

EMPLOYEE:

CLAIM #



## Job Analysis Form

ALTERNATE FORMAT AVAILABLE

**JOB TITLE** Human Resources Associate

**JOB CLASSIFICATION** HR Associate

**DICTIONARY OF OCCUPATIONAL TITLES (DOT) NUMBER** 205.567-010

**DOT TITLE** Benefits Clerk II (clerical)

**DEPARTMENT** Executive Services

**DIVISION** Finance & Business Operations

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 4

**CONTACT'S NAME & TITLE**

**CONTACT'S PHONE**

**ADDRESS OF WORKSITE** 401 5<sup>th</sup> Ave., Seattle, WA, 98104

**VRC NAME** Jeff Casem

**DATE COMPLETED** 04/27/09

**WORK HOURS** Short-term temporary for a period of three to six months, 40 hours per week, Monday through Friday, during core hours of 8:00 a.m. to 5:00 p.m.

**OVERTIME/SCHEDULING** Extended and/or flex scheduled work hours and weekends may be required to respond to service needs, especially within the month of November.

**JOB DESCRIPTION** Process, research, and assist in analyzing, interpreting, and making recommendations on a variety of employee benefit issues; maintain benefits related databases; and perform a wide range of activities in support of benefit administration in the Benefits and Retirement Section. Provide customer service to employees by phone and in person.

### 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** One to two years full-time experience in a high-volume call center (50 -100 calls/day per person) working environment that is fast paced with time-sensitive deadlines and strong customer service requirements. One to two years experience in coaching and describing "how to" information to technically challenged employees and ability to walk them through the on-line enrollment or wellness assessment tool. Working knowledge of employee benefit programs, practices and laws. Demonstrated ability to problem solve, which includes analyzing, assessing and identifying

options. Demonstrated ability in researching, interpreting, and reporting information. Experience in developing and maintaining databases. Strong written and verbal communication skills with ability to express thoughts and ideas effectively. This includes the ability to apply public speaking and presentation skills. Demonstrated ability to frequently multi-task various responsibilities with successful completion. Ability to work as team member and establish and maintain effective working relationships with a variety of others. Ability to remain calm when dealing with irate customers. Proficient in using Microsoft Office (i.e. Word, Excel, Outlook, PowerPoint, etc.) and a variety of office equipment (i.e. fax, copier, etc.). **Necessary Special Requirements:** Washington State Driver's License or the ability to travel throughout the county in a timely manner.

**ESSENTIAL FUNCTIONS** Provide high-volume employee support with benefit on-line open enrollment and the county's wellness programs via phone, in person, and computer. Facilitate in-person appointments to assist employees with on-line open enrollment and paper wellness assessment. Research and troubleshoot eligibility issues using various business systems like the PeopleSoft system. Escalate claims issues to BROS staff to ensure completion and accuracy. Communicate and explain county's benefit programs to employees via phone, one-on-one, and at presentations. Assist employees with technical on-line tools which can include but are not limited to, looking up information and enrolling on-line. Conduct in-person and on-line benefit enrollment presentations. Consult with other staff and many different resources for benefits policy administration. Develop and maintain databases for tracking and reporting on-line enrollment issues and inquiries, and activities on the annual wellness assessment. Provide other clerical functions as needed in support of the county's benefit program. Additional duties as required to support annual open enrollment and the annual wellness assessment program.

**TOOLS & EQUIPMENT USED** Desktop computer, laptop, printer, copier, fax, multi-line telephone and calculator.

#### **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, but may involve walking or standing for brief periods of time.

#### **Standing**

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

Occasionally for up to 30 minutes at a time for up to 2 hours total on flat surfaces. Most commonly occurs while picking up documents from the printer, copying documents, distributing documents, conducting benefits presentations and speaking with co-workers and other county employees.

### **Walking**

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

Occasionally on flat surfaces for distances of up to 25-50 feet for up to 1-2 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while walking between the workstation and the printers, fax, copier, reception area, supply room and conference rooms. Employee will also walk from the parking lot of various King County sites to presentation/conference rooms located at those sites.

### **Sitting**

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

Continuously on an office chair for up to 2 hours at time for up to 6-7 hours total in a work shift. Most commonly occurs while performing computer work, speaking with customers, driving or riding to various King County sites to conduct presentations and answering the phone. The employee may alternate sitting and standing during some duties such as talking on the telephone.

### **Bending neck up**

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

Occasionally for up to 1-2 minutes at a time for up to 5 minutes total in a work shift. Most commonly occurs while looking for supplies on upper cabinets or files in upper file cabinet drawers.

### **Bending neck down**

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

Occasionally for up to 20 minutes at a time for up to 1 hour total in work shift. Most commonly occurs while reviewing documents, writing and organizing files. A document holder may be used to help reduce bending the neck down.

### **Bending/Stooping**

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

Occasionally on flat surfaces for up to 1-2 minutes at a time for up to 10 minutes total in a work shift. Most commonly occurs when retrieving and replacing forms, documents and supplies on low shelves or cabinets, searching through low file drawers and picking up presentation equipment (computer laptop, projector and presentation forms). Bending/stooping may be reduced by alternating with crouching or kneeling.

### **Kneeling**

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

Rarely on flat surfaces for up to 30 seconds at a time for up to 1-2 minutes total in a work shift. Most commonly occurs when retrieving and replacing forms, documents and supplies on low shelves or cabinets and searching through low file drawers. Kneeling may be reduced by alternating with bending/stooping.

### **Reaching above shoulder height**

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

Rarely for up to 30 seconds at a time for up to 1-2 minutes total in a work shift. Most commonly occurs while placing and removing forms and documents, office supplies and files in high file drawers and shelves.

### **Reaching at waist to shoulder height**

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

Continuously and highly repetitive for up to 2 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while typing, operating the computer mouse, manipulating forms and documents, operating a copy machine and other office machines as well as filing and using the phone.

**Reaching at knee to waist height**

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

Rarely for up to 30 seconds at a time for up to 1-2 minutes total in a work shift. Most commonly occurs while filing.

**Reaching at floor to knee height**

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

Rarely for up to 30 seconds at a time for up to 1-2 minutes total in a work shift. Most commonly occurs when replacing forms and documents on low shelves and searching through low file drawers.

**Lifting 1-10 pounds**

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

Rarely for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while lifting supplies (weighing up to 5 pounds), files (weighing up to 1-3 pounds), and presentation materials including the computer laptop and laptop (weighing up to 5-10 pounds). Such lifting occurs for a maximum of up to one total during the course of the temporary assignment.

**Carrying 1-10 pounds**

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

Occasionally for distances of up to 25-50 feet for up to 1-2 minutes at a time for up to 30 minutes total in a day. Most commonly occurs while transporting forms, documents, office supplies and presentation materials from the workstation to conference room. A hand cart is available to reduce carrying and is used to transport presentation materials (computer laptop, projector and other presentation materials). Such carrying occurs for a maximum of up to one total during the course of the temporary assignment.

**Pushing and Pulling**

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

Occasionally for up to 1-2 minutes at a time for up to 15 minutes total in a work shift. Most commonly occurs while opening and closing drawers (up to 4 pounds), opening doors (up to 15 pounds) and pulling/pushing a hand cart (5-10 pounds). Pushing and pulling of the hand cart with presentation materials occurs for a maximum of up to one total during the course of the temporary assignment.

**Operating Controls with Hands**

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

Continuously for up to 2 hours at a time for up to 6-7 hours total in a work shift. Most commonly occurs while using the telephone, using the computer to work on databases, documents and presentations, operating computer mouse and operating other office equipment.

**Fingering**

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

Continuously and highly repetitive for up to 2 hours at a time for up to 6-7 hours total in a work shift. Most commonly occurs while typing, writing, working on files and documents, dialing the telephone, and operating the copy machine.

**Talking**

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

Continuously for up to 1-2 hours at a time for up to 6-7 hours total in a work shift. Most commonly occurs while conversing with co-workers about assignments as well as providing customer service in person or over the phone.

**Hearing**

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

Continuously for up to 1-2 hours at a time up to 6-7 hours total in a work shift. Most commonly occurs while conversing with co-workers about assignments and providing customer service in person or over the phone.

**Seeing**

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

Continuously for 2 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while reading documents and working on the computer.

**ENVIRONMENTAL FACTORS**

Work is performed in an office setting in close proximity to other workers and cubicles.

**The noise level is**

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

Approximately 50 decibels. The noise is caused by general office sounds and conversations.

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

Odors: Occasionally

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

Dusts: Rare

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

**POTENTIAL MODIFICATIONS TO JOB**

Document holder, ergonomic chair, hand cart, rolling file cabinets, telephone headset for use with phone, electronic sit/stand workstation and ergonomic keyboard and mouse (if available).

## 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.

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Printed name & title of VRC evaluator

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Signature of VRC evaluator

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Date

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Printed name & title of contact

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Signature of contact

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Date

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Printed name & title of employee

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Signature of employee

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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