



King County

**Disability Services
Safety and Claims Management**
Department of Executive Services
Human Resources Management Division
500 4th Ave Rm 500
Seattle, WA 98104
(206) 205-8575
(206) 296-0514 FAX

JOB ANALYSIS

| | | | |
|--------------------------|-------------------------------------|--------------------------------|---|
| Job Title: | Warranty Claims Analyst | DOT Title: | Parts-Order-And-Stock Clerk |
| SVP: | 5 | DOT #: | 249.367-058 |
| Location of Analysis: | 201 S. Jackson Seattle, WA 98104 | Name of Employee: | |
| Analyst: | Kyle Pletz, VRC, CDMS | JA Source: | Rob Stafford |
| Presenting VRC: | | Employer Contact: | Lynn Matteoni |
| Date Analysis Completed: | 6/23/16 | Supervisor Contact Information | Phone: 206-263-1200 E-mail: Lynn.Matteoni@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.

Gathering and analyzing part failure information in order to support and maximize warranty recovery opportunities for King County Transit. Following manufacturer procedures, incumbents process warranties for new revenue vehicles, aftermarket parts and special project installations performed within Vehicle Maintenance.

1. Process original equipment manufacturer (OEM) and after-market parts warranty claims; review mechanic repair orders to ensure all required documentation is included for claim submission; code and enter claim data in manufacturer's automated claim systems; code, reconcile, and enter claim submissions, payments, credit memos and related information in financial accounting system; monitor claim submissions for possible fleet defects and to maximize warranty recovery opportunities.
2. Respond to requests for information from a variety of internal and external customers; compile data required for the warranty claims tracking; reconcile warranty replacement part and labor costs against vendor invoices.
3. Administer warranty program for smartcard and on-board system technology, track replacement part warranty claims, and adjust to the fleet's evolving technology changes.
4. Maintain applicable warranty administration expertise parallel to fleet and technology expansion.
5. Initiate a variety of forms as it relates to warranty status changes, part locations, or work assignment changes.
6. Organize and administer retrofits and parts exchange programs for vendors and vehicle fleets.
7. Maintain warranty stock or supplies from Contractors and OEMs using a variety of warehouse equipment such as forklifts, overhead cranes, and floor jacks.
8. Respond to internal and external audit requests.



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- 9. Establish trust with internal and external customers.
- 10. Perform other duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Knowledge of warranty administration
 General knowledge of maintenance procedures for heavy-duty fleet repairs
 Knowledge of legal terminology used in procurement and contracting
 Skill in explaining complicated procedural and technical requirements to varied audiences
 Skill in maintaining data accuracy and integrity
 Skill in maintaining confidentiality of sensitive information
 Skill in effectively handling multiple competing priorities
 Skill in taking initiative and adapting to changes in work load demand
 Skill in oral and written communication
 Skill in working with a variety of individuals from diverse backgrounds
 Ability to operate a forklift or obtain a forklift certification
 Ability to work independently and as a team member
 Skill in using current office software programs including word processing, spreadsheet, database and email

NECESSARY SPECIAL QUALIFICATIONS:

Previous warranty and/or inventory experience
 Or any combination of education and experience that clearly demonstrates the ability to perform the job duties of the classification
 Ability to lift 50 pounds.

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

Banding machine, pallets, cellophane wrap, pallet jack, various bus parts, computer, telephone, fax machine, rolling baskets, step ladder, back brace, gloves, safety shoes, forklift, pallet jack, hand truck, overhead crane, shrink wrap roller, box knives, hand tools, pry bar and various lifting equipment.

PHYSICAL REQUIREMENTS

| Frequency Scale | Strength | Work Pattern |
|---|--|------------------------------------|
| N = Never | <input type="checkbox"/> Sedentary | <input 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%, 48 min. – 2 hr 25 min) | <input checked="" type="checkbox"/> Medium | <input type="checkbox"/> Seasonal |
| F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min) | <input type="checkbox"/> Heavy | Hours Per Day |
| C = Constant (67-100%, more than 5 hr 35 min) | <input type="checkbox"/> Very Heavy | Days Per Week |

This is classified as a Light job by the US Department of Labor, but adjusted to MEDIUM in this instance due to large nature of bus parts.

| PHYSICAL DEMANDS | FREQUENCY | | | | | | ACTIVITY DESCRIPTION |
|------------------|-----------|---|---|---|---|---|--|
| | % Time | N | S | O | F | C | |
| Sitting | | | | X | | | Up to 1hr./time, 2.4 hrs. total, while performing computer duties, writing, talking on the phone, filing and sorting small bus parts. |
| Standing | | | | X | | | Up to 30 min/time, up to 2 hrs. total while conversing with co-workers, utilizing a standing work station, using a portable computer station and filing. |
| Walking | | | | | X | | Up to 300'/time, 3 hrs. total while within the facility, attending meetings, between South Base maintenance. |



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| | N | S | O | F | C | | |
|----------------------------------|---|----|-------|---|---|-----------|---|
| Lifting floor – waist | | 50 | 35 | | | lbs. | Up to 30 sec./time, up to 1.5 hrs. total while manipulating bus parts and removing bus from rolling baskets. No requirement to lift items in excess of 50 lbs. Two person lift or assistive lifting equipment should be used for items over 50 lbs. |
| | | | | | | | |
| Lifting waist–shoulder | | 50 | 35 | | | lbs. | Up to 1 min./time, up to 1.5 hrs. total while placing/removing bus parts on shelves. |
| | | | | | | | |
| Lifting above shoulder | | | 35 | | | lbs. | Up to 30 sec./time, up to 1.5 hrs. total while placing/removing bus parts on upper shelves. |
| | | | | | | | |
| Carry (Dist.) | | | 50' | | | 35 lbs. | 35 lb. parts up to 50', up to 1 hr. total. Carts and forklifts are available. |
| | | | | | | | |
| Pushing/ Pulling | | 50 | 30-40 | | | Minimal | Up to 3 min./time, 1.5 hr. total while moving rolling baskets with parts in them, pallet jack and manipulating parts. |
| | | | | | | lbs force | |

| | N | S | O | F | C | |
|----------------------------|----------------|---|---|---|---|---|
| Climbing | | X | | | | Up to 21 steps at a time, 16 round trips total while traversing stairs or utilizing a step stool. |
| Balancing | | X | | | | Up to 30min./time, 1 hr. total while staging pallets and receiving shipments on loading dock. |
| Stooping / Bending | | X | X | | | Up to 30 sec./time, 1 hr. total while manipulating parts, files, file boxes, etc. |
| Twisting* | | | | | | Up to 10 min./ time, 1 hr. total while operating a forklift. |
| Squatting / Kneeling | | X | X | | | Up to 30 sec./time, 1 hr. total while manipulating parts, files, file boxes, etc. |
| Crawling | X | | | | | |
| Foot Controls | | | X | | | Up to 30 min./time, 1 hr. total while operating a Forklift or County vehicle. |
| Reaching (Level) | Forward | | X | | | Up to 1hr./time, up to 2.4hrs. total while performing computer duties, writing, filing and sorting small bus parts. |
| | Below Waist | | X | X | | Up to 30 sec./time, 1 hr. total while manipulating parts, files, file boxes, etc. |
| | Above Shoulder | | X | X | | Up to 30 sec./time, 1 hr. total while using upper file cabinets and placing/removing parts on upper shelves. |
| Handle/Grasp | | X | X | | | Up to 5 min./time, 1 hr./total, while manipulating bus parts, pallet jack, warranty baskets, carts etc. Driving a forklift. |



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| | N | S | O | F | C | |
|--------------------------|---|---|---|---|---|--|
| Fine Finger Manipulation | | | | X | | Up to 1hr/time, 2.4 hrs. total for computer duties, writing, filing and sorting small bus parts. |
| Hand Controls | | | | X | | Up to 30 min./time, 3 hrs. total while operating a Forklift or County vehicle as well as using a computer mouse. |
| Repetitive Motion | X | | | | | Body part: <input type="text"/> Cycles/hr. <input type="text"/> |
| Vibratory Tasks | | X | | | | Up to 5 min. total while operating the forklift outside. |
| Talking | | | | X | | Up to 15 min./time, 3 hrs. total while conversing with co-workers, manufacturers and parts representatives. |
| Hearing | | | | | X | Up to 2 hrs./time, 8 hrs. total while working around moving busses, equipment etc. |

Visual:

Uses computer monitors and works in a transit environment with moving vehicles. Must be able to visually inspect bus parts for safety reasons.

| 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 | | | | |
| Other: | | | | | | | | | | | | |



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Analyst's Comments:

Possible Employer Modifications:

A rolling hydraulic cart to assist in placing/removing parts on shelves.



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

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