

Job Task Analysis

Employer:	Stanislaus County
Occupation:	Emergency Call Taker
Company Contact:	Risk Management 1010 10 th Street Modesto, California 95354 (209) 525-5770
Date:	April 2011; Updated February 2019
Analysis Provided By:	Lyle Andersen, PT, CWCE Andersen Physical Therapy, Inc. 1917 Coffee Road Modesto, California 95355 (209) 549-4626

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; 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, Emergency Call Takers learn and practice standardized dispatching procedures, gaining emergency report taking experience, and knowledge of the operations of the 911 emergency telephone system and the computer-aided dispatching system. Incumbents will be required to demonstrate their competence through verbal and practical tests and performance evaluations on a weekly basis during their trainee employment. This is necessary due to the high degree of liability the call taker can incur both individually and for the County or contract Public Safety Agency. The call taker is the first line of contact the caller will have.

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

<https://www.governmentjobs.com/careers/stanislaus/classspecs>

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. Computer/monitor | 6. Mouse |
| 2. Desk | 7. Pencils |
| 3. Foot pedal | 8. Pens |
| 4. Headset | 9. Radio |
| 5. Keyboard | 10. Reference books |

*All employees within the **Emergency Call Taker** 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 **Emergency Call Taker** position.*

ENVIRONMENTAL FACTORS



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

Seldom =	1% - 2%	Frequent =	34% - 66%
Occasional =	3% - 33%	Constant =	67% - 100%

ENVIRONMENTAL FACTORS		MAXIMUM FREQUENCY
1.	Unprotected heights:	Not Applicable
2.	Being around moving machinery:	Not Applicable
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:.....	Not Applicable
5.	Driving:	Not Applicable
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: overtime.....	Frequent
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: Closely with others:	Not Required Constant
16.	Working inside:.....	Constant
17.	Working outside:.....	Not Required

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

0-100 pounds: Not Required **Maximum Force:** 0 Pounds

Assistive Devices: Not Required.

Comments: Pushing is not utilized when performing job tasks.

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

MAXIMUM REQUIREMENT

0-100 pounds: Not Required **Maximum Force:** 0 Pounds

Assistive Devices: Not Required.

Comments: Pulling is not utilized when performing job tasks.

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

MAXIMUM REQUIREMENT

0-100 pounds: Not Required **Maximum Force:** 0 Pounds

Assistive Devices: Not Required.

Comments: A stand-up lift is not utilized when performing job tasks.

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

0-100 pounds: Not Required **Maximum Force:** 0 Pounds

Assistive Devices: Not Required. Additionally, one or more person(s) assistance is available with weights greater than 10 pounds.

Comments: A level lift is not utilized in order to perform job tasks.

5.) **WEIGHT CARRY:** *Carrying weighted objects between waist and chest height beyond a distance of four feet.***MAXIMUM REQUIREMENT****0-100 pounds:** Not Required **Maximum Force:** 0 Pounds**Assistive Devices:** Not Required.**Comments:** Weight Carry is not utilized when performing job tasks.6.) **OVERHEAD LIFT/PULL DOWN:** *Lifting weighted object from/to chest and overhead height level.***MAXIMUM REQUIREMENT****0-100 pounds:** Not Required **Maximum Force:** 0 Pounds**Assistive Devices:** Not Required.**Comments:** Overhead lift/pull down is not utilized when performing 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 utilized when performing job tasks.8.) **FORWARD REACH:****MAXIMUM
FREQUENCY:** Occasional**Comments:** Forward reach is performed to a distance of 28 inches when operating, retrieving, returning, equipment, and supplies (e.g. desktop work). *The degree of elbow extension required for reaching will vary according to the employee's anthropometric reach.*9.) **STOOP:****MAXIMUM
FREQUENCY:** Not Required**Comments:** Stooping is not utilized when performing job tasks. *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 utilized when performing job tasks. *Squatting may be minimized or avoided by substituting alternate positions of bending or kneeling. Partial squatting is a preferred lifting posture.*

11.) **FORWARD BEND:**

**MAXIMUM
FREQUENCY:** Not Required

Comments: Bending forward at the waist is not utilized when performing job tasks.

12.) **TWIST:**

**MAXIMUM
FREQUENCY:** Not Required

Comments: Twisting at the waist is not utilized when performing job tasks. *Twisting at the waist may be minimized by turning the whole body, including the feet and working from a swivel office chair.*

13.) **TURN:**

**MAXIMUM
FREQUENCY:** Not Required

Comments: Turning is not utilized when performing job tasks.

14.) **KNEEL:**

**MAXIMUM
FREQUENCY:** Not Required

Comments: Kneeling is not utilized when performing 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 utilized when performing job tasks.

16.) **STAIR CLIMB:**

**MAXIMUM
FREQUENCY:** Not Required

Comments: Stair climb is not utilized when performing job tasks.

17.) **LADDER CLIMB:**

**MAXIMUM
FREQUENCY:** Not Required

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

18.) **WALK:**

**MAXIMUM
FREQUENCY:** Seldom

Comments: Walking is required to perform job tasks. Wheelchair accessible. Walking length varies between 3 feet and 75+ feet depending on job task (e.g. meetings, break room).

19.) **SIT:**

**MAXIMUM
FREQUENCY:** Constant

Comments: Sitting is optional to perform job tasks. *Worksite is equipped with office equipment that allows for sit or stand options thereby minimizing the frequency of sitting.*

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

**MAXIMUM
FREQUENCY:** Not Required

Comments: Static standing is not required to perform job tasks. *Worksite is equipped with office equipment that allows for sit or stand options thereby minimizing the frequency of standing.*

21.) **BALANCE:**

**MAXIMUM
FREQUENCY:** Seldom

Comments: Adequate balance is required for safe walking.

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

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

Comments: Hand controls are not utilized to operate equipment. Foot controls are not utilized to operate equipment.

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

<u>MAXIMUM REQUIREMENT</u>	
Simple Grasp:	Occasional
Firm Grasp:	Not Required
Fine Manipulation:	Constant
Eye/Hand Coordination:	Constant
Hand/Foot Coordination:	Frequent

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

Simple grasping is utilized to perform job tasks (e.g. lift and manipulate objects weighing less than 5 pounds).

Firm grasping would be utilized to perform job tasks (e.g. lift and handle objects weighing 5 pounds or greater).

Fine manipulation is utilized to perform job tasks (e.g. handwriting, keyboard, mouse, headset connection; handwriting, page turn).

Eye/hand coordination is utilized to perform job tasks (e.g. handwriting, keyboard, mouse, headset connection; handwriting, page turn).

Hand/foot coordination is not utilized to perform job tasks.

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>
Static Neutral Position:	Frequent
Flexing:	Frequent
Rotating:	Frequent
Extending:	Frequent

Comments: Neck movement is utilized when performing job tasks (e.g. desktop work, utilize up to 5 monitor screens, read, handwrite). *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>
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The following is a summary of the physical demands of the Job Task Analysis that were obtained for the position of:

EMERGENCY CALL TAKER

Functional Activities	Maximum Requirements	Functional Activities	Maximum Requirements
<i>Push (Force)</i>	0 pounds	<i>Stair Climb</i>	Not Required
<i>Pull (Force)</i>	0 pounds	<i>Ladder Climb</i>	Not Required
<i>Stand Up Lift</i>	0 pounds	<i>Walk</i>	Seldom
<i>Level Lift</i>	0 pounds	<i>Sit</i>	Constant
<i>Weight Carry</i>	0 pounds	<i>Stand (Static)</i>	Not Required
<i>Overhead Lift/Pull Down</i>	0 pounds	<i>Balance</i> ¹	Seldom
<i>Overhead Reach</i>	Not Required	<i>Hand Control</i>	Not Required
<i>Forward Reach</i> ¹	Occasional	<i>Foot Control</i>	Not Required
<i>Stoop</i>	Not Required	<i>Simple Grasp</i> ¹	Occasional
<i>Squat (Unloaded)</i>	Not Required	<i>Firm Grasp</i> ¹	Not Required
<i>Forward Bend</i>	Not Required	<i>Fine Manipulation</i> ¹	Constant
<i>Twist</i>	Not Required	<i>Eye/Hand Coordination</i> ¹	Constant
<i>Turn</i>	Not Required	<i>Hand/Foot Coordination</i>	Frequent
<i>Kneel</i>	Not Required	<i>Cervical (neck) Movement</i> ¹	Frequent
<i>Crawl</i>	Not Required		

¹ The critical demands of the job.

Lyle Andersen, PT

 Date: _____
 Lyle Andersen, PT, CWCE
 Preparer Signature

Cathy McFadden 4-30-19

 Date: _____
 Contact Person
 Title *manager III*

 Date: _____
 Contact Person
 Title

 Date: _____
 Contact Person
 Title

LA/gm