

**Department of Human Resources**

Central Employee Services Division
Disability Services Section
500 4th Avenue, Room 500
Seattle, WA 98104
(206) 477-3350
(206) 296-4992 FAX
www.kingcounty.gov

Employee :

Claim # :

JOB ANALYSIS

Job Title:	Administrative Specialist II-Call Center		
Department:	Public Health, Seattle-King County	Division:	Community and Health Services
DOT Title:	Administrative Assistant	DOT #:	169.167.010
SVP:	7	Requestor:	Jeff Casem
Worksite Address:	14350 SE Eastgate Way Bellevue, WA 98007	Office Contact Name/ Phone/ Email:	Cynthia Brown 206-263-4147 cynbrown@kingcounty.gov
Original Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Analysis Date: 12/21/04
Update Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Update Date: 4/14/21

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

The Administrative Specialist II position with Public Health's call center, Connect 2 Care, supports a broad range of healthcare services in fast paced clinics that serve economically, socially and culturally diverse populations. This position is generally the first point of contact for patients over the phone and is expected to consistently provide excellent customer service.

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.
1. Register patients over the phone including: obtaining demographic, financial and insurance information; performing data entry; determining when language interpretation is needed; orienting patients to Public Health's services; directing patients to appropriate locations for services requested; identifying when triage by healthcare staff is needed and quickly identifying potential emergency situations and responding accordingly.
 2. Verify insurance coverage and correct patient assignment for those with managed care plans and redirecting clients to obtain appropriate insurance or insurance assignment.
 3. Schedule patient visits by determining the appropriate providers and programs for patients to be scheduled with, assure timely access to services by actively monitoring and coordinating multiple provider schedules.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Excellent verbal and written communication skills to include customer service skills via telephone (discretion, patience, etiquette, professionalism.)
- Demonstrated ability to work independently and as a member of a team.
- Demonstrated ability in problem solving, showing initiative, and exercising independent judgment.
- Knowledge of basic insurance practices.
- Demonstrated ability to use practice management software for registering patients, scheduling appointments and/or encounters for billing purposes.

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- Functional knowledge of medical terminology.
- Knowledge of state and federal laws governing the use and disclosure of protected health information
- Skilled at handling confidential data and situations with tact and discretion.
- Demonstrated ability to maintain consistency in attendance and punctuality.
- Ability and willingness to take on additional tasks as directed by supervisor.

DESIRED QUALIFICATIONS

- Bilingual, Spanish speaking is a plus, but not required.

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

Computer, multi-line telephone, printer, shredder, copy machine, fax machine, calculator, stapler, and hole punch. The incumbent utilizes software programs including EPIC, Provider 1, Infolinx, i2i Tracks, Signature, Child Profile, County Based web sites, MS Office programs.

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%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	Hours Per Day
C = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	Days Per Week
Work Pattern (continued)		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

8:00am-5:00pm Monday, Tuesday Thursday, Friday. Wednesday 9:00am-6:00pm. This position is exclusively performed on-site; on a seldom occasion the employee may need to fill in at another position or DPH site.

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
Lifting floor – waist		1-5				Up to 5 sec./time, 1 min. or less total with 1-5 lbs. while lifting paper for the photocopy machine, various office supplies, files, etc.
Lifting waist–shoulder		1-5				Up to 1 min./time, 30 min total while manipulating reams of paper, office supplies, etc.
Lifting above shoulder		1-5				Up to 5 sec./time, 1 min. or less total with 1-5 lbs. while lifting paper for the photocopy machine, various office supplies, files, etc.



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Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
Carry (Distance/Surface)		1-5 200'				Up to 200', 2 min./time while transporting office, supplies, paper, etc.
Pushing/Pulling (Distance/Surface)		1-10				Up to 3 sec./time, 10 min. total while opening and closing office doors, cabinets and drawers.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X*	Up to 2 hrs./time, 6 hours total on an office chair while performing computer work, performing data entry, scheduling appointments and answering the telephone. *The employee can alternate between sitting and standing during most duties.
Standing			X*			Up to 5-10 min./time, 2 hrs. total on flat, carpeted and linoleum surfaces while using the copy machine and fax machine, as well as when communicating with coworkers, and providers. *The employee can alternate between sitting and standing during most duties.
Walking			X			On flat carpeted surfaces for distances of up to 200' feet at a time for up to 5 min./time, 2 hrs. total while walking within the clinic between the workstation, conference rooms, nurses' station, dental clinic, copy room and front desk.
Perform Work on Ladders	X					
Climbing	X					
Balancing		X				Traversing within the clinic on flat linoleum and carpet surfaces.
Stooping / Bending		X*				Up to 1-2 min./time, 30 min. total on flat, carpeted and linoleum surfaces while retrieving supplies from low shelves or cabinets, adding paper to the copy machine, searching through low file drawers. *Bending/stooping may be reduced by alternating with squatting or kneeling.
Twisting at Neck		X				The employee has the ability to move their feet or rotate their chair to avoid twisting of the neck as needed.
Twisting at Waist		X				The employee has the ability to move their feet or rotate their chair to avoid twisting of the waist as needed.
Squatting / Kneeling		X				Not required but it can be used as an alternate to bending or stooping as preferred.
Crawling	X					
Reach waist to shoulder				X		Up to 2 hrs./time, 5 hrs. total while operating the computer mouse, utilizing a telephone, writing, operating copier and other office machines, placing and removing office supplies and files out of drawers and cabinets as well as sanitizing surfaces.



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Reach above shoulder		X				Up to 5 sec./time, 30 sec. total in while placing and removing supplies and files out of high file drawers and cabinets.
Reach below waist		X				For up to 1-2 min./time for up to 30 min. total while retrieving supplies from low shelves or cabinets, adding paper to the copy machine, searching through low file drawers.
Keyboarding					X	Up to 5-7 min./time, 6 hrs. total in a shift.
Wrist Flexion/Extension		X				May happen incidentally in the job, but is not required.
Handle/Grasp				X		Up to 3 min./time, 3 hrs. total in a work shift while manipulating files, reams of paper, as well as using the telephone (a headset is available).
Forceful Grasp	X					
Fine Finger Manipulation					X	Up to 15 min./time, 7 hrs. total while performing computer duties, manipulating forms/documents/labels, writing, and operating a computer mouse.
Hand Controls				X		Up to 2 min. at a time for up to 5.5 hrs. total while using a computer mouse; including for web and cloud-based program.
Foot Controls	X					
Repetitive Motion				X		Body Part: Upper Extremities Cycles/hr: 300+
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking					X	Up to 20 min./time, 7.5 hrs. total while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for patients via telephone. The employee also converses with providers, supervisors and nurses. Converses with persons who may have mental illness, language barriers, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc.
Hearing					X	Up to 20 min./time, 7.5 hrs. total while conversing with co-workers about assignments, as well as providing customer service and scheduling appointments for patients via telephone. The employee also converses with providers, supervisors and nurses. Converses with persons who may have mental illness, language barriers, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc.
Visual – Near Acuity					X	Computer screen and documents.
Visual – Far Acuity		X				Traversing within the clinic and identifying persons in the waiting room that includes members of the general public that may have mental illness, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc.
Visual – Depth Perception		X				Traversing within the clinic.
Visual – Color Discrimination	X					

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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Visual – Accommodation			X			Interacting with colleges while simultaneously utilizing computer.
Visual – Field of Vision	X					
Exposure to Weather	X					
Extreme Cold	X					
Extreme Hot	X					
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts	X					
Exposure to Explosives	X					
Atmospheric Conditions	X					
Exposed Heights	X					
Exposure to Electricity	X					
Exposure to Toxic / Caustic Chemicals	X					
Exposure to Radiation	X					
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud					Noise level ranges from quiet to loud. Employee is exposed to loud personas, screaming or crying children as well as service animals, such as barking dogs.
Other:					X	Interacts with members of the general public (via telephone and seldom in person) that may have mental illness, may be aggravated, may be cognitively impaired, may be intoxicated, contagious, etc. Must be able to interact with all parties calmly and professionally.

Analyst's Comments:



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Possible Employer Modifications:

Update Comments (if applicable):

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:

Update (if applicable):

KCJA Administrative Specialist II-Call Center

4-20-21

Final Audit Report

2021-04-23

Created:	2021-04-23
By:	Kyle Platz (kplatz@nm.vocmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAT7ua8WYwKxGJUHE/OOSuJVPmDOSQ_

Vocational Consultant


Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

 Document e-signed by Cynthia Brown (cynbrown@kingcc

Signature Date: 2021-04-23 - 8:24:32 PM GMT - Time Source: server- II

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. 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 basis 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

- ☐ Attending Physician ☐ Consulting Physician ☐ Pain Program Physician
- ☐ IME Physican ☐ PCE Therapist ☐ OT / PT Therapist ☐ PEP Physician