

COUNTY OF SONOMA - JOB DEMANDS ANALYSIS

JOB CLASSIFICATION: Human Resources Technician
DEPARTMENT: Human Resources
PHYSICAL DEMAND STRENGTH RATING: Light/Sedentary

DATE COMPLETED: 11/15/2022
DIVISION: Benefits

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.						
Programs: Administers assigned programs, including: FSA. COBRA, Section 125, Employee and Retiree medical, dental, life insurance, HRA/FSA plans, EAP, etc. as assigned by answering customer questions, providing resources, and educating customers on various benefits.	1	C	Computer, Phone		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.	2	O	Computer, Phone		Essential	

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Process benefit enrollment: Review printed and internet/computer documents for compliance and completeness; utilize a computer to prepare letters, emails, reports, and spreadsheets. Track receipt of missing enrollment date. Determine eligibility by using MOUs, benefits guides, established policies and desk procedures. Enter enrollments into eP and vendor portals.	3	C	Computer, Phone		Essential	
Communication: Provide written and verbal health and welfare benefit information to all levels of employees: in person, virtual formats, electronically, and by phone. Provide customer service via customer service e-mail box, phone, or virtual meeting. This can require communicating with an upset or angry person.	4	F	Computer, Phone		Essential	
Acts as the Receptionist back-up, assisting customers verbally or on the phone.	5	O	Computer, Phone		Essential	
Reporting: Review and edit monthly reports for support of unit programs, including monthly billing reports, and other reports as directed. Analyze and review data for accuracy. Conduct vendor verifications – ensuring our enrollment matches vendor's list of enrolled.	6	O	Computer, Phone		Essential	
Multi-task a variety of work assignments, which requires balancing competing demands/deadlines and work interruptions.	7	C	Computer, Phone		Essential	
Open Enrollment: Provide assistance for three County-wide benefit annual enrollment periods each year, including; FSA, Employee and Retiree. Provides input for the creation and updating annual enrollment communications. In coordination with the HRMS team, test and submit findings of functionality of eP. During the Annual Enrollment period, provide customer service via email, phone, virtual, and in-person. Manually enter some paper enrollment forms, and approve elections in eP.	8	O	Computer, Phone		Essential	

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Accounting and Auditing: Responsible for calculating and reporting manual payroll adjustments; works with Central Payroll on deduction discrepancies and leave of absence benefit eligibility and enrollments, provide administrative assistance for multiple benefit plans including numerous medical, dental plans, vision, Flexible Spending Accounts (FSAs) and Health Reimbursement Accounts (HRAs), COBRA, Basic, Supplemental and Dependent Life Insurance, and the Employee Assistance Plan, as assigned. Maintain data entry integrity.	9	F	Computer, Phone		Essential	
Collaboration: Maintain effective and collaborative relations with Coworkers and Central Payroll staff to ensure accurate benefits administration of all plans.	10	F	Computer, Phone		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	1-10	C			
2 Walking	1-10	F			
3 Running	N/A	N			
4 Standing	1,4,5,8,10	O			
5 Bending-Neck	1-10	F			
6 Bending-Waist	1-10	O			
7 Squatting	N/A	N			
8 Climbing	N/A	N			
9 Kneeling	N/A	N			
10 Crawling	N/A	N			
11 Twisting (neck)	1-10	F			
12 Twisting (waist)	1-10	O			
13 Repetitive Hand Use	1-10	C			
14 Simple Grasping-Right Hand	1-10	O			
15 Simple Grasping-Left Hand	1-10	O			
16 Power Grasping-Right Hand	N/A	N			
17 Power Grasping-Left Hand	N/A	N			
18 Fine Manipulation-Right Hand	1-10	O			
19 Fine Manipulation-Left Hand	1-10	O			
20 Pushing and Pulling (right hand)	1-10	O			
21 Pushing and Pulling (left hand)	1-10	O			
22 Reaching (above shoulder level)	1-10	O			
23 Reaching (below shoulder level)	1-10	F			
24 Lifting-up to 10 lbs.	1-10	O			
25 Lifting-11-25 lbs.	1,4,5,8,10	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.	1-10	O			
31 Carrying 11-25 lbs.	N/A	N			
32 Carrying 26-50 lbs.	N/A	N			
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	1-10	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	1-10	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			
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	N			

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	N			
3 Extreme Heat (above 100 degrees)	N			
4 Extreme Cold (below 32 degrees)	N			
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, machinery)	N			
28 Proximity to moving vehicles or objects	N			
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)	O			
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.