



# Job Task Analysis

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<b>Employer:</b>	<b>Stanislaus County</b>
<b>Occupation:</b>	Veterans Services Rep.
<b>Classification:</b>	Veterans Services Rep.
<b>Company Contact:</b>	Risk Management 1010 10 <sup>th</sup> Street Modesto, California 95354 (209) 525-5770
<b>Date:</b>	June 2008
<b>Analysis Provided By:</b>	Lyle Andersen, PT, CWCE Andersen Physical Therapy, Inc. 3500 Coffee Road, Suite 3 Modesto, California 95355 (209) 549-4626

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## INTRODUCTION:

A complete job description is available through Stanislaus County Human Resources. The environmental factors, physical and functional demands for this Job Task Analysis were documented by Andersen Physical Therapy, Inc. The methodology for documentation consisted of on-site visits, using various measuring devices such as dynamometers and scales, as well as observation and interviews with employees and managers. A detailed record was made of the physical and functional demands of the job in terms of force pounds, weight, frequency, height, distance, anthropometric measurements, stamina, and degrees of range of motion. The determination of the frequencies of functional activities is based on standards provided by the National Institute for Occupational Safety and Health (NIOSH) and the Work Practice Guide for Manual Lifting (U.S. Department of Commerce, National Technical Information Service).

The Job Task Analysis is organized as follows: General work description; safety requirements; equipment; environmental factors; and physical/functional demands.

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**GENERAL WORK DESCRIPTION:**

The frequency of the following activities may vary according to the physical requirements of the specific job tasks that the employee may be required to perform at random intervals.

Under the general supervision of the Director, Department of Aging and Veteran's Services provides advice and assistance to veterans and/or their widows and dependents within the office, private home, nursing or assisted care homes, in helping to secure rights and benefits under Federal, State or local legislation. Reviews regulatory changes affecting the entitlement of veterans, their widows and dependents to benefits. Helps veterans arrange for admittance to local and Veterans' Administration hospitals; arranges transportation to and from Veterans' Administration hospitals, interviews and counsels veterans and their dependents, and assists them in preparing applications and claims for Federal and State benefits.

**SPECIFIC DUTIES:** Available through the Human Resources Department at the County of Stanislaus.

<http://www.stancounty.com/personnel/PDF/JobSpecifications.pdf>

**Safety Requirements:** All employees are required to observe company safety procedures and standards to insure individual and collective safety, in addition to avoiding unnecessary risk to oneself, co-workers, customers, and property.

Equipment:

- |               |              |
|---------------|--------------|
| 1. Calculator | 5. Facsimile |
| 2. Cart       | 6. Printer   |
| 3. Computer   | 7. Telephone |
| 4. Copier     | 8. Vehicle   |

*All employees within the **Veterans Services Rep.** position are required to provide physical assistance for all weight and frequency requirement needs of all job tasks in order to maintain a safe work environment. Employees must be physically capable of working in any of the job tasks within the **Veterans Services Rep.** position.*

**ENVIRONMENTAL FACTORS**



The following percentages are given in terms of an eight-hour workday:

<b>Seldom</b> =	1% - 2%	<b>Frequent</b> =	34% - 66%
<b>Occasional</b> =	3% - 33%	<b>Constant</b> =	67% - 100%

ENVIRONMENTAL FACTORS		MAXIMUM FREQUENCY
1.	Unprotected heights: .....	Not Applicable
2.	Being around moving machinery: vehicle.....	Seldom
3.	Exposure to marked changes in temperature and humidity: outside temperatures may seasonally vary between 28-110 degrees.	Not Applicable
4.	Exposure to dust, fumes, smoke, gases, or other irritating substances (specify):	Not Applicable
5.	Driving: vehicle.....	Seldom
6.	Exposure to excessive noise:..... <i>Hearing protection is available</i>	Not Applicable
7.	Exposure to radiant or electrical energy:.....	Not Applicable
8.	Exposure to solvents or chemicals:..... <i>Refer to MSDS document.</i>	Not Applicable
9.	Exposure to slippery or uneven walking surfaces:.....	Not Applicable
10.	Working below ground:.....	Not Applicable
11.	Unusual fatigue factors: .....	Not Applicable
12.	Working with explosives:.....	Not Applicable
13.	Excessive vibration: .....	Not Applicable
14.	Working with hands in water or other substance:..... <i>Hand protection is available</i>	Not Applicable
15.	Working proximity:.....	Alone: Not Applicable Closely with others: Continuous
16.	Working inside:.....	Continuous
17.	Working outside:.....	Seldom

## FUNCTIONAL ACTIVITIES



The frequency of the following activities may vary according to the physical requirements of the specific job tasks the employee may be required to perform at random intervals.

### PHYSICAL AND FUNCTIONAL REQUIREMENTS

<u>FREQUENCY DEFINITIONS</u>	<u>SELDOM</u>	<u>OCCASIONAL</u>	<u>FREQUENT</u>	<u>CONSTANT</u>
Percent of the Day	1-2%	3-33%	34-66%	67-100%
Material Handling	1-4 Reps	5-32 Reps	33-250 Reps	251-2,000 Reps
Non Material Handling	1-4 Reps	5-32 Reps	33-250 Reps	251-2,000 Reps
Repetitive & Static Work	1-50 Reps	51-250 Reps	251-1,000 Reps	1,001-20,000 Reps

1.) **PUSH**: *Pushing activities may require use of the back in conjunction with leg and arm musculature.*

#### MAXIMUM REQUIREMENT

<b>0-10 pounds:</b>	Occasional
<b>11-25 pounds:</b>	Seldom
<b>26-100 pounds:</b>	Not Required

**Maximum Force:** 15 Pounds

**Assistive Devices:** 2 or 4-Wheeled Cart, Hand Truck. Additionally, one person assistance is available with forces greater than 15 pounds.

**Comments:** Pushing is utilized with activities such as retrieving, returning, storing, adjusting, moving, and/or transporting equipment, and supplies (e.g. cart, door). The employee exerts up to 15 pounds of force in a horizontal plane from waist to shoulder height of a distance up to 100 feet when performing job tasks (e.g. push up to 15 pounds of force to travel with cart; open/close doors, drawers, files, cabinets).

2.) **PULL**: *Pulling activities may require use of the back in conjunction with leg and arm musculature.*

#### MAXIMUM REQUIREMENT

<b>0-10 pounds:</b>	Occasional
<b>11-25 pounds:</b>	Seldom
<b>26-100 pounds:</b>	Not Required

**Maximum Force:** 15 Pounds

**Assistive Devices:** 2 or 4-Wheeled Cart, Hand Truck. Additionally, one person assistance is available with forces greater than 15 pounds.

**Comments:** Pulling is utilized with activities such as retrieving, returning, storing, adjusting, moving, and/or transporting equipment, and supplies (e.g. cart, door). The employee exerts up to 15 pounds of force in a horizontal plane between waist and shoulder height of a distance up to 3 feet when performing job tasks (e.g. pull up to 15 pounds of force to travel with cart; open/close doors, drawers, files, cabinets). *Pushing is the preferred method of moving carts.*

3.) **STAND-UP LIFT:** *Lifting weighted objects between floor and waist height.***MAXIMUM REQUIREMENT**

<b>0-10 pounds:</b>	Seldom
<b>11-25 pounds:</b>	Seldom
<b>26-35 pounds:</b>	Not Required

**Maximum Force:** 25 Pounds**Assistive Devices:** One person assistance is available with weights greater than 25 pounds.**Comments:** A stand-up lift is utilized with activities such as retrieving, returning, storing, adjusting, moving, and/or transporting equipment and supplies (e.g. files, brochures, binders, books). The employee lifts items weighing between <1 pound and 25 pounds from/to 36 inches off the floor when performing job tasks (e.g. lift up to 25-pound boxed miscellaneous education and community outreach events material; displays; audio-visual equipment; veterans files, research material; miscellaneous stored items).4.) **LEVEL LIFT:** *Lifting weighted objects from between waist and chest height level for a maximum horizontal distance of up to four feet.***MAXIMUM REQUIREMENT**

<b>0-10 pounds:</b>	Occasional
<b>11-25 pounds:</b>	Seldom
<b>26-100 pounds:</b>	Not Required

**Maximum Force:** 25 Pounds**Assistive Devices:** 4-Wheeled Cart, Hand Truck. One person assistance is available with weights greater than 25 pounds.**Comments:** A level lift is utilized with activities such as retrieving, returning, storing, adjusting, moving, and/or transporting equipment, merchandise, and supplies (e.g. files, brochures, binders, books). The employee lifts items weighing between <1 pound and 25 pounds from/to a maximum height of 48 inches when performing job tasks (e.g. lift up to 25-pound boxed miscellaneous education and community outreach events material; displays; audio-visual equipment; veterans files, research material; miscellaneous stored items).5.) **WEIGHT CARRY:** *Carrying weighted objects between waist and chest height beyond a distance of four feet.***MAXIMUM REQUIREMENT**

<b>0-5 pounds:</b>	Occasional
<b>6-100 pounds:</b>	Not Required

**Maximum Force:** 5 Pounds**Assistive Devices:** 2 or 4-Wheeled Cart, Hand Truck. Additionally, one person assistance is available with weights greater than 5 pounds.**Comments:** Weight carry is utilized with activities such as retrieving, returning, storing, adjusting, moving, and/or transporting equipment and supplies (e.g. court files, documents). The employee carries items weighing between <1 pound and 5 pounds between 5 feet and 600+ feet when performing job tasks (i.e. carry hand or armful of miscellaneous files and documents).6.) **OVERHEAD LIFT/PULL DOWN:** *Lifting weighted object from/to chest and overhead height level.***MAXIMUM REQUIREMENT**

<b>0-100 pounds:</b>	Not Required
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**Maximum Force:** 0 Pounds**Comments:** Overhead lift/pull down is not required to perform job tasks. *Variables to overhead reaching will be the employee's height and anthropometric reach.*

**7.) OVERHEAD REACH:**

**MAXIMUM  
FREQUENCY:** Not Required

**Comments:** Overhead reach is not required to perform job tasks. *A ladder (appropriate height) or step stool may be utilized to bring items to eye or shoulder level. Variables to overhead reaching will be the employee's height and anthropometric reach.*

**8.) FORWARD REACH:**

**MAXIMUM  
FREQUENCY:** Frequent

**Comments:** Forward reach is performed to a distance of 28 inches when retrieving, returning, manipulating; storing, operating, adjusting, moving, and/or transporting equipment, controls and supplies (e.g. reach lateral or forward for desktop work; telephone, 10-key, printer, copier, fax, computer; file; handwrite; drive vehicle). *The degree of elbow extension required for reaching will vary according to the employee's anthropometric reach.*

**9.) STOOP:**

**MAXIMUM  
FREQUENCY:** Seldom

**Comments:** Stooping is performed when retrieving, returning, storing, adjusting, moving, and/or transporting equipment and supplies (e.g. stoop to reach below waist height for filing, storing, research; set-up and breakdown for community outreach events). *Variable to stooping will be the employee's height. Stooping of the head, trunk and knees can be minimized or avoided by substituting alternate positions of squatting, kneeling or bending when performing job tasks.*

**10.) SQUAT: (Unloaded)**

**MAXIMUM  
FREQUENCY:** Not Required

**Comments:** Squatting is not required to perform job tasks. *Squatting may be minimized or avoided by substituting alternate positions of bending, stooping or kneeling or half kneeling. Partial squatting is a preferred lifting posture.*

**11.) FORWARD BEND:**

**MAXIMUM  
FREQUENCY:** Occasional

**Comments:** Bending forward at the waist is performed when retrieving, returning, storing, adjusting, moving, and/or transporting equipment and supplies (e.g. bend to reach near or far below waist height for file, store, research; set-up and breakdown for community outreach events). *Maximum forward trunk flexion required is 45 degrees. Employee may minimize or avoid excessive forward bending of the trunk up to 80 degrees by using alternate positions of bending at the hips, kneeling, half kneeling, stooping, sitting or squatting.*

12.) **TWIST:**

**MAXIMUM  
FREQUENCY:** Seldom

*Comments:* Twisting at the waist is performed when retrieving, returning, storing, adjusting, moving, and/or transporting equipment and supplies (e.g. twist for file, store, research; set-up and breakdown for community outreach events; desktop work; drive vehicle). *Twisting at the waist may be minimized by turning the whole body, including the feet and working from a swivel chair.*

13.) **TURN:**

**MAXIMUM  
FREQUENCY:** Occasional

*Comments:* Turning is performed when retrieving, returning, storing, adjusting, moving, and/or transporting equipment and supplies (e.g. turn for filing, storing, research; set-up and breakdown for community outreach events).

14.) **KNEEL:**

**MAXIMUM  
FREQUENCY:** Not Required

*Comments:* Kneeling is not required to perform job tasks. *Kneeling may be minimized or avoided by substituting alternate positions of bending, squatting, or half kneeling.*

15.) **CRAWL:**

**MAXIMUM  
FREQUENCY:** Not Required

*Comments:* Crawling is performed not required to perform job tasks.

16.) **STAIR CLIMB:**

**MAXIMUM  
FREQUENCY:** Seldom

*Comments:* Stair climb is required to perform job tasks, to/from second story private residence.

17.) **LADDER CLIMB:**

**MAXIMUM  
FREQUENCY:** Not Required

*Comments:* Ladder climbing is not required to perform job tasks. *Variables to overhead climbing will vary according to the employee's height and anthropometric reach.*

18.) **WALK:**

**MAXIMUM FREQUENCY:** Occasional

*Comments:* Walking is performed when performing job tasks (e.g. walk to/from collaborating agencies and/or colleagues; community outreach event; off-site meeting; storage room; records room; miscellaneous projects; counter work). Walking length varies between 3 feet and 600+ feet depending on job task. Worksite is wheelchair accessible.

19.) **SIT:**

**MAXIMUM FREQUENCY:** Continuous

*Comments:* Sitting is performed for a maximum of 120-minute intervals when performing job tasks (e.g. sit for office work; community outreach event; customer interview; off-site meeting; storage room; records room; miscellaneous projects; meetings with collaborating agencies and/or colleagues; drive vehicle).

20.) **STAND: (Static)**

**MAXIMUM FREQUENCY:** Occasional

*Comments:* Static standing is performed for a maximum of 15-minute intervals when performing job tasks (e.g. stand when meeting with collaborating agencies and/or colleagues; community outreach event; off-site meeting; storage room; records room; miscellaneous projects; counter work).

21.) **BALANCE:**

**MAXIMUM FREQUENCY:** Occasional

*Comments:* Good balance is required for safe walking, standing, climbing and lifting.

22.) **HAND/FOOT CONTROL:**

	<b><u>MAXIMUM REQUIREMENT</u></b>
<b>HAND:</b>	
<b>Right:</b>	Seldom
<b>Left:</b>	Seldom
<b>Both:</b>	Seldom
<b>Either:</b>	Not Required
<b>FOOT:</b>	
<b>Right:</b>	Seldom
<b>Left:</b>	Seldom
<b>Both:</b>	Not Required
<b>Either:</b>	Not Required

*Comments:* Hand controls are utilized to operate equipment (e.g. vehicle) when adjusting controls (e.g. drive vehicle). Foot controls are utilized to operate equipment (e.g. drive vehicle).

### 23.) UPPER AND LOWER EXTREMITY COORDINATION:

<u>MAXIMUM REQUIREMENT</u>	
<b>Simple Grasp:</b>	Frequent
<b>Firm Grasp:</b>	Seldom
<b>Fine Manipulation:</b>	Frequent
<b>Eye/Hand Coordination:</b>	Frequent
<b>Hand/Foot Coordination:</b>	Seldom

*Comments:* Grasping and coordination activities are performed when retrieving, returning, storing, adjusting, moving, and/or transporting equipment, controls and supplies (e.g. computer, files, miscellaneous office equipment, vehicle).

**Simple grasp** is utilized to perform job tasks (e.g. lift and manipulate objects weighing less than 5 pounds; paper documents; miscellaneous office supplies; drive vehicle).

**Firm grasp** is utilized to perform job tasks (e.g. lift and handle objects weighing 5 pounds or greater; paper documents; miscellaneous office supplies).

**Fine manipulation** is utilized to perform job tasks (e.g. handwrite, keyboard, mouse, file, page turn, sort, telephone, 10-key).

**Eye/hand coordination** is utilized to perform job tasks (e.g. handwrite, keyboard, mouse, file, page turn, sort, telephone, 10-key; drive vehicle).

**Hand/foot coordination** is utilized to perform job tasks (e.g. drive vehicle).

*Depending on individual hand dominance, one hand may be used more frequently than the other when performing job tasks.*

### 24.) CERVICAL (NECK) MOVEMENT:

<u>MAXIMUM REQUIREMENT</u>	
<b>Static Neutral Position:</b>	Frequent
<b>Flexing:</b>	Frequent
<b>Rotating:</b>	Occasional
<b>Extending:</b>	Seldom

*Comments:* Neck movement is required when performing job tasks (e.g. desktop work; community out-reach events, customer education; presentations; drive vehicle). *Participating in observation of work environment allowing for safe working conditions. Full cervical range of motion is required to safely perform the job tasks.*

{End of Report}



# Stanislaus County

## JOB TASK ANALYSIS SUMMARY

<u>FREQUENCY DEFINITIONS</u>	<u>SELDOM</u>	<u>OCCASIONAL</u>	<u>FREQUENT</u>	<u>CONSTANT</u>
Percent of the Day	1-2%	3-33%	34-66%	67-100%
Material Handling	1-4 Reps	5-32 Reps	33-250 Reps	251-2,000 Reps
Non Material Handling	1-4 Reps	5-32 Reps	33-250 Reps	251-2,000 Reps
Repetitive & Static Work	1-50 Reps	51-250 Reps	251-1,000 Reps	1,001-20,000 Reps

The following is a summary of the physical demands of the Job Task Analysis that were obtained for the position of:

### Veterans Service Representative

Functional Activities	Maximum Requirements	Functional Activities	Maximum Requirements
<i>Push (Force)</i> <sup>1</sup>	15 Pounds	<i>Stair Climb</i> <sup>1</sup>	Seldom
<i>Pull (Force)</i> <sup>1</sup>	15 Pounds	<i>Ladder Climb</i>	Not Required
<i>Stand Up Lift</i> <sup>1</sup>	25 Pounds	<i>Walk</i> <sup>1</sup>	Occasional
<i>Level Lift</i> <sup>1</sup>	25 Pounds	<i>Sit</i> <sup>1</sup>	Continuous
<i>Weight Carry</i> <sup>1</sup>	5 Pounds	<i>Stand (Static)</i> <sup>1</sup>	Occasional
<i>Overhead Lift/Pull Down</i>	Not Required	<i>Balance</i> <sup>1</sup>	Occasional
<i>Overhead Reach</i>	Not Required	<i>Hand Control</i> <sup>1</sup>	Seldom
<i>Forward Reach</i> <sup>1</sup>	Frequent	<i>Foot Control</i> <sup>1</sup>	Seldom
<i>Stoop</i> <sup>1</sup>	Seldom	<i>Simple Grasp</i> <sup>1</sup>	Frequent
<i>Squat (Unloaded)</i>	Not Required	<i>Firm Grasp</i> <sup>1</sup>	Seldom
<i>Forward Bend</i> <sup>1</sup>	Occasional	<i>Fine Manipulation</i> <sup>1</sup>	Frequent
<i>Twist</i> <sup>1</sup>	Seldom	<i>Eye/Hand Coordination</i> <sup>1</sup>	Frequent
<i>Turn</i> <sup>1</sup>	Occasional	<i>Hand/Foot Coordination</i> <sup>1</sup>	Frequent
<i>Kneel</i>	Not Required	<i>Cervical (neck) Movement</i> <sup>1</sup>	Frequent
<i>Crawl</i>	Not Required		

<sup>1</sup> The critical demands of the job.

*Lyle Andersen, PT*

\_\_\_\_\_  
 Lyle Andersen, PT, CWCE  
 Preparer Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
 Contact Person  
 Title

Date: \_\_\_\_\_

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 Contact Person  
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