



Bock Consulting

Job Analysis

Job Title	<u>Traffic Support Specialist</u>	Worker	_____
DOT Number(s)	<u>372.667-030</u>	Claim Number	_____
Employer	<u>Port of Seattle</u>	Employer Phone #	<u>(206) 787-3000</u>
Employer Contact	<u>Cmr. Thomas Bailey</u>	Date of Analysis	<u>April 11, 2018</u>

- Job of Injury
 Transferable Skills Position
 New Job
 40 Hours Per Week
 4 to 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) Seaport Division, 3) Real Estate Division, and 4) Capital Development Division. The Aviation Division operates Seattle-Tacoma International Airport (“Sea-Tac”). Sea-Tac is in the top 10 of the busiest passenger airport in the United States, serving more than 45 million passengers a year.

This job analysis is for a Traffic Support Specialist (“TSS”) working in the Patrol Division for the Police Department at the Port of Seattle.

The primary responsibility of the TSS is to assist Police Officers with traffic control on the departure and arrival drives outside the airport terminal building at Sea-Tac. There is no parking or waiting allowed on the airport drives. The TSSs are assigned to help the Police Officers assigned to the drives to enforce these restrictions in support of efficient ground transportation operations at Sea-Tac.

The busiest times on the drives are mornings for departures, and evenings for arrivals.

Work Schedule

TSSs are scheduled to work on the drives every day from 4:00 a.m. to 1:00 a.m. TSSs work 40 hours per week on various shifts, which rotate every three months.



Tasks Assigned to the Traffic Support Specialists

- Patrol assigned areas of the drives outside the Sea-Tac terminal building to monitor roadway traffic and safety conditions, and vehicle and pedestrian activity.

11410 NE 124th Street, #213, Kirkland, WA 98034

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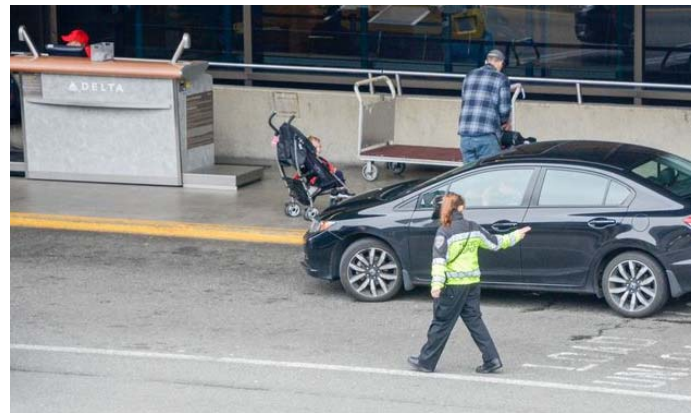
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- Assist with the safe movement of vehicles and pedestrians within assigned areas. Direct traffic to ensure the efficient flow of vehicles, while maintaining the safety of pedestrians. Traffic is controlled using verbal commands, and hand and whistle signals.



- Provide directional and informational assistance to the public related to the use of airport transportation services and related ground transportation support facilities.
- Provide directional and informational assistance to the public related to areas within the airport, as well as the areas surrounding Sea-Tac.

- Initiate requests for Police Officer assistance as needed for vehicle and crowd control and enforcement. If there is conflict with individuals on the drives, the TSSs are trained to radio a Police Officer for help, then move on to continue with assigned duties. The drivers of vehicles dropping off departing passengers generally leave the drive relatively quickly after dropping off the passengers. There is more opportunity for conflict between the TSSs and drivers of vehicles picking up arriving passengers, as the drivers may want to wait or park on the drive, which is not allowed.



Knowledge, Skills and Abilities Needed

- Excellent communication skills, with the ability to communicate verbally in a professional and impartial manner.
- Ability to interact constructively with other individuals to establish and maintain effective relationships with supervisors, Departmental officials, employees of contractors/vendors, and the traveling public.
- Knowledge of traffic management principles relating to the efficient flow of traffic.
- Knowledge of crowd control methods and techniques, as well as public relations techniques.
- Ability to enforce rules and regulations pertaining to traffic control firmly, impartially, and with respect for individuals' rights.
- Knowledge of landside operating procedures and departmental rules and regulations related to security, pedestrian, and vehicular safety, and vehicular operations in ground transportation areas.
- Ability to learn and recall the details related to the Sea-Tac roadway network, building locations, and public and private facilities.



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- Ability to understand and closely follow verbal and written instructions/directions.
- Ability to work independently, but also within a team.
- Ability to de-escalate conflict by means of conversation/negotiation.
- Ability to present and maintain a positive image for the Port of Seattle.
- Ability to stay alert and work in a safe manner.
- Basic computer skills.

Machinery, Tools, Equipment, Personal Protective Equipment:

- High visibility safety jacket.
- 2-way radio.
- Whistle.
- Gloves, hats, and rain gear as needed.
- Lockers.
- Windows-based computers and accessories, and various software applications.
- Pens and note pads.

Education / Training:

Minimum Qualifications:

- 18+ years of age.
- High school diploma or equivalent.
- One year of experience working directly with the general public.
- Valid Washington State Driver's License, or the ability to obtain one.
- Ability to pass TSA and FBI background checks, credit check, psychological screening test, and drug test.
- Basic computer skills.

Preferred Qualifications:

- Associates degree.
- One year of experience in flagging or traffic control.

Once hired, the Port provides a variety of applicable training to the TSSs, including de-escalation, radio procedures, ID Access, Access Awareness, active shooter training, and computer training.

Per the Dictionary of Occupational Titles (DOT): 372.667-030 Controlled Area Checker
Specific Vocational Preparation (SVP): 3 (30 days to 3 months).





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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.	Continuously
Understanding and solving problems involving math and using the results.	Never
Using technology/instruments/tools & information systems.	Never
Working with two and three-dimensional formats.	Occasionally
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Continuously
Remembering visual information.	Occasionally
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.	Never
Determining and following precise sequences.	Occasionally
Coordinating and compiling data and information.	Occasionally
Analyzing, synthesizing data and information.	Never
Tasking and Planning	
Performing repetitive or short-cycle work.	Continuously
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.	Continuously
Planning, prioritizing, and structuring daily activities.	Occasionally



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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.	Occasionally
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.	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.	Required



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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	N/A	Only while on breaks.			
Standing	F	Interchange with walking throughout shift.			
Walking	F	Interchange with standing throughout shift.			
Lifting (up to 5 pounds)	S	Lifting individual items, such as high visibility safety jacket, 2-way radio, whistle, gloves, hat, rain gear, pen, and note pad.			
Carrying (up to 10 pounds)	C	Carrying individual items, or wearing multiple items on the body during a shift, such as high visibility safety jacket, 2-way radio, gloves, hat, rain gear, pen, and note pad.			
Pushing/Pulling	S	Opening doors.			
Reaching (floor to waist)	N/A-S	Directing traffic, and pointing to objects, or explaining directions.			
Reaching (waist to shoulder)	F	Directing traffic, and pointing to objects, or explaining directions.			
Reaching (over shoulder)	S	Directing traffic, and pointing to objects, or explaining directions.			
Climbing Stairs/Ladders	N/A				
Work at Heights/Balancing	N/A				
Bending at Waist	O	Communicating with drivers in vehicles and directing traffic.			
Bending Neck	C	All assigned tasks include neck movement.			
Twisting at Waist	F	Monitor roadway traffic and vehicle and pedestrian activity, and directing traffic			
Crouching/Kneeling	N/A-S	Limited.			
Stooping	N/A				
Driving	N/A				
Foot Controls	N/A				
Handling/Grasping	S	80	% Pinch Grasp	20	% Whole Hand Grasp
Fine Finger Manipulation	S	Using 2-way radio, computer mouse, and writing.			
Keyboarding	S	Responding and preparing emails, and logging on before and logging out after shift.			
Repetitive Motion	F	Directing traffic with hand signals.			
Writing	N/A-S	Taking notes.			
Talking	F	Communicating with the public, co-workers, supervisor, other Port employees, and employees of contractors/vendors.			
Hearing	C	Communicating with the public, co-workers, supervisor, other Port employees, and employees of contractors/vendors.			
Seeing	C	Within normal limits, with or without correction.			
Normal Job Site Hazards	C	Workers are exposed to moving vehicles while directing traffic, moving pedestrians, fumes, and potentially angry individuals.			



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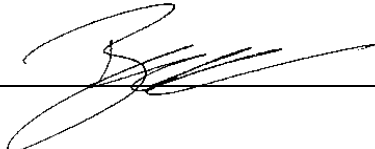
Expected Environmental Conditions	C	Work is primarily performed outdoors in all types of weather conditions. May also perform tasks inside the temperature-controlled terminal building, or break/locker room.
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The above job analysis represents the requirements 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: Cmr. Thomas Baily and Sergeant Jon Hornbuckle

Completed by Vocational Provider Brice York, B.A., CDMS

Date April 11, 2018 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