



Bock Consulting

Job Analysis

Job Title	<u>Landside Supervisor - Airport Transit Operations</u>	Worker	_____
DOT Number	<u>913.167-014</u>	Claim Number	_____
Employer	<u>Port of Seattle</u>	Employer Phone	<u>(206) 787-3000</u>
Employer Contact	<u>Betty Zaloudek-Moore</u>	Date of Analysis	<u>August 16, 2023</u>

- 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 organizations that support the mission of the Port: 1) Aviation Division, 2) Maritime Division, 3) Economic Development Division, and 4) Central Services/Corporate.

All rental car companies at SeaTac Airport operate from an off-site Rental Car Facility (“RCF”). Dedicated buses shuttle passengers between the airport terminal and the RCF. There are two passenger pick-up locations at the main terminal (north and south ends of baggage claim), and drop-off and pick-up areas at the RCF. Buses operate on a continuous, 24/7 basis. The RCF Transit Operations Team is made up of 60+ employees, including full-time, part-time, relief, and seasonal RCF Bus Drivers, and a Lead Bus Driver/Trainer.



This job analysis is for the position of Landside Supervisor - Airport Transit Operations overseeing transit operations between the airport terminal and the RCF. The primary responsibilities of a Landside Supervisor are to provide supervision, leadership and support to the RCF Transit Operation Team.

Landside Supervisors work 40 hours per week on 8 hour shifts. Work is performed at the airport terminal and RCF 70-80% of the time, and in an office environment 20-30% of the time.

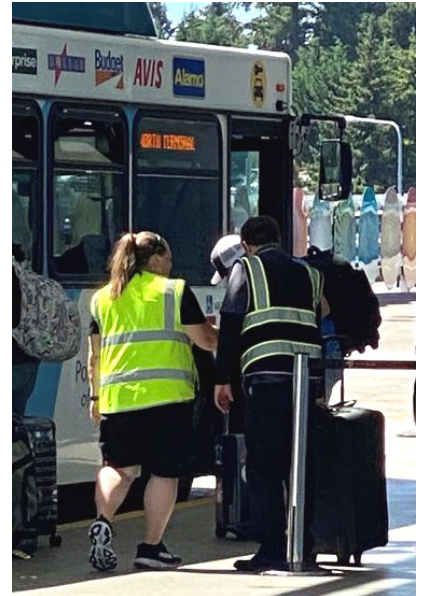
Tasks Assigned to Landside Supervisors

- Manage and coordinate the daily operations of the RCF Transit Operations Team, while promoting operational safety and addressing customer and Driver concerns.
- Monitor roadway conditions/issues, and transportation activities.
- Produce, update, and distribute schedules, policies and procedures and training guidelines.



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- Establish, manage, and maintain relationships with internal Port customers/departments, external customers, and the traveling public.
- Meet on a regular basis with supervised personnel to facilitate communication, understanding and policy/procedural compliance. Create an environment where concerns, performance goals, and suggestions for operational improvements can be constructively discussed.
- Document performance and provide feedback to employees. Provide recognition for proper and efficient work performance. Provide employee guidance and counseling as needed. Provide first response related to labor relations/grievance issues.
- Conduct investigations of bus, passenger, and employee incidents and complaints. Perform DOT post-accident compliance, and post-incident Driver re-training. Submit proper reports and documentation. Follow up with appropriate Port departments as needed.
- Summarize, analyze, and present data related to the RCF transit operations. Maintain a partnership with Business Intelligence to support and enhance established databases. Provide matrixes to support scheduling and operational decisions. Present information related to RCF transit operations as requested.
- Coordinate activities and functions of Curbside Assistants.
- Identify and recommend improvements to RCF Transit operational plans and policies to increase operational efficiencies.
- Prepare and provide in-person training as requested.
- Respond to needs of Airport Operations during emergency and severe weather conditions.
- Other tasks as assigned.



Skills and Abilities

- In-depth knowledge of transportation operations, including scheduling, budget accountability, and seasonal operations planning.
- Ability to adhere to, and identify opportunities to enhance, established policies and procedures.
- Excellent written and verbal communication skills.
- Exceptional interpersonal skills to successfully communicate policies, procedures, and standards.
- Ability to supervise union-represented frontline employees to develop highly skilled Drivers who deliver outstanding customer service to passengers utilizing the RCF.

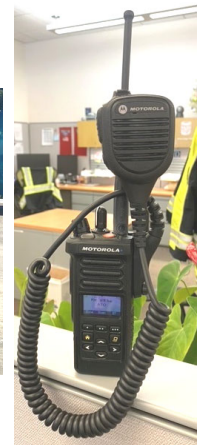


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- Ability to lead by example to achieve objectives. Ability to lead with integrity, vision, enthusiasm, and confidence to model exceptional customer service and support organizational goals and priorities.
- Possess sound judgement, decision making and planning skills. Ability to exercise initiative and make decisions while considering limiting parameters (i.e., budgetary, and operational) and established deadlines.
- Ability to maintain a team environment that is focused on promoting safe, efficient, and productive operations, while supporting relationships within the organization.
- Proficiency with Microsoft Office applications (Excel, Word, PowerPoint, Access, Outlook and Publisher).
- Ability to make timely decisions in emergency situations.

Machinery, Tools, Equipment, Personal Protective Equipment:

- 2-way radio.
- Mobile device.
- Hand held counter.
- Small passenger vehicle/car.
- High visibility jacket/safety vest.
- Office supplies, including pens, note pads, reams of paper, and clipboard.
- Office equipment, including desk, chairs, filing cabinets, telephones, printer/copier, and storage cabinets.



Education / Training

Education:

- Minimum: Associate Degree in Business or other relevant field.
- Preferred: Bachelor's Degree in Business, operations, transportation, or other relevant field.

Experience:

- Minimum: Three years of transit Landside Supervisor or Lead Driver experience with heavy focus on customer service. Experience with multiple priorities and a focus on planning.
- Preferred: Five years of supervisory experience in a transit operations or transportation environment. Experience addressing operational and tactical challenges of managing a high volume, labor intensive operation.

Other qualifications:

- Current and valid Washington State driver's license, or ability to obtain one.



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- Ability to pass criminal history and Transportation Security background checks.
- Knowledge of Window-based computers and Microsoft Office applications (Excel, Word, PowerPoint, Access, Outlook and Publisher).

Per the Dictionary of Occupational Titles (DOT): 913.167-014 Transit Landside Supervisor
 Specific Vocational Preparation (SVP): 7 (from two to four years)

COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:	
Rarely = May occur less than 1% of the time.	Frequently = Occurs 33-66% of the time.
Occasionally = Occurs 1-33% of the time	Continuously = Occurs 66-100% 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.	Frequently
Using technology/instruments/tools & information systems.	Frequently
Working with two- and three-dimensional formats.	Rarely
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Continuously
Remembering visual information.	Frequently
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.	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.	Frequently
Determining and following precise sequences.	Occasionally
Coordinating and compiling data and information.	Frequently
Analyzing, synthesizing data and information.	Frequently



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Tasking and Planning	
Performing repetitive or short-cycle work.	Frequently
Working under specific instructions.	Continuously
Completing complex tasks.	Occasionally
Directing, controlling, or planning for others as necessary for basic tasks.	Continuously
Directing, controlling, or planning for others as necessary for complex tasks.	Frequently
Multi-tasking.	Frequently
Planning, prioritizing, and structuring daily activities.	Frequently
Use Appropriate Behavior for Professional Work Environment	
Receiving criticism and accepting limits appropriately.	Occasionally
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.	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.	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	O-F	Working at desk, participating in meetings, and operating vehicle.
Standing	O-F	Alternate with walking. Walking may be over concrete, asphalt, or wet/slippery surfaces.
Walking	F	Alternate with standing. Patrolling on foot
Lifting (up to 5 pounds)	O	Clipboard, office supplies, 2-way radio, mobile device, and hand held counter.
Lifting (5 to 25 pounds)	N/A-S	Potentially if assisting a passenger with a bag. Note: Assisting with bags is not an essential function of the job and is not required.
Carrying (up to 5 pounds)	O	Clipboard, office supplies, 2-way radios, mobile device, hand held counter.
Carrying (5 to 25 pounds)	N/A-S	Potentially if assisting a passenger with a bag. Note: Assisting with bags is not an essential function of the job and is not required.
Pushing/Pulling (up to 10 pounds)	O	Opening and closing drawers and doors. Moving empty luggage cart away from passenger line. Gathering office supplies.
Climbing Stairs	N/A-S	Stairs are used to access bus parking lot. In most cases, escalators and elevators are used to move between primary work areas.
Climbing/Work on Ladders	N/A	
Working at Heights/Balancing	N/A	
Bending Neck	C	Working at desk, writing, visually scanning work areas, using mobile device, and operating vehicle.
Twisting Neck	F	Working at desk, visually scanning work areas, and operating vehicle.
Bending at Waist	F	Entering and exiting vehicle, moving or gathering items at or below waist level.
Twisting at Waist	O	Working at desk, visually scanning work areas, and operating vehicle. Note: Twisting can be mitigated by moving feet while working.
Crouching/Squatting	N/A-S	
Kneeling	N/A	
Crawling	N/A	
Stooping	S	Entering and exiting vehicle.
Reaching - Below waist	S	Picking up documents from printer/copier, and moving or gathering items at or below waist level.
Reaching - Waist to shoulder	F	Pointing directions, handing items to other individuals, pushing an empty luggage cart, using computer mouse, operating vehicle, and moving or gathering items between waist and shoulder level.
Reaching - Above shoulder	N/A-S	



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Handling/Grasping	F	50	% Pinch Grasp	50	% Whole Hand Grasp
Forceful Grasping	N/A				
Fine Finger Manipulation	F	Writing, using keys, mobile device, 2-way radio, and computer mouse, processing paperwork, and operating vehicle.			
Keyboarding	O	Preparing and responding to emails, preparing reports and presentations, and entering data into databases,			
Writing	S	Taking notes.			
Repetitive Motion	N/A				
Driving	S-O	Driving vehicle between office building, airport terminal and RCF.			
Foot Controls	S-O	Driving vehicle between office building, airport terminal and RCF.			
Vibratory Tasks – Low	N/A				
Vibratory Tasks - High	N/A				
Talking	C	Communicating with supervisors, direct reports, airport passengers, and the public.			
Hearing	C	Communicating with supervisors, direct reports, airport passengers, and the public. Listening for phone calls and radio traffic. Listening for alarms, moving vehicles, and other hazards.			
Seeing/Vision	C	Within normal limits, with or without correction.			
Normal Job Site Hazards	C	Moving vehicles, driving in congested areas, wet/slippery surfaces, fumes, and potentially dealing with individuals in confrontational situations.			
Expected Environmental Conditions	C	Office environment: Up to 20-30% of a shift. Out of the office: 70-80% of the time. Will be exposed to external weather conditions and temperatures. May be in an environment with fumes.			

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: Betty Zaloudek-Moore

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

Date August 16, 2023 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