



JOB TASK ANALYSIS

Employer:	Stanislaus County
Occupation:	Interviewer I,II
Company Contact:	CEO-Recruitment Unit
Date:	October 2000

Analysis Provided By: Lyle Andersen, PT, CWCE
Andersen & Baim Physical Therapy, Inc.
3500 Coffee Road, Suite 3
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(209) 549-4626

INTRODUCTION:

The job description for this document was provided by Stanislaus County. The environmental factors, physical and functional demands for this Job Task Analysis were documented by Andersen & Baim 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 are 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).

Chief Executive Office – Recruitment Unit
P.O. Box 3404, Modesto, CA 95354 Phone (209) 525-6341 Fax (209) 525-4056

Chief Executive Office – Risk Management Division
P.O. Box 1723, Modesto, CA 95354 Phone (209) 525-5710 Fax (209) 525-5779

The Job Task Analysis is organized as follows: General work description and specific duties; safety requirements; uniform/equipment; required job-related knowledge, education, ability, and experience; union; environmental factors;

and physical/functional demands.

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 department manager, Interviewer I,II conducts primary interviews for the purpose of gathering pertinent information related to departmental functions and perform related duties as required. Interviewer II differs from the Interviewer I in that the former is a journey-level position requiring the incumbent to make some independent determinations on: eligibility for program participation, referral to other sources, the public's access to departmental assistance, and a course of action to solve the public's problems or respond to their concerns.

SPECIFIC DUTIES:

- 1.) Interviews applicants/clients to elicit and record sufficient information to assist in departmental preparation of case work or file completion.
- 2.) Assist client/public in completing prescribed forms.
- 3.) Resolve with applicants any discrepancies, inconsistencies or lack of completeness in the elicited information.
- 4.) Advise client/public of required forms and documents related to departmental function.
- 5.) Interpret office procedures, departmental policies or program rules and regulations in ascertaining client/public eligibility or need in receiving assistance.
- 6.) Review with client/public their rights and responsibilities to client/public regarding departmental policies, procedures and guidelines.
- 7.) Verify gathered information with various sources before client/public requests can be processed.
- 8.) Provide court support to victims who are subpoenaed to testify.
- 9.) Provide peer counseling. (Victim Services position)
- 10.) Refer crime victims to appropriate agencies for assistance. (Victim Services position)
- 11.) Assist with Community Outreach programs. (Victim Services position)
- 12.) Provide victim services as prescribed by the Victim/Witness Grant. (Victim Services position)

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.

UNIFORM:

1. Not required.

EQUIPMENT:

- | | |
|---------------------|-------------------|
| 1. Copy machine | 7. Wooden tripod |
| 2. Dolley | 8. Speaker system |
| 3. Computer/printer | 9. 35 mm camera |
| 4. Adding machine | 10. Vehicles |
| 5. Projector | 11. Fax machine |
| 6. Video camera | |

Required Job-Related Knowledge, Education, Ability or Experience:

KNOWLEDGE:

- 1.) Proper English construction and general communication skills.

- 2.) Interviewing principles and techniques.
- 3.) Governmental structure and operating procedures.

EDUCATION:

Interviewer I-

- 1.) Equivalent to an Associates of Arts degree in Business, Public Administration, Human Services, Speech and Communications, or a related field; **OR**
- 2.) One year of experience working directly with the public in a receptionist, public relations or interview capacity in which information is exchanged, delivered or further investigated.

Interviewer II-

- 1.) One year of experience as an Interviewer I or equivalent classification; **OR**
- 2.) Equivalent to an Associates of Arts degree in Business, Public Administration, Human Services, Speech and Communications, or a related field; **AND**
- 3.) One year of experience working directly with the public in a receptionist, public relations or interview capacity in which information is exchanged, delivered or further investigated.

ABILITY/QUALIFICATIONS:

- 1.) Handle a high volume of work.
- 2.) Interpret applicable rules and regulations to clients/public.
- 3.) Make determinations of eligibility based on knowledge of departmental program rules.
- 4.) Establish and maintain cooperative working relationships with agency staff and the general public.
- 5.) Organize gathered information and insure its completeness and accuracy.
- 6.) Assist victims/witnesses to court (lifting and pushing a wheelchair may be required).
- 7.) Stand long periods of time and walk long distances when required for court assistance.
- 8.) Drive a vehicle for victim/witness transportation purposes.
- 9.) Lift and carry moderate weight boxes and supplies.

EXPERIENCE/QUALIFICATIONS:

- 1.) Applicants must possess and maintain a valid California Driver's License and remain free from repeated preventable accidents.
- 2.) Successful completion of a post-offer, pre-placement physical abilities test.

All employees within the Interviewer I,II 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 Interviewer I,II position.

WORK HOURS:

Monday through Friday
8:00 a.m. to 5:00 p.m.
On-call availability

UNION:

American Federation of State, County, Federal and Municipal Employees, Optional.

ENVIRONMENTAL FACTORS

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

Seldom = Less than 1%
Occasional = 1% - 33%

Frequent = 34% - 66%
Continuous = 67% - 100%

ENVIRONMENTAL FACTORS		FREQUENCY
1.	Unprotected heights: ladder	Seldom
2.	Being around moving machinery: road traffic	Occasional
3.	Exposure to marked changes in temperature and humidity: outside temperatures vary between 28-110 degrees.	Seldom
4.	Exposure to dust, fumes, smoke, gases, or other irritating substances (specify):	Not Applicable
5.	Driving material handling and cleaning equipment:	Not Applicable
6.	Exposure to excessive noise:	Not Applicable
7.	Exposure to radiant or electrical energy:	Not Applicable
8.	Exposure to solvents or chemicals:	Not Applicable
9.	Exposure to slippery or uneven walking surfaces: home or crime scene sites.	Seldom
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:	Not Applicable
15.	Working proximity: Alone - Closely with others -	Occasional Frequent
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.

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

Seldom =	Less than 1%	Frequent =	34% - 66%
Occasional =	1% - 33%	Continuous =	67% - 100%

- 1) **PUSH**: *Pushing activities may require use of the back flexors and extensors in conjunction with bicep/tricep musculature.*

MAXIMUM REQUIREMENT

0-10 Pounds:	Occasional
11-25 Pounds:	Seldom
26-35 Pounds:	Not Required
36-50 Pounds:	Not Required
51-75 Pounds:	Not Required

MAXIMUM FORCE: 25 Pounds

Assistive Devices: 4-Wheeled Cart, Hand Truck. Additionally, one person assistance is available with forces greater than 25 pounds.

Comments: Pushing is utilized with activities such as retrieving, returning, storing, adjusting, transporting equipment and supplies (e.g. carts, doors).

The employee exerts up to 25 pounds of force in a horizontal plane from waist to shoulder height of a distance up to 5 feet when performing job tasks (e.g. push up to 25 pounds of force traveling with a luggage cart; open/close doors, drawers, files, cabinets).

- 2) **PULL**: *Pulling activities may require use of the back flexors and extensors in conjunction with bicep/tricep musculature.*

MAXIMUM REQUIREMENT

0-10 Pounds:	Occasional
11-25 Pounds:	Seldom
26-35 Pounds:	Not Required
36-50 Pounds:	Not Required
51-75 Pounds:	Not Required

MAXIMUM FORCE: 25 Pounds

Assistive Devices: 4-Wheeled Cart, Hand Truck. Additionally, one person assistance is available with forces greater than 25 pounds.

Comments: Pulling is utilized with activities such as retrieving, returning, storing, adjusting, transporting equipment and supplies (e.g. carts, doors). The employee exerts up to 25 pounds of force in a horizontal plane from waist to shoulder height of a distance up to 600 feet when performing job tasks (e.g. pull up to 25-pounds of force traveling with a luggage cart; open/close doors, drawers, files, cabinets).

3) STAND-UP LIFT: *Lifting from/to floor and waist height level.*

	MAXIMUM REQUIREMENT
0-10 Pounds:	Seldom
11-25 Pounds:	Seldom
26-35 Pounds:	Not Required
36-50 Pounds:	Not Required
51-75 Pounds:	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. community outreach material). The employee lifts items weighing between <1 pounds and 25 pounds from/to 30 inches off the floor when performing job tasks (e.g. lift up to 25 pound audio-visual device; miscellaneous boxes or loose leaf brochures; display signs, banners, documents; files; miscellaneous office items).

4) LEVEL LIFT: *Lifting weight from waist height level to waist height level for a maximum of four feet.*

	MAXIMUM REQUIREMENT
0-10 Pounds:	Occasional
11-25 Pounds:	Seldom
26-35 Pounds:	Not Required
36-50 Pounds:	Not Required
51-75 Pounds:	Not Required

MAXIMUM FORCE: 25 Pounds

Assistive Devices: 4-Wheeled Cart, Hand Truck. Additionally, 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 and supplies (e.g. community outreach material). The employee lifts items weighing between <1 pounds and 25 pounds up to 30 inches in height when performing job tasks (e.g. lift up to 25 pound audio-visual device; miscellaneous boxes or loose leaf brochures; display signs, banners, documents; files; miscellaneous office items).

5) WEIGHT CARRY: *Carrying weight at waist height level beyond a distance of four feet.*

	MAXIMUM REQUIREMENT
0-10 Pounds:	Occasional
11-25 Pounds:	Not Required
26-35 Pounds:	Not Required
36-50 Pounds:	Not Required
51-75 Pounds:	Not Required

MAXIMUM FORCE: 10 Pounds

Assistive Devices: 4-Wheeled Cart, Hand Truck. Additionally, one person assistance is available with weights greater than 10 pounds.

Comments: Weight carry is utilized with activities such as retrieving, returning, storing, adjusting, moving, and/or transporting equipment, and supplies (e.g. community outreach material). The employee carries items weighing between <1pounds and 10 pounds between 5 feet and 200 feet when performing job tasks (e.g. carry up to 10 pound

case files; satchel; miscellaneous office items).

6) OVERHEAD LIFT/PULL DOWN:

MAXIMUM REQUIREMENT

0-10 Pounds:	Seldom
11-25 Pounds:	Not Required
26-35 Pounds:	Not Required
36-50 Pounds:	Not Required
51-75 Pounds:	Not Required

MAXIMUM FORCE: 10 Pounds

Assistive Devices: A vertical ladder, step ladder or step stool is available to bring items to eye or shoulder level. Additionally, one person assistance is available with weights greater than 10 pounds.

Comments: Overhead lift/pull down is utilized with activities such as retrieving, returning, adjusting, equipment and supplies (e.g. miscellaneous overhead outreach items). The employee lifts items weighing between <1 pounds and 10 pounds to a maximum height of 72 inches when performing job tasks (e.g. overhead reach and lift to assemble victim outreach display booth; case files stored on shelves; miscellaneous documents and brochures). *Variables to overhead reaching will be the employee's height and anthropometric reach.*

7) OVERHEAD REACH:

MAXIMUM FREQUENCY: Seldom

Comments: Overhead reach is performed to a maximum height of 72 inches when retrieving, returning, storing, and supplies (e.g. reach for case files stored on shelves; miscellaneous overhead outreach materials; sign hanging at outreach sites; assemble victim outreach display booth). *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: Occasional

Comments: Forward reach is performed to a distance of 28 inches when retrieving, returning, storing, adjusting, moving, and/or transporting equipment, and supplies (e.g. reach for desk top equipment; push/pull to open/close files, drawers, doors; filing; managing victim outreach display booth; driving vehicle). *The degree of elbow extension required for reaching will vary according to the employee's anthropometric reach.*

9) STOOPING:

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 desk top equipment; push/pull to open/close files, drawers, doors; filing; managing victim outreach display booth). *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) SQUATTING: (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 or kneeling. Partial squatting is a preferred lifting posture.*

11) REPETITIVE BENDING:

MAXIMUM FREQUENCY: Seldom

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 in order to push/pull to open/close files, drawers, doors; filing; assembly of victim outreach display booth). Maximum forward trunk flexion required is 60 degrees. *Employee may 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) TWISTING:

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 in order to push/pull to open/close files, drawers, doors; filing; assembly of victim outreach display booth). *Twisting at the waist may be minimized by turning the whole body, including the feet and working from a swivel chair.*

13) TURNING:

MAXIMUM FREQUENCY: Seldom

Comments: Turning is performed when retrieving, returning, storing, adjusting, moving, and/or transporting equipment, and supplies (e.g. turn in order to push/pull to open/close files, drawers, doors; filing; assembly of victim outreach display booth).

14) KNEELING:

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 not required to perform job tasks.

16) STAIR CLIMB:

MAXIMUM FREQUENCY: Seldom

Comments: Stair climb is required in order to go to/from the crime victim home site visits. Ramps or elevators are available at all public offices. Maximum number of up to 120 steps may be climbed at the County Court House.

17) LADDER CLIMB:

MAXIMUM FREQUENCY: Seldom

Comments: Ladder climbing is performed onto/off of safety ladders or steps to access equipment and supplies (e.g. outreach material) located 6 to 7 feet above floor level (e.g. climb to access victim outreach brochures; case files). *Variables to overhead climbing will vary according to the employee's height and anthropometric reach.*

18) WALKING:

MAXIMUM FREQUENCY: Frequent

Comments: Walking is performed when performing job tasks (e.g. walk to/from office, victim outreach home site visits, public events and fairs). Walking length varies between 3 feet and 600+ feet depending on job task.

19) SITTING:

MAXIMUM FREQUENCY: Frequent

Comments: Sitting is performed for a maximum of 120 minute intervals while performing office work. (e.g. sit while participating in desk work; victim outreach home site visits; court room; meetings).

20) STANDING: (Static)

MAXIMUM FREQUENCY: Occasional

Comments: Static standing is performed for a maximum of 15 minute intervals when retrieving, returning, storing, adjusting, equipment and supplies (e.g. stand while operating copy, fax, printers; interviews with crime victims; managing public outreach events, fairs).

21) BALANCE:

MAXIMUM FREQUENCY: Frequent

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

22) OPERATING HAND/FOOT CONTROLS:

	MAXIMUM REQUIREMENT
HAND:	
Right:	Occasional
Left:	Occasional
Both:	Occasional
Either:	Not Required
FOOT:	
Right:	Occasional
Left:	Seldom
Both:	Not Required
Either:	Not Required

Comments: Hand controls are utilized to operate equipment (e.g. vehicle driving to/from crime victims; public events, fairs; meetings; transporting crime victim to/from court; crises response to crime scenes). Foot controls are utilized to operate equipment (e.g. driving vehicle).

23) UPPER AND LOWER EXTREMITY COORDINATION:

	MAXIMUM REQUIREMENT
Simple Grasping:	Frequent
Firm Grasping:	Seldom
Fine Manipulation:	Frequent
Eye/Hand Coordination:	Frequent
Hand/Foot Coordination:	Occasional

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

Simple grasping is utilized to perform job tasks (e.g. lifting and manipulating objects weighing less than 5 pounds; handling miscellaneous desk items; case files; brochures; driving vehicle).

Firm grasping is utilized to perform job tasks (e.g. lifting and handling objects weighing 5 pounds or greater; handling miscellaneous desk items; case files; brochures; driving vehicle).

Fine manipulation is utilized to perform job tasks (e.g. keyboard, mouse, telephone, handwriting, page turning, sorting and filing).

Eye/hand coordination is utilized to perform job tasks (e.g. keyboard, mouse, telephone, handwriting, page turning, sorting and filing).

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

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

24) NECK RANGE OF MOTION:

	MAXIMUM REQUIREMENT
Static neutral position:	Frequent
Flexing:	Occasional
Rotating:	Occasional
Extending:	Seldom

Comments: Neck movement is required when performing job tasks (e.g. office work; driving vehicle; interviewing crime victims; attending off-site events). *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

Enclosed are the results of the Essential and Marginal Functions of the Job Task Analysis that were obtained for the position of **Interviewer I,II**.

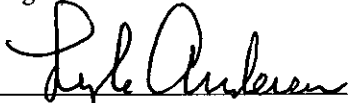
Please note the specific maximum weight and frequency requirements of the definitions as follows:

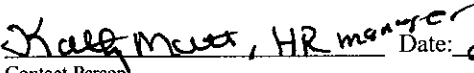
STANISLAUS COUNTY	
<i>Job Task Analysis Summary</i>	
INTERVIEWER I,II	
<i>Functional Activities</i>	<i>Maximum Requirements</i>
<i>Push (Force)</i>	25 pounds
<i>Pull (Force)</i>	25 pounds
<i>Stand Up Lift</i>	25 pounds
<i>Level Lift</i>	25 pounds
<i>Weight Carry</i>	10 pounds
<i>Overhead Lift/Pull Down</i>	10 pounds
<i>Overhead Reach</i>	Seldom
<i>Forward Reach ¹</i>	Occasional
<i>Stooping</i>	Seldom
<i>Squatting (Unloaded)</i>	Not Required
<i>Repetitive Bending</i>	Seldom
<i>Twisting</i>	Seldom
<i>Turning</i>	Seldom
<i>Kneeling</i>	Not Required
<i>Crawl</i>	Not Required
<i>Stair Climb</i>	Seldom

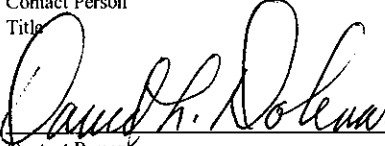
¹ Essential functions and critical demands of the job.

<i>Job Task Analysis Summary (Continued)</i>	
INTERVIEWER I,II	
<i>Functional Activities</i>	<i>Maximum Requirements</i>
<i>Ladder Climb</i>	Seldom
<i>Walking</i> ¹	Frequent
<i>Sitting</i> ¹	Frequent
<i>Standing (Static)</i>	Occasional
<i>Balance</i>	Frequent
<i>Operation of Hand Controls</i> ¹	Occasional
<i>Operation of Foot Controls</i> ¹	Occasional
<i>Simple Grasp</i> ¹	Frequent
<i>Firm Grasping</i> ¹	Seldom
<i>Fine Manipulation</i> ¹	Frequent
<i>Eye/Hand Coordination</i> ¹	Frequent
<i>Neck Range of Motion</i>	Occasional

It is agreed that this document is correct.

 Date: _____
 Lyle Andersen, PT
 Preparer Signature

 Date: 8/3/04
 Kelly Mace, HR manager
 Contact Person
 Title

_____ Date: _____
 Contact Person
 Title
 Date: 8/3/04
 David H. Nolan
 Contact Person
 Title

¹ Essential functions and critical demands of the job.

LA/cm

**Andersen & Baim Physical Therapy
PRE-WORK SCREENING TEST VALIDATION**

CATEGORY I

Job Task Analysis (JTA): Physical and functional demands for this job task analysis were documented by Andersen & Baim Physical Therapy, Inc. The methodology for documentation consists 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 range of motion. The determination of the frequencies of functional activities are based on standards provided by the National Institute of Occupational Safety and Health (NIOSH) and the work practice guide for manual lifting (US Department of Commerce, National Technical Information Service).

CATEGORY II

Critical Demands of the Job are:

- A.
- B.
- C.

CATEGORY III

Compatibility: An actual employee participated in the Pre-Work Screening Test and agreed that the testing and critical demands of the job adequately and appropriately matched the physical requirements of the job. Employee approval statement follows:

I, _____, am currently a full-time employee for _____ performing the job title of _____. I am in complete agreement that the Pre-Work Screening Test that I participated in adequately portrays and simulates my actual job and was compatible with the maximum physical requirements that are utilized to safely perform my job as documented in the JTA.

Employee Participant Signature: _____ Date: _____

Employer Representative Name: _____ Date: _____

CATEGORY IV

Test Examiner Standardization: Examiners performing the Pre-Work Screening Test are in compliance with competency standards established by the testing center of Andersen & Baim Physical Therapy, Inc. Criteria for an examiner include:

- A. On-Site training with an Andersen & Baim physical therapy certified examiner.
- B. Quarterly on-site competency testing.
- C. Video/audio documentation of all certified examiners performing the test according to the standardized procedures found in the procedure manual.