



Bock Consulting

Job Analysis

Job Title	<u>Load Dock Coordinator</u>	Worker	_____
DOT Number(s)	<u>922.687-058</u>	Claim Number	_____
Employer	<u>Port of Seattle</u>	Employer Phone #	<u>(206) 787-3000</u>
Employer Contact	<u>Jo Woods</u>	Date of Analysis	<u>February</u>

- Job of Injury
 Transferable Skills Job
 New Job
 40 hours Per Week
 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) Maritime Division, and 3) Economic Development Division.

This job analysis is for the position of Load Dock Coordinator working for the Aviation Division.

The Load Dock Coordinators have a number of responsibilities, including managing the operations of the Sea-Tac Airport central load dock, ensuring deliveries are received, stored and delivered in a timely manner, answering questions regarding deliveries, ensuring traffic flows unimpeded through the service tunnel, escorting new or non-badged drivers into the service tunnel,¹ and monitoring other load docks at the airport.

Load Dock Coordinators are staffed during the day shift, 6 days a week.

Essential Functions

Central Load Dock Functions

- Manage traffic flow, scheduling of deliveries, and delivery truck parking at the central load dock located in the airport's service tunnel. Monitor and actively manage the inflow and outflow of delivery vehicles to facilitate the receipt of goods for airport tenants and Port of



¹ This position indirectly affects the on-time departure of flights by ensuring that the pilots and flight attendants riding the buses through the service tunnel can get to their gate on time.



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Seattle employees. Monitor video feeds from the service tunnel entrance. Answer telephone or intercom calls from delivery drivers regarding items to be delivered and the availability of parking at the central load dock. Answer the questions from the delivery drivers. If parking is not available at the load dock. The delivery drivers will be asked to wait outside the service tunnel until a space opens up at the load dock.

- If a delivery driver does not have the correct credentials to enter the service tunnel, load dock personnel will either: 1) escort the delivery driver and the delivery vehicle to the load dock (larger deliveries), or 2) accept items from the delivery driver and transport them to the load dock.
- Items transported to the central load dock may be
 - 1) transported by the delivery drivers to locations within the airport, or 2) dropped off at the load dock. If delivered items are dropped off at the load dock:
 - Provide receiving functions for airport tenants and Port departments. Reconcile packing slip with items received. Capture tracking numbers of items received in log (electronic and written). Maintain record of items received.
 - Once items are received, Port tenants are notified they have a delivery to pick-up. Items received for Port departments are transported to various locations throughout the airport by the Load Dock Coordinators. When a delivery is made to a Port employee, a signature is obtained from the person receiving the delivery.
 - Some deliveries require special procedures. For example, guns and ammunition received on behalf of the Port of Seattle Police Department are carefully documented, and the items are stored in a secure area. When transferred to police representatives, the transfer is thoroughly documented. As another example, the central load dock receives all chemical supply orders for the maintenance departments. The chemicals are received and stored, and arrangements are made to have Maintenance Distribution Center personnel pick-up the chemicals.



Documentation is prepared to ensure the safe transfer of the chemicals.



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- Act as a liaison between vendors and airport tenants and Port employees. Receive and respond to calls and emails from airport tenants and Port employees regarding the status of deliveries and shipments.
- Identify issues related to load dock operations, and communicate with affected parties to resolve the issue(s), including conflicts between drivers. Coordinators contact airport tenant representatives regarding misuse of equipment and safety violations at the load docks.
- Receive calls and emails from vendors, tenant staff, Port personnel, and potentially the public regarding load dock directions, hours, items received, policies, and procedures. Answer questions and provide information as requested.
- Coordinate with airport contractors to arrange parking during construction/installation projects.



Functions Related to All Load Docks, including Concourse and Satellite Load Docks

- Monitor all load docks (Central, North Satellite, South Satellite, CT North, CT South, and A-Concourse) and the areas adjacent to the load docks for cleanliness. Sanitation is a very important load dock issue. Load Dock Coordinators ensure that the load docks are clean to avoid any public health issues. If any area related to the load docks is in need of cleaning, the appropriate building maintenance vendor is contacted to request the area be cleaned. The Coordinators may help clean as needed.
- Ensure the trash and recycle compactors, used cooking oil/grease tanks, and glass recycling containers are not full. When containers are full, contact is made with the appropriate vendor to empty the containers.
- Ensure the trash and recycle compactors, and used cooking oil/grease tanks are functioning properly. Operate compactors (multiple times daily) and perform visual inspections of the equipment.
- Attend required meetings. Meetings are held between load dock and tenant representatives to discuss load dock protocols, compactor area sanitation issues, and request help to help load dock areas clean





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and safe.

- Prepare required monthly reports.
- Other tasks as requested.

Necessary skills and abilities include:

- Knowledge of receiving and shipping policies and procedures.
- Excellent customer service skills and willingness to work with a wide variety of individuals.
- Good English verbal and written communication skills, and good interpersonal skills. Ability to deescalate conflicts in a positive and professional manner.
- Good organization, coordination, time management, and prioritization skills.
- Ability to be detail oriented, flexible, and multi-task while working.
- Ability to work without immediate direct supervision, and make common sense decisions based on sound reasoning.
- Ability to be dependable and work with integrity.
- Ability to perform the tasks and duties in a safe and efficient manner.
- Working knowledge of Microsoft Windows, Microsoft Office applications, Maximo, and other applicable software.





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Machinery, Tools, Equipment, Personal Protective Equipment:

- Port vehicles.
- 2-way radios. Mobile devices/phones.
- Forklift. Pallet jack. Wheeled carts.
- Box cutter/utility knife.
- Trash and recycle compactors, cooking oil/grease tanks, and glass recycling containers/dumpsters.
- Windows-based computers, related accessories, and applicable software.
- Office equipment, including desks, chairs, and telephones.
- Office supplies, including pens, paper, and clipboards.
- Windows-based computers with applicable accessories, and applicable software, including Microsoft Office applications, and Maximo.
- Safety vests and approved steel-toed footwear.



Education / Training:

Minimum Qualifications:

- High school or GED equivalent.
- 3-years of load dock and shipping/receiving experience.
- Washington State driver's license.
- Must pass a ten-year security background check.

Preferred:

- 5-years of load dock, warehouse, driving, and customer service experience (union or non-union).
- Associate's degree.

Workers must also obtain a forklift certification and first aid certification

Per the Dictionary of Occupational Titles (DOT): Laborer, Stores 922.687-058

Specific Vocational Preparation (SVP): 2 (Thirty days or less)



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COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:	
Continuously = Occurs 66-100% of the time.	Occasionally = Occurs 1-33% of the time
Frequently = Occurs 33-66% 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.	Occasionally
Using technology/instruments/tools & information systems.	Continuously
Working with two and three dimensional formats.	Rarely
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Frequently
Remembering visual information.	Continuously
Recalling information incidental to task at hand.	Continuously
Memorizing facts or sequences.	Occasionally
Remembering simple instructions.	Continuously
Remembering detailed instructions.	Continuously
Learning & Processing	
Effectively learning and mastering information from classroom training.	Occasionally
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.	Occasionally
Determining and following precise sequences.	Occasionally
Coordinating and compiling data and information.	Occasionally
Analyzing, synthesizing data and information.	Occasionally
Tasking and Planning	
Performing repetitive or short-cycle work.	Occasionally
Working under specific instructions.	Continuously
Completing complex tasks.	Occasionally
Directing, controlling, or planning for others as necessary for basic tasks.	Occasionally
Directing, controlling, or planning for others as necessary for complex tasks.	Rarely
Multi-tasking.	Continuously
Planning, prioritizing, and structuring daily activities.	Continuously



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Use Appropriate Behavior for Professional Work Environment	
Receiving criticism and accepting limits appropriately.	Continuously
Maintaining emotional control and organization under increased stress.	Continuously
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.	Continuously
Adapting to frequent interruptions, changes in priorities, or changes in work location.	Continuously
Responding effectively to emergency situations.	Rarely

Frequency Designations: Required Beneficial Not Necessary	
Maintaining Attendance and An Assigned Work Schedule	
Maintaining predictable and reliable attendance each work shift.	Required
Being punctual.	Required
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 shifts.	Beneficial



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PHYSICAL DEMANDS

N/A: Not Applicable

S: Seldom (1-10% of the time)

O: Occasional (10-30% of the time)

STRENGTH: Sedentary Light

F: Frequent (30%-70% of the time)

C: Constant (Over 70% of the time)

WNL: Within Normal Limits (talking, hearing, etc.)

Medium Heavy Very Heavy

Frequency

Comments

Sitting	O-F	Sitting at desk working at computer responding to/preparing emails and preparing required reports, processing paperwork, answering desk phone, monitoring cameras showing entrance to the service tunnel, driving vehicle to service tunnel entrance, driving to various load docks around the airport, driving forklift, and participating in weekly meetings.
Standing	F	Interchange with walking. Gathering items from a vehicle and placing on wheeled cart, reconciling items received with packing slips, obtaining tracking numbers, unloading wheeled carts, operating garbage and recycling compactors, answering mobile phone, and communicating with supervisors, co-workers, and delivery drivers/vendors.
Walking	F	Interchange with standing. Walking between load dock work areas, walking to and from vehicles, delivering items to Port employees (generally in the office building connected to the airport terminal), and attending meetings in the office building. Walking is over concrete, asphalt, tile, and carpet.
Lifting (up to 10 pounds)	F	Smaller boxes/items, empty cardboard boxes, paperwork, reports and printouts, log books, desk phone handset, mobile phones/devices, keys, picking up debris from the ground, and safety vests.
Lifting (10 to 35 pounds)	O	Medium sized boxes/items, cases of wine, and stacks of cardboard.
Lifting (35 to 50 pounds)	S	Larger boxes/items, and periodically 5-gallon bottle of water for water dispenser (45 lbs.). Note: Heavier items can be lifted by two workers, or equipment can be used (pallet jack or forklift) to reduce the amount of necessary lifting.
Carrying (up to 10 pounds)	F	Smaller boxes/items, empty cardboard boxes, paperwork, reports and printouts, log books, desk phone handset, mobile phones/devices, keys, debris, and safety vests.
Carrying (10 to 35 pounds)	O	Less than 10 feet. Medium sized boxes/items, cases of wine, and stacks of cardboard. Note: Wheeled carts are used extensively to transport items.
Carrying (35 to 50 pounds)	S	Less than 10 feet. Larger boxes/items, and periodically 5-gallon bottle of water for water dispenser (45 lbs.). Note: Wheeled carts are used extensively to transport items. Heavier items can also be transported by two workers, or equipment can be used (pallet jack or forklift).
Pushing/Pulling (up to 15 pounds)	F	Pushing/pulling wheeled carts and non-motorized pallet jack, unloading items from vehicles, opening and closing doors, and drawers.
Pushing/Pulling (15 to 30 pounds)	S	Pushing/pulling loaded wheeled carts, and maneuvering and lifting load with non-motorized pallet jack. Note: A forklift can be used to reduce heavier pushing/pulling.
Climbing Stairs/Ladders	S	Climbing stairs attached to load docks. May potentially encounter stairs in the airport terminal. Elevators are used when transporting deliveries to the airport office building.



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Work at Heights/Balancing	S	When working near the edge of the load dock.			
Bending at Waist	F	Gathering items from a vehicle and placing on wheeled cart, reconciling items received with packing slips, obtaining tracking numbers, pushing wheeled carts, operating pallet jack, unloading wheeled carts, performing visual inspections of equipment, and working at desk.			
Bending Neck	C	All tasks include neck movement.			
Twisting at Waist	S	Workers can limit twisting by moving feet while working.			
Crouching/Kneeling	S	Potentially if opening boxes and reconciling items with packing slip, obtaining tracking numbers from items below waist level, or performing visual inspections of equipment.			
Crawling	Rare	Potentially if crawling in back of van or truck to unload items.			
Stooping	S	Entering/exiting vehicles, or performing visual inspections of equipment.			
Reaching (floor to knee level)	S	Picking up items below knee level.			
Reaching (knee to shoulder level)	F	A majority of reaching is performed between the knee and chest level.			
Reaching (above shoulder level)	S	Potentially working with individual in truck cab or trailer, or pointing while giving instructions/directions.			
Driving	O	Frequency depends on assigned tasks. Driving vehicle to service tunnel entrance, driving to various load docks around the airport, and driving forklift.			
Foot Controls	O	Frequency depends on assigned tasks. While driving.			
Repetitive Motion	N/A				
Handling/Grasping	C	30	% Pinch Grasp	70	% Whole Hand Grasp
Fine Finger Manipulation	F	Processing paperwork, operating vehicle controls/switches, using buttons and controls on applicable equipment, using computer mouse, using keys, using box/utility knife, using desk telephone and mobile phone/device, and writing.			
Writing	S	Preparing logs, signing for deliveries, and taking notes.			
Keyboarding	S-O	Responding to/preparing emails, logging/recording information about items received and shipped, preparing reports, and researching information.			
Talking	F-C	Communicating with co-workers, supervisors, airport tenant and Port employees, and potentially the public.			
Hearing	C	Communicating with co-workers, supervisors, airport tenant and Port employees, and potentially the public. Listening for hazards and telephone calls.			
Seeing	C	Within normal limits, with or without corrected vision.			
Normal Job Site Hazards	S	Working near moving vehicles, driving vehicles, working at heights (near edge of load docks), sharp box/utility knife, slippery walking surfaces, dust, and noise. May encounter confrontational situations between delivery drivers.			



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Expected Environmental Conditions	C	A majority of tasks are performed in a non-temperature-controlled tunnel environment, where external temperatures impact the temperature in the tunnel. Some tasks are performed at the entrance to the service tunnel, where the worker would be exposed to outside weather conditions. Some tasks are performed in the temperature-controlled environments of the airport terminal or office building.
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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?

Yes No

Job Analysis Reviewed By:

Jo Woods

Completed by Vocational Provider

Brice York, B.A., CDMS

Date February 28, 2017

Signature of Vocational Provider



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FOR PHYSICIAN'S/EVALUATOR'S USE ONLY

- The injured worker can perform the physical activities described in the job analysis and can return to work on _____
- 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.
- 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):
 - Temporary for _____ weeks _____ months
 - Permanent
- 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):
 - Temporary for _____ weeks _____ months
 - Permanent

COMMENTS:

Date _____ Physician's/Evaluator's Signature _____

Physician's/Evaluator's Name Printed _____

PLEASE RETURN COMPLETED FORM VIA FACSIMILE TO:

Port of Seattle Employee Health & Safety Department at (206) 787-3406