



Bock Consulting

Job Analysis

Job Title	Senior Operations Controller	Worker	
DOT Number(s)	235.662-014; 912.367-010	Claim Number	
Employer	Port of Seattle	Employer Phone #	(206) 787-3000
Employer Contact	Greg Gauthier	Date of Analysis	10/20/2016; 4/23/2019

- 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 Senior Operations Controller (“SOC”) position in the Aviation Division.

SOC work is performed from a centralized Airport Communications Center. The SOCs are responsible for monitoring multiple airport systems, providing customer service to address tenants’ maintenance needs, coordinating resource allocation, and processing and disseminating information, all to ensure the safe, efficient, and secure movement of passengers and airport employees at Sea-Tac Airport.

Staffing

SOCs are staffed on three shifts, which cover airport operations 24/7, 365 days a year. There are four SOCs staffed per shift, except during the night shift, when there are three SOCs staffed. A majority of shifts are 6:00 a.m. to 2:00 p.m., 2:00 p.m. to 10 p.m., and 10:00 p.m. to 6:00 a.m, with some 10 hour shifts.



Due to the number of tasks performed, related tasks are grouped, and one of the SOCs is assigned primary responsibility for each group of tasks. If the primary SOC is busy, one of the other SOCs will assist and complete tasks as needed across the task groups when multiple responses are needed.



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Essential Functions of SOC:

- Monitor multiple airport systems and dispatch information as appropriate to ensure proper and on-going airport operations. These systems and associated duties include, but are not limited to the security Alarm Response Monitoring/ Access Control system (ARM) and exit lane technology, various maintenance systems (Facility Monitoring Systems (FMS)/baggage system, Maintenance/ Janitorial Response Line, Satellite Transit System (STS)), FOD detection system, closed circuit television including 1,200 cameras and recording video of aircraft emergency landings or other significant events, silent/duress alarm systems, Duty Free shops, bus tunnel stops, and Safety and Surface Management systems (SMS) and sensors (such as used with the Avian Bird Radar system).
- Answer multiple phone lines and triages calls from tenants, travelers, internal customers, and the public. Lines could include a general information line, the maintenance response line, security line, and Airport Duty Manager/Operations (ADM) public phone line. Calls may include emergent situations, such as elevator entrapments or escalator falls.
- Coordinate daily flight activity at Port owned, or controlled gates, or any aircraft parking location as needed on a real-time basis. Update flight activity information for graphic display on electronic reader boards throughout the terminal using the gate management system.
- Create and edit information displayed on monitors at common use airline facilities and Flight Information Displays (FIDS) using the Airport FIMS/RMS computer systems.
- Monitor a variety of radio frequencies (talk groups) including Fire, Police, Airport Operations, Maintenance, FAA Tower and Ground, Parking, Ground Transportation. Take action and/or make notifications as appropriate based on radio conversation.
- Determine appropriate responses to changing circumstances through assessment, triage, and prioritization in accordance with established protocols.
- Implement actions by communicating with, notifying and/or dispatching operational teams





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(Operations, Security, Maintenance, etc.) as needed for normal and emergent responses, while providing meaningful information to the responding personnel.

- Initiate routine and special notifications to airport tenants via electronic paging systems, phone calls, Port maintained web-based notification sites, and terminal announcements.
- Provide high level customer service to internal and external customers, including other POS entities, airlines, other airport tenants, travelers, etc.
- Log data into appropriate data/information collection systems, including but not limited to, inputting data related to events, incidents, risks, safety hazards, and maintenance issues, to generate safety hazard reports, SMS reports, maintenance work orders, and other reports.
- Provide paging services for airlines, Port, and public through public announcement and visual paging systems.
- Assist in the training and orientation of new SOCs.
- Conduct tours of the Airport Communications Center as requested.

Necessary skills and abilities may include:

- Must have the ability to communicate clearly over the phone or radio with people who may be under stress, drawing sufficient information to accurately assess the situation and contact the appropriate resources. Must have the ability to maintain a calm demeanor and professional manner at all times while working.
- Ability to triage situations, and provide meaningful interpretation of trends or leading indicators.
- Proven communication, listening, customer service, and interpersonal skills.
- Demonstrated ability to be flexible, adaptable, work independently and as part of a team.
- Must be able to effectively manage multiple tasks and accurately complete individual projects despite frequent interruptions and limited supervision.
- Must have critical thinking and problem solving skills. Ability to apply common sense actions to resolve identified issues.
- Ability to identify and analyze extraordinary events, make effective decisions, and exercise sound judgment.
- Knowledge of airport and airline operations, aviation acronyms, airport and airline call signs and codes, and FAR and TSA regulations. Ability to learn and apply continuously changing airport procedures and regulations.
- Working knowledge of Microsoft Office applications, including the ability to update existing documents, modify logs and spreadsheets.
- Must be able to learn new computer/technical or electronic systems, learn and follow new procedures, and learn and apply regulatory requirements.
- Ability to learn and understand safety data collection.
- Ability to learn to operate equipment related to assigned duties, including radios and telephones. Ability to use proper radio procedures.



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Machinery, Tools, Equipment, Personal Protective Equipment:

- Windows-based computers (with applicable accessories, including keyboards, mice, and printers). Computers are loaded with a wide variety of software, including Microsoft Office applications (Word, Excel, and Outlook), and Microsoft Sharepoint. SOCs also use a variety of web-based applications to access various systems for monitoring and gathering data.
- Video monitors. Cameras located throughout the airport (more than 1,200).
- Multi-line telephones (headsets are available for use). Two-way radios (desk and mobile units).
- General office equipment, including desks, ergonomic chairs, sit/stand units, photocopying and facsimile machines, and file cabinets, shelves, and storage cabinets.
- General office supplies, including pens, paper, binders, and other items.



Education / Training:

Minimum Qualifications:

- High School diploma or GED.
- Two years experience in a security capacity where access is restricted.
- AAAE ACE Communications Certificate or equivalent.
- Must be able to pass all required security and background checks.

Preferred Qualifications: Aviation operations experience at a medium to large airport in an airfield or terminal environment.

New SOCs receive four to six months of training. Much of the training is done on the job by shadowing more experienced SOCs. As the new SOC gains the necessary knowledge and experience, the SOC is assigned increasingly greater responsibilities until the individual is able to work on their own.

Per the Dictionary of Occupational Titles (DOT):

235.662-014 Communication Center Operator Specific Vocational Preparation (SVP): 5 (Six months to 1 year)

912.367-010 Flight Information Expediter SVP: 5 (Six months to 1 year)



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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.		Frequently
Remembering		
Remembering spoken instructions.		Continuously
Remembering written instructions.		Continuously
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.		Continuously
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.		Frequently
Determining and following precise sequences.		Occasionally
Coordinating and compiling data and information.		Continuously
Analyzing, synthesizing data and information.		Continuously
Tasking and Planning		
Performing repetitive or short-cycle work.		Frequently
Working under specific instructions.		Continuously
Completing complex tasks.		Continuously
Directing, controlling, or planning for others as necessary for basic tasks.		Frequently
Directing, controlling, or planning for others as necessary for complex tasks.		Frequently
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.	Frequently
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.	Frequently

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-C	Interchange with standing as worker desires. Answering/talking on phone or 2-way radio, entering data/typing on computer keyboard, and controlling remote systems. Sit/stand workstations are installed in primary work areas. Ergonomic chairs are available.
Standing	O-F	Interchange with sitting as worker desires. Answering/talking on phone, entering data/typing on computer keyboard. Sit/stand workstations are installed in primary work areas.
Walking	S	Walking between various work areas in the Airport Communications Center.
Lifting (up to 5 pounds)	O	Picking up telephone receiver or headset, paperwork, documents, binders, manuals, portable 2-way radios, office supplies, and one ream of copy paper.
Lifting (5 to 10 pounds)	N/A-S	Limited. Picking up larger manuals or binders, and two reams of copy paper.
Carrying (up to 5 pounds)	O	Carrying telephone receiver or headset, paperwork, documents, binders, manuals, portable 2-way radios, office supplies, and one ream of copy paper.
Carrying (5 to 10 pounds)	N/A-S	Limited. Carrying larger manuals or binders, and two reams of copy paper.
Pushing/Pulling (up to 10 pounds)	S	Opening file cabinet drawers, using controls of remote systems, and opening drawers on copy and fax machines.
Climbing Stairs/Ladders	N/A	
Work at Heights/Balancing	N/A	
Bending at Waist	O	Gathering items on or around primary workspace, using desktop radio microphone, accessing items below waist level.
Bending Neck	C	All of the tasks assigned to SOCs involve neck movements.
Twisting at Waist	S	Moving between computer and other system controls, and interacting with co-workers.
Crouching/Kneeling	N/A-S	
Stooping	N/A	
Reaching (floor to waist)	N/A-S	
Reaching (waist to shoulder)	F	Gathering items on or around primary workspace, using computer mouse, using telephone, keying control on desktop radio microphone, using controls to operate various remote systems.
Reaching (over shoulder)	N/A-S	
Driving	N/A	
Foot Controls	N/A-S	One work area has a foot mouse that is used on a limited basis.
Repetitive Motion	N/A	The variety of assigned tasks mitigates repetitive motion.



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Handling/Grasping	O	80	% Pinch Grasp	20	% Whole Hand Grasp
Fine Finger Manipulation	F	Using telephone, 2-way radio, computer mouse, controls to operate various remote systems, and turning pages in binders and other printed materials.			
Writing	S	Taking notes.			
Keyboarding	F	Accessing data and controlling various systems, logging information, and preparing and responding to emails.			
Talking	C	Communicating with co-workers, vendors, and the public.			
Hearing	C	Communicating with co-workers, vendors, and the public. Listening for alarms and applicable radio traffic.			
Seeing	C	Normal or corrected vision. Visual abilities would be considered very important in this position, as the workers depend on visual cues to identify issues.			
Normal Job Site Hazards	S	Very limited. Office/clerical environment.			
Expected Environmental Conditions	C	Work is performed in a temperature controlled, secure room.			

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:

Greg Gauthier and Dave Richardson

Completed by Vocational Provider

Brice York, B.A., CDMS

Date April 23, 2019

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