



Job Analysis

Job Title: Ground Transportation Agent/Controller **Worker:** _____
DOT Number: 237.367-018 / 168.267-066 **Claim Number:** _____
Employer: Port of Seattle **Employer Phone #:** 206-787-4069
Employer Contact: Tonia Fletcher **Date of Analysis:** July 29, 2013

Job of Injury Previous Job New Job 8 Hours Per Day 5 Days Per Week

Job Description, Essential Functions, Tasks and Skills

The Port of Seattle is a municipal corporation created on September 5, 1911 by the voters of King County. The Port of Seattle is divided into operating divisions, plus other departments that support the divisions and the broad mission of the Port:

- 1) Aviation Division
- 2) Capital Development Division
- 3) Corporate Division
- 4) Real Estate Division
- 5) Seaport Division



This job analysis is for Ground Transportation Agent / Controller. Generally 2-3 employees staff this position per shift.

Primary Tasks

- Perform periodic vehicle inspections to ensure drivers and vehicles picking up passengers at the airport meet minimum safety and operational standards. Taxis are inspected once a month. Other vehicles are inspected at least once a year. Inspections include checking items such as seat belts, taillights, tire tread, and permits/tags.
- Prepare written documentation of inspection results.
- Monitor ground transportation areas on foot (upper and lower drives at SeaTac Airport) to visually inspect vehicles to ensure that the vehicles picking up travelers at the airport are registered and have the appropriate permits to transport passengers. Speak with drivers to provide information regarding the applicable rules and regulations. At times, workers may have to ask passengers to exit a vehicle if the driver is not properly permitted.
- Issue violations/citations to drivers that are not in compliance with Port of Seattle regulations. Relay information to supervisors regarding vehicles that have expired city and county permits. Document citations in the computer to track citation history.
- Ensure efficient traffic flow in ground transportation traffic lanes.
- Sell Port of Seattle commercial operator permits. Accept cashier checks, money orders or credit cards for payment for permits. Issue Automatic Vehicle Identifier ("AVI") tags.
- Monitor Cell Phone Waiting Lot to ensure commercial operators are not using the lot to wait for customers. Lot is prohibited to commercial operators.
- Answer ground transportation-related questions and provide directions to traveler.
- Ask people not to smoke in non-smoking areas.
- Maintain a Daily Activity Log.

Secondary Tasks

- Provide customer service and transportation information to airport patrons. Information may be provided at a walk-up window or over the phone.
- Research information as necessary to provide to a customer.



CLAIMANT:
CLAIM #:

Job Analysis: Ground Transportation Agent / Controller
DOT#: 237.367-018 / 168.267-066

- Coordinate inbound bus traffic from offsite ground transportation holding lots.
- Periodically verify status of remote ground transportation lots via cameras or by driving to lots.
- Perform basic and varied office tasks as requested.

Skills and Abilities

- Ability to work independently without constant direct supervision and within a team as required.
- Knowledge regarding applicable Port of Seattle, county and city rules and regulations regarding commercial passenger vehicles.
- Ability to provide excellent customer service and communicate clearly with customers.
- Ability to deal with people in a professional manner in potentially confrontational situations.
- Ability to follow directions closely.
- Ability to work in a safe manner.

Machinery, Tools, Equipment, Personal Protective Equipment

- Clipboard, report form, pens, citation book/forms, computer and applicable software, general office supplies and equipment (pens, paper, copier), 30" or 41" high workstations/desks with chairs and stools, two-way radio, handheld scanner to verify Automatic Vehicle Identifier ("AVI") tags, work cell phone or I-Pad, Port vehicle (small passenger car), raingear available.
- Required personal protective equipment includes safety vest while performing enforcement duties.





CLAIMANT:
CLAIM #:

Page 3 of 8

Job Analysis: Ground Transportation Agent / Controller
DOT#: 237.367-018 / 168.267-066



Education / Training

- High school diploma or GED required.
- Valid Washington State driver's license, or the ability to obtain one, is required.
- Basic knowledge of Windows-based computers, including Microsoft Office programs (Excel, Word, Outlook) required.
- One year experience in airport operations, ground transportation operations, or customer service in transportation preferred.
- Workers are fingerprinted for a criminal history background check, and must be able to pass a Transportation Security background check.

Per the Dictionary of Occupational Titles (DOT)

168.267-066 License Inspection and 237.367-010 Information Clerk

Specific Vocational Preparation (SVP)

7 (over 2 years and up to and including 4 years)



CLAIMANT:
CLAIM #:

Job Analysis: Ground Transportation Agent / Controller
DOT#: 237.367-018 / 168.267-066

COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions	
Continuously = Occurs 66-100% of the time	
Frequently = Occurs 33-66% of the time	
Occasionally = Occurs 1-33% of the time	
Rarely = May occur less than 1% of the time	
Never = Does not ever occur	
Comprehension	
Articulating and comprehending information in conversations.	Continuously
Reading, comprehending, and using written materials.	Frequently
Understanding and solving problems involving math and using the results.	Rarely
Using technology/instruments/tools & information systems.	Frequently
Working with two and three dimensional formats.	Rarely
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Occasionally
Remembering visual information.	Frequently
Recalling information incidental to task at hand.	Continuously
Memorizing facts or sequences.	Occasionally
Remembering simple instructions.	Continuously
Remembering detailed instructions.	Occasionally
Learning	
Effectively learning and mastering information from classroom training.	Rarely
Effectively learning and mastering information from on-the-job training.	Continuously
Learning from past directions, observations, and/or mistakes.	Continuously
Using common sense in routine decision making.	Continuously
Recognizing and anticipating potential hazards and taking precautions.	Continuously
Thinking critically and making sound decisions.	Continuously
Integrating ideas and data for complex decisions.	Rarely
Determining and following precise sequences.	Occasionally
Coordinating and compiling data and information.	Frequently
Analyzing, synthesizing data and information.	Occasionally
Tasking and Planning	
Performing repetitive or short-cycle work.	Frequently
Working under specific instructions.	Continuously
Completing complex tasks.	Rarely
Directing, controlling, or planning for others as necessary for basic tasks.	Never
Directing, controlling, or planning for others as necessary for complex tasks.	Never
Multi-tasking.	Occasionally
Planning, prioritizing, and structuring daily activities.	Occasionally
Use Appropriate Behavior for Professional Work Environment	
Receiving criticism and accepting limits appropriately.	Occasionally
Maintaining emotional control and organization under increased stress.	Continuously



CLAIMANT:
CLAIM #:

Job Analysis: Ground Transportation Agent / Controller
DOT#: 237.367-018 / 168.267-066

Maintaining socially appropriate affect, temperament, and behavior.	Continuously
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome.	Continuously
Working independently and/or unsupervised.	Frequently
Adapting to frequent interruptions, changes in priorities, or changes in work location.	Frequently
Responding effectively to emergency situations.	Occasionally

Frequency Designations	
Required	
Beneficial	
Not Necessary	
Maintaining Attendance and An Assigned Work Schedule	
Maintaining predictable and reliable attendance each work shift.	Beneficial
Being punctual.	Beneficial
Taking rest periods at set times or only at times determined by breaks in job responsibilities.	Required
Adjusting to a flexible schedule of work days and or shift.	Beneficial

PHYSICAL DEMANDS

<p>Constant: Constant (Over 70% of the time) Frequent: Frequent (30%-70% of the time) Occasional: Occasional (10-30% of the time) Seldom: Seldom (1-10% of the time) WNL: Within Normal Limits (talking, hearing, etc.) N/A: Not Applicable</p>					
STRENGTH:	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Light	<input type="checkbox"/> Medium	<input type="checkbox"/> Heavy	<input type="checkbox"/> Very Heavy
Action	Frequency	Comments			
Sitting	F	Staffing enforcement booth located in garage, or driving Port vehicles to off-site transportation holding lots or Cell Phone Waiting Lot.			
Standing	F	Alternate with walking. While inspecting vehicles, documenting inspections, working in enforcement booth, and talking to coworkers, supervisors, and the public.			
Walking	F	Alternate with standing. While patrolling ground transportation areas on foot and conducting vehicle inspections.			
Lifting (up to 10 pounds)	F	Clipboard, inspection and citation forms, office supplies, 2-way radios, AVI scanner.			
Lifting (11 to 25 pounds)	S	Box of driver permits, ream of paper.			
Lifting (26 to 50 pounds)	N	n/a			



CLAIMANT:
CLAIM #:

Job Analysis: Ground Transportation Agent / Controller
DOT#: 237.367-018 / 168.267-066

Lifting (50 to 75 pounds)	N	n/a
Lifting (75 to 100 pounds)	N	n/a
Carrying (up to 10 pounds)	F	Clipboard, inspection and citation forms, office supplies, 2-way radios, AVI scanner.
Carrying (11 to 25 pounds)	S	Box of driver permits, ream of paper.
Carrying (26 to 50 pounds)	N	n/a
Carrying (50 to 75 pounds)	N	n/a
Carrying (75 to 100 pounds)	N	n/a
Pushing/Pulling (up to 10 pounds of force)	O	Opening vehicle doors, desktop resource guide, drawers, file cabinets, closing cash register drawer, gathering office supplies. Cart is available to move heavier items such as box of paper.
Climbing Ladders/Stairs	S	May encounter stairs while working. Escalators and elevators are generally used to move between the primary work areas.
Working at Heights/Balancing	N	n/a
Bending at Waist	F	During inspections worker may enter a vehicle, using cash register in enforcement booth, and gathering items stored at or below waist level.
Bending Neck	F	Conducting inspections, documenting inspection results, visually scanning vehicles for appropriate permits, writing citations, keyboarding, dialing phone.
Reaching (up to shoulder level)	F	Inspecting vehicles, pointing directions, handing items to drivers or customers, or gathering items stored on shelves below shoulder level.
Reaching (over shoulder level)	S	Potentially while inspecting vehicles, pointing directions, or gathering items stored on shelves at or above shoulder level.
Stooping	S	Inspecting vehicles.
Kneeling/Squatting	S	Inspecting vehicles.
Crawling	N	n/a
Repetitive Motion	N	n/a
Twisting at Waist	S	Inspecting vehicles, pointing directions, or talking with coworkers, supervisors, or the public.
Handling/Grasping	F	50% pinch grasp; 50% whole hand grasp.
Fine Finger Manipulation	O	Writing, keyboarding, using keys, using cash register, processing paperwork, telephone, or 2-way radio.
Keyboarding	S	Documenting issued citations, and checking emails.
Driving	S-O	Driving Port vehicles to off-site transportation holding lots to the Cell Phone Waiting Lot.
Foot Controls	S-O	Driving Port vehicles to off-site transportation holding lots to the Cell Phone Waiting Lot.
Talking	C	Communicating with coworkers, supervisors, and the public (vehicle drivers and passengers).
Hearing	C	Communicating with coworkers, supervisors, vehicle drivers, and passengers, listening for radio traffic, and



CLAIMANT:
CLAIM #:

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DOT#: 237.367-018 / 168.267-066

		potential hazards.
Seeing	C	Visual abilities would be considered important in this position.
Writing	S-O	Citations, documenting inspection results, taking notes.
Normal Job Site Hazards	F	Workers may be exposed to moving traffic, fumes, slippery surfaces, and may have to deal with people in confrontational situations.
Expected Environmental Conditions	C	Exposure to conditions depends on assigned projects. In general, Ground Transportation Agents work outside more than inside, and although they are exposed to outside temperatures, most work is under cover.

The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective quantifiable data. For this reason, a "best estimate" may have been used when reporting physical demand frequencies.

Analysis was done on the job site?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no - during original job analysis
Job Analysis Reviewed By	Tonia Fletcher
Date	July 29, 2013
Completed by Vocational Provider	Nicki Gorski VRC CDMS
Signature of Vocational Provider	<i>Nicki Gorski</i>



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FOR PHYSICIAN'S/EVALUATOR'S USE ONLY	
<input type="checkbox"/>	The injured worker can perform the physical activities described in the job analysis and can return to work on _____.
<input type="checkbox"/>	The injured worker can perform the physical activities described in the job analysis on a part-time basis for _____ hours per day. The worker can be expected to progress to regular duties in _____ weeks/months.
<input type="checkbox"/>	The injured worker can perform the described job, but only with the modifications/ restrictions in the attached report and/or listed below. These modifications/restrictions are (check one): <input type="checkbox"/> Temporary for _____ weeks _____ months <input type="checkbox"/> Permanent
<input type="checkbox"/>	The injured worker cannot perform the physical activities described in the job analysis based on the physical limitations in the attached report and/or listed below. These limitations are (check one): <input type="checkbox"/> Temporary for _____ weeks _____ months <input type="checkbox"/> Permanent

COMMENTS

Physician's/Evaluator's Name (printed) _____

Physician's/Evaluator's Signature _____

Date _____

PLEASE RETURN COMPLETED FORM VIA FACSIMILE TO:
Port of Seattle Health and Safety Department at (206) 787-3406