



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Management Division
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JOB ANALYSIS

Job Title:	Transit Base Dispatcher/Planner	DOT Title:	Supervisor
SVP:	7	DOT #:	188.137-010
Location of Analysis:	North Base 2160 North 163rd Street Shoreline, WA 98133	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	
Presenting VRC:		Employer Contact:	Vicki LaRitz
Date Analysis Completed:	4/11/13	Supervisor Contact Information	Phone: 206.477.6033 E-mail: vicki.laritz@kingcounty.gov

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

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.

This is one of four classifications (Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor and Transit Instructor) that comprise first line supervisors of transit operations. Work involves ensuring: all routes have an assigned Transit Operator, all routes commence on time and all Operators are fit for duty. Work includes monitoring, coordinating and providing consistent, efficient and effective base operations; providing information on Transit Division policies, procedures and regulations; and ensuring compliance with all applicable federally mandated safety-sensitive requirements. Incumbents may rotate assignments among other first line supervisory classifications in compliance with established procedures and negotiated agreements.

1. Ensure all routes on the assigned shift have a qualified Operator assigned; plan and prepare extra boards for the following day utilizing automated or manual assignment system as necessary; fill emergency or unanticipated vacant assignments as required.
2. Monitor timely Operator sign-in and fitness for duty; notify higher-level staff as required when Operator problems are observed.
3. Assist Operators as required and ensure all transit operations are in conformance with applicable policies, rules and regulations.
4. Maintain Operator time, attendance and pay data; conduct research, prepare reports, and develop service schedules to coordinate and provide base specific schedules and service requirements.
5. Account for lost-and-found articles delivered by Operators and forward articles for proper disposition.



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6. Ensure smooth and efficient base operations; respond to Operator emergencies and other needs; communicate operations updates, advisories and other relevant information.
5. Perform other duties as assigned.
6. Unlocks facility.
7. Call operators on the layoff book waiting list.
8. Performs call coordinator duties including, clock adjustments, coordination for color and letter of transfers, new service adjustments and reroutes, names of operators on sick list, and use of night report operator.
9. Issues new transfers and collects prior transfers.
10. Answers telephone and provides customer service.
11. Assigns lockers for operators as needed.
12. Prepares the operator mail list.
13. Closes dispatching after changes are made in Hastus.
14. Discusses pertinent information regarding shift with the relieving Base Dispatcher.
15. Closes front desk window and locks facility.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Knowledge of all transit operations and transit vehicle operating policies and procedures
- Knowledge of transit routes and schedules
- Knowledge of base procedures, vehicle maintenance, facilities, and power distribution operation and support guidelines
- Knowledge of applicable ADA regulations and requirements
- Knowledge of City, County and Transit Division disaster preparedness, notification and emergency operations and procedures
- Knowledge of applicable federally mandated safety-sensitive requirements and security procedures and protocols
- Knowledge of and skill in the use of all applicable automated applications and systems
- Communication skills
- Customer service skills
- Critical thinking skills
- Basic computer skills
- Skill in handling multiple competing priorities
- Skill in handling stressful situations effectively
- Skill in monitoring and coordinating the work of Transit Operators
- Skill in basic mathematics
- Skill in working with a variety of individuals from diverse backgrounds
- Skill in establishing and maintaining effective working relationships

NECESSARY SPECIAL QUALIFICATIONS:

Washington State Driver License.

Must pass a post-offer, pre-employment physical examination.

Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S. Department of Transportation, 49 CFR Parts 40 and 655.

Willingness and availability to work different shifts on weekdays, nights, weekends and holidays.

Work requires mandatory overtime during adverse weather conditions and disasters that require activation of the Emergency Operations Center or Transit Division Operations Center.



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

Computer, Hastus, intercom, telephone, cart, copy machine, stool, office chair, anti-fatigue mat, lost and found items/bag, transfers, transfer boxes, various documents, run cards and various binders.

PHYSICAL REQUIREMENTS

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

This is classified as a SENDENTARY job by the US Department of Labor.

* Transit operates 24 hours each day, 7 days each week. Shift hours include straight through and split shifts. Relief assignments may be changed with short notice. Regular shifts are 3:45am-11:45am, 11:45am-3:45pm, 7:45pm-3:45am.

PHYSICAL DEMANDS		FREQUENCY					ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C	
Sitting					X	X*	On a stool or office chair for up to 10min/time for up to 3 hrs. Total while conversing with operators and various County employees, operating a computer and reading route schedules. The employee can sit or stand as needed as the work station has high counters and a stool. *When performing Planner duties the employee can sit up to 2hrs/time up to 7hrs total.
Standing					X		On flat anti-fatigue mat, tile and carpeted surfaces for up to 10min/time for up to 4 hrs total while conversing with operators and various County employees, operating a computer and recycling transfers. The employee can sit or stand as needed as the work station has high counters and a stool.
Walking					X		On flat anti fatigue mat, tile and carpeted surfaces for distances up to 200' for up to 5min/ time for up to 3 hrs. total while obtaining run cards, processing lost and found items and obtaining forms as well as traversing between the work area, Planners office, copy machine and the printer.

Lifting	N	S	O	F	C	
floor – waist		40-45				lbs.
						Up to 30sec/time for up to 5min total while manipulating transfer boxes, lost and found bag, boxes of forms, run cards and boxes of brochures.



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Lifting waist–shoulder	N	S	O	F	C	lbs.	Up to 1min/time for up to 45min total while manipulating lost and found items, binders, documents, run cards and clipboards.
		3-15					
Lifting above shoulder	N	S	O	F	C	lbs.	Up to 5sec/time for up to 30min total while posting signs, obtaining run cards, manipulating clipboards/binders and moving lost and found items.
		3-7					
Carry (Dist.)	N	S	O	F	C	3-7 10-15 40-45 lbs.	Up to 30sec/ time up to 10min/total in a work shift. Most commonly occurs with weights of 3-7 lbs. while transporting binders, 10-15 lbs. transporting lost and found /bag and transfers, 40-45 lbs. moving transfer boxes (maximum 30sec per day).
		50'					
Pushing/ Pulling	N	S	O	F	C	Minimal	Up to 5sec/time with a force of 2-7 pounds for up to 25min total while manipulating binds, transfer cart, coffee cart and binders as well as when opening and closing drawers and doors.
		X				2-7 lbs. force	
		N	S	O	F	C	
Climbing			X				On a step stool for up to 2sec/time for up to 10sec total while using a step stool to post documents.
Balancing			X				On a step stool for up to 1min/time for up to 3min total while using a step stool to post documents.
Stooping / Bending			X				On anti-fatigue mat, tile and carpet surfaces for up to 1min/time for up to 45min total while using lower drawers, processing lost and found items, adding paper to copy machine, changing locker combinations and removing jams from the copy machine. Can alt. with kneeling/crouching.
Twisting*			X				Reaching for binders and documents at the front counter.
Squatting / Kneeling							On anti-fatigue mat, tile and carpet surfaces for up to 1min/time for up to 45min total while using lower drawers, processing lost and found items, adding paper to copy machine, changing locker combinations and removing jams from the copy machine. Can alt. with bending/stooping.
Crawling		X					
Foot Controls		X					



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	N	S	O	F	C	
Reaching Forward (Level)				X	X	Up to 15min/time for up to 4-6 hrs. total while manipulating clipboards and binders, lost and found bag and paper for the printer as well as posting signs, obtaining run cards and performing computer duties.
Below Waist Above Shoulder		X				Up to 1min/time for up to 45min total while using lower drawers, processing lost and found items, adding paper to copy machine and clearing jams, obtaining transfers and reaching for low clipboards.
		X				Up to 15sec/time for up to 25min total while posting signs, obtaining run cards, manipulating clipboards for daily reports, lost and found bag, and paper for the printer.
Handle/Grasp			X			Up to 5min/time for up to 2 hrs. total while holding the telephone receiver and using a stapler as well as manipulating lost and found items, transfers, mail, clipboards and binders.
Fine Finger Manipulation				X		Up to 5min/ time for up to 3 hrs. total while typing and writing as well as manipulating lost and found items, run cards, documents, time sheets and clipboard.
Hand Controls			X			Up to 1min/time for up to 2hrs. total while utilizing computer mouse.
Repetitive Motion	X					Body part: Cycles/hr.
Vibratory Tasks	X					
Talking				X		Up to 2min/time for up to 4 hrs. total while speaking with coworkers, transit 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 listening for telephone ringer and persons at the front desk. Also converses with the general public in order to answer questions.

Visual:

Utilizes dual computer monitors, digital clock, reroute board and sign in sheets.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather		X				Noise Intensity	X				
Extreme Cold	X					Atmospheric Conditions		X			
Extreme Hot	X					Exposed Heights	X				
Wet and / or Humidity	X					Exposure to Electricity	X				
Proximity to Moving Mechanical Parts	X					Exposure to Toxic / Caustic Chemicals	X				
Exposure to Explosives	X					Exposure to Radiation	X				



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Other:

Analyst's Comments:

During inclement weather, such as snow days shift may be extended requiring overtime work.

Possible Employer Modifications:

A sit/stand workstation with an ergonomic chair or stool would be beneficial due to having a shared workstation. A sit stand workstation would allow employees to sit and stand as needed as well as adjust the work surface to an appropriate ergonomic height.

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:

Presenting VRC signature:

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

Name

Date

Name

Date



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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 | | |