

COUNTY OF SONOMA - JOB DEMANDS ANALYSIS

JOB CLASSIFICATION: Human Resources Technician – Confidential (Safety and Reception)

DATE COMPLETED: 07/25/2023

DEPARTMENT: Human Resources

DIVISION: Risk/Safety

PHYSICAL DEMAND STRENGTH RATING: Light/Sedentary

INSTRUCTIONS TO MEDICAL PROVIDERS COMPLETING THIS FORM:

Please use the “Medical Provider Use Only” columns to the right of each section and the “Medical Provider’s Comments & Signature” Section on the signature page to provide work restrictions by indicating whether there is some portion of each function that the employee can perform; designating whether each restriction is temporary or permanent; and, if restriction is temporary, stipulating the expected duration of work restriction(s). To finalize the form, please provide the name of the employee evaluated and additional comments, as appropriate, then sign and date where indicated.

FREQUENCY RATING:

Frequency	Percentage of time per shift	Repetition (# times per shift)	8 Hr Shift	9 Hr Shift	10 Hr Shift	12 Hr Shift
Never/Not Required (N)	n/a	n/a	n/a	n/a	n/a	n/a
Occasionally (O)	1 - 33%	1 – 100	0 - 2.5	0 - 3	0 - 3.5	0 – 4
Frequently (F)	34 - 66%	100 – 500	2.5 - 5.5	3 - 6	3.5 - 7	4 – 8
Continuously (C)	67 - 100%	500+	5.5 – 8	6 - 9	7 - 10	8 - 12

PART 1 - JOB DUTIES/FUNCTIONS:

A. Job Duty/Function	B. Job Duty #	C. Freq Rating	D. Equipment or tools used to perform (Describe)	E. Specialized Expertise, License, Certification Required? (Describe)	F. Essential or Non- Essential	Medical Provider Use Only: For each job duty/function, indicate in this column “Can Perform”, is “Temporarily Restricted” from performing, or is “Permanently Restricted” from performing.
While performing the following duties, employees in this position work in a typical office setting, sitting for long periods of time and routinely using office equipment such as computers, phones, photocopiers, fax machines, etc. On and occasional basis the employee may need to visit an offsite location to gather information, increase understanding of an operational process, or set up/participate in a training activity. Off-site locations usually take place in administrative indoor settings but can include remote/outdoor settings as well.						
Programs: Administers assigned programs, including but not limited to: Driver Pull Notice Program, SDS management system, DOT Clearinghouse, County Content Management System (CMS), Learning Management System (LMS), SharePoint, Claims Management System, etc.	1	C	Computer, Phone		Essential	

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Support: Provides direct internal and external support to Safety Unit activities. Examples are filing and organizing documents (both electronic & physical) in direct support of team activities, assisting in the vendor RFP contracting process, maintaining DOT D&A driver files, supporting the department ergonomics activities and Lending Library, answering phones, recording, and creating minutes for meetings and related duties, coordinating meetings events and trainings, scheduling rooms/attendees, sets-up/breaks-down training rooms, prepares and distributes training materials, maintains sign-in documents.	2	C	Computer, Phone, Dolly/Cart		Essential	
Policy/Procedures: Evaluate, develop, and implement Desk procedures, to reduce redundancies in assigned duties. Researches and analyzes issues, and County policies. Writes policies/procedures using approved format and professional level writing skills; ensures policies/procedures are reviewed by and input received from all stakeholders.	3	O	Computer, Phone		Essential	
Communication: Provide written and verbal occupational health and safety information to all levels of employees: in person, virtual formats, electronically, and by phone. Provide customer service to County Safety Coordinators via customer service e-mail box, phone, virtual meetings, providing resources and educating customers on various occupational health and safety regulatory issues.	4	F	Computer, Phone		Essential	
Reporting: Review and edit reports for support of unit programs, including monthly billing/spend reports, and other reports as directed. Gather, track, reconcile, and report on central safety activities, training program status/statistics, loss data and corrective actions tracking. Analyze and review data for accuracy. Conduct various list verifications (DOT Drivers, Emergency Notification, DSC, ergo coordinator etc.), ensuring our enrollment matches list of enrolled. Maintain data entry integrity.	5	O	Computer, Phone		Essential	
Accounting and Auditing: Responsible for receiving and verification of vendor invoices, processing invoices for signature, and coordinating for payment. Assists in gathering and compiling data for projection/scoping activities.	6	O	Computer, Phone		Essential	

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Collaboration: Maintain effective and collaborative relations with Coworkers, other HR Unit staff, and Department Safety Coordinators to ensure accurate administration of all County occupational health and safety programs.	7	C	Computer, Phone		Essential	
Multi-task a variety of work assignments, which requires balancing competing demands/deadlines and work interruptions, as well as using judgement to resolve routine issues and escalate to analysts/manager when needed.	8	F	Computer, Phone		Essential	
Reception:						
Primary staff assigned to the lobby reception station in the main Human Resources Department Office Room 116	9	F	Phone		Essential	
Communicates professionally and diplomatically, in person, by phone, and in written format, with members of the general public and County staff; explains policies and procedures; asks questions of callers/visitors to screen and route telephone calls and messages appropriately; maintains a calm and professional demeanor.	10	F	Computer, Phone		Essential	
Provides calm, courteous assistance to customers who may be confused, angry, upset, or unaware of the information they need attempts to resolve their issue or brings in a manager to assist them.	11	F	Phone		Essential	
Enters and retrieves data in paper and computer systems: creates, updates, and maintains records.	12	F	Computer, Phone		Essential	
Coordinates orders of office supplies with HR staff using ordering log, emails, and direct interaction. Places weekly office supplies order. Receives and reconciles orders at the front desk; breaks items out for pick up by specific staff members or distributes items into supply inventory cabinets.	13	F	Computer, Phone, Package opening tools		Essential	
Routes incoming emails, voice messages, physical mail, packages and faxes to the proper Unit/person.	14	F	Computer, Package opening tools		Essential	

PART 2: PHYSICAL DEMANDS

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY: Permanently Restricted
1. Sitting (front desk/reception, meetings, computer work)	1-14	C			
2 Walking (To obtain assistance, locate staff as needed; going off-site to meetings indoor and outdoor)	General Duties, 2, 13, 14	F			
3 Running	N/A	N			
4 Standing (As needed when working at reception, making copies, meeting at outdoor locations)	2,9,10,13	O			
5 Bending-Neck (computer work, phones, looing down to review documents, information/data)	1-14	F			
6 Bending-Waist (sitting, picking up objects, accessing low cabinets/drawers)	1-14	O			
7 Squatting (accessing low cabinets)	13	O			
8 Climbing (stairs, at outdoor locations and in buildings)	General Duties	-O			
9 Kneeling (accessing low cabinets)	13	O			
10 Crawling	N/A	N			
11 Twisting (neck) (computer work, phones, looking at customers, meetings)	1-14	F			
12 Twisting (waist) (accessing drawers from a seated position, reaching phone)	1-14	O			
13 Repetitive Hand Use (typing, phones, mail)	1-14	C			
14 Simple Grasping-Right Hand (Mail, phone, mouse, office equipment, paper)	1-14	F			
15 Simple Grasping-Left Hand (Mail, phone, mouse, office equipment, paper)	1-14	F			
16 Power Grasping-Right Hand	N/A	N			
17 Power Grasping-Left Hand	N/A	N			
18 Fine Manipulation-Right Hand (typing, writing, dialing, opening mail, removing staples)	1-14	F			
19 Fine Manipulation-Left Hand (typing, writing, dialing, opening mail, removing staples)	1-14	F			
20 Pushing and Pulling (right hand)) (doors, cabinets, file drawers)	1-14	O			
21 Pushing and Pulling (left hand)) (doors, cabinets, file drawers)	1-14	O			
22 Reaching (above shoulder level) (Into cabinets, shelves)	1-14	O			
23 Reaching (below shoulder level) (into cabinets, drawers)	1-14	F			
24 Lifting-up to 10 lbs. (files, supplies, file boxes, packages, moving chairs/tables, meeting equipment)	General Duties, 13	O			
25 Lifting-11-25 lbs. (supplies, file boxes, packages, moving chairs, tables)	2, 13	O			
26 Lifting-26-50 lbs.	N/A	N			
27 Lifting 51-75 lbs.	N/A	N			
28 Lifting 76-100 lbs.	N/A	N			
29 Lifting 100 + lbs.	N/A	N			
30 Carrying 0-10 lbs. (files, supplies, file boxes, packages, moving chairs/tables, meeting equipment)	General Duties, 2, 13	O			
31 Carrying 11-25 lbs. . (supplies, file boxes, packages, moving chairs/tables)	2,13	O			
32 Carrying 26-50 lbs.	N/A	N			

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY: Permanently Restricted
33 Carrying 51-75 lbs.	N/A	N			
34 Carrying 76-100 lbs.	N/A	N			

PART 3: SENSORY REQUIREMENTS

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Functional vision, normal or corrected	1-14	C			
2 Functional color vision, normal or corrected	N/A	N			
3 Functional night vision, normal or corrected	N/A	N			
4 Functional hearing, normal or corrected	1-14	C			
5 A sense of smell or taste	N/A	N			

PART 4: COMPREHENSION LEVEL

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Follow Oral Instructions	O			
2 Follow Written Instructions	F			
3 Required to sustain concentration	F			

PART 5: NATURE OF TASKS

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Follow set procedures	F			
2 Organize own work	C			
3 Able to ask questions or request assistance when needed	F			
4 Required to make decisions independently	O			
5 Required to train and/or lead other staff	O			
6 Required to direct other staff (e.g. planning, goal setting, performance)	N			

PART 6: WORK PACE

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Tightly scheduled and rapid pace of work activities at high volume	F			
2 Meet time sensitive deadlines	C			
3 Long and/or irregular hours	N			
4 Limited/unpredictable opportunity for breaks	N			
5 Required to perform on-call or emergency work	N			

PART 7: COMPLEXITY/VARIABILITY

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Variable and unpredictable workflow	F			
2 Attention divided by issues requiring multi-tasking	C			
3 Work requires precise attention to detail	C			
4 Use of judgment in routine matters	C			

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
5 Requires use of judgment in adapting procedures from one task to another	O			
6 Possible legal ramifications associated with work activities or work product	O			

PART 8: INTERACTIONS WITH OTHERS

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Works with others (e.g., co-workers, other departments/agencies, public)	F			
2 Interactions limited to giving/receiving information	F			
3 Interactions exceed giving/receiving information (e.g., advises, persuades, justifies)	O			
4 Interactions occur under circumstances of emotional stress	O			
5 Risk of confrontation with violent or assaultive clients or customers	O			

PART 9: ENVIRONMENTAL FACTORS/WORKING CONDITIONS:

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Work Inside	C			
2 Work Outside	O			
3 Extreme Heat (above 100 degrees) (outdoor vaccination clinics, subject to possible extreme weather)	O			
4 Extreme Cold (below 32 degrees) (outdoor vaccination clinics, subject to possible extreme weather)	O			
5 Excessive Noise (must raise voice to be heard)	N			
6 Vibration (e.g., jack hammer, hammer drill, chainsaw, etc.)	N			
7 Dust, Vapors, Fumes, Smoke	N			
8 Silica, asbestos, etc.	N			
9 Solvents (e.g., gas, turpentine, etc.)	N			
10 Grease, oils	N			
11 Acidic, Caustic Solutions	N			
12 Pesticides	N			
13 Explosives (e.g., dynamite, bomb, etc.)	N			
14 Cleaning supplies, abrasives	O			
15 Other Chemicals (e.g. drugs and other contraband)	N			
16 Human Blood, Body Tissues, or Fluids	N			
17 Human Wastes	N			
18 Animal Blood, Body Tissues, or Fluids	N			
19 Animal Wastes	N			
20 Biological Toxins (e.g., poison ivy, poison oak, anthrax, etc.)	N			
21 Insect Bites (e.g., ticks, mosquitos, spiders, etc.)	N			
22 Biomedical Waste	N			
23 Ionizing Radiation	N			
24 Non-Ionizing Radiation	N			
25 Electrical Energy	N			
26 Walking on uneven, slippery, or rough surfaces	O			
27 Proximity to moving mechanical parts (e.g., equipment,	O			

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
machinery)				
28 Proximity to moving vehicles or objects	O			
29 Heights (e.g., rooftop, ladders, scaffolding, etc.)	N			
30 Contact with water, other liquids, humid conditions - not weather related	N			
31 Work Below Ground: (e.g., excavation, trench, etc.)	N			
32 Potential exposure to airborne infectious diseases (e.g. clinics, labs, corrections)	N			
33 Operates non-commercial motor vehicles (cars, trucks)	N			
34 Operates commercial vehicles – CDL Class _____ Endorsements _____	N			
35 Operates passenger van to transport clients, inmates, etc.	N			
36 Pulls non-commercial trailers or equipment	N			
37 Operates heavy equipment	N			
38 Other:				

PART 10: MEDICAL SCREENING, SURVEILLANCE AND VACCINATION REQUIREMENTS:

Please check each of the medical screening, surveillance, and vaccination requirements that apply to the position, and indicate if the requirement applies pre-employment/pre-placement only, or whether there are additional requirements after hire.

Medical Screening, Surveillance or Vaccination	Pre-Hire	Post-Hire	Frequency (one time, annual, etc.)
1 Audiometric Testing			
2 DOT Commercial Driver Drug and Alcohol Screening			
3 DOT Commercial Driver Physical Exam			
4 Respirator Physical Exam			
5 Respirator Questionnaire – Short			
6 Respirator Questionnaire – Standard			
7 Blood lead level			
8 Hazardous Waste/Emergency Worker physical			
9 Heavy metal screen (mercury, lead, arsenic)			
10 HINT Hearing Noise Sensitivity Testing			
11 Tuberculosis skin test			
12 Vaccine: MMR			
13 Vaccine: Hepatitis B			
14 Vaccine: Influenza			
15 Vaccine: Meningococcal			
16 Vaccine: Pneumococcal			
17 Vaccine: Rabies			
18 Vaccine: Rabies Titer			
19 Vaccine: Tdap			
20 Vaccine: Chickenpox			

PART 11: ADDITIONAL INFORMATION, PICTURES, ETC.

(None)