



# Job Analysis

**Job Title:** Tour Group Coordinator                      **Worker:** \_\_\_\_\_  
**DOT Number:** 915.667-014                                      **Claim Number:** \_\_\_\_\_  
**Employer:** Port of Seattle                                      **Employer Phone #:** 206-787-4069  
**Employer Contact:** Sue Adams                              **Date of Analysis:** July 29, 2013

Job of Injury     Previous Job     New Job     6-8 Hours Per Day     4 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 Tour Group Coordinator. This is part-time, seasonal work. Employees are staged at various locations at or near Sea-Tac Airport, and typically rotated between various locations on a weekly basis.

The primary responsibility of a Tour Group Coordinator is to ensure the safety of passengers and pedestrians transferring to and from buses at airport facilities, and to coordinate the flow of buses in and out of designated parking areas.

### **Assigned Tasks**

- Direct passengers and pedestrians walking in the South cruise ship transportation lots during cruise ship season (typically May through October). Ensure that pedestrians are using the crosswalks and sidewalks while moving between check-in and pick-up areas.
- Document buses using the Port of Seattle facilities for billing purposes. Create receipts for billing purposes.
- While working in off-site lot, contact worker(s) at the airport via 2-way radio to obtain parking space assignments. Communicate assigned parking space information to bus drivers and instruct drivers when to proceed to the airport lot.
- Direct bus drivers into and out of assigned parking spaces at the airport.

### **Skills and Abilities**

- Must have excellent customer service skills.
- Must have excellent communication skills.
- Must have some knowledge of radio communications.
- Ability to deal with people in a professional manner.
- Ability to follow directions closely.
- Ability to work in a safe manner.

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**Machinery, Tools, Equipment, Personal Protective Equipment**

- Two-way radio.
- Clipboard and report forms. Pens.
- Time clock.
- If working behind a counter, may use chair or stool.
- Handheld remote control gate opener.
- Required personal protective equipment includes safety vest and enclosed shoes.



**Education / Training**

- High school diploma or GED.
- Valid Washington State driver's license, or the ability to obtain one, is required.
- Some experience in airport, cruise ship, and/or ground transportation operations is preferred.
- Workers must be a member or join Union Local 9 within 30 days of employment.

**Per the Dictionary of Occupational Titles (DOT)**

915.667-014 Parking Lot Signaler

**Specific Vocational Preparation (SVP)**

2 (Anything beyond a short demonstration up to and including 1 month)



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**COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS**

|  |              |
|--|--------------|
| <b>Frequency Definitions</b>   |              |
| <b>Continuously</b> = Occurs 66-100% of the time                               |              |
| <b>Frequently</b> = Occurs 33-66% of the time                                  |              |
| <b>Occasionally</b> = Occurs 1-33% of the time                                 |              |
| <b>Rarely</b> = May occur less than 1% of the time                             |              |
| <b>Never</b> = Does not ever occur   |              |
| <b>Comprehension</b>   |              |
| Articulating and comprehending information in conversations.                   | Continuously |
| Reading, comprehending, and using written materials.                           | Occasionally |
| Understanding and solving problems involving math and using the results.       | Rarely       |
| Using technology/instruments/tools & information systems.                      | Occasionally |
| Working with two and three dimensional formats.                                | Rarely       |
| <b>Remembering</b>   |              |
| Remembering spoken instructions.   | Continuously |
| Remembering written instructions.  | Occasionally |
| Remembering visual information.  | Occasionally |
| Recalling information incidental to task at hand.                              | Continuously |
| Memorizing facts or sequences.   | Occasionally |
| Remembering simple instructions.   | Continuously |
| Remembering detailed instructions.   | Occasionally |
| <b>Learning</b>  |              |
| 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.                              | Occasionally |
| Determining and following precise sequences.                                   | Occasionally |
| Coordinating and compiling data and information.                               | Frequently   |
| Analyzing, synthesizing data and information.                                  | Occasionally |
| <b>Tasking and Planning</b>  |              |
| Performing repetitive or short-cycle work.                                     | Never        |
| 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.                      | Never        |
| <b>Use Appropriate Behavior for Professional Work Environment</b>              |              |
| Receiving criticism and accepting limits appropriately.                        | Occasionally |
| Maintaining emotional control and organization under increased stress.         | Continuously |



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| 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.              | Frequently   |
| Responding effectively to emergency situations.  | Rarely       |

|   |            |
|---|------------|
| <b>Frequency Designations</b>   |            |
| <b>Required</b>   |            |
| <b>Beneficial</b>   |            |
| <b>Not Necessary</b>  |            |
| <b>Maintaining Attendance and An Assigned Work Schedule</b>                                     |            |
| 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.                                     | Required   |

**PHYSICAL DEMANDS**

|  |                                    |   |  |                                |                                     |
|--|------------------------------------|---|--|--------------------------------|-------------------------------------|
| <p><b>Constant:</b> Constant (Over 70% of the time)<br/> <b>Frequent:</b> Frequent (30%-70% of the time)<br/> <b>Occasional:</b> Occasional (10-30% of the time)<br/> <b>Seldom:</b> Seldom (1-10% of the time)<br/> <b>WNL:</b> Within Normal Limits (talking, hearing, etc.)<br/> <b>N/A:</b> Not Applicable</p> |                                    |   |  |                                |                                     |
| <b>STRENGTH:</b>   | <input type="checkbox"/> Sedentary | <input checked="" type="checkbox"/> Light | <input type="checkbox"/> Medium  | <input type="checkbox"/> Heavy | <input type="checkbox"/> Very Heavy |
| <b>Action</b>  | <b>Frequency</b>                   |   | <b>Comments</b>  |                                |                                     |
| Sitting  | <b>S or F</b>                      |   | Depends on location assignment. In most positions, sitting is limited to breaks. Sitting is available when staffed at an off-site lot, or while at the central counter at the airport.   |                                |                                     |
| Standing   | <b>O or F</b>                      |   | Depends on location assignment. In most positions, standing is interchanged with walking, with workers on their feet most of a shift. Standing is reduced when staffing an off-site lot or while at the central counter at the airport.  |                                |                                     |
| Walking  | <b>O or F</b>                      |   | Depends on location assignment. In most positions, standing is interchanged with walking, with workers on their feet most of a shift. Standing is reduced when staffing an off-site lot or while at the central counter at the airport. Workers step on and off curbs numerous times throughout a shift. Walking is generally on asphalt, concrete, or tile. |                                |                                     |



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|  |               |   |
|--|---------------|---|
| Lifting (up to 10 pounds)                  | <b>F</b>      | Lifting up to 5#: 2-way radio, place sign on top of stanchion, clipboard and pen.   |
| Lifting (11 to 25 pounds)                  | <b>N</b>      | n/a   |
| Lifting (26 to 50 pounds)                  | <b>N</b>      | n/a   |
| Lifting (50 to 75 pounds)                  | <b>N</b>      | n/a   |
| Lifting (75 to 100 pounds)                 | <b>N</b>      | n/a   |
| Carrying (up to 10 pounds)                 | <b>F</b>      | Carrying up to 5#: 2-way radio, place sign on top of stanchion, clipboard and pen.  |
| Carrying (11 to 25 pounds)                 | <b>N</b>      | n/a   |
| Carrying (26 to 50 pounds)                 | <b>N</b>      | n/a   |
| Carrying (50 to 75 pounds)                 | <b>N</b>      | n/a   |
| Carrying (75 to 100 pounds)                | <b>N</b>      | n/a   |
| Pushing/Pulling (up to 10 pounds of force) | <b>S</b>      | Pushing wheeled cart holding signs placed on the top of stanchions. Opening doors.  |
| Pushing/Pulling (10 to 20 pounds of force) | <b>N</b>      | n/a   |
| Climbing Ladders/Stairs                    | <b>S-O</b>    | Depends on location. In most positions, workers step on and off curbs numerous times throughout a shift. May use stairs while working or moving between work locations. |
| Working at Heights/Balancing               | <b>N</b>      | n/a   |
| Bending at Waist                           | <b>O</b>      | Place signs on stanchions, directing buses and passengers.  |
| Bending Neck                               | <b>O</b>      | Talking with passengers and bus drivers, directing buses, and looking for moving vehicles.  |
| Reaching (up to shoulder level)            | <b>O</b>      | Directing buses and passengers.   |
| Reaching (over shoulder level)             | <b>S</b>      | Directing buses.  |
| Stooping                                   | <b>N</b>      | n/a   |
| Kneeling/Squatting                         | <b>N</b>      | n/a   |
| Crawling                                   | <b>N</b>      | n/a   |
| Repetitive Motion                          | <b>S</b>      | Using arms to direct buses and passengers.  |
| Twisting at Waist                          | <b>S</b>      | Potentially while talking with passengers and bus drivers, and looking for moving vehicles.   |
| Handling/Grasping                          | <b>F</b>      | 30% pinch grasp; 70% whole hand grasp holding radio.  |
| Fine Finger Manipulation                   | <b>O</b>      | Operating buttons/knobs on radio or button on remote control gate opener. Handling bus log pages. Writing.  |
| Driving                                    | <b>N</b>      | n/a   |
| Foot Controls                              | <b>N</b>      | n/a   |
| Talking                                    | <b>O-F</b>    | Communicating with coworkers, supervisors, vehicle drivers, and passengers.   |
| Hearing                                    | <b>C</b>      | Communicating with coworkers, supervisors, vehicle drivers, and passengers, and listening for radio traffic, and potential hazards.                                     |
| Seeing                                     | <b>C</b>      | Visual abilities would be considered important in this position.  |
| Writing                                    | <b>S or F</b> | Depends on location assignment. In most positions, there is limited, if any, writing. At an off-site lot or at the airport  |



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|                                   |          |  |
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|                                   |          | central counter, writing is frequent due to the bus logs created for billing purposes.   |
| Normal Job Site Hazards           | <b>F</b> | Workers may be exposed to moving vehicles, fumes, and potentially wet walking surfaces.  |
| Expected Environmental Conditions | <b>C</b> | Depends on location. In most positions, work is primarily performed outside with exposure to various weather conditions. Workers at off-site lot work primarily inside a building, and walk outside periodically to talk with drivers. |

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.

|   |  |
|---|--|
| <b>Analysis was done on the job site?</b> | <input checked="" type="checkbox"/> yes <input type="checkbox"/> no during original job analysis |
| <b>Job Analysis Reviewed By</b>           | Tonia Fletcher   |
| <b>Date</b>                               | July 29, 2013  |
| <b>Completed by Vocational Provider</b>   | Nicki Gorski VRC CDMS  |
| <b>Signature of Vocational Provider</b>   | <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):<br><input type="checkbox"/> Temporary for _____ weeks _____ months<br><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):<br><input type="checkbox"/> Temporary for _____ weeks _____ months<br><input type="checkbox"/> Permanent |

**COMMENTS**

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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