

**TASK OVERVIEW**  
**OFFICE BASED ROLE**

Physical Demands Factors	Occasional 1-33% of day	Frequent 34-66% of day	Constant 67-100% of day	Comments
<b>SITTING</b>			✓	Alternating computer based work, written tasks, phone calls, reception tasks. Able to break as required and walk around office.
<b>STANDING</b>	✓			Standing at photocopier (occasional). No prolonged standing.
<b>WALKING</b>		✓		Walking to access photocopier, fax, compactus (filing cabinets)
<b>STOOPING</b>	✓			Placing paper in copier, accessing lowest drawers, items on low shelves.
<b>CROUCHING</b>	✓			Accessing lowest drawers, items on low shelves.
<b>KNEELING</b>	✓			Accessing items at floor level.
<b>CLIMBING</b>	✓			Stairs to some offices.
<b>FORWARD REACH</b>		✓		Accessing folders on shelves, written work.
<b>OVERHEAD REACH</b>	✓			Accessing stored items.
<b>USE OF HANDS AND FINGERS</b>			✓	Using computer mouse, keyboard, writing, answering phone, stapler.
<b>BENCH HEIGHT LIFT</b>	✓			Accessing /transferring archive boxes/computer paper/ folders.
<b>OVERHEAD LIFT</b>	✓			May need to access files from above shoulder height shelves.
<b>PUSH</b>	✓			Opening office door/s, closing filing cabinet drawers.
<b>PULL</b>	✓			Opening office door/s, opening filing cabinet drawers.
<b>DEALING WITH DIFFICULT CUSTOMERS</b>	✓			Some office based staff will on occasion interact with difficult customers (either on the phone or in person).
<b>OPERATING IN A FAST PACED WORK ENVIRONMENT</b>		✓		Office based staff will often be required to manage conflicting priorities in a fast paced work environment.
<b>WORK IN AN OPEN PLAN OFFICE ENVIRONMENT</b>		✓		Most offices are open plan. This means that office based staff will most likely undertake their work amongst external noise such as phones ringing, phone calls, and general conversation.
<b>TRAVEL TO/FROM AND WORK IN A TEMPERATURE CONTROLLED OFFICE ENVIRONMENT</b>			✓	Travel to and from and work within a temperature controlled office environment with potential for there to be variations in humidity levels dependent on the effectiveness of the air conditioning and the outside conditions.