



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

Job Title:	Administrative Specialist II-DCHS	DOT Title:	Administrative Clerk
SVP:	4	DOT #:	219.362-010
Location of Analysis:	919 SW Grady Way Renton, WA 98057	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	
Presenting VRC:		Employer Contact:	Jennifer Hill
Date Analysis Completed:	2/18/2015	Supervisor Contact Information	Phone: 206-263-9024 E-mail: jennifer.hill@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.

This position provides technical support services to King County's Education and Employment Programs (EER) and customer service to both youth and adult customers. This is a complex support position that requires a high level of skills, knowledge, strong customer service, and ability to work within a team.

- Greet customers and visitors at the YouthSource Front Desk and the Veteran's Program Front Desk.
- Assist customers and help them gain access to the staff/services they need. •
- Answer phones and provide information.
- Ensure that information, activities and outcomes entered into the Employment and Education Resources' database(s).
- Review files and database reports to ensure that information from all sources is accurate and internally consistent.
- Ensure that data entry into the system and reports are accurate. May review the data entry of other staff into this system.
- Apply grant-specific eligibility requirements when reviewing participant applications and auditable back-up documentation. Certify eligibility of participants.
- Apply grant-specific federal Management Information System (MIS) regulations as they relate to tracking client activities and outcomes.
- Review all activity/outcome documentation submitted by social workers and determine whether paperwork is acceptable or whether adjustments/further documentation is needed. Provide final certification of compliance.
- Work with multiple social workers and instructors to provide technical assistance to staff in completion of all required paperwork.

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- Prepare reports and general correspondence for social workers on site.
- Assist in the preparation and certification of participant files as required by federal and state audits.
- May provide training/direction to staff based on federal rules and regulations and agency procedures.
- Support other team members as needed.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:****MINIMUM QUALIFICATIONS:**

1. Strong customer service skills, and demonstrated ability to serve customers in a professional and friendly manner.
2. Strong ability to work in a team environment and complete all tasks in an effective and efficient manner.
3. Five years' experience in utilizing a database or databases for employment and education including thorough understanding of all screens, definitions, data entry procedures, and report functions.
4. Demonstrated experience in data quality assurance and providing technical assistance to staff.
5. Three years of experience in utilizing Access, including query and report design.
6. Proficiency in the use of personal computers, with working knowledge of MS Word, Excel, Access, and Outlook.
7. Skilled in operation of a variety of office equipment.
8. Demonstrated ability to understand and execute complex verbal and written instructions and maintain confidentiality.
9. Experience in basic mathematics, organizational skills and research skills.
10. Demonstrated ability in use of proper English grammar, usage and spelling, and ability to suggest and make appropriated corrections.
11. Demonstrated ability to prioritize workload, work under pressure with tight timelines and changing priorities.
12. Excellent reading comprehension, reasoning, writing and oral communication skills are required.
13. Demonstrated ability to work independently and as a team member in a diverse environment.
14. Ability to be flexible and accept a wide-variety of tasks to support a changing and fast-paced environment.

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

Computer, phone fax, copy machine, cart, files and various office supplies.

Software: Word, Excel, Outlook, Access, internet, Skies (state database).

**PHYSICAL REQUIREMENTS**

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



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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	90%					X		Up to 1 hr./time, 6 hrs. total while providing customer service at the front desk, signing in customers, answering phones, performing computer duties and data entry. Can alt. sit and stand as needed.
Standing *	5%		X					Providing customer service at the front desk.
Walking	5%		X					120' between workstations.

<b>Lifting*</b> floor – waist	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	lbs.	Up to 30 sec./time, 2 min. total while manipulating files and paper reams.
		5					
<b>Lifting</b> waist–shoulder	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	lbs.	Up to 30 sec./time, 2 min. total while manipulating files and paper reams.
		5					
<b>Lifting</b> above shoulder	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	lbs.	
	x						
<b>Carry</b> (Dist.)	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	5 lbs.	Up to 30 sec./time, 2 min. total while transporting files and paper reams. A cart is available.
		50'					
<b>Pushing/ Pulling</b>	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	lbs force	Doors, drawers and cart.
		5-6					

\*The employee may archive 1 box 1x a year with lifting assistance available 15-20#.

	<b>N</b>	<b>S</b>	<b>O</b>	<b>F</b>	<b>C</b>	
Climbing	X					Not required. Stairs are present but elevator is available for use.
Balancing	X					
Stooping / Bending		X				Placing/removing files in cabinets. Can alt. with squat/kneel as needed.
Twisting*	X					
Squatting / Kneeling		X				Placing/removing files in cabinets. Can alt. with stooping/bending as needed.
Crawling	X					
Foot Controls	X					
<b>Reaching</b> (Level) Forward Below Waist Above Shoulder					X	Computer work. Manipulating phone, files and various office supplies.
		X				Placing/removing bins on 7-level rolling cart. Low drawers at work station.
	X					



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	N	S	O	F	C	
Handle/Grasp		X				Manipulating larger files, adding paper to the copy machine.
Fine Finger Manipulation					X	Up to 1hr./time, 6 hrs. total while keyboarding as well as manipulating files and documents.
Hand Controls			X			Up to 2 min./time, 1.5 hrs. total while using a computer mouse.
Repetitive Motion	X					Body part: hands Cycles/hr. 75
Vibratory Tasks	X					
Talking				X		Providing customer service at the front desk and via phone.
Hearing					X	Providing customer service at the front desk and via phone.

Visual:

Utilizes dual monitors. Provides customer service in-person at the front desk.

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: Provides customer service at the front desk which may include interacting with upset or angry persons of the general public.

**Analyst's Comments:**

**Possible Employer Modifications:**



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**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:**

Kyle Pletz, VRC, CDMS

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

**Employer Verification:**

**Employee Verification:** (optional)

Jennifer Hill

\_\_\_\_\_  
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       |                                               |                                                 |