



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Management Division
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Seattle, WA 98104
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JOB ANALYSIS

Job Title:	Administrative Specialist III	DOT Title:	Administrative Assistant
SVP:	7	DOT #:	169.167-010
Location of Analysis:	155 Monroe Ave. NE Renton, WA 98056-4101	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Autumn Musch
Presenting VRC:		Employer Contact:	Lindy Jenson
Date Analysis Completed:	9/16/16	Supervisor Contact Information	Phone: 206-477-1564 E-mail: lindy.jenson@kingcounty.gov

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

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.

Performing lead clerical and/or oversight office coordination that is specialized and/or technical in nature, and is performed under limited supervision. The work involves independent judgment of complex and/or sensitive information. Duties include researching specialized or technical information, providing program-specific information to internal and external customers, distributing work to other office employees and providing direction and training.

- Provide and/or acquire authoritative program-specific information relating to assigned specialized or technical clerical support services that require interpreting established policies, procedures, codes, regulations and other relevant sources, to internal and/or external customers over the telephone, in writing and/or in person. Some employees may have to deal with sensitive and/or potentially volatile situations.
- Research and summarize specialized or technical information from varied sources. This may require selecting the most appropriate material and the use of spreadsheets and customized database applications.
- Organize, oversee, establish and maintain data sources that may include contracts, budgets, payroll, legal documents and/or other records.
- Distribute work load among other office employees, provide direction and training and monitor the quality and completion of work.
- Compose, draft, summarize, prepare, proofread and/or edit documents, contracts, ordinances, motions and/or correspondence to ensure these conform to the appropriate use of the English language, specialized terminology and established procedures.



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- Process mail that may require attaching related correspondence or information before forwarding, respond to mail that can be handled personally,, identify priority and/or time sensitive matters, and maintain security and confidentiality.
- Prepare budget and budget revision materials and/or federal or Washington State grant documents according to specific directions; perform financial, payroll or other financial/numeric work requiring the application of accepted bookkeeping or basic accounting methods and applications.
- Plan work organization; approve leaves; establish work methods; recommend changes in work load and procedures; participate in employee selection process; and provide input on the performance of co-workers.
- Attend and record public and/or departmental hearings and/or meetings.
- Represent organization at various functions, including administrative hearings, proceedings, court inquiries, committees and meetings (may vary according to position assignment).
- Schedule meetings and maintain calendars for supervisor and/or organizational unit/program.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Knowledge of general office, policies, principles and practices
- Knowledge of software applications and word processing skills relative to the position assignment
- Knowledge of appropriate physical standards for computer work, including appropriate seating and arm and/or wrist usage
- Knowledge of the operation of standard office equipment that may include typewriter, personal computer, mainframe terminal, copier, fax machines and multi-line telephone
- Knowledge of accounting procedures and mathematics
- Knowledge of rules, regulations, codes, laws, policies, procedures and ordinances (may vary according to position assignment)
- Knowledge of specialized terminology (may be required according to position assignment)
- Knowledge of proper English grammar, usage and spelling
- Knowledge of conflict resolution techniques
- Knowledge of action tracking on specific assignments or other items related to work position.
- Keyboarding skills (speed required may vary according to position assignment)
- Analytical and problem solving skills
- Oral and written communications skills
- Organizational and supervisory skills
- Technical writing skills
- Interpersonal and human relations skills
- Negotiation skills (using tact, diplomacy and persuasion)
- Customer service skills - in person and via telephone (discretion, patience, etiquette, professionalism)
- Training skills
- Transcription and dictation skills
- Initiative and accountability skills for work product or service of sensitive matters
- Skill in maintaining confidentiality
- Skill in making presentations to groups
- Skill in providing direction regarding work assignments and in delegating work assignments to appropriate staff members.
- Skill in disciplining staff
- Skill in following oral and written instructions and in following through on assignments
- Skill in prioritizing work load and adapting to changes in work load demand



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- Skill in conducting research on a specific work assignment

NECESSARY SPECIAL QUALIFICATIONS:

- Washington State Driver's License (some positions)
- Notary public (some positions)
- U.S. citizenship is required by law for positions within the King County Department of Public Safety
- Pass polygraph test (some positions)
- Pass background check (some positions)

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

Equipment used may include but not limited to: computer, multi-line telephone, printer, copy machine, fax machine, date stamp machine, shredder, typewriter, calculator, stapler, files, documents, comb binding machine and hole punch.

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	10 Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	4 Days Per Week

This is classified as a SENDENTARY job by the US Department of Labor.

PHYSICAL DEMANDS		FREQUENCY					ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C	
Sitting						X	Up to 2 hrs./time, up to 8 hrs. total while performing computer work and answering the telephone. The employee can alternate sitting and standing as needed.
Standing			X				Up to 20 min./time, 45 min total on flat surfaces while using the copy machine and printer. The employee can alternate sitting and standing as needed.
Walking			X				Up to 100 yards/time, 1.5hrs total on flat cement or linoleum surfaces when traversing between alternate buildings, and within the office.

Lifting floor – waist	N	S	O	F	C	lbs.	Up to 1 min./time, 10 min. total while manipulating mail, office supplies and files.
		10					
Lifting waist–shoulder	N	S	O	F	C	lbs.	Up to 1 min./time, 10 min. total while manipulating mail, office supplies and files.
		10					
Lifting above shoulder	N	S	O	F	C	lbs.	Up to 15 sec./time, 2 min. total while manipulating mail, reference materials, office supplies and files.
		5					
Carry (Dist.)	N	S	O	F	C	lbs.	Up 100 yards at a time, 15 min. total while delivering mail and supplies.
		10					



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Pushing/ Pulling	N	S	O	F	C	Minimal	Up to 30 sec./time, 5 min. total while opening and closing drawers and doors.
		5-10				lbs force	

	N	S	O	F	C	
Climbing	X					
Balancing	X					
Stooping / Bending		X				Up to 1 min./time, 10 min total while filing and accessing lower shelves and drawers. Can alternate with squatting/kneeling.
Twisting*	X					
Squatting / Kneeling						Up to 1 min./time, 10 min total while filing and accessing lower shelves and drawers. Can alternate with bending/stooping
Crawling	X					
Foot Controls	X					
Reaching (Level) Forward Below Waist Above Shoulder					X	Up to 2 hrs./time, 8 hrs. total while answering the phone, typing, operating the computer mouse, operating copier and other office machines, placing and removing office supplies and files out of drawers and cabinets.
		X				Up to 1 min./time, 10 min. total while filing and accessing lower shelves and drawers.
		X				Up to 15 sec./time, 2 min. total while manipulating mail, reference materials, office supplies and files.
Handle/Grasp			X			Up to 10 min./time, 3hrs. total while manipulating files, documents, reference materials, and supplies
Fine Finger Manipulation					X	2 hours at a time for up to 8 hours total shift while answering the phone, typing, operating the computer mouse, operating copier and other office machines, placing and removing office supplies and files out of drawers and cabinets.
Hand Controls					X	Up to 5min./time, 8 hrs. total while using the computer mouse. Software programs used in this position required constant mouse usage.
Repetitive Motion	X					Body part: Cycles/hr.
Vibratory Tasks	X					
Talking				X		Up to 15 min./time, 4 hrs. total while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for clients in person or via telephone.
Hearing					X	Up to 2 hrs./time, up to 8 hrs. total while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for clients in person or via telephone.



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Visual:

Uses computer monitor consistently. Reviews documents etc.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather		X				Noise Intensity	X				
Extreme Cold	X					Atmospheric Conditions	X				
Extreme Hot	X					Exposed Heights	X				
Wet and / or Humidity	X					Exposure to Electricity	X				
Proximity to Moving Mechanical Parts	X					Exposure to Toxic / Caustic Chemicals	X				
Exposure to Explosives	X					Exposure to Radiation	X				

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 signature:

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

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.

State 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 ☐ 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

- | | | |
|--|---|---|
| <input type="checkbox"/> Attending Physician | <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 |
| <input type="checkbox"/> PEP Physician | | |