



**Disability Services**  
**Safety and Claims Management**  
Department of Executive Services  
Human Resources Management Division  
P.O. Box 80283  
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## JOB ANALYSIS

Job Title:	Transit Chief-Link Operations (Operations to include LCC)		
Department:	Transportation	Division:	Rail
		Section:	Operations
DOT Title:	Supervisor	DOT #:	188.137-010
SVP:	7	Requestor:	Diana Wurn
Worksite Address:	This position works at multiple locations in King County including: 3407 Airport Way S Seattle, 980134  1925 120 <sup>th</sup> Ave NE Bellevue, WA 98005	Office Contact Name/ Phone/ Email:	Gabe Rukeyser 206-255-2901 gabe.rukeyser-kcrail@soundtransit.org
Original Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Analysis Date: 11/6/20
Update Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Update Date: 2/7/2023

☒ On-Site    ☒ Interview    ☐ Representative

### JOB DUTIES:

The responsibilities of this classification include oversight and supervision of an assigned area within Link Operations that include specific assignments in Operations (to include Link Control Center).

Work involves daily supervisory oversight of employees and performance of administrative functions to ensure the assigned area of responsibility supports the daily delivery of light rail services, and complies with applicable provisions of the intergovernmental operating agreement with Sound Transit. Work includes oversight of operations and supervision of assigned staff to achieve timely and cost efficient service delivery consistent with established performance improvement goals and service level requirements. Work requires establishing effective and collaborative labor relationships, and application and administration of applicable labor agreements; monitoring operations, responding to and resolving emergent operating problems and critical incidents; ensuring compliance with operating policies and procedures as well as applicable local, state and federal rules and regulatory requirements; identifying and evaluating operating deficiencies, recommending corrective actions and coordinating remedial actions with appropriate Rail and Transit Division staff; monitoring labor costs, identifying cost containment strategies and recommending procedures to streamline operations and improve performance; and coordinating and supporting roll-out of varied special projects, service changes, technology improvements, staff training and similar initiatives. Work is performed independently under the general supervision and direction of a Transit Superintendent.

### Essential Functions according to the employer:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.
- Maintain confidentiality when handling sensitive information or documentation.



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## Examples of Duties

### *When assigned to Operations:*

1. Supervise, plan and review the work of Rail Operators and First-Line Rail Supervisors engaged in the operations and delivery of light rail services; supervise and manage Dispatch Center operations; supervise and manage field operations and act as first responder and incident commander at critical incidents; review accident/incident reports and make recommendations in preventability/non-preventability findings; ensure and enforce compliance with operating policies and procedures, system safety program plans, regulatory and similar requirements; evaluate revenue service needs and recommend improvements; operate light rail vehicles as required.

### *When assigned to LINK Control Center (LCC):*

2. Supervise and review the work of Rail Supervisors and manage daily operation of the LINK Control Center on an assigned shift; manage and monitor train movement in and out of the Downtown Seattle Transit Tunnel (DSTT) and along the full length of the rail alignment, including yard and auxiliary tracks; manage and monitor track switching at interlocking crossovers and power switching, substations and associated switchgear; supervise and manage track access and emergency shutdown operations and procedures; monitor Homeland Security systems; ensure rail system is operating in compliance with contractual and regulatory requirements; supervise system-wide communication, information distribution and external notifications regarding rail operational status; serve as Control Center incident commander during emergency activations, critical incidents, adverse weather or similar events; supervise and coordinate communications among Rail and Transit Division staff, external agencies and emergency responders as necessary; develop and recommend Control Center protocols and procedures.

### *Common examples among assignments:*

3. Direct and ensure timely and appropriate response to service disruptions, weather emergencies and critical incidents; coordinate response with Superintendent, LINK Control Center and other internal and external agencies as appropriate; investigate and prepare response to customer complaints regarding rail operations, services and staff.
4. Identify, evaluate and recommend service, quality, workplace and business process improvements; monitor daily labor costs and modify operations when necessary to achieve performance improvement targets while maintaining established rail service levels; implement Rail, Transit Division and area specific safety, technology, attendance, security, training and similar initiatives, projects and procedures.
5. Establish and maintain a collaborative and effective labor relations environment; ensure daily operations and personnel actions conform with the terms of negotiated agreements; confer with labor representatives to discuss and resolve issues; escalate issues to Superintendent or Transit Labor Relations staff as appropriate; may be delegated authority for first-step grievance determinations on a case-by-case basis; testify at arbitration, unemployment and related hearings as requested.
6. Manage employee absenteeism, vacation change requests, sick/injury leaves and related ADA/FMLA/KCFML/WFLA processes and requirements for assigned employees; review and approve leave requests consistent with staffing needs, employee preferences where possible, and applicable County policy/procedures and bargaining agreements; review, correct and approve payroll; administer federal safety-sensitive drug and alcohol testing program for assigned employees.
7. Interview and recommend selection of Rail Operators, First-Line Supervisors and other staff; provide employees with training and development opportunities as available; counsel staff on effective customer relations and safety strategies; evaluate staff performance through record reviews; conduct performance appraisals for First-Line Supervisors; counsel employees in performance improvement requirements when needed; conduct investigations into allegations of employee misconduct, harassment, negligence, policy/procedure violations and similar assertions; determine appropriate follow-up actions including counseling, training and appropriate disciplinary actions in consultation with the Superintendent, Human



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Resources and Labor Relations as required.

8. Ensure compliance with all Rail Operations, Transit Division and County policies and procedures governing safety sensitive positions, employment, worker safety and related areas as well as with applicable local, state and federal laws.
9. May be assigned to participate in internal and external work groups, project teams, committees and task forces; coordinate operations, service delivery and operating needs with appropriate staff throughout the Transit Division as required.
10. Act as Superintendent as assigned.
11. Perform other duties as assigned.

#### **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

- Knowledge of rail operations and the principles, practices and methodologies involved in the delivery of light rail services.
- Knowledge of the regulatory and statutory requirements that apply to light rail operations.
- Knowledge of the policies and procedures of the Transit Division, the Rail section and applicable County policies.
- Knowledge of DSTT operations, SCADA and CCTV systems, and radio communication technology and terminology.
- Knowledge of the principles, practices and techniques of performance management.
- Knowledge of effective supervisory principles and practices as well as federal, state and local laws related to employment, civil rights and affirmative action.
- Knowledge of the principles, practices and techniques of labor relations including interest-based or collaborative labor negotiations, grievance and arbitration processes and relevant labor agreements.
- Knowledge of fundamental human resource practices and workforce planning.
- Knowledge of automated scheduling and management information systems.
- Knowledge of adult learning theory and training curricula development and assessment principles and practices for positions in Operations Training.
- Leadership skills.
- Communication skills.
- Customer service skills.
- Skill in achieving performance and operational goals.
- Skill in planning and delegating work assignments.
- Skill in staff development and training.
- Skill in conflict resolution, problem solving and negotiation.
- Skill in fundamental data analysis of operational problems.
- Skill in handling multiple competing priorities.
- Skill in managing and working with a variety of individuals from diverse backgrounds.
- Skill in establishing effective working relationships and communicating successfully with senior management, labor representatives, business and community groups, governmental agencies, customers and staff.
- Skill in use of personal computers, word processing, spreadsheet, database management, presentation and similar software applications.

#### **Licensing, Certification and Other Requirements**

- Washington State Driver License or the ability to travel throughout the county in a timely fashion.
- Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S. Department of Transportation based on Link Operations Chief job duties.
- Willingness and availability to work varying shifts on weekdays, nights, weekends and holidays as required for shift assignment and consistent with negotiated agreements.
- Work may require remaining available for work 24 hours per day during rotational assignments as on-call

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Operations Chief.

- Work may require reporting for extended duty during adverse weather events and other emergencies.

**Machines, Tools, Special Equipment, Personal Protective Equipment Used:**

Computer with multiple monitors, intercom, telephone, smart phone, laptop, cart, copy machine, two-way radio, non-revenue vehicle, stool, office chair, various documents, and various reference materials. Mask, face shield or desk shield as needed.

Utilizes Windows Office products as well as transit specific software such as, but not limited to, Hastus, SCADA, PeopleSoft, etc.

**PHYSICAL REQUIREMENTS**

Frequency Scale	Strength	Work Pattern	
<b>N</b> = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time	
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time	
<b>O</b> = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal	
<b>F</b> = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8	Hours Per Day*
<b>C</b> = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5	Days Per Week*

\*This is an exempt position that may require working more than 40 hours per week. Work hours may vary and include weekend, evening and holiday work. This position requires emergency response and on-call work. Work hours are determined by business demand. Rail Operations are 24 hours each day, 7 days each week.

This position requires field work. Operations Base Chief works in the field approximately 5-10% of the time. The LCC Chief does not work in the field.

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
<b>Lifting</b> floor – waist		1-10 30*				Up to 1 min./time, 15 min. total while manipulating reams of paper, office supplies, reference materials, PPE bag, laptop, files, documents, laptop bag, etc.  *On an emergency basis may assist in transferring of office supplies and equipment (such as computer for home offices).
<b>Lifting</b> waist–shoulder		1-10 30*				Up to 1 min./time, 15 min. total while manipulating reams of paper, office supplies, reference materials, PPE bag, laptop, files, documents, laptop bag, etc.  *On an emergency basis may assist in transferring of office supplies and equipment (such as computer for home offices).
<b>Lifting</b> above shoulder		1-5				Up to 5 sec./time, 5 min. total while posting signs/notices and obtaining items on upper shelves.



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Job Demand	Frequency and Weight (lbs.)				Activity Description
<b>Carry</b> (Distance/Surface)		1-10 1000'			Up to 1000', 5 min./ time, 10 min./total in while transporting reams of paper, reference materials, PPE bag, office supplies, laptop, files, documents, laptop bag, etc.
<b>Pushing/Pulling</b> (Distance/Surface)		1-10 1000' *25-30			Up to 1000', 5 min./time, with a force of 1-10 pounds, for up to 25 min. total while manipulating door, drawers, on-call rolling bag,  *On a rare occasion the Rail Chief may need to set up tables and chairs for meetings/events which requires pushing/pulling up to 25-30 lbs. of force. On an emergency basis may assist in transferring of office supplies and equipment from one work location to another.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X*	On an office chair or vehicle seat for up to 90 min/time, 4-8 hrs. total while driving or performing computer duties. *Sit/stand workstation is available to alternate sitting/standing as needed.
Standing			X		X*	On a variety of surfaces including rubber coated Rail Vehicle floor, flat cement surfaces, uneven ground/ballast, graded pavement surfaces and unpaved roadways for up to 10 min/time, 1.5 hrs. total while working shifts in Transit facilities, during special events and performing incident response. *Can alternate sit/stand as needed when in the office.  *On a rare occasion (approximately quarterly) may stand up to 30 min/time, 6-8 hrs. total while working special events (such as football games at UW station, etc.).
Walking			X	X*		On a variety of surfaces including rubber-coated Rail Vehicle floor, flat cement surfaces, uneven ground/ballast, graded pavement surfaces and unpaved roadways for variable distances of 300-1000' for up to 10 min/time, 1 hr. total while navigating a large transit facility, attending meetings in field, inspecting tracks, etc.  *On a rare occasion may need to inspect track lines up to 30 min/time, 4-6 hrs. total. This includes walking on uneven ground, plinths, ballast, dirt, grass, etc.
Perform Work on Ladders	X					
Climbing		X				Up to 1-2 min./time, 10 min. total while climbing 4 flights of stairs to access elevated tracks.



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Balancing			X	X*		On a variety of surfaces including rubber-coated LRV floor, flat cement surfaces, uneven ground/ballast, graded pavement surfaces and unpaved roadways for variable distances of 300-1000' for up to 10 min/time, 1 hr. total while navigating a large transit facility, attending meetings in field, inspecting tracks, etc.  *On a rare occasion (approximately annually) may need to inspect track lines up to 30 min/time, 4-6 hrs. total. This includes walking on uneven ground, plinths, ballast, dirt, grass, etc.
Stooping / Bending		X*				On flat tile, cement and carpet surfaces for up to 1 min/time, 5 min. total while using lower drawers, adding paper to copy machine, and removing jams from the copy machine. *Can alt. with kneeling/crouching.
Twisting at Neck		X			X*	Up to 30 sec./time, 30 min. total while driving to meetings at King County buildings or responding to emergent situations such as a hospital visit of an Operator or a drug testing issue or a major accident.  *In Link Control Center, may twist the neck up to 30 sec./time, 8-10 hrs. total while visualizing various monitors and maps.
Twisting at Waist		X				Up to 1 min/time, 15 min. total while reaching for documents, phone items on desk, etc. Can move feet to avoid twisting on most occasions.
Squatting / Kneeling		X*				On flat tile, cement and carpet surfaces for up to 1 min/time, 5 min. total while using lower drawers, adding paper to copy machine, and removing jams from the copy machine. *Can alt. with bend/stoop.
Crawling	X					
Reach waist to shoulder				X		Up to 15 min./time, 3 hrs. total while manipulating clipboards, binders, computer mouse and printer paper as well as posting signs.
Reach above shoulder		X				Up to 5 sec./time, 5 min. total while posting signs and obtaining items on upper shelves.
Reach below waist		X				On flat tile, cement and carpet surfaces for up to 1 min/time, 5 min. total while using lower drawers, adding paper to copy machine, utilizing computer peripherals, and removing jams from the copy machine.
Keyboarding				X	X	Up to 15 min./time, 4-6 hrs. total. This does not include computer mouse usage.
Wrist Flexion/Extension			X			Up to 1 hr./time, 2 hrs. total while driving a county vehicle, adding paper to copy machine, and removing jams from the copy machine.





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	N	S	O	F	C	
Handle/Grasp				X		Up to 1 hr./time, 3 hrs. total while manipulating reference materials, PPE bag, on-call bag, laptop, laptop bag; driving, adding paper to copy machine, and removing jams from the copy machine.
Forceful Grasp	X					
Fine Finger Manipulation					X	Up to 1 hr./time, 6-8 hrs. total while typing, writing (taking notes), manipulating documents, using telephone, clicking/scrolling computer mouse, etc.
Hand Controls				X		Up to 1 hr./time, 4-6 hrs. total while driving, operating a touchscreen, using computer mouse, etc.
Foot Controls			X			Up to 1.5 hrs./time, 2-3 hrs. total while driving.
Repetitive Motion			X			Body part: hands Cycles/hr 250+
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking				X	X	Up to 1 hr./time for up to 5-6 hrs. total while speaking with coworkers, Rail Operators, passengers and the public in order to answer questions.
Hearing					X	Up to 2 hrs./time for up to 8 hrs. total in a work shift while utilizing telephone and conversing with Rail Operators, coworkers and the general public.
Visual – Near Acuity					X	Computer with multiple monitors, documents, etc.
Visual – Far Acuity			X			Driving, traversing within base/yard. Walking tracks.
Visual – Depth Perception			X			Driving, traversing within base/yard. Walking tracks.
Visual – Color Discrimination					X*	Chiefs in LCC constantly utilize color vision to identify alarms, signs, graphics, color coded software, etc. *For other Operations Chief duties, color vision can be helpful but not necessarily required.
Visual – Accommodation			X			Driving, traversing within base/yard. Walking Tracks.
Visual – Field of Vision			X			Driving, traversing within base/yard. Walking Tracks.
Exposure to Weather			X			Traversing within base/yard, performing Operator Check-ins.
Extreme Cold		X				Freezing temperatures.
Extreme Hot		X				Hot equipment such as engines and exhaust pipes.
Wet and / or Humidity		X				Significant weather events such as snow, ice, etc.
Proximity to Moving Mechanical Parts		X				Work is performed at an active transit base with moving vehicles.
Exposure to Explosives	X					
Atmospheric Conditions		X				Driving, traversing within base/yard with dust and minor exhaust fumes.
Exposed Heights		X				Elevated Tracks.
Exposure to Electricity		X				Electric Rail cars and overhead wires.
Exposure to Toxic / Caustic Chemicals	X					
Exposure to Radiation	X					



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Noise Intensity	<input type="checkbox"/> Very Quiet	<input checked="" type="checkbox"/> Quiet	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Loud	<input type="checkbox"/> Very Loud	Noise intensity ranges from quiet to Moderate as work is performed in an office environment but can also be performed around rail cars. Base can also be loud for approx. 10 min. intermittently while quarterly fire drills are conducted.
Other:						

## COGNITIVE and BEHAVIORAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time
<b>O</b> = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
<b>F</b> = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8* Hours Per Day
<b>C</b> = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5* Days Per Week

COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Articulating and comprehending information in conversations					X	Contact in-person and via telephone with Operators, Emergency Personnel, Facilities, colleagues, general public, Supervisors, etc. This may occur in a noisy environment with other auditory distractions such as multiple active conversations and background noises.
Reading, comprehending, and using written materials					X	Utilizing a computer with various software, reviewing labor contracts, policies and procedures, operator forms, personnel/human resource documents, emails, etc. This may occur with pressure of urgent/stressful situations.
Understanding and solving problems involving math and using the results				X		Calculating, checking/proofing, adjusting and answering questions about Operator pay. Applying complex directives in labor contracts such as leave time, FMLA, etc.
Using technology, instruments/tools & information systems					X	Using a computer (can include multiple monitors) to obtain or enter information. Commonly utilizes a combination specialized transit software and telephone simultaneously. Review rail video to investigate customer complaints and commendations in order to provide appropriate feedback and possible disciplinary steps/actions.
Remembering spoken instructions/information					X	Must be able to recall Superintendent and procedural instructions. Continuously participates in critical conversations with Operators, Supervisors, Management and Labor Relations Personnel; must be able to accurately recall contents of conversations.



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	N	S	O	F	C	
Remembering written instructions					X	Utilizing a computer with various software, recalling labor contracts, policies and procedures, operator forms, personnel/human resource documents, emails, etc. This may occur with pressure of urgent/stressful situations.
Remembering visual information					X	Utilizing on-screen HASTUS, SCADA (software) to check and correct Operator pay. Recognizing Operators, colleagues, etc. Review rail car video to investigate customer complaints and commendations in order to provide appropriate feedback and possible disciplinary steps/actions.
Recalling information incidental to task at hand Memorizing facts or sequences					X	Utilizing a computer with various software, recalling labor contracts, policies and procedures, operator forms and personnel/human resource documents. Utilizing HASTUS, SCADA (software) and other technological resources such as video to investigate Operator conduct.
Remembering simple instructions					X	Recalling basic procedures.
Remembering detailed instructions				X		Utilizing a computer with various software, recalling labor contracts, policies and procedures, operator forms and personnel/human resource documents. Responding to urgent situations or large-scale weather or service issues (e.g. Snowstorm). Accurate recall of instructions, procedures, protocols is critical in these situations.
Effectively learning and mastering information from classroom training			X			"Onboarding" instruction upon initial hire. There can be multiple weeks of initial instruction. May also attend software training.
Effectively learning and mastering information from on-the-job training					X	Continuously interacts with Superintendents, Supervisors, Operators, LCC, other Management Personnel and Labor Relations, Dispatchers etc. and must be able to adapt to new situations daily.
Learning from past directions, observations, and/or mistakes					X	Adapting old experiences and instructions to apply to new events. The Rail Chief must be able to identify similarities and differences compared to prior events and properly apply prior knowledge effectively.
Using common sense in routine decision making					X	Responding to urgent situations and contacting appropriate assistive personnel. There are policies to follow, however there are situations that may not be directly covered by policy and common sense is paramount in resolving these situations appropriately.



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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Recognizing and anticipating potential hazards and taking precautions			X		X*	Occasionally, for Base and Operations.  *Constant for LCC.  <u>*A few times per year where major weather difficulties could require continuous anticipation until the hazardous conditions are cleared.</u> Responding to urgent situations or large-scale weather or service issues (e.g. Snowstorm). The most difficult or intense situations may only occur occasionally, but appropriate response during those times is critical.
Thinking critically and making sound decisions					X	Analyzing problem situations and deciding on a plan for resolution. This occurs during the entire work shift. Sound decision making is one of the most critical aspects of this job.
Integrating ideas and data for complex decisions				X		Dealing with complex urgent situations. Rail Chiefs receive information/data from several sources and integrate it to make clear, reasonable and well-considered decisions.
Determining and following precise sequences				X	X*	Following labor contracts, policies and procedures, operator forms and personnel/human resource materials. Utilizing HASTUS, SCADA (software) which requires sequential procedures and processes. *Continuous for LCC.
Coordinating and compiling data and information					X	Utilizing HASTUS, SCADA and PeopleSoft to check and correct Operator pay. Compiles data regarding FMLA, leave balances, labor contract information, policies and procedures, Operator hours, etc.
Performing repetitive or short-cycle work		X				This position has frequent interruptions which does not normally allow for repetitive work.
Working under specific instructions					X	Following policies and procedures, labor contracts, etc.
Completing complex tasks					X	Responding to urgent situations. This is commonly performed when handling multiple things at the same time (telephone, computer, multiple parties etc.) with in-person interruptions. Following labor contracts, policies and procedures, Operator forms and personnel/human resource materials. Must be able to effectively respond to critical incidents and sudden staffing adjustments. Addresses disciplinary issues.
Directing, controlling, or planning for others as necessary for basic tasks				X		Processing HR related documents; interacting with supportive staff such as temporary employees and supported employees. Scheduling, testing, performing special services



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	N	S	O	F	C	
Multi-tasking					X	Effectively handling multiple issues at the same time. Employees must recall sequence of action for each situation, recall where they were in each sequence and what the next appropriate step is for each situation. Commonly utilizes a combination of dispatch software, telephone and computer simultaneously. In-person interruptions are frequent.
Planning, prioritizing, and structuring daily activities				X		Duties vary and are regularly interrupted. Must be able to prioritize work activities and adapt to changes in urgency and importance. Must be able to effectively manage multiple deadlines. Performs supportive research to ensure that activities are completed on time.
Maintaining predictable and reliable attendance					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt train routes or schedules. The public depends on Rail to provide transportation.
Being punctual					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Rail to provide transportation. Multiple times per year the employee serves in an on-call capacity which requires effective real-time response for a 24/7 operation. This may include physical response to all areas that Sound Transit Rail covers.
Taking rest periods at set times or only at times determined by breaks in job responsibilities					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Rail to provide transportation. Multiple times per year the employee serves in an on-call capacity which requires effective real-time response for a 24/7 operation. This may include physical response to all areas that Sound Transit Rail covers.
Adjusting to a flexible schedule of work days and or shifts				X		Necessary for each work shift, 365 day per year to ensure 24/7 coverage. This may include working long and unusual hours during inclement weather or backfilling for other positions and assignments. Multiple times per year the employee serves in an on-call capacity which requires effective real-time response for a 24/7 operation. This may include physical response to all areas that Sound Transit Rail covers.

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	N	S	O	F	C	
Receiving criticism and accepting limits appropriately			X			Interacts with the general public when investigating customer complaints and commendations. Receives positive and negative criticism from direct reports, supervisors and colleagues and addresses it in a tactful manner.
Maintaining emotional control and organization under increased stress					X	Interacting with many individuals under adverse conditions for all parties involved. Addresses behavioral and disciplinary situations. Rail Chiefs must remain calm, professional and poised even when others are not. This position is responsible for the oversight of emergent situations such as high-profile service incidents, major weather events, employee health crisis, etc.
Maintaining socially appropriate affect, temperament, and behavior					X	Interacting with many individuals under adverse conditions for all parties involved. Addresses behavioral and disciplinary situations. Rail Chiefs must remain calm, professional and poised even when others are not. This position is responsible for the oversight of emergent situations such as high-profile service incidents, major weather events, employee health crisis, etc.
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome					X	Must be able to adapt to urgent situations and maintain transportation service for the general public in the most efficient way possible. This position requires constant professionalism and the ability to work independently and with teams.
Working independently and/or unsupervised					X	This position requires constant professionalism and the ability to work independently and with teams.
Adapting to frequent interruptions, changes in priorities, or changes in work location				X		Effectively handling multiple issues at the same time. Employees must recall sequence of action for each situation, recall where they were in each sequence and what the next appropriate step is for each situation. Commonly utilizes a combination of transit-specific software, telephone and computer simultaneously. In-person interruptions are frequent. Multiple times per year the employee serves in an on-call capacity which requires effective real-time response for a 24/7 operation. This may include physical response to all areas that Sound Transit Rail covers.
Responding effectively to emergency situations			X			This position is responsible for the oversight of emergent situations such as high-profile service incidents, major weather events, employee health crisis, etc. May respond to the most serious calls such as an Operator with a medical emergency, Operator injury, Operator incident, motor vehicle accident, etc.



**King County**

King County Job Analysis Completed on: 2/7/23

Employee:

Job Title: Transit Chief-Link Operations (Operations to include LCC)

DOT #: 188.137-010

Claim # (if applicable):

**Analyst's Comments:**


Multiple times per year the employee serves in an on-call capacity which requires effective real-time response for a 24/7 operation. This may include physical response to all areas that Sound Transit covers.

**Possible Employer Modifications:**

**Note:** The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. 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.

**Analyst:** Kyle Pletz, BA, BA, VRC, CDMS

**Presenting VRC signature:**

  
Kyle Pletz, VRC, CDMS (Feb 21, 2023 10:13 PST)  
Vocational Consultant

Feb 21, 2023

Date

Vocational Consultant

Date

**Employer Verification:** Amanda Nightingale  
Amanda Nightingale (Feb 21, 2023 09:31 PST)

**Employer Verification:** Al Azen  
Al Azen (Feb 21, 2023 07:54 PST)

**Amanda Nightingale**

Feb 21, 2023

Name

Date

**Al Azen**

Feb 21, 2023

Name

Date

**Employer Verification:** Gabe Rukeyser  
Gabe Rukeyser (Feb 21, 2023 08:56 PST)

**Gabe Rukeyser**

Feb 21, 2023

Name

Date



**King County**

King County Job Analysis Completed on: 2/7/23

Employee:

Job Title: Transit Chief-Link Operations (Operations to include LCC)

DOT #: 188.137-010

Claim # (if applicable):

**MEDICAL PROVIDER:**

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work.

State date employee is released to return to work if different from today's date \_\_\_\_\_

- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a permanent ☐ or temporary ☐ basis.

- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

**Anticipated release date:** \_\_\_\_\_

**Treatment plan:** \_\_\_\_\_

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

**Comments:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Attending Physician | <input type="checkbox"/> Consulting Physician | <input type="checkbox"/> Pain Program Physician |
| <input type="checkbox"/> IME Physican        | <input type="checkbox"/> PCE Therapist        | <input type="checkbox"/> OT / PT Therapist      |
| <input type="checkbox"/> PEP Physician       |   |   |












# KCJA Transit Chief-Rail Operations with cognitive 2-20-22

Final Audit Report

2023-02-21

Created:	2023-02-20
By:	Kyle Pletz, VRC, CDMS (kpletz@nim.vocmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA0TDmCiD_C8IMD_lxR2cBBtO-ng-yu5h_

## "KCJA Transit Chief-Rail Operations with cognitive 2-20-22" History


-  Document created by Kyle Pletz, VRC, CDMS (kpletz@nim.vocmail.com)  
2023-02-20 - 9:44:24 PM GMT- IP address: 50.47.247.132
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 Agreement completed.

2023-02-21 - 6:13:49 PM GMT