



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Division
500 4th Avenue, Room 500
Seattle, WA 98104
(206) 477-3350
(206) 296-0514 FAX

Employee :

Claim # :

JOB ANALYSIS

Job Title:	Comfort Station-Detailed Operator		
Department:	Transportation	Division:	Transit
DOT Title:	Administrative Clerk	DOT #:	219.362-010
SVP:	4	Requestor:	Christine Cormier
Worksite Address:	1500 6 th Ave S Seattle, WA 98134	Office Contact Name/ Phone/ Email:	Ruthann Dunn 206-477-0347 ruthann.dunn@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS		Analysis Date: 9/23/19
Update Analyst:			Update Date:

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

Work as an Acting Transportation Planner II in the Service Quality office at Central Base. Duties include: managing and updating information for the comfort station program; attending base operations monthly Comfort Station meetings; coordinating with Service Quality staff and others in Operations and Transit; preparing written recommendations and action plans; composing and distributing time-sensitive information to transit staff; responding to e-mail and phone contacts; updating the comfort station data base; and other duties as needed.

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.
1. Maintain a contact issue and resolution log of operational issues, driver input and vendor recommendations. Initiate work order requests for Comfort Station repairs (i.e. replace/fix locks, replace t-key cylinders, and repair heaters, fans, toilet, sinks, repair vandalism, etc.).
 2. Prioritize and respond quickly to business partner requests, and operator complaints. Identify and pursue resolution, escalate risks, log issues, suggestions and action taken.
 3. Participate in base safety meetings monthly. Schedule and conduct base visits, share program information, solicit information about existing comfort stations, and answer questions.
 4. Participate in Operator Comfort Station Committee meetings to review drivers' comfort station issues, inadequate/unavailable restroom facilities and system improvement suggestions. Assist with issue tracking, and resolution efforts to address issues brought up by committee members.
 5. Draft and publish operator comfort station alerts and general communications to share program information, new and closed comfort stations and bring awareness to current issues.
 6. Participate in classroom training of new bus operators, providing guidance on comfort station policy, rules, procedures, and how best to contact the Coordinator with questions, issues, and suggestions.
 7. Based on need, complete site reviews on new layovers and existing terminals with comfort station deficiencies.
 8. Work with potential vendors to establish program participation. Negotiate terms, complete documentation and resolve any ongoing operational relationship challenges as they arise.



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9. Work with Service Quality to initiate field inspections and prepare report cards on conditions for all restrooms in Metro's comfort station program. Initiate and track resolution based on inspection results.
10. Review Service Change Packages published by Service Development for all revised and/or new routes, including changes to span of service hours to ensure inclusion of comfort station requirements.
11. Provide accurate Comfort Station information for revisions in TIMS (Transportation Information Management System) revisions, The Book staff, and scheduling.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Excellent communication skills, both written and oral
- Good organizational skills
- Ability to handle multiple tasks
- Demonstrated knowledge of Excel, Word, Outlook
- Knowledge of transit routes, policies and procedures
- Possess a valid Washington State driver's license

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

Computers, pen/pencil, files, telephone, printer, scanner, documents, reference materials. Various databases, Microsoft Office, SharePoint, County vehicle.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
N = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
S = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time
O = Occasional (11-33%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	8 Hours Per Day
C = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	5 Days Per Week
Work Pattern (continued)		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

This job is a temporary detailed position.

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
Lifting floor – waist		1-5				Up to 10 sec/time, 5 min total while manipulating reference materials, files or documents.
Lifting waist–shoulder		1-5				Up to 10 sec/time, 5 min total while manipulating reference materials, files or documents.
Lifting above shoulder	X					Up to 5 sec./time, 1 min total while placing/removing binders and supplies on upper shelves.



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Job Demand	Frequency and Weight (lbs.)				Activity Description
Carry (Distance/Surface)		1-5			Up to 50'/time, 1-5x/day, with reference materials, files, notebook or documents.
Pushing/Pulling (Distance/Surface)		1-10			Up to 1-2sec./time, 2 min total while opening and closing drawers and doors.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X	Up to 2.5 hrs./time, 7-8 hrs. total in a work shift. Most commonly occurs while performing computer tasks, attending meetings and rarely driving.
Standing		X	X			Up to 5 min./time, 20 min. total while conversing with coworkers.
Walking		X				Up to 2 min./time, 20 min. total while traversing within the work area, between different buildings and to/from coworkers' desks, etc.
Perform Work on Ladders	X					
Climbing	X					
Balancing	X					
Stooping / Bending		X*				Up to 30 sec./time, 5 min. total while reaching for lower office drawers and shelves. *Can alt. with squat/kneel as needed.
Twisting at Neck		X				Up to 30 sec./time, 5 min. total while reaching for lower office drawers and shelves.
Twisting at Waist	X					
Squatting / Kneeling		X*				Up to 30 sec./time, 5 min. total while reaching for lower office drawers and shelves. *Can alt. with bend/stoop as needed.
Crawling	X					
Reach waist to shoulder			X			Up to 5 min./time, 1 hr./total while manipulating document/binders, etc.
Reach above shoulder	X					
Reach below waist		X				Up to 30 sec./time, 5 min. total while reaching for lower office drawers and shelves.
Keyboarding			X			Up to 1-2 min./time, 2.5 hrs. total while instant messaging, taking data entry, drafting documents, electronic file management, email etc.
Wrist Flexion/Extension	X					
Handle/Grasp		X				Up to 20 sec./time, 20 min total while manipulating a stack of files; rarely drive.
Forceful Grasp	X					



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Fine Finger Manipulation					X	Up to 15 min./time, 7 hrs. total while instant messaging, performing data entry, conducting electric file management, manipulating documents/documents/files, writing, drafting documents, emailing etc.
Hand Controls			X			Up to 1-2 min./time, 1-2 hrs. total while using the computer mouse and rarely drive.
Foot Controls		X				Up to 15 min./time, 30 min. total while driving (approx. 1x/mo.).
Repetitive Motion	X					Body Part: _____ Cycles/hr: _____
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking				X		Up to 10 min./time, 4 hrs. total while conversing with the general Operators, vendors, co-workers or superiors; in person and via telephone.
Hearing					X	Up to 10 min./time, 4 hrs. total while conversing with the general Operators, vendors, co-workers or superiors; in person and via telephone.
Visual – Near Acuity					X	Up to 2.5 hr./time, 7 hrs. total while performing computer tasks, reviewing documents; some of which may have small print or reduced image quality.
Visual – Far Acuity			X			Up to 15 min./time, 2 hrs. total while driving, walking around moving vehicles, identifying layover/comfort station locations.
Visual – Depth Perception			X			Up to 15 min./time, 2 hrs. total while driving, walking around moving vehicles, identifying layover/comfort station locations.
Visual – Color Discrimination	X					Can be beneficial but not required.
Visual – Accommodation			X			Up to 45 min./time, 1.5 hrs. total while driving.
Visual – Field of Vision			X			Up to 45 min./time, 1.5 hrs. total while driving.
Exposure to Weather		X				Rarely when walking between buildings or attending meetings 1-2x/week.
Extreme Cold	X					
Extreme Hot	X					
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts	X					
Exposure to Explosives	X					
Atmospheric Conditions	X					
Exposed Heights	X					
Exposure to Electricity	X					
Exposure to Toxic / Caustic Chemicals	X					
Exposure to Radiation	X					



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Physical Demands	Frequency	Activity Description
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	
Other:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Analyst's Comments:

Possible Employer Modifications:

Update Comments (if applicable):

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, VRC, CDMS

Vocational Consultant

Date

10/24/19

Update (if applicable):

Vocational Consultant

Date

Employer Verification:

Name

Date

10-24-19

Employee Verification: (optional)

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. 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 basis 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

- ☐ Attending Physician ☐ Consulting Physician ☐ Pain Program Physician
- ☐ IME Physican ☐ PCE Therapist ☐ OT / PT Therapist ☐ PEP Physician