

JOB TITLE: Base Dispatcher
EMPLOYEE:
VRC: Kyle Pletz

DOT #:188.137-010
CLAIM #



King County

KING COUNTY ON SITE JOB ANALYSIS

JOB TITLE Base Dispatcher

JOB CLASSIFICATION Base Dispatcher

DOT TITLE Supervisor

DOT NUMBER 188.137-010

DEPARTMENT Transportation

DIVISION Transit

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 15

JOB STATUS

Full Time, Career Service.

ADDRESS OF WORKSITE

ABA-TR-0100
1270 Sixth Avenue, South, Bldg. 2
Seattle, WA 98134-1308

CONTACT'S NAME Bill Burdick

CONTACT'S PHONE 206-684-2709

EMPLOYER JOB TITLE Base Chief

DATE COMPLETED 10/29/03

VRC NAME Jeff Casem

DATE REVISED 6/23/2009

WORK HOURS

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.

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OVERTIME

Optional, up to 340 hours per year.
Fair Labor Standards Act Non-Exempt (hourly).

JOB DESCRIPTION

Works regularly in an environment of developing office technology. They learn to handle a variety of computer programs proficiently. They typically do several tasks at a time. In addition to planning and record keeping, they continually interact with co-workers by telephone and in person.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

Incumbents must be current full time transit operators who have completed the probationary period at the time of hire. The employee must have three years experience of full time driving service at Metro and have a current, valid Commercial Driver's License (CDL). The employee must successfully complete a Supervisor-in-Training (SIT) 12 month probationary period. At the end of 18 months, the SIT will be required to be qualified as a Base Dispatcher/Planner, Service Supervisor and Transit Training Instructor or the employee will return to the Transit Operator classification. Supervisors-in-Training will receive a performance review upon completion of training in each of these areas. Upon qualification in all three areas, the SIT will receive a formal review with Metro.

ESSENTIAL FUNCTIONS Listed in order of importance

1. Unlocks facility.
2. Call operators on the layoff book waiting list.
3. Sets out sign in, FLSA and overtime sheets. Collects sheets from the previous shift, including accident, security and incident reports. Submits pertinent information to payroll.
4. 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.
5. Issues new transfers and collects prior transfers.
6. Secures lost and found items and documents accordingly.

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7. Monitors, copies and files sign in sheets.
8. Answers telephone and provides customer service.
9. Maintains call list, including closing out call sheets as well as entering changes and filling assignments in accordance with the labor agreement.
10. Assigns lockers for operators as needed.
11. Prepares the operator mail list.
12. Closes dispatching after changes are made in Hastus Screen 4.
13. Discusses pertinent information regarding shift with the relieving Base Dispatcher.
14. Closes front desk window and locks facility.

TOOLS, MACHINES, EQUIPMENT, PRODUCTS, AND SERVICES USED

Computer, intercom, telephone, copy machine, lost and found items, various documents, run cards and various binders.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rare = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

This job is classified as

Light

Standing

Occasionally on flat anti fatigue mat, tile and carpeted surfaces for up to 5 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs 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 an ergonomic stool with lumbar support and arm rests.

Walking

Frequently on flat anti fatigue mat, tile and carpeted surfaces for distances of 150 feet for up to 5 minutes at a time for up to 3 hours total in a work shift while obtaining run cards, processing lost and found items and obtaining forms as well as traversing between the work area, Planners office, copy machine room and the printer. The employee can sit or stand as needed as the work station has high counters and an ergonomic stool with lumbar support and arm rests.

Sitting

Occasionally on an ergonomic stool with lumbar support and arm rests for up to 5 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs while conversing with operators and various County employees, operating a

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computer and reading route schedules. The employee can sit or stand as needed as the work station has high counters and a stool.

Climbing stairs

Rare for up to 15 seconds at a time while climbing 12 steps for up to 2 times total in a work shift. Most commonly occurs while traversing up to the second floor approximately once per week.

Climbing

Rare on a step stool for up to 2 seconds at a time for up to 10 seconds total in a work shift. Most commonly occurs while using a step stool to post documents.

Balancing

Rare on a step stool for up to 1 minute at a time for up to 3 minutes total in a work shift. Most commonly occurs while using a step stool to post documents.

Bending/Stooping

Occasionally on rubber flat anti fatigue mat, tile and carpeted surfaces for up to 1 minute at a time for up to 45 minutes total in a work shift. Most commonly occurs while pressing the open door button under the counter, using lower drawers, processing lost and found items, adding paper to copy machine, and removing jams from the copy machine. Bending/stooping can be reduced by alternating with kneeling or crouching.

Kneeling

Occasionally on rubber flat anti fatigue mat, tile and carpeted surfaces for up to 1 minute at a time for up to 45 minutes total in a work shift. Most commonly occurs while pressing the open door button under the counter, using lower drawers, processing lost and found items, adding paper to copy machine, and removing jams from the copy machine. Kneeling can be reduced by alternating with bending/stooping or crouching.

Crouching

Occasionally on rubber flat anti fatigue mat, tile and carpeted surfaces for up to 1 minute at a time for up to 45 minutes total in a work shift. Most commonly occurs while pressing the open door button under the counter, using lower drawers, processing lost and found items, adding paper to copy machine, and removing jams from the copy machine. Crouching can be reduced by alternating with bending/stooping or kneeling.

Reaching above shoulder height

Occasionally for up to 5 seconds at a time for up to 24 minutes total in a work shift while posting signs, obtaining run cards, manipulating clipboards for daily reports, operator items for lost and found, and removing paper from the printer.

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Reaching at waist to shoulder height

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while performing computer duties, reaching for the telephone, manipulating sign in sheets, reaching for run cards, posting signs, manipulating clip boards for daily reports and removing paper from the printer.

Reaching at knee to waist height

Occasionally for 10 seconds at a time for up to 10 minutes total in a work shift. Most commonly occurs while opening and closing desk and file drawers, filing mail and pressing the door button under the counter.

Reaching at floor to knee height

Occasionally for up to 1 minute at a time for up to 45 minutes total in a work shift. Most commonly occurs while pressing the open door button under the counter, using lower drawers, processing lost and found items, adding paper to copy machine, and removing jams from the copy machine.

Lifting 1-10 pounds

Occasionally for up to 10 seconds at a time for up to 24 minutes total in a work shift. Most commonly occurs with weights of 3-7 pounds while picking up and using lost and found items, binders, documents, clipboards and telephone receiver.

Carrying 1-10 pounds

Occasionally for distances of up to 10 feet for up to 10 seconds at a time for up to 8 minutes total in a work shift. Most commonly occurs with weights of 3-7 pounds while transporting lost and found items, binders, documents and clipboards within the office.

Lifting 11-20 pounds

Rare for up to 10 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 10-15 pounds while manipulating a basket of transfers as well as lost and found items.

Carrying 11-20 pounds

Rare for up to 10 seconds at a time for distances of up to 10 feet for up to 1 minute total in a work shift. Most commonly occurs with weights of 10-15 pounds while transporting a basket of transfers as well as lost and found items.

Lifting 21-50 pounds

Rare for up to 10 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of 40-45 pounds while manipulating transfer boxes, lost and found bag, boxes of forms and boxes of brochures.

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Carrying 21-50 pounds

Rare for up to 20 seconds at a time for up to 1 minute total in a work shift. Most commonly occurs with weights of 40-45 pounds while transporting a box of brochures or forms on a quarterly basis.

Pushing and Pulling

Occasionally for up to 5 seconds at a time with a force of 2-7 pounds for up to 24 minutes total in a work shift while opening and closing drawers and doors, manipulating office stool and sliding run card shelves.

Handling

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while dialing the telephone, operating a computer, writing and operating a door button as well as manipulating lost and found items, run cards, documents, time sheets and clipboard.

Fingering

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while holding the telephone receiver and using a stapler as well as manipulating lost and found items, transfers, mail, clipboards and binders.

Talking

Frequently for up to 2 minutes at a time for up to 4 hours total in a work shift while. Also speaks with transit operators, passengers and the public in order to answer questions.

Hearing

Continuously for 2 hours at a time for up to 8 hours total in a work shift while listening for telephone ringer and persons at the front desk. Also converses with transit operators, various County employees and the public in order to answer questions.

Near acuity—clarity of vision at 20 inches or less

Frequently for up to 10 minutes at a time for up to 3 hours total in a work shift while reading timesheets, schedules, call record sheets, run cards, logs, and computer screen as well as when writing.

Far acuity—clarity of vision at 20 feet or more

Rare for up to 30 seconds at a time for up to 5 minutes total in a work shift while looking for operators within the facility.

Color vision—ability to identify and distinguish colors

Rare for up to 1 minute at a time for up to 5 minutes total in a work shift while deciphering colors of daily transfers.

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Field of vision—observing an area that can be seen up and down or right or left while eyes are fixed on a given point

Occasionally for up to 5 minutes at a time for up to 2 hours total in a work shift while identifying persons approaching the front desk as the computer does not face the lobby area.

TEMPERAMENTS

Directing, controlling, or planning activities of others: Continuously
Influencing people in their opinions, attitudes, and judgments: Frequently
Performing repetitive or short-cycle work: Continuously
Performing a variety of duties: Frequently
Working alone or apart in physical isolation from others: Occasionally
Working effectively under stress: Continuously
Attaining precise set limits, tolerances, and standards: Continuously
Working under specific instructions: Continuously
Working with others: Continuously
Making judgments and decisions: Continuously

ENVIRONMENTAL FACTORS

Work is performed in a front desk area in a Metro transit base. The employee can sit or stand as needed as the work station has high counters and an ergonomic stool with lumbar support and arm rests. The worker is also exposed to Metro Transit Operators on a continuous basis, providing supervision and customer service. Worker is exposed to diesel exhaust fumes on a rare occasion. The noise level is quiet.

Workers are exposed to

Fumes: Rare
Odors: Rare
Dusts: Occasionally
Poor ventilation: Rare
Moving mechanical parts: Rare
Vibration: Rare

POTENTIAL MODIFICATIONS TO JOB

Headset to promote proper posture, reduce handling and reduce reaching while talking on the telephone.
Ergonomic stool to match the high work surface.
Corner computer workstation to reduce twisting between front window and current computer set up.
Flat screen monitor to increase work space and provide proper VDT spacing.
Lower run card racks to reduce reaching over shoulder.

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Signature & title of evaluator

Date

Signature & title of contact

Date

Signature & title of employee

Date

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HEALTH CARE PROVIDER SECTION

Check all that apply

The employee is released to perform the described duties without restrictions on performance or work hours.

The employee is released to perform the described duties on a reduced schedule. The recommended schedule is:

Temporary until _____ **Permanent as of _____**

The employee is released to perform the described job with the following modifications:

Temporary until _____ **Permanent as of _____**

The employee is not released to perform the described duties due to the following job functions:

Temporary until _____ **Permanent effective _____**

The employee is unable to work in any capacity.
A release to work is: **anticipated by _____** **Not expected**

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date