



**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

Worker:  
Claim #:  
Job Title: Customer Service Specialist III  
DOT#: 379.362-018  
Involved Body Part(s):

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

### JOB ANALYSIS

<b>Job Title: Customer Service Specialist III</b>	<b>DOT Title: Telecommunicator</b>
<b>SVP: 5</b>	<b>DOT #: 379.362-018</b>
<b>SOC: 43-5031</b>	<b>Type of Industry: Government Services</b>

<b>Analyst: Jennifer Kabacy, CDMS</b>	<b>Source: Regional Animal Services of King County (RASKC) 21615 64th Ave. S. Kent, WA. 98032</b>
<b>Assigned VRC: Jennifer Kabacy, CDMS</b>	<b>Contact: Brittany Hagen – Senior HR Analyst; Margee Plattner - Supervisor</b>
<b>Date: 6/6/2013</b>	<b>Phone: 206-296-5172; 206-296-7387</b>
<input checked="" type="checkbox"/> On-Site <input type="checkbox"/> Interview <input type="checkbox"/> Representative	

#### Essential Functions:

##### Per Job Description:

This position provides customer service that typically involves receiving and handling inquiries and/or complaints and responding to information requests involving specialized and/or technical services and/or programs.

The Customer Service Specialist III is responsible for providing customer service and information, which requires a broad understanding, interpretation and application of established guidelines, policies, programs and procedures, with little need for further referral to other staff. Incumbents must often select the most effective methods, procedures and courses of action from several possible alternatives to accomplish the assigned task most effectively and determine how service can best be rendered and/or the complaint resolved. Duties often involve difficult interpersonal relationships, requiring tact, discretion and diplomacy. Work is performed under limited supervision, requiring independent judgment.

##### Per On-site Observation and Employer Interview:

Takes calls and/or responds to emails from citizens requiring animal control assistance, lost/found pet assistance, etc. Worker inputs information into Chameleon computer system and directs the need for additional assistance (referral to officer, office personnel, etc.). Worker scans and files paperwork into a shared drive.

#### Job Qualifications and Skills:

Knowledge of customer service etiquette. Detailed knowledge of geographic area (may vary according to position assignment). Knowledge of general mathematics principles and basic mathematics skill. Knowledge of customer safety skills for internal and external customers. Knowledge of relevant information, including applicable policies, procedures, laws, and regulations. Knowledge of specialized terminology. Knowledge of software applications, keyboarding skills (may vary according to position assignment). Knowledge of appropriate physical standards for computer work such as appropriate seating, arm and/or wrist use. Public speaking skills. Interpersonal skills. Organizational skills. Analytical skills. Research skills. Problem-solving and troubleshooting skills. Conflict resolution skills. Oral and written communication skills. Skill in following oral and written instructions. Skill in composition/generating and editing correspondence. Skill in responding to emergencies, access assistance. Skill in communicating with people of diverse backgrounds. Skill in meeting deadlines. Skill in working in stressful environments. Skill in prioritizing and delegating



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work. Skill in working independently. Skill in working in a team setting. Skill in determining validity of information received. Skill in reading and interpreting applicable documents specific to position assignment.

**Machines, Tools, Special Equipment, Personal Protective Equipment Used:** Ergonomic chair, computer, two monitors, headset, Evoluent LLC vertical mouse (see Figure 1). It is noted that Ms. Crawford uses a 3-ring binder underneath her keyboard to provide an elevated angle to her keyboard. (see figures 2, 3, and 4 for ergonomic set-up). She also uses a gel arm/wrist pad, a heating pad on her chair, a heater and/or fan for the fluctuating temperature in the office.

### PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> <b>Full-time</b>
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> <b>Part-time</b>
<b>O</b> = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> <b>Seasonal</b>
<b>F</b> = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	<b>8</b> <u>  </u> <b>Hours Per Day</b>
<b>C</b> = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	<b>5</b> <u>  </u> <b>Days Per Week</b>

PHYSICAL DEMANDS		FREQUENCY					ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C	
<b>Sitting</b>	<b>Up to 100%</b>					X	Worker sits constantly at computer work station (see Figure 2).
<b>Standing</b>	<b>10% or less</b>		X				Worker stands/walks seldom, to retrieve office supplies, documents from printer, etc.
<b>Walking</b>	<b>10% or less</b>		X				Worker stands/walks seldom, to retrieve office supplies, documents from printer, etc.

<b>Lifting</b> floor – waist	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	Not a requirement of this position.
	X					
<b>Lifting</b> waist–shoulder	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	Ounces, to handle paperwork.
				X		
<b>Lifting</b> above shoulder	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	Not a requirement of this position.
	X					
<b>Carry</b> (Dist.)	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	Ounces to approx 5 lbs, to carry paperwork up to 20 feet at a time.
			X			
<b>Pushing/Pulling</b>	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	With minimal force, to open/close drawers.
		X				



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	N	S	O	F	C	
<b>Climbing</b>	X					Not a requirement of this position.
<b>Balancing</b>	X					Not a requirement of this position.
<b>Stooping / Bending</b>	X					Not a requirement of this position.
<b>Twisting</b>			X			May twist arms/hands to handle office supplies and paperwork.
	N	S	O	F	C	
<b>Squatting / Kneeling</b>						Kneeling down on the floor to file in bottom two file cabinets
<b>Crawling</b>	X					Not a requirement of this position.
<b>Hand or Foot Controls</b>				X		Frequently use hand controls to operate computer, phone, and office supplies.

<b>Reaching</b> (Level)	Forward				X	Up to ¾ extension, to answer telephone, perform keyboarding, handle paperwork, etc.
	Below Waist			X		Occasionally, to file in low drawers, or obtain supplies.
	Above Shoulder	X				Not a requirement of this position.
<b>Handle/Grasp</b>					X	To handle paperwork, etc. This is continuous throughout the day every day

			N	S	O	F	C				
Fine Finger Manipulation							X	Fine manipulation tasks are constant throughout the work shift, to perform keyboarding, mousing, answering phones, and operating office equipment. Worker must be able to either input data into computer or take hand-written notes while taking customer calls, and then inputting data into computer after each call. Worker pace varies, and can be very fast paced at times of high call volumes.			
Repetitive Motion							X	Worker will perform fine manipulation/fingering on a repetitive basis throughout the work shift, to perform keyboarding and mousing.			
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.			
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
<b>Exposure to Weather</b>	N					<b>Noise Intensity</b>	N				
<b>Extreme Cold</b>	N					<b>Atmospheric Conditions</b>	N				
<b>Extreme Hot</b>	N					<b>Exposed Heights</b>	N				



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<b>Wet and / or Humidity</b>	N	<b>Exposure to Electricity</b>	N
<b>Proximity to Moving Mechanical Parts</b>	N	<b>Exposure to Toxic / Caustic Chemicals</b>	N
<b>Exposure to Explosives</b>	N	<b>Exposure to Radiation</b>	N
<b>Other</b>			

**Analyst's Comments:** This job analysis represents Ms. Crawford's job of injury.

**Possible Employer Modifications:** Ms. Crawford has been provided with an ergonomic chair, headset, and vertical mouse. Her work station has been observed to be ergonomically adjusted for proper height for both seated positioning and keyboarding (see figures 2, 3, and 4).

**Note:** The information for this job analysis was gathered by on-site observation and interview with the worker and employer, and was verified by the employer for accuracy. 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:**

Jennifer Kabacy, CDMS

Vocational Consultant

6/6/2013

Date

**Presenting VRC:**

Jennifer Kabacy, CDMS

Vocational Consultant

6/6/2013

Date

**Employer Verification:**

**Employee Verification: (Optional)**

Name

Date

Name

Date



Figure 1: Evoluent LLC vertical mouse



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Figure 2: Ergonomic chair

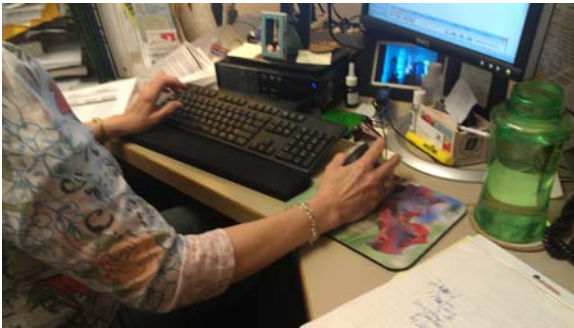


Figure 3: Keyboard and mouse (keyboard is elevated using binder)

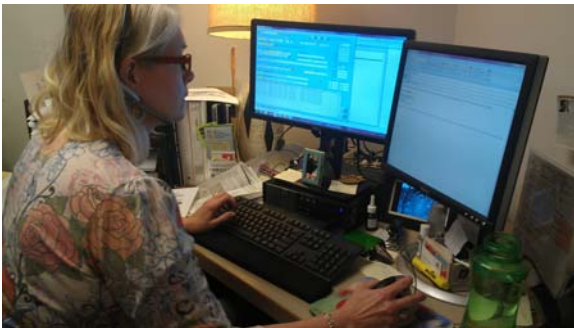


Figure 4: Ergonomic set-up



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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

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Attending Provider | <input type="checkbox"/> Consulting Physician | <input type="checkbox"/> Pain Program Physician |
| <input type="checkbox"/> IME Physician      | <input type="checkbox"/> PCE Therapist        | <input type="checkbox"/> OT / PT Therapist      |