

JOB TITLE: Administrative Specialist II

DOT # 169.167-010

EMPLOYEE:

CLAIM #

VRC: Lance Settlemyre



## **KING COUNTY ON SITE JOB ANALYSIS**

**JOB TITLE** Administrative Specialist II

**JOB CLASSIFICATION** Administrative Specialist II

**DOT TITLE** Administrative Assistant

**DOT NUMBER** 169.167-010

**DEPARTMENT** Public Health Seattle and King County

**DIVISION** Community and Health Services

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 11

**JOB STATUS**

Full Time, Career service.

**ADDRESS OF WORKSITE**

901 Auburn Way N

Suite A. Auburn WA 98002

**CONTACT'S NAME** FIDELIS NKEZE

**CONTACT'S PHONE** (206) 205-6882

**EMPLOYER JOB TITLE** Administrative Support Supervisor

**DATE COMPLETED** 2/17/2011.

**VRC NAME** Chad Scheff

**DATE REVISED** 2/17/2011

**WORK HOURS** 8:00-5:00 or 8:30-5:30, 40 hours per week, 8 hours per day, Monday through Friday. Two fifteen minute breaks and one, hour lunch break per day.

**OVERTIME** Never.

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### **JOB DESCRIPTION**

Respond to inquiries from clients and providers regarding public health services. They provide clinic and program information that requires limited interpretation of established policies, procedures and other relevant sources to internal and external customers over the telephone, in writing and in person. May deal with sensitive and/or potentially volatile situations. The employee partners with nurses, nutritionists, health services assistants, social workers and other clinic staff and provides support to the Public Health field nurses and CSO Nurses.

### **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 judgement.
5. Ability to work independently or 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.

### **JOB SPECIFIC REQUIREMENTS**

Must have computer skills including proficiency in a Windows environment, and the ability to use drop down menus, point and click software, multiple screens and the ability to enter data with at least 98% accuracy and a minimum of 40 wpm. Must have the ability to use word processing software to complete assigned clerical tasks and have the ability to maintain confidentiality. Must have the ability to communicate in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.) and have the ability to use a multi-line telephone system as well as other office equipment including: TDD machine, fax machine, copiers, label maker, and printers. The incumbent must have the ability to gain functional knowledge of medical terminology, work independently, handle difficult interpersonal interactions with discretion and diplomacy, prioritize and complete multiple tasks simultaneously and work with interpreters and clients for whom English is a second language. Must have the ability to move up to 25 pounds from one location to another. The incumbent must successfully complete a thorough pre-employment background investigation.

### **ESSENTIAL FUNCTIONS Listed in order of importance**

1. Clerks determine client financial status and insurance coverage utilizing Windows-based and other software to register clients, determine medical

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coverage and eligibility, schedule appointments and generate client encounter and billing reports.

2. Informs patients of their rights and responsibilities via Notice of Privacy Practice form, assist with consent forms, and ascertain client's referral needs (i.e., medical care, insurance coverage and/or basic social service needs). Explains complex insurance coverage and billing/payment policies and procedures to clients if required.
3. Alerts providers to issues that may be of concern, such as suspected abuse or neglect.
4. Assesses and collect fees as needed. Conducts end-of-day close-out on the cash register, including balancing the cash if required.
5. Creates, updates, and maintains charts/records.
6. Identifies and correct errors to ensure data accuracy and generate daily and monthly participant statistics.
7. Participates in team meetings and help implement clinic flow adjustments, program changes and new procedures.
8. Provides specialized and/or technical program-specific information that requires limited interpretation of established policies, procedures 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.
9. May deal with sensitive or potentially volatile situations.
10. Compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
11. Perform light to moderate numerical calculations involving accounts payable, accounts receivable, cashiering, reconciling accounts, monitoring expenditures and/or other applications.
12. This position is part of a clerical pool and will be cross-trained to fill in for other clinic clerical positions as needed.
13. Move a 25-pound box of files.

#### **TOOLS, MACHINES, EQUIPMENT, PRODUCTS, AND SERVICES USED**

Equipment used may include a computer, multi-line telephone, printer, copy machine, fax machine, typewriter, calculator, confidential files, SKRTS database, TREC II database, Infolinx database, Signature database, stapler, and hole punch.

#### **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

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Rare = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

**This job is classified as**

Light

**Standing**

Occasionally on flat, carpeted surfaces for up to 1 minute at a time for up to 1 hour total in a work shift. Most commonly occurs while using the copy machine or printer as well as conversing with co-workers and field nurses.

**Walking**

Occasionally on flat carpeted, cement and linoleum surfaces for distances of up to 110 feet at a time for 1 minute at a time for up to 25 minutes in a work shift. Most commonly occurs while walking 60 feet from the workstation to the copy room.

**Sitting**

Continuously on an office chair for up to 10 minutes at a time for up to 7 hours total in a work shift. Most commonly occurs performing computer work and answering the telephone.

**Bending/Stooping**

Occasionally on flat carpeted surfaces for up to 1 minute at a time for up to 10 minutes total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, and searching through low file drawers. The employee can alternate bending/stooping with crouching as needed.

**Crouching**

Occasionally on flat carpeted surfaces for up to 1 minute at a time for up to 10 minutes total in a shift when retrieving supplies from low shelves or cabinets, adding paper to the copy machine, and searching through low file drawers. The employee can alternate crouching with bending/stooping as needed.

**Reaching above shoulder height**

Rare for up to 5 seconds at a time for up to 2 minutes total in a work shift while placing and removing charts on high shelves and objects in overhead bins.

**Reaching at waist to shoulder height**

Frequently for up to 10 minutes at a time for up to 5 hours total in a work shift while typing, operating the computer mouse, operating copier and other office machines, placing and removing office supplies and charts out of drawers and cabinets.

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**Reaching at knee to waist height**

Occasionally for 5 seconds at a time for up to 15 minutes total in a work shift while loading a ream of paper in to the copy machine as well as placing and pulling charts.

**Lifting 1-10 pounds**

Rare for 3 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 5 pounds while lifting paper for the photocopy machine as well as manipulating charts and a packet of forms.

**Carrying 1-10- pounds**

Occasionally for distances of up to 110 feet for up to 1 minute at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 5 pounds while transporting charts, paper, and packets of forms.

**Lifting 11-20 pounds**

Rare for 20 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 20 pounds while manipulating a box of charts.

**Carrying 11-20 Pounds**

Rare for 1 minute at a time for up to 1 minute in a shift. Most commonly occurs with weights of 20 pounds while transporting a box of charts.

**Lifting 21-50 pounds**

Rare for 20 seconds at a time for up to 20 seconds total in a work shift. Most commonly occurs with weights of 25 pounds while manipulating a box of charts.

**Pushing and Pulling**

Occasionally for 3 seconds at a time for up to 3 minutes total in a work shift with a pushing/pulling force of 3 pounds. Most commonly occurs while opening and closing drawers and doors.

**Handling**

Frequently for up to 5 minutes at a time for up to 5 hours total in a work shift while sorting through charts as well as using the telephone and computer mouse.

**Operating Controls With Hands**

Occasionally for up to 2 minutes at a time for up to 2 hours in a shift while manipulating a computer mouse.

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### **Fingering**

Continuously for 10 minutes at a time for up to 6 hours total in a work shift while performing data entry and scheduling appointments using a computer keyboard.

### **Talking**

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while conversing with co-workers about assignments, providing customer service, answering the telephone and conversing with field nurses.

### **Hearing**

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while conversing with co-workers about assignments, providing customer service, answering the telephone and conversing with field nurses.

### **Near acuity—clarity of vision at 20 inches or less**

Continuously for up to 20 minutes at a time for up to 6 hours total in a work shift while reading documents, charts and forms as well as looking at a computer screen while typing.

### **TEMPERAMENTS**

Directing or controlling, or planning activities of others: Rare

Performing repetitive or short-cycle work: Continuously

Working alone or apart in physical isolation from others: Occasionally

Working effectively under stress: Occasionally

Attaining precise set limits tolerances and standards: Frequently

Working under specific instructions: Frequently

Working with others: Frequently

Making judgments and decisions: Occasionally

### **ENVIRONMENTAL FACTORS**

Work is performed in an office setting in close proximity to other workers and cubicles. The noise level is quiet. Copy machine, crying children and telephone ringers are the loudest noises in the office.

### **POTENTIAL MODIFICATIONS TO JOB**

Adjustable ergonomic chair with lumbar support for increased comfort while sitting for an extended duration.

Ergonomic keyboard and pen to help reduce wrist and finger fatigue.

Track ball to reduce wrist movements.

Foot rest/foot stool to promote proper posture.

Place monitor directly in front of the keyboard to eliminate twisting while performing computer duties.

Work at the switchboard to reduce hand and arm movements.

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Assistance is available for lifting.

Alternate tasks to reduce static positions.

Desktop document holder to promote proper posture while viewing charts and entering information in to the computer.

Ergonomic workstation to promote proper posture while performing computer duties. (has already been provided)

Workspace software to monitor keystrokes and to ensure proper breaks and micro pauses during computer use.

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Signature & title of evaluator

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Date

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Signature & title of contact

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Date

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Signature & title of employee

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Date

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### HEALTH CARE PROVIDER SECTION

Check all that apply

☐ The employee is released to perform the described duties without restrictions on performance or work hours.

☐ The employee is released to perform the described duties on a reduced schedule. The recommended schedule is:

\_\_\_\_\_

☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_

☐ The employee is released to perform the described job with the following modifications:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

☐ Temporary until \_\_\_\_\_ ☐ Permanent as of \_\_\_\_\_

☐ The employee is not released to perform the described duties due to the following job functions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

☐ Temporary until \_\_\_\_\_ ☐ Permanent effective \_\_\_\_\_

☐ The employee is unable to work in any capacity.  
A release to work is: ☐ anticipated by \_\_\_\_\_ ☐ Not expected

The limitations are due to the following objective medical findings:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date