

HEALTHFORCE

O C C U P A T I O N A L M E D I C I N E

Worker: _____ SS#: N/A Claim #: _____
 Job Title: Airport Customer Service Representative DOT Title: Gate Agent (asst.) DOT Code: 238.367-010
 Employer: Port of Seattle – SeaTac Int'l Airport Supervisor: Judy Gage
PO Box 687727
 Address: Seattle, WA 98168-0727 Phone/Fax: (206) 433-5342/439-7739
 VRC Job Analyst: John T. Foito MA CRC VRC ID: 3510
 Phone/Fax: (\$25) 806-5711 Date Performed: 10/2/03

Work Schedule

Shift:
 Overtime: Occasional

Job Summary (* Denotes essential function)

Function	SVP	Strength
<p>To provide customer service to travelers as a part of Aviation Marketing and Customer Service. Will represent the Port of Seattle and assist with the flow of passengers throughout the airport. Will provide information and directions for travelers. Will assist passengers at crowded and congested areas throughout the airport. Requires frequent daily contact with ADM's, Police, Fire, Airline Managers/Supervisors, Security Supervisors. Perform duties as directed by Customer Service Supervisor or Manager.</p> <p>Provide safe and efficient movement of passengers throughout the airport.</p> <ul style="list-style-type: none"> • Keep fire lanes open at crowded ticket counters. • Assists with passenger lines at crowded security checkpoints. • Maintain clear pathways in crowded areas near escalators and elevators. • Assist with passenger flow at construction sites. • Direct cruise ship passengers to their airline locations. • Inform the necessary port departments and tenants regarding: <ul style="list-style-type: none"> A. Unattended and suspicious bags and packages. B. People using skateboard, roller blades, scooters, etc, in the airport. C. Complaints about the rest rooms. D. Housekeeping issues creating an unsafe environment for travelers. E. Vending, change, phone card machines not working properly. F. Media at the airport. 	4	L

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<p>G. Recommendations and complaints.</p> <ul style="list-style-type: none"> • Following a security breach, help evacuate and repopulate the airport. • Call airport Volunteers to get additional help at key congestion points. • Support significantly increased passenger re-routing due to construction projects. • Support and execute special projects as directed by POS. • Inform Customer Service Supervisor from their working experience, their suggestions to help manage congested areas more efficiently. Customer Service Supervisor will forward to the appropriate department for actions when needed. • Respond to the needs of people who come to the airport with business and need to get to the secured area of U.S. Customs and Immigrations. Take responsibility of staying with person and escorting them back to the Main Terminal. • Manage/direct passenger flow outside the FIS recheck areas and occasionally inside the FIS recheck area. • Escort passengers to the secured South Satellite to retrieve item forgotten in the recheck area. 		

Competencies Required to Perform This Job: (including certification, skills & testing as appropriate)

Knowledge and Skills:

- Assertively direct, inform, and guide passengers while maintaining friendly rapport.
- Be able to apply active listening skills and communicate effectively with foreign and domestic passengers.
- Must have broad knowledge of the airport and have the ability to draw on it quickly to address issues.
- Be an enthusiastic self-starter with outgoing personality.
- Be able to handle difficult situation or passengers with tact, diplomacy, and professionalism.
- Have strong ability to learn, adapt and be flexible in all situations.
- Be able to maintain professional appearance and demeanor at all times.
- Be able to recognize and analyze situations to quickly take action to resolve in the short term and provide suggestions for long term if necessary.
- Be willing to assume new roles/responsibilities and respond appropriately to airport incidents collaborating with Police, Fire, ADM's, Airline Managers/Supervisors, Security Supervisors.
- Be able to make decisions independently and act in absence of higher authority.
- Be able to quickly assess situations and determine if the Lead Pathfinder needs to be informed.
- Be willing to be on-call to respond to airport issues/emergencies requiring additional Pathfinders.
- Must have basic computer skills to communicate via e-mail and time entry system.

Requirements/Qualifications:

Worker:

Claim#:

Requirements/Qualifications:

- High school diploma or equivalent.
- A valid Washington State Driver's License is required.
- Preferred: 2 years of college course work or related customer service experience.
- Fluency in a foreign language a plus.
- Will be fingerprinted for a criminal history background check with the FBI.

Tools / Safety Equipment

None required.

Additional Comments: (Feasible job modifications / accommodations)

Will generally work in the airport main terminal, concourses and satellites. Will require constant walking and standing (6-8 hours per shift).

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Physical Demands

Lifting:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Lowest point / Highest point
01-10 pounds				x		Clip board
11-20 pounds	x	x				Assists others at their Discretion.
21-35 pounds	x					
36-50 pounds	x					
51-75 pounds	x					
76-100 pounds	x					
100 + pounds	x					

Carrying:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Maximum Distance Carried
01-10 pounds				x		Same as lifting above.
11-20 pounds	x	x				
21-35 pounds	x					
36-50 pounds	x					
51-75 pounds	x					
76-100 pounds	x					
100 + pounds	x					

Push/Pull: (Max Force)	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Maximum Distance Moved
01-10 pounds		x				
11-20 pounds		x				Return of smart carts (as needed).
21-35 pounds	x					
36-50 pounds	x					
51-75 pounds	x					
76-100 pounds	x					
100 + pounds	x					

Reaching:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Objects / Weight
Overhead	x					Not required
At or ↑ shoulder	x					“ “
Below shoulder	x					“ “

Sitting:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Type of Chair/Stool or Other
		x				Rest periods, meal breaks

Standing: (Stationary)	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Type of Surface
			x			Standing at one checkpoint

Walking:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Type of Surface / Distances
					x	Hard surface, escalators

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Climb / Balance:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Comments
Stairs		x				Escalators, elevators available
Ladders	x					
Other (define)	x					
Operate foot controls	x					

Trunk Function:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Comments
Neck rotation sideways					x	
Head bend up / down					x	
Bend / Stoop (waist)		x				Picking up dropped objects.
Twist (waist)		x				
Squat / Crouch		x				
Kneel	x					
Crawl	x					
Lie down	x					

Upper Extremity:	Never	Limited 0-1 hr	Occasional 1-3 hrs	Frequent 3-6 hrs	Constant 6-8 hrs	Comments
Handling / grasping				x		Cell phone, clip board
Forceful gripping *	x					
Fine Finger Manipulation			x			Writing
Keyboarding / mouse		x				Check-in on computer
Repetitive motion **	x					
Low impact tools	x					
High impact tools	x					

* Forceful Grip: Work requiring the application of 8 lb or more of force in a pinch grip and/or 25 lb or more in a power grip.

** Repetitive Motion: Using the same motion with little or no variation every few seconds, excluding keying activities (per Department of Labor and Industries Ergonomics Rule WAC 296-62-051), and/or 2000 hand motions per 8 hour shift (250 motions/hour).

Seeing:	Near Acuity: Yes	Far Acuity: Yes
	Depth Perception: Yes	Field of Vision: Yes
	Color Discrimination (note colors): N/A	

Hearing/Talking: Critical to job – communication is the major component of the job.

Environmental / Atmospheric Conditions and/or Hazards:	
Percent inside: 99%	Percent outside: 1%
Temperature (extremes): No (very rarely outside)	
Noise level (low, moderate, high): Low	Vibration? No
Dust? Yes	Odors? Yes
Fumes? No	Mists? No
Gases? No	Vapors? No
Chemicals - Type: No	Work with directly?
Dust and orders due to construction – not usual.	Proximity to?

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Behavioral Factors

GED: R: 3 M: 2 L: 3	(Level 6 is high; Level 1 is low)
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Worker Characteristics

Worker Functions:	Data: Compiling	People: Speaking-Signaling	Things: Handling
Temperament: <input checked="" type="checkbox"/> Directing , controlling or planning activities of others. <input type="checkbox"/> Performing repetitive or short-cycle work. <input checked="" type="checkbox"/> Influencing people in their opinions, attitudes and judgments. <input checked="" type="checkbox"/> Performing a variety of duties. <input type="checkbox"/> Expressing personal feelings. <input type="checkbox"/> Working alone or apart in physical isolation from others. <input checked="" type="checkbox"/> Performing effectively under stress . <input type="checkbox"/> Attaining precise set limits, tolerances and standards. <input type="checkbox"/> Working under specific instructions. <input checked="" type="checkbox"/> Dealing with people . <input checked="" type="checkbox"/> Making judgments and decisions.			

Addenda used: (attached) See Psychological/Neurological Addendum attached

Information for this Job Analysis was obtained during an on-site review of the work area, inquiry with a supervisor, and from the Dictionary of Occupational Titles.

By signing below, I agree that this is an accurate representation of the above-referenced job.

Judy Gage _____
Supervisor's signature

Date

John T. Foito MA CRC _____
Vocational Rehab Counselor's signature

Date

Employee's signature

Date

Physician's Certification

Employee released for work as of _____

_____ Employee **can** perform this job as described.

_____ Employee **can** perform this job **with modifications** as noted below.

Temporary - until _____ Permanent

_____ Employee **cannot** perform this job.

Temporary - until _____ Permanent

Physician's Comments: _____

Physician's signature

Date