

EMPLOYEE:

CLAIM #



# Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE** Administrative Specialist

**JOB CLASSIFICATION** Administrative Specialist

**DOT TITLE** Administrative Assistant

**DOT NUMBER** 169.167-010

**DEPARTMENT** Legislative Branch

**DIVISION** Council Administration

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 2

**CONTACT'S NAME & TITLE** Carolyn Woolf, Office Manager

**CONTACT'S PHONE** 206-296-1620

**ADDRESS OF WORKSITE**

516 3<sup>rd</sup> Ave. Room 1200  
Seattle, WA 98104

**VRC NAME** Kyle Pletz

**DATE COMPLETED** 5/15/03

**VRC NAME** Jeff Casem

**DATE REVISED** 10/9/09

**WORK HOURS**

35 hours per week, 7 hours per day, Monday through Friday, 9:00am to 5:00 pm or 8:00am to 4:00pm with a one hour lunch break.

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)  
Optional, Rare.

**JOB DESCRIPTION**

This position is responsible for the main reception desk for the Council. The primary duties are answering the council's mail telephone lines and the overflow calls for the individual Council members, their aides and personal staff. Additionally, this person greets visitors, provides information and referrals, assists with distribution of daily incoming correspondence, processes office supply orders, stocks and maintains general office areas, and fulfills staff requests.

**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 judgment.
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**

Knowledge of general office procedures. Knowledge of office software. High school diploma or equivalent. One year experience as a receptionist or similar position. Any combination of education and experience that provides the knowledge to perform the essential job functions. Must have excellent communications skills; verbal, written and listening. Must have skill in using a multi line telephone system and TTD equipment. Must have organizational and record keeping skills as well as the ability to perform well under stress. Must be able to use discretion and good judgment, and maintain confidentiality of sensitive issues. Must be knowledgeable in emergency response situations and maintain regular attendance and punctuality. Must be able to work in an office environment; sit for extended periods of time working on computers; must coordinate visual and muscular dexterity to operate standard office equipment including a computer terminal, telephone, copy and facsimile machine.

## **ESSENTIAL FUNCTIONS**

1. Answers telephone in courteous and prompt manner.
2. Greets visitors and informs staff as needed when guests arrive.
3. Provides informed answers to callers and makes proper referrals
4. Retrieve messages from voicemail system.
5. Maintains reservation books for conference rooms.
6. Maintains auto log and arranges for fleet or parking requests.
7. Receives and signs for special deliveries and shipments.
8. Processes requests for telecommunication equipment, changes, or repairs; programs phones and maintains records.
9. Distributes and mails job application forms
10. Assists with mail and facsimile distribution.
11. Logs constituent calls on controversial issues.
12. Processes office supply orders and maintains inventory of stocked items.
13. Maintains cleanliness of general office area including hallways, copy/supply rooms, conference rooms and kitchenettes.
14. Troubleshoots problems and maintains office equipment.
15. Processes requests for council brochures and materials.
16. Assists with large outgoing mailings.
17. Creates and maintains a variety of databases.

## **NON-ESSENTIAL FUNCTIONS**

Various committees.

## **OTHER TOOLS & EQUIPMENT USED**

Equipment used may include a computer, multi-line telephone, printer, copy machine, fax machine, typewriter, calculator, boxes of various office supplies, toner, paper, bottle of water, wooden sign, chairs, projector screen, postage machine, mail, TTY machine, box cutter, coffee, first aid and emergency supplies, books, boxes, kitchenette supplies, stapler, files, documents, cash, checks 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  
Rarely = may occur less than 1% of the time  
Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

**This job is classified as**

Sedentary—exerting up to ten pounds of force occasionally and/or a negligible amount of force frequently. A sedentary job involves sitting most of the time.

**Standing**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat, carpeted, cement, tile, metal and linoleum surfaces for up to 15 minutes at a time for up to 1 hour total in a work shift. Most commonly occurs while using the copy machine, inventorying supply rooms, stocking supply rooms, inventorying and stocking kitchen areas, using the postage meter and speaking with visitors and co-workers. The employee can alternate sitting and standing as needed.

**Walking**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently on flat, carpeted, cement, tile, metal and linoleum surfaces for distances of up to 250 feet at a time for up to 5 minutes at a time for up to 3 hours total in a work shift. Most commonly occurs while walking between the workstation and copy machine, supply rooms and kitchen areas. On a very rare occasion the employee might need to walk for up to 300 feet at a time when performing mail duties in the absence of the mail clerk as well as when walking to the King County parking garage to find an automobile or obtain keys from motor pool.

**Sitting**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently on an office chair for up to 1 hour at a time for up to 3 hours total in a work shift. Most commonly occurs answering the telephone and performing computer work. The employee can alternate sitting and standing as needed.

**Climbing stairs**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 30 seconds at a time while climbing up to 2 flights (27 steps total) for up to 3 minutes total in a work shift. Most commonly occurs while traversing to the upper loft (17 steps) or down to the chambers (27 steps).

**Climbing**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally to heights of 1 foot for up to 30 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while using a stepstool to access items on upper shelves and in upper cabinets.

**Balancing**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally at heights of up to 1 foot for up to 30 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while using a stepstool to access items on upper shelves and in upper cabinets.

**Bending neck up**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 1 minute at a time for up to 2 hours total in a shift when greeting visitors from a seated position, retrieving and replacing supplies on upper shelves or cabinets, clearing paper jams in the copy machines and printers as well as inventorying and stocking supply rooms and kitchen areas.

**Bending neck down**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 1 minute at a time for up to 1 hour total in a shift when writing down phone messages, retrieving and replacing supplies on low shelves or cabinets, adding paper to the copy machine, clearing paper jams in the copy machines and printers, inventorying and stocking supply rooms and kitchen areas, organizing supply rooms and searching through low file drawers. The employee can reduce bending by alternating with crouching or kneeling.

**Bending/Stooping**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 1 minute at a time for up to 30 minutes total in a shift when retrieving and replacing supplies on low shelves or cabinets, adding paper to the copy machine, clearing paper jams in the copy machines and printers, inventorying and stocking supply rooms and kitchen areas, organizing supply rooms and searching through low file drawers. The employee can reduce bending by alternating with crouching or kneeling.

**Kneeling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 1 minute at a time for up to 30 minutes total in a shift when retrieving and replacing supplies on low shelves or cabinets, adding paper to the copy machine, clearing paper jams in the copy machines and printers, inventorying and stocking supply rooms and kitchen areas, organizing supply rooms and searching through low file drawers. The employee can reduce kneeling by alternating with crouching or bending.

**Squatting**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 1 minute at a time for up to 30 minutes total in a shift when retrieving and replacing supplies on low shelves or cabinets, adding paper to the copy machine, clearing paper jams in the copy machines and printers, inventorying and stocking supply rooms and kitchen areas, organizing supply rooms and searching through low file drawers. The employee can reduce crouching by alternating with bending or kneeling.

**Reaching above shoulder height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted, tile and linoleum surfaces for up to 15 minutes at a time for up to 2 hours total in a work shift while inventorying and stocking supply rooms and kitchen areas, organizing supply rooms and searching through upper file drawers.

**Reaching at waist to shoulder height**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2 hours at a time for up to 4 hours total in a work shift while answering the phone, exchanging paperwork from visitors from a seated position, typing, operating the computer mouse, operating copier and other office machines, writing, operating the postage machine,

inventorying and stocking supply rooms, conference rooms and kitchen areas as well as placing and removing office supplies and files out of drawers and cabinets.

**Reaching at knee to waist height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 30 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 removing files and office supplies from cabinets and drawers.

**Reaching at floor to knee height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 1 minute at a time for up to 30 minutes total in a shift when retrieving and replacing supplies on low shelves or cabinets, adding paper to the copy machine, clearing paper jams in the copy machines and printers, inventorying and stocking supply rooms, conference rooms and kitchen areas, organizing supply rooms and searching through low file drawers.

**Lifting 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 10 seconds at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 5-10 pounds while lifting a box of supplies (approximately 10 pounds), files (1-3 pounds), reams of paper for the photocopy machine (5-6 pounds, depending on size), case of cups (4 pounds), telephone book (4 pounds) and code books (6 pounds).

**Carrying 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for distances of up to 15 feet for up to 15 seconds at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 5 pounds while transporting office supplies, paper, and packets of forms. A cart is available to reduce or eliminate carrying.

**Lifting 11-20 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 10 seconds at a time for up to 10 minutes total in a work shift. Most commonly occurs with weights of 15-20 pounds while lifting a bin of mail on to a cart in the absence of the mail clerk, manipulating a box of 500 letters, manipulating toner cartridges (15-17 pounds), stacking chairs for balcony (17 pounds) and setting out a wooden sign (16 pounds).

**Lifting 21-50 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rare for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 15-20 pounds while lifting a bin of mail on to a cart in the absence of the mail clerk, manipulating a case of paper (52-61 pounds, depending on size), manipulating a projector screen (24 pounds) or replacing the water cooler jug (40 pounds). Lifting can be reduced by lifting individual reams of paper instead of the entire case.

**Pushing and Pulling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 5 minutes at a time for up to 1 hour total in a work shift with a pushing/pulling force of 3-13 pounds. Most commonly occurs while opening and closing drawers (2-4 pounds of force), manipulating a bundle of banker boxes (10-12 pounds of force), manipulating conference room chairs (10 pounds of force) opening and closing copy machine drawers (3 pounds of pressure), opening doors (7 pounds of pressure) and pushing a cart (4 pounds of pressure empty and 13 pounds of pressure loaded).

**Handling**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 3 minutes at a time for up to 4 hours total in a work shift while sorting through files and manipulating supplies as well as using the telephone and computer mouse.

**Operating Controls with Hands**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 15 seconds at a time for up to 3 hours total in a work shift while answering phones, transferring calls, manipulating a mouse and using a touch screen copy machine.

**Fingering**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 2 hours at a time for up to 6 hours total in a work shift while transferring calls and dialing the phone, typing, writing, manipulating files and documents, folding mailings, operating the copy machine and scheduling appointments.

**Talking**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 15 minutes at a time for up to 6 hours total in a work shift while providing customer service and scheduling appointments for clients in person or via telephone, as well as conversing with co-workers about requests and assignments.

**Hearing**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 15 minutes at a time for up to 6 hours total in a work shift while providing customer service and scheduling appointments for clients in person or via telephone as well as conversing with co-workers about requests and assignments.

**Seeing**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 2.5 hours at a time for up to 6 hours total in a work shift while reading documents, organizing supply rooms, taking inventory, and looking at computer screen while typing as well as ensuring cleanliness of office, conference rooms and kitchen areas.

**ENVIRONMENTAL FACTORS**

Work is performed in an office environment in close proximity to other workers and cubicles. The worker is regularly interrupted by telephone calls and visitors and multi-tasking is essential. Copy machine and telephone ringers are the loudest noises in the office.

**The noise level is**

Approximately 40-50 decibels. The noise is caused by office noises.

HCP Initials if Restricted

\_\_\_\_\_

**Work environment may include the following exposure(s):**

Outside weather: Rare

Dusts: Rare

HCP Initials if Restricted

\_\_\_\_\_

\_\_\_\_\_

**POTENTIAL MODIFICATIONS TO JOB**

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

Ergonomic keyboard and pen to promote proper body mechanics when typing and writing.

Cart to reduce or eliminate carrying.

KING COUNTY JOB ANALYSIS COMPLETED ON: 5/24/04

JOB TITLE: Administrative Specialist

EMPLOYEE:

DOT #: 169.167-010

CLAIM #

Sit on a stepstool to reduce or eliminate bending/stooping when manipulating files in lower file drawers.

Alternate tasks to reduce static positions.

Carrying can be reduced by utilizing one of the available light weight carts.

### SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Kyle Pletz, VRC, Vocational Consultant

Printed name & title of VRC evaluator

\_\_\_\_\_  
Signature of VRC evaluator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name & title of contact

\_\_\_\_\_  
Signature of contact

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name & title of employee

\_\_\_\_\_  
Signature of employee

\_\_\_\_\_  
Date

**HEALTH CARE PROVIDER SECTION**

Check all that apply

The employee is released to perform the described duties without restrictions on performance or work hours as of \_\_\_\_\_.

The employee is released to perform the described duties on a reduced schedule as of \_\_\_\_\_. 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