



# Bock Consulting

## Job Analysis

Job Title	AVM Capital Liaison Manager	Worker	
DOT Number(s)	182.167-026	Claim Number	
Employer	Port of Seattle	Employer Phone #	(206) 787-3000
Employer Contact	Brendalynn Taulelei	Date of Analysis	October 4, 2017

- Job of Injury   
 Transferable Skills Position   
 New Job   
 8 Hours Per Day   
 5 Days Per Week

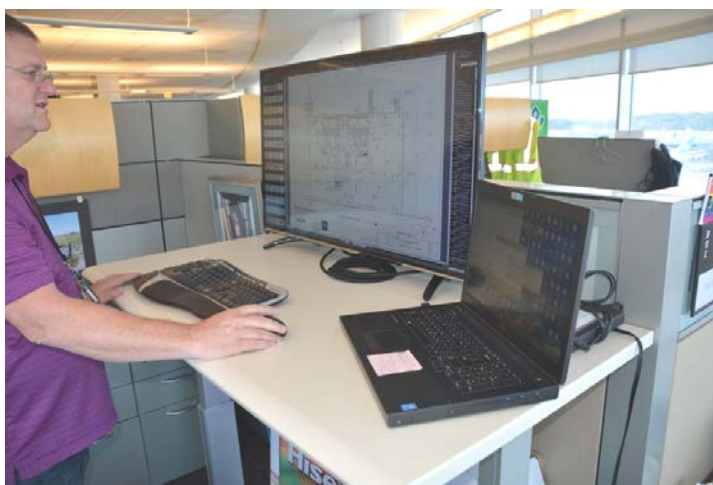
### Job Description, Essential Functions, Tasks and Skills:



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) Maritime Division, and 3) Economic Development Division.

This job analysis is for the position of Aviation Maintenance Department (“AVM”) Capital Liaison Manager. The primary responsibility of the AVM Capital Liaison Manager is to act as a liaison with other Port departments on behalf of the Aviation Maintenance Department (“AVM”) during large and small capital and expense construction projects (for instance entire buildings being built, or significant building upgrades).

In each phase of a project, the AVM Capital Liaison Manager collaborates with the AVM Maintenance Managers and Senior Managers to gather information related to project-specific ideas, questions, and concerns from an AVM perspective. The AVM Capital Liaison Manager then shares this input with other project stakeholders to ensure that maintainability and sustainability is integrated in the design of the facilities. The AVM Capital Liaison Manager advocates on behalf of the AVM, and can make decisions on behalf of the AVM during the capital and expense project discussions.



In addition, the AVM Capital Liaison Manager leads a team of AVM technical subject matter experts who



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provide input on the design of new facilities and systems to ensure safe access and long-term maintainability is considered.

For warranty issues, the AVM Capital Liaison Manager also coordinates with other AVM resources to address any issues that occur after a project is complete.

The work performed by the AVM Capital Liaison Manager can be estimated as follows:

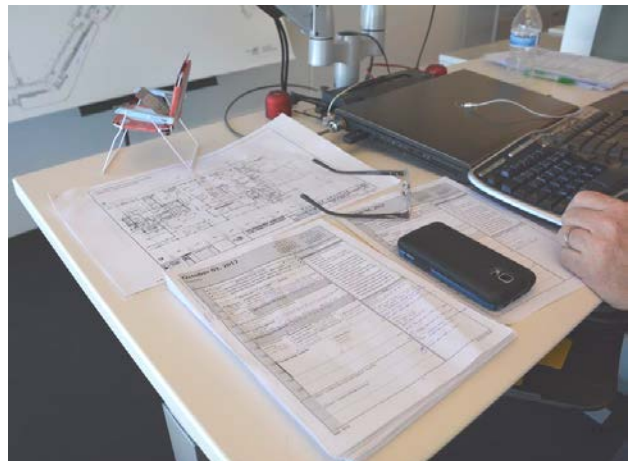
Work Category	Estimated Time
Office Work, including Design and Submittal Reviews	50%
Project Meetings	35%
Work In the Field/On Project Site	15%
Total	~100%

Work Schedule

The AVM Capital Liaison Manager generally works Monday through Friday during regular business hours (8:00 a.m. to 5:00 p.m.). These hours may flex as needed (e.g., start at 5:30 a.m. or end later than 5:00 p.m.) depending on the work need. As this job is a salaried position, the AVM Capital Liaison Manager may work additional hours to get the job done. For example, certain projects are scheduled to be performed after normal business hours. The AVM Capital Liaison Manager may elect to meet the contractor/vendor doing the after-hours work, particularly at the beginning of a project, to ensure the contractor/vendor is able to begin work and all security and other issues are addressed properly so the project schedule is not impacted.

Tasks Assigned to the AVM Capital Liaison Manager

- Lead and manage a team of technical subject matter experts representing different work/trade groups within AVM, to assist on a project to ensure the delivery of cost-effective, operable, and maintainable facilities.
- Meet with AVM representatives and project stakeholders to ensure that AVM objectives regarding facility and infrastructure maintainability and minimizing total cost of ownership are known and incorporated into each phase and element of the project from design through facility activation.
- During the design phase of a project:
  - Work with AVM technical staff to coordinate a review of proposed designs. On new projects, designs/ drawings must be submitted electronically.
  - Gather input from the technical staff regarding potential issues and changes to the designs.





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- Using drawings, text, spreadsheet, photographs, and verbal communications, share input received from the technical staff the project stakeholders to ensure the goals of the AVM are considered and weighed appropriately during the design process.
- Work with the technical staff to review updated designs to ensure required changes were made in the contract documents.
- Engage AVM leadership on matters where maintainability may be compromised due to project costs or stakeholder conflicts.
- During the construction phase of the project,
  - Using drawings, text, spreadsheets, photographs, and verbal communications, work with AVM technical staff and project stakeholders to review and resolve issues that occur.
  - Gather information and input from AVM technical staff regarding potential solutions.
  - Collaborate to determine the final course of action or solution to address the identified issue, and share the identified solution with the project stakeholders for implementation.
  - Engage with AVM staff at various levels to gather input on project progress.
  - Receive samples, models, or sections of proposed items from contractors, such as paint, surface coverings, windows, skylight material, design features, and other items for review and approval. Work with the AVM technical team to research and gather information related to the proposed items. Based on the research and prior experience with items, accept or reject the proposed items for use in the construction project.
- Throughout a project, make project-related decisions on behalf of the AVM. These decisions are based on input received from AVM managers and technical staff, and are made in the context of providing a comfortable and maintainable facilities for internal and external customers and business partners.
- Make project site-visits to review project status and compliance, and meet with project stakeholders to review progress and resolve concerns. These locations may be at grade, in buildings to be demolished, structures to be refurbished, facilities under construction, and completed buildings.
- Provide information to project stakeholders regarding dataflow between facility systems or assets, and the computerized maintenance management system (“CMMS”). CMMS data is used for planning and scheduling maintenance, as well as asset renewal and replacement.
- Throughout the project, conduct site-visits, presentations and constant communication with AVM





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staff at all levels to ensure familiarity of key project milestones and a general understanding of the new facilities or systems being built.

- At the end of a project, participate in the project acceptance and commissioning processes that must be completed prior to AVM performing maintenance and repair responsibilities. Work with the project management team, construction management team, design team, contractors and the commissioning team to ensure that all necessary new asset information and documentation is gathered. This information includes documentation related to the equipment/items installed in the building/facility, asset renewal/replacements dates, asset maintenance plans, critical spare parts lists, and warranty information.
- Assist in conflict resolution between AVM staff, project stakeholders, or other groups/teams when issues arise during the project.
- Work with the project teams to ensure that complete and accurate information on new facilities or systems built is delivered to AVM by major capital and expense projects. This will assist the AVM in establishing a comprehensive strategic plan for the long-term maintenance of these facilities and systems.
- Write reports as needed or required, and give presentations to internal and external customers, business partners, and other stakeholders to share updates related to key milestones, project costs, and other project-related information.



**Knowledge, Skills and Abilities Needed**

- Technical knowledge regarding construction methods and materials, construction project management, budgeting, cost and financial accounting, and facilities management.
- Fundamental understanding of AVM maintenance practices, policies and procedures, as well as labor contracts.
- Effective oral and written communication skills, and excellent interpersonal skills.
- Ability to foster collaborations and team building.
- Strong demonstrated skills and experience in team leadership, customer relations, negotiation, problem-solving, decision-making, and business management.
- Excellent organizational skills, and the ability to prioritize assignments and many concurrent project needs.
- Ability to identify and solve problems effectively with support of others.



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- Must be able to make decisions under challenging situations, potentially with limited information.
- Ability to lead a team of technical personnel with dissimilar educational, and work backgrounds to collectively pursue the goals of effective and efficient maintainability of assets, and minimizing the total cost of ownership. Must have the ability to promote a positive and collaborative working environment for staff and AVM customers.
- Must be able to approach work tasks with a holistic view of the AVM organization, and the Aviation Division as a whole. Possess a fundamental understanding of how work outcomes, developed solutions, and ultimate decisions impact other groups and individuals.
- Ability to work collaboratively with key stakeholders, and influence and persuade stakeholders as needed. Ability to develop and strengthen effective ongoing relationships with internal and external stakeholders, even through periods of conflict and disagreement. Ability to receive and provide timely, clear, and honest input. Ability to address conflict directly and constructively in a professional and productive manner.
- Knowledge of the Port’s Capital Improvement Program processes.
- Familiarity with labor relations processes and collective bargaining agreements.
- Knowledge of safety and safe work practices.
- Knowledge of personal computers and software, with the ability to utilize drawing software, scheduling software, and other programs as required. Familiarity with CMMS systems would be beneficial.



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

- Windows-based computers and accessories (including network printers and large drawing plotters), and various software applications (including Microsoft Office applications), internet browsers, computerized maintenance management system (“CMMS”), and other applications.
- Telephone and smart phone/mobile device.
- General office supplies, including pens and pencils, binders, file folders, boxes, staplers, document organizers, and note pads.
- General office equipment, such as desks (may be fixed height, or adjustable for standing), chairs, file cabinets, copiers (regular and large format/plan copiers/plotters), 3-hole punches, facsimile machines, and other equipment.





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- Vehicle (personal or Port).
- 2-way radio.

When conducting a project site visit, the AVM Capital Liaison Manager wears a hard hat, safety glasses, safety vest, and steel toed boots/shoes.

Ear protection is worn as necessary.

If visiting an elevated surface or rooftop, fall protection may be required.



**Education / Training:**

**Minimum Qualifications:**

- Bachelor's Degree in Engineering, Construction Management, Business Management or, related field or equivalent work experience in a complex operating environment; and
- Must have at least five (5) years of progressive experience in maintenance and facilities management. Experience must include working in a large Airport or other similarly complex 24/7 type of facility.
- Valid Washington State Driver's license (or ability to obtain a valid license).

**Preferred Qualifications:**

- Master's Degree in Engineering, Construction Management, Business, Public Administration, or related field;
- Certified Facility Manager ("CFM") or Facility Management Professional ("FMP").
- LEED accreditation.
- More than five (5+) years working in Airport Facilities Management Environment.
- Experience with computerized maintenance management systems ("CMMS") and other technologies to increase customer service, maintenance productivity and control operating costs.

**Per the Dictionary of Occupational Titles (DOT):** 182.167-026 Superintendent, Construction Specific Vocational Preparation (SVP): 7 (From two to four years).



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**COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS**

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



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<b>Use Appropriate Behavior for Professional Work Environment</b>	
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: <b>Required Beneficial Not Necessary</b>	
<b>Maintaining Attendance and An Assigned Work Schedule</b>	
Maintaining predictable and reliable attendance each work shift.	Required
Being punctual.	Beneficial
Taking rest periods at set times or only at times determined by breaks in job responsibilities.	Beneficial
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	<b>S-F</b>	Interchange with standing. Working at desk processing paperwork, reviewing hard copy plans, or talking on the phone. Working on computer reviewing plans, writing reports, preparing presentations, or preparing and responding to emails. Driving to project sites or meetings. Participating in meetings. Note: Sit/stand equipment is available, which allows the worker to sit or stand while working in the primary office workspace.
Standing	<b>S-F</b>	Interchange with standing. Working at desk processing paperwork, reviewing hard copy plans, or talking on the phone. Working on computer reviewing plans, writing reports, preparing presentations, or preparing and responding to emails. Picking up printouts, making copies, sending faxes, gathering items from shelves above desk, reloading paper in printer/copier, gathering office supplies, and disconnecting laptop computer to take to off-site work location. Note: Sit/stand equipment is available, which allows the worker to sit or stand while working in the primary office workspace. The worker may stand during meetings.
Walking	<b>O-F</b>	Walking in and around the primary office workspace. Walking to supervisor's office or conference room. Walking to project site or vehicle. Walking on and around project sites. Walking to meetings. Walking may be over carpet, tile, dirt, mud, grass, concrete, asphalt, sand/gravel, wet, or slippery surfaces.
Lifting (up to 5 pounds)	<b>F</b>	Paperwork/documents, small packets of hard copy plans, telephone handset, hard hat, 2-way radio, cell phone/mobile device, notepad, office supplies, ream of paper (5 lb.), and samples of proposed items from contractors for review and research.
Lifting (5 to 15 pounds)	<b>S</b>	Paperwork/documents, larger packets of hard copy plans, binders of documents (3-10 lb.), 2 reams of paper (10 lb.), laptop computer (6 lb.), computer projector (6 lb.), combination of computer and projector (12 lb.), and samples/models/sections of proposed items from contractors for review and research.
Lifting (15 to 25 pounds)	<b>Rare</b>	Large set/roll of hard copy plans, or box of documents. Note: Most plans/designs are now electronic, but hard copy drawings are retained from older projects. Note: Assistance is available if needed.
Carrying (up to 5 pounds)	<b>F</b>	Paperwork/documents, small packets of hard copy plans, hard hat, 2-way radio, 2-way radio, cell phone/mobile device, notepad, office supplies, ream of paper (5 lb.), and samples of proposed items from contractors for review and research.



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Carrying (15 to 25 pounds)	<b>Rare</b>	Large set/roll of hard copy plans, or box of documents. Note: Most plans/designs are now electronic, but hard copy drawings are retained from older projects. Note: Assistance is available if needed.
Pushing/Pulling (up to 10 pounds)	<b>S</b>	Opening/closing drawers and covers on shelves in work area, reloading paper in printer/copier, adjusting height of computer monitor(s), setting up computer and projector, opening/closing vehicle doors and building doors/hatches, opening gate on manlift basket, and opening covers on equipment.
Reaching (floor to waist)	<b>S</b>	Filing or retrieving items in drawers below waist level, picking up printouts and copies, reloading paper in printer/copier, gathering office supplies, picking up samples, models, or sections of proposed items from the floor, and conducting project inspections.
Reaching (waist to shoulder)	<b>F</b>	Using computer mouse, reviewing documents, processing paperwork, reaching for items on desk, opening/closing covers on shelves in work area while standing, pulling items from or placing items on shelves in work area, making copies, sending faxes, disconnecting/setting up laptop or projector, filing or retrieving items located between waist and shoulder height, picking up samples, models, or sections of proposed items, driving vehicle, using 2-way radio or cell phone/mobile device, climbing ladders or stairs using handrail, conducting project inspections, and pointing to objects.
Reaching (over shoulder)	<b>S</b>	Opening/closing covers on shelves in work area while sitting, pulling items from or placing items on shelves in work area while sitting, reaching items stored above shoulder level, climbing ladders, conducting project inspections, and pointing to objects.
Climbing Stairs/Ladders	<b>S-O</b>	Stairs may be encountered when attending meetings, and when conducting project site visits. Elevators may be available to reach work areas. Ladders may be used when conducting site visits to reach installed equipment, or the roof of a building.
Work at Heights/Balancing	<b>S</b>	When on a ladder or roof of a building.
Bending at Waist	<b>O</b>	Reaching for items on desk or table, filing or retrieving items in drawers below waist level, picking up printouts, making copies, sending faxes, reloading paper in printer/copier, gathering office supplies, picking up samples, models, or sections of proposed items, disconnecting/setting up laptop computer for off-site meetings, driving vehicle, reaching project sites, and conducting project inspections.
Bending Neck	<b>C</b>	Most assigned tasks include neck movements.
Twisting at Waist	<b>S</b>	Reaching for items on desk or table, picking up printouts or copies, gathering office supplies, disconnecting/setting up laptop computer for off-site meetings, driving vehicle, reaching project sites, and conducting project inspections.



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Crouching/Kneeling	<b>S</b>	Potentially if retrieving item under desk, gathering or viewing items below waist level, or conducting project inspections.			
Stooping	<b>S</b>	Potentially when reaching project sites, and conducting project inspections.			
Driving	<b>S-O</b>	Driving to off-site meeting and to visit project sites.			
Foot Controls	<b>S-O</b>	While driving. Potentially using controls on manlift.			
Handling/Grasping	<b>O</b>	<b>70</b>	% Pinch Grasp	<b>30</b>	% Whole Hand Grasp
Fine Finger Manipulation	<b>F</b>	Using computer mouse, reviewing documents, processing paperwork, writing, disconnecting/setting up computer and projector, dialing telephone, using 2-way radio or cell phone/mobile device.			
Keyboarding	<b>F</b>	Accessing drawing/design/data files, writing reports, preparing presentations, conducting research, and preparing and responding to emails.			
Repetitive Motion	<b>O-F</b>	Using computer mouse and keyboarding.			
Writing	<b>S</b>	Taking notes, and editing documents.			
Talking	<b>F</b>	Communicating with supervisor, technical team, AVM customers, other Port employees, project stakeholders, contractors, and potentially the public. While giving presentations.			
Hearing	<b>C</b>	Communicating with supervisor, technical team, AVM customers, other Port employees, project stakeholders, contractors, and potentially the public. While giving presentations. Listening for phone to ring, radio traffic, and hazards when at a project site.			
Seeing	<b>C</b>	Within normal limits, with or without correction.			
Normal Job Site Hazards	<b>F</b>	Limited while in the office space. When participating in off-site meetings, driving vehicle, other moving vehicles, pedestrians, and external weather conditions. When conducting a site visit, moving vehicles, moving machinery and conveyor belts, falling objects, low overhead objects, working at heights, confined spaces, electrical current, overhead doors, noise, dust, and fumes.			
Expected Environmental Conditions	<b>C</b>	Office work is performed in climate controlled office space, meetings are held in private offices or conference rooms, or potentially at a project site. When conducting a site visit, worker may be exposed to external weather conditions, dust, fumes, and noise.			

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:

Brendalynn Taulelei and Doug Bean

Completed by Vocational Provider

Brice York, B.A., CDMS

Date October 4, 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**