



# USUAL & CUSTOMARY JOB ANALYSIS/DESCRIPTION

<b>JOB TITLE:</b>	<b>Data Entry/Customer Service Technician</b>
<b>DEPARTMENT:</b>	<b>Field Operations</b>
<b>EMPLOYER:</b>	<b>Vallejo Sanitation and Flood Control District</b> <b>450 Ryder Street, Vallejo, California 94590</b>
<b>DATE PREPARED:</b>	<b>1/15/2004</b>
<b>WORK SCHEDULE/HOURS:</b>	<b>9/80 work schedule; includes working 8 to 9 hours per shift, 4 to 5 days per week.</b>
<b>EMPLOYEE:</b>	
<b>D/I:</b>	
<b>CLAIM NUMBER:</b>	

Employer's Business: The employer, Vallejo Sanitation and Flood Control District, is a government agency responsible for the collection and treatment of wastewater from the sanitary sewer system and the protection from storm water.

## Job Functions

The Data Entry/Customer Service Technician is a support position for the Field Operations Department. The position requires the performance of routine clerical office tasks. The work requires the use of techniques learned through education and incorporation of independent thought and judgment. The employee receives general supervision from the Maintenance Worker Supervisor and the Field Operations Superintendent.

- The employee performs varied office tasks requiring good coordinating skills.
- The employee transfers current records and procedures to a computerized system while problem solving for software adjustments is the primary responsibility of this position.
- The employee assists with the implementation of department objectives, communicates with customers that call the department, works with the department staff and other agencies, tracks and summarizes reports, proofreads and prepares reports, answers service calls and dispatches the work to the field crews, records and handles petty cash, etc.
- The employee utilizes a computer keyboard, mouse, and views a monitor to enter/retrieve information including e-mail correspondence, completing reports, enters data in the maintenance computer programs and generates work orders and reports etc.
- The employee utilizes a writing utensil to complete notes during meetings and paperwork.
- The employee utilizes a copier to make copies, as needed. This entails opening the copier door in an upward/downward motion (exertion <5 lbs.), placing the paperwork on the copier and pressing a button to activate the copier. Alternatively, the employee places a stack of papers on a document holder and presses a button to activate.
- The employee retrieves and sets paperwork/files in and out of file cabinet drawers.
- The employee utilizes a telephone handset to make or retrieve phone calls, as needed. This includes utilizing the handset and when making calls pressing 7 to 10 buttons to make a call.
- The employee utilizes a fax machine, as needed. This includes setting individual papers in the fax machine, dialing the desired telephone numbers and pressing a button to activate the fax.

- The employee, as needed, may operate a District vehicle. This includes ascending one step, maneuvering a steering wheel, pressing 2 foot pedals in conjunction with using a cushioned seat.
- The employee assists in making changes and additions to the Field Operations program, (WCMS) and Plant Maintenance Program.
- The employee assists in implementing and prioritizing the objectives for the programs.
- The employee follows through on all instructions for implementation of modifications while providing full documentation of all steps of program modifications.
- The employee assists in tracking and summarizing reports.
- The employee prepares rough drafts on word processor for new equipment specifications, departmental reports, back billing.

### Minimum Qualifications

#### EDUCATION & EXPERIENCE

- Graduation from high school or equivalent.
- 6 months of increasingly responsible work experience in performing a variety of office and administrative support work and including experience in a public contact position and computer data entry and word processing

#### KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of use of a computer database system, modern office methods, procedures and equipment, receptionist techniques, effective, clear verbal skills for radio dispatch.
- Report writing, correct English usage, spelling, grammar, and punctuation
- Must be able to lift, pull or push 25 pounds
- Must be able to communicate with irate or difficult people
- Must be able to accept constructive criticism from supervisors, coworkers and subordinate employees

#### LICENSE(S)

- Must possess a valid Class C California Driver's License at the time of employment. The ability to drive District vehicles is a specific requirement for this position. For that reason, it is the employee's responsibility to maintain a driving record that is acceptable to the District's insurance carrier or be subject to dismissal.

### Physical Demands

For the purpose of determining frequency of activity, this job analyst refers to an eight-hour workday.

<b>STANDING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Less than ½ hour to 1 hour. Seconds to less than 10 minutes at a time. Carpet, tile, gravel, grass, dirt, all possible. Communicating with coworkers, utilizing the fax and copy machine, filing.
<b>WALKING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Less than ½ hour to 1 hour. Seconds to less than 5 minutes at a time. Carpet, tile, gravel, grass, dirt, all possible. To and from offices, transporting files, paperwork, office supplies.
<b>SITTING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	6 to 7 hours. Less than ½ hour to 1 hour at a time. Cushioned vehicle or office chair. Utilizing the computer, communicating with coworkers, office tasks, utilizing the telephone, writing, reading, as needed operating a District vehicle.
<b>KNEELING/ CROUCHING/ SQUATTING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Less than 2 times. Seconds at a time. Tile, carpet. Retrieving or setting items/files/paperwork on and off lower areas including shelves.
<b>CRAWLING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Not a job requirement.
<b>LAYING ON BACK/STOMACH</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Not a job requirement.
<b>CLIMBING/ BALANCING</b>	<b>Frequency:</b> <b>Duration:</b> <b>Surfaces:</b> <b>Associated Tasks:</b>	Less than 10 times. Seconds at a time. Stair steps. Ascending or descending stair steps to access 2 <sup>nd</sup> floor.

<b>BENDING</b>		
• <b>Waist:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Alternated with squatting, employee preference.
• <b>Head/Neck:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 3 hours. Seconds at a time. Aiding visually, reading, writing.
• <b>Wrists:</b>	<b>Dominant Hand:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 3 hours. Less than 1 hour. Less than ½ hour. 2 to 3 hours. Seconds to less than 15 minutes at a time. Handling paperwork, office supplies, normal body mechanics.

<b>TWISTING/ROTATING</b>		
• <b>Waist:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	0 to less than 5 minutes. Seconds at a time. The employee may twist at the waist while driving. The motion is from center to the right back to center or center to the left back to center less than 10 degrees.
• <b>Head/Neck:</b>	<b>Frequency:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Less than 1 hour. Seconds at a time. Aiding visually, normal body mechanics, driving. The motion is from center to the right back to center or center to the left back to center up to 35-degrees.
• <b>Wrists:</b>	<b>Dominant Hand:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Not a job requirement.

<b>UPPER EXTREMITY USE:</b>	<b>Dominant Hand:</b> [indicate LEFT or RIGHT]
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<b>REACHING</b>		
<ul style="list-style-type: none"> <li>• <b>Primary Reach Zone:</b> (elbows bent at waist level, hands in forward extension)</li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	4 to 5 hours. 1 to 2 hours. Less than 1 hour. 3 to 4 hours. Seconds to less than 15 minutes at a time. Utilizing a computer keyboard and mouse to enter and retrieve data.
<ul style="list-style-type: none"> <li>• <b>Above Shoulder Level</b></li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Not a job requirement.
<ul style="list-style-type: none"> <li>• <b>Between Waist and Shoulder Level</b></li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 4 hours. Less than 1 hour. Less than 1 hour. 2 to 3 hours. Seconds to less ½ hour at a time. Handling office supplies, paperwork, telephone, radio, operating a District vehicle in conjunction with maneuvering a steering wheel.
<ul style="list-style-type: none"> <li>• <b>Below Waist Level</b></li> </ul>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Alternated with squatting.
<b>PUSHING/ PULLING</b>	<b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	Less than 10 times. Less than 10 times. Alternated with dominant hand. Alternated with dominant hand. Seconds at a time. Opening or closing file cabinet drawers, exertion less than 5 pounds. Unilateral or bilateral hand use.

<b>LIFTING/CARRYING</b>		
<ul style="list-style-type: none"> <li>• <b>0 to 10 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Writing utensil, paperwork, office supplies. 3 to 4 hours. Less than 1 hour. Less than ½ hour. 2 to 3 hours. 0 to less than 50 feet. Ground to shoulder level. Utilizing a writing utensil, paperwork, files, office supplies.
<ul style="list-style-type: none"> <li>• <b>11 to 25 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Box of paper. 0 to 1 time per month. 0 0 0 to 1 time per month. Less than 10 feet. Ground to waist level. As needed, relocates a box of paper.
<ul style="list-style-type: none"> <li>• <b>26 to 50 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.
<ul style="list-style-type: none"> <li>• <b>51 to 75 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.
<ul style="list-style-type: none"> <li>• <b>75 to 100 lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.
<ul style="list-style-type: none"> <li>• <b>100+ lbs.</b></li> </ul>	<b>Objects:</b> <b>Frequency</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Distance:</b> <b>Height:</b> <b>Associated Tasks:</b>	Not a job requirement.

<b>HAND DEMANDS</b>		
<ul style="list-style-type: none"> <li>• <b>Simple Grasping</b></li> </ul>	<b>Frequency:</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	2 to 3 hours. Less than 1 hour. Less than ½ hour. 2 to 3 hours. Seconds to less than 15 minutes at a time. Driving in conjunction with maneuvering a steering wheel, handling office supplies, paperwork.
<ul style="list-style-type: none"> <li>• <b>Power Grasping</b></li> </ul>	<b>Frequency:</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	0 to 1 time per month. 0 0 0 to 1 time per month. Seconds at a time. As needed, retrieves and relocates a box of paper.
<ul style="list-style-type: none"> <li>• <b>Fine Manipulation</b></li> </ul>	<b>Frequency:</b> <b>Dominant:</b> <b>Non-Dominant:</b> <b>Bilateral:</b> <b>Duration:</b> <b>Associated Tasks:</b>	4 ½ to 5 ½ hours. 1 ½ to 2 hours. Less than 15 minutes. 2 ½ to 3 hours. Seconds to less than 15 minutes at a time. Utilizing a computer keyboard, pointing device, writing utensil, pressing telephone buttons to make outgoing calls.

<b>SPECIAL ENVIRONMENT</b>	<ul style="list-style-type: none"> <li>• Indoors, office setting; climate controlled</li> </ul>
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<b>MACHINES/TOOLS</b>	<ul style="list-style-type: none"> <li>• Copy machine</li> <li>• Mouse</li> </ul>	<ul style="list-style-type: none"> <li>• Fax machine</li> <li>• Writing utensil</li> </ul>	<ul style="list-style-type: none"> <li>• Computer keyboard</li> <li>• Fax machine</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor</li> <li>• District vehicle</li> </ul>
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**Note:** The following are not physical requirements of this job: crawling, laying on back/stomach, twisting wrist, reaching above shoulder level, power grasping.

<b>EMPLOYER COMMENTS:</b>	
This Job Analysis accurately represents the duties of a Data Entry/Customer Service Technician to the best of my knowledge.	
<b>EMPLOYER CONTACT NAME:</b>	
<b>EMPLOYER SIGNATURE:</b>	<b>DATE:</b>

<b>EMPLOYEE COMMENTS:</b>	
This Job Analysis accurately represents the duties of a Data Entry/Customer Service Technician to the best of my knowledge. I understand that I cannot add hours to the physical demands breakdown if the total would then be greater than the number of hours in an average workday.	
<b>EMPLOYEE NAME:</b>	
<b>EMPLOYEE SIGNATURE:</b>	<b>DATE:</b>