staffing King County General Information Phone Line; Mail Opening and Processing, Vehicle Inventory Issuance and Control.

- Provide high-volume, direct customer services by phone and/or in person.
- Answer high volume Vehicle Vessel Licensing information line advising citizens of documents or other information needed for license renewals and title transfers.
- Provide customers with accurate information about licensing policies, procedures, codes and regulations for vehicles and vessels, taxicab/for-hire drivers, pet licensing, and process servers.
- Maintain and/or retrieve information and compile data that may require information searches through files, policies, procedures, records, or computer files including vehicle value for sales tax due; applicant driving records and background checks for taxicab & for-hire drivers.
- Examine documentation for State Law requirements to determine vehicle, vessel and mobile home titling and title transfer transaction approval.
- Process high volume vehicle license renewals via document imaging/barcode scanning system.
- Answer high volume King County information line to determine proper department or other jurisdiction.
- Interpret established policies, procedures, codes, regulations and other relevant sources to internal and external customers over the telephone, in writing and in-person; handle sensitive, confidential and/or potentially volatile situations.
- Determine validity, correctness and completeness of licensing information received.
- Perform production level data entry, filing, sorting and other repetitive functions of high volume level.
- Perform basic licensing transactions that include multiple-step transactions such as receiving and/or issuing receipts, forms, and cash reconciliation documents.
- Verify and reconcile cash or data discrepancies and balance daily transactions.
- Composes, draft, summarizes, prepares, proofread and/or edit documents to ensure conformity to established policies, procedures, standards and formats.
- Coordinate and/or assist on projects and on-going programs.

Job Qualifications and Skills:

Minimum Qualifications:

Recent experience in providing customer service to a diverse population that meets the expectations and requirements of internal and external customers

Recent experience providing responsible, independent work experience in an office setting completing data entry, receipting, cash balancing and drafting written materials.

Intermediate-level skills in Microsoft Word, Excel, Access, and Outlook

Demonstrated ability to interpret, apply and follow rules, regulations, codes, laws, policies, procedures and ordinances.

Demonstrated ability to conduct research for specific work assignments and maintain confidentiality of sensitive matters.

Experience working in a collaborative manner in a diverse team environment and has the ability to maintain composure during high volume work days.

Demonstrated ability to prioritize work load and can quickly sense what will help in eliminating roadblocks while maintaining effective working relationships.

Desirable Qualifications:

Vehicle Field System Operator Certificate



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Supplemental Information:

Recruitment Process: Applicants that are found to be minimally qualified will be further reviewed for competitive quality. Those applicants that possess the most competitive background in directly related experience, knowledge, and training may be contacted for interviews. Professional reference checks will be conducted prior to any offer of employment.

Union Membership:

This position is represented by the International Brotherhood of Teamsters Local 117-Professional & Technical and Administrative Employees.

Necessary Special Requirements:

The selected candidate may be required to pass a criminal background check, pre-employment physical, and other testing.

Records and Licensing Services relies on office automation (Microsoft Office) and web-based enabled tools, therefore candidates must be proficient and comfortable with computer use to perform functions associated with on-going work.

Regular and reliable attendance, effective communication skills, and development of effective working relationships are requirements of all Records and Licensing Services positions.

Machines, Tools, Special Equipment, Personal Protective Equipment Used: Computer, multi-line telephone, headset*, fax machine, photocopy machine, and other office equipment and supplies.

*Headsets are provided for telephone use. There are three types of headsets available: a) Plantronics CS50 one-eared over the ear (**Figure 5**), b) Plantronics CS54 one eared banded over-the-head (**Figure 6**), and c) Plantronics CS361N two-eared banded over-the-head (**Figure 7**).

The one-eared headsets (Figures 5 & 6) are interchangeable to be used on either ear. The one-eared headset without the band (Figure 5) weighs .92 ounces. The one-eared banded over-the-head set (Figure 6) weighs .67 ounces. The two-eared banded over-the-head set (figure 7) weighs 3.6 ounces.

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%, 48 min. – 2 hr 25 min) | <input type="checkbox"/> Medium | <input type="checkbox"/> Seasonal |
| F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min) | <input type="checkbox"/> Heavy | 8 Hours Per Day |
| C = Constant (67-100%, more than 5 hr 35 min) | <input type="checkbox"/> Very Heavy | 5 Days Per Week |

| PHYSICAL DEMANDS | | FREQUENCY | | | | | | ACTIVITY DESCRIPTION |
|------------------|------------|-----------|---|---|---|---|--|---|
| | % Time | N | S | O | F | C | | |
| Sitting | Up to 100% | | | | | X | | Worker sits constantly (66-100% of the work day), at desk to assist customers at the counter, and when answering telephones or "tabbing". |
| Standing | Up to 33% | | | X | | | | Intermittently stands/walks alternating with constant sitting, to obtain office supplies, etc. |
| | % Time | N | S | O | F | C | | |
| Walking | Up to 33% | | | X | | | | Intermittently stands/walks alternating with constant sitting, to obtain office supplies, etc. |



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| | | | | | | |
|----------------------------------|----------|----------|----------|----------|----------|---|
| Lifting floor – waist | N | S | O | F | C | Not a requirement of this position. |
| | X | | | | | |
| Lifting waist–shoulder | N | S | O | F | C | Ounces To pass paperwork, tabs, license plates, etc to customers across the counter. |
| | | | | X | | |
| Lifting waist–shoulder | | | X | | | To handle a stack of license plates, or to lift/carry a tray of mail when working in mail processing station. Up to 12 lbs |
| Lifting waist–shoulder | | X | | | | On a seldom basis, may lift a box of printer paper. Up to 20 lbs |
| Lifting above shoulder | N | S | O | F | C | Not a requirement of this position. |
| | X | | | | | |
| Carry (Dist.) | N | S | O | F | C | Up to 12 lbs. To carry a stack of license plates, or to lift/carry a tray of mail when working in mail processing station. |
| | | | X | | | |
| Pushing/Pulling | N | S | O | F | C | Not a requirement of this position. |
| | X | | | | | |

| | N | S | O | F | C | |
|------------------------------|----------|----------|----------|----------|----------|---|
| Climbing | X | | | | | Not a requirement of this position. |
| Balancing | X | | | | | Not a requirement of this position. |
| Stooping / Bending | X | | | | | Not a requirement of this position. |
| Twisting | | | X | | | May twist arms/hands to handle office supplies and paperwork. |
| Squatting / Kneeling | X | | | | | Not a requirement of this position. |
| Crawling | X | | | | | Not a requirement of this position. |
| Hand or Foot Controls | | | | X | | Frequently use hand controls to operate computer, phone, and office supplies. These tasks are performed intermittently and alternately during the work day. |

| | N | S | O | F | C | |
|---------------------------------------|----------|----------|----------|----------|----------|---|
| Reaching (Level) Forward | | | | X | X | Frequently, to pass paperwork, tabs, license plates, etc to customers across the counter, intermittently throughout the work shift, approximately once every 3-5 minutes). Counter is approximately at shoulder height when worker is seated (See Figure 1). Worker will also reach forward to perform mail processing duties such as opening and sorting mail (this takes place for 2-3 weeks at a time, 4-5 rotations per year). During the mail processing rotation, worker will reach forward on a constant basis, at approximately ½ extensions. |



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|---------------------|---|--|---|--|---|
| Below Waist | | | X | | Occasionally, to get plates out of cabinets. |
| Above Shoulder | X | | | | Not a requirement of this position. |
| Handle/Grasp | | | X | | To handle paperwork, tabs, license plates, etc. |

| | | | | | | | |
|---------------------------------|--|--|--|---|---|--|---|
| Fine Finger Manipulation | | | | X | X | <p>Fine manipulation tasks are frequent to constant, but intermittent and alternating throughout the work day, and include keyboarding/mouse, answering phones, and operating office equipment. It is noted that this position does not require a high frequency of data entry. Workers use the computer for a few minutes at a time to look up information, process license renewals, etc. Intermittently with computer use, worker interacts with customers in person or over the phone.</p> <p>Approximately every 8 days, worker will rotate into the phone room, where duties consist of answering incoming calls, providing information to customers, looking up licensing information on the computer, etc. (See Figure 2)</p> <p>Worker may occasionally perform “tabbing” duties, which require repetitive fine manipulation to tape tabs onto registrations, or onto license plates, and insert registration or registration with plates into envelopes. Tabbing duties are not performed on a regular basis/rotation, but only on occasion to fill in for other staff as needed and during high volume renewal processing (see Fig 3 &4)</p> <p>Approximately 4-5 times per year, worker rotates into Mail Processing duties for 2-3 weeks at a time for eight hour shifts. On lighter mail days mail opening may only take 4 hours per day. The duties consist of retrieving the mail from the USPS mailbox, a cart is used to pick up mail trays, daily trays range from 1 to 3 trays, each tray weighs approximately 12 pounds, sorting the day’s mail pulling out priority and odd sized envelopes, then opening each standard mail piece using the mailing opening machine. Each item is reviewed for accuracy and sorted into slots for bundling like types of transactions together. This does not require data entry, the computer may be accessed occasionally to look up information.</p> | C |
|---------------------------------|--|--|--|---|---|--|---|

| | N | S | O | F | C | |
|--------------------------|---|---|---|---|---|--|
| Repetitive Motion | | | X | | | Worker will perform fine manipulation/fingering on a repetitive basis only occasionally, when performing tabbing and/or mail duties. |
| Vibratory Tasks | X | | | | | Not a requirement of this position |
| Talking | | | | | X | To communicate with customers and staff, in person and over the telephone. |
| | N | S | O | F | C | |
| Hearing | | | | | X | To communicate with customers and staff, in person and over the telephone. |
| | | | | | | |



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|----------------|-------------|---|------------|---|----------------------|---|-----------------|---|
| Visual: | Near Acuity | F | Far Acuity | N | Depth Perception | N | Accommodation | N |
| | | | | | Color Discrimination | N | Field of Vision | N |

| ENVIRONMENTAL CONDITIONS | FREQUENCY | | | | | ENVIRONMENTAL CONDITIONS | FREQUENCY | | | | |
|--------------------------|-----------|---|---|---|---|--------------------------|-----------|---|---|---|---|
| | N | S | O | F | C | | N | S | O | F | C |

| | | | |
|---|---|--|---|
| Exposure to Weather | N | Noise Intensity | N |
| Extreme Cold | N | Atmospheric Conditions | N |
| Extreme Hot | N | Exposed Heights | N |
| Wet and / or Humidity | N | Exposure to Electricity | N |
| Proximity to Moving Mechanical Parts | N | Exposure to Toxic / Caustic Chemicals | N |
| Exposure to Explosives | N | Exposure to Radiation | N |
| Other | | | |

Analyst's Comments:

Possible Employer Modifications:

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:

Presenting VRC:

Jennifer Kabacy, CDMS

5/1/13

Vocational Consultant

Date

Employer Verification:

Worker Verification: (optional)

Brittany Hagen, Senior HR Analyst
King County Department of Executive
Services

5/7/13
Date

Brittany Hagen Crosser
Name

Date



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**Figure 1: Front Counter Customer Service
(counter is behind worker):**



Figure 3 and 4: Tabbing Duties:

Figure 2: Phone Room:



**Figure 6: Plantronics C054 one eared banded
over-the-head (.67 ounces)**

**Figure 5: Plantronics CS50 one-eared over
the ear Headset (.92 ounces)**



**Figure 7: Plantronics CS361N two-eared
banded over-the-head (worker's typical
headset) (3.6 ounces)**



**8b: Opening, reviewing, and
sorting incoming mail.**

Mail processing duties

a: Lifting/carrying a tray of mail (10-12 pounds)





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MEDICAL PROVIDER:

☐ I agree that the above named injured worker can perform the physical activities described in this job analysis and can return to work. State date worker is released to return to work if different from today's date_____.

☐ I agree the injured worker can perform the described job but only with modifications (describe in comments section). Modifications are needed on a permanent ☐ or temporary ☐ basis.

☐ The above-named injured worker **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date:

Treatment plan:

☐ The above named injured worker 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 Provider

☐ Consulting Physician

☐ Pain Program Physician

☐ IME Physician

☐ PCE Therapist

☐ OT / PT Therapist