

EMPLOYEE:

CLAIM #



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Transit Service Supervisor **JOB CLASSIFICATION** Transit First-line Supervisor

DICTIONARY OF OCCUPATIONAL TITLES (DOT) NUMBER 188.137.010

DOT TITLE Supervisor

DEPARTMENT Transportation

DIVISION Transit

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE Approximately 50

CONTACT'S NAME & TITLE Vicki LaRitz, Supervisor of Service Quality

CONTACT'S PHONE 206-684-2727

ADDRESS OF WORKSITE

Five (5) separate locations throughout King County. These include North Base Operations, East Base Operations, Central/Atlantic, and South Base Operations.

VRC NAME Kyle Pletz

DATE COMPLETED 02/21/02

VRC NAME Peter Hu

DATE REVISED 5/18/09

WORK HOURS

24-hours/7-days a week. Days and shifts may vary as they are bid upon two times per year.

OVERTIME

Optional, except during adverse weather conditions when 12 hour shifts are mandatory.
Fair Labor Standards Act Non-Exempt (hourly)

JOB DESCRIPTION

Incumbents working as Services Supervisors observe and coordinate transit operations to ensure efficient delivery of scheduled transit service within an assigned service district or at an assigned location. Service Supervisors provide 24-hour coverage throughout Transit's service area.

The responsibilities of this classification include a wide variety of transit operations work. Work assignments may rotate semi-annually using a job pick system. This classification is composed of Base Dispatcher/Planner, Service Supervisor, Schedule Maker, Transit Instructor and Communications Coordinator. Vacancies for positions in this classification are recruited from the Transit Operator classification per the Local 587, Amalgamated Transit Union, collective bargaining agreement. This is a single level classification and is distinguished from other classifications in that the incumbents perform specific transit operations supervisory work as determined by the assignment.

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 and communicate in English and understand basic math.

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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

Incumbent must be at least 21 years old at the time of application, hold a Washington State driver's license with the required CDL endorsements, pass the records review standards set by the SIT recruitment, read and write in English, demonstrate basic computer competency, be able to drive any assigned vehicle for an 8-hour shift and be available for shift work over a 24-hr period.

ESSENTIAL FUNCTIONS

1. Monitor service and transit operators for safety, compliance with regulations, schedules, routing, customer service and traffic flow. Provides guidance and assistance to transit operators and customers during service disruptions.
2. Troubleshoot minor mechanical and electronic coach and transit related equipment problems and coordinates disposition of problem to maintain service.
3. Respond to a variety of problems associated with electrified trolley service including, but not limited to; dewirements, power outages, rerouting trolley coaches where no electrified wire exists by "jumping" the trolley from one tangent of electrified wire to an intersecting tangent or by pushing the coach with the assigned vehicle and assisting the Power and Facilities Line Crew.
4. Manage and responds to transit service interruptions caused by; construction, accidents, special events, adverse weather, fire and police activity and power outages.
5. Document transit and public facility problems affecting transit service and route information about the problems to appropriate King County Transit authorities.
6. Coordinate service and other transit related activities with area police, emergency, utility, construction and community agencies.
7. Monitor on time performance, research, propose, implement solutions to service related problems such as reroutes and schedule adjustments.
8. Provide solutions for complaints, disputes and service disruptions.
9. Provide on-the-scene customer assistance and public relations for King County Transit.
10. Provide alternative transportation to operators and customers when necessary.
11. Investigate and document accidents involving King County Transit vehicles.
12. Develop plans for maintaining transportation services during special events, special needs and emergencies.
13. Prepare a variety of documents regarding service, employee and customer related issues.
14. Ensure transit service is provided in accordance with the Americans with Disabilities Act (ADA).
15. Operate and supervise the Downtown Seattle Transit Tunnel (DSTT) and coordinates emergency response with outside agencies.

NON-ESSENTIAL FUNCTIONS

1. Maneuvering inoperative electric wheelchairs.

PERSONAL PROTECTIVE EQUIPMENT USED

Gloves, safety vest.

OTHER TOOLS & EQUIPMENT USED

Coach, keypad, radio, electric poles, computer, lift override boxes, lubricants, grit, aerosol sprays, laminating machine, county van with lift, radar unit, tire chains, cellular phone, flares, caution signs, and a shovel. The incumbent may also use seatbelts, and straps to secure wheelchairs. Hand tools are commonly used such as wrenches, pliers, and hammer. The incumbent may also use an electrically insulated pole called a hot stick to pull down electric poles on coaches.

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

Rarely = may occur less than 1% of the time

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

This Job is Classified as

Medium—exerting 20 to 50 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force continuously.

Standing

Health Care Provider initials if restricted _____

Occasionally on a variety of surfaces including rubber coated coach floor, flat cement surfaces, uneven graded pavement surfaces and unpaved roadways for up to 8 hours total in a work shift. Most commonly occurs while working foot shifts in the Central Business District (CBD), DSTT, at transit centers, working at special events, investigating accidents or during trolley overhead power outages. On rare occasions, may need to stand for up to 2 hours at a time while flagging at the scene of a Transit coach accident.

Walking

Health Care Provider initials if restricted _____

Occasionally on a variety of surfaces including rubber coated coach floor, flat cement surfaces, uneven graded pavement surfaces and unpaved roadways for variable distances of 300 feet or more for up to 60 minutes at a time for up to 8 hours total in a work shift. Most commonly occurs for 15 minutes at a time, for distances of 150 feet while inspecting a 60-foot coach for mechanical and electrical failures, investigating accident scenes, and walking from a county van to a Transit coach. May also walk to the rear of the 60-foot coach and back, to inspect or reattach the electric as well as inspect the engine.

Sitting

Health Care Provider initials if restricted _____

Frequently to Continuously on an office chair, van seat, or coach driver's seat for up to 4-7 hours total in a work shift. Most commonly occurs while driving a van or coach as well as while sitting in an office chair and performing computer duties.

Climbing Stairs

Health Care Provider initials if restricted _____

Occasionally for 5 seconds at a time while climbing 3-4 steps for up to 15 times total in a work shift. Most commonly occurs while entering and exiting coach. May occasionally climb 1 step while entering and exiting a county van 12-25 times per day.

Climbing

Health Care Provider initials if restricted _____

Occasionally on coach bumper for 2 minutes at a time for up to 2 minutes total in a work shift. Most commonly occurs while standing on the bumper of a coach while adjusting a mirror.

Bending/Stooping

Health Care Provider initials if restricted _____

Constantly on rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 minutes at a time for up to 50 minutes total in a work shift. Most commonly occurs while inspecting tires, chains, engine, and various parts of a coach.

Kneeling

Health Care Provider initials if restricted _____

Rarely on rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs during adverse weather conditions while inspecting, manipulating and removing chains.

Crouching

Health Care Provider initials if restricted _____

Occasionally on rubber coated coach floor or flat cement surfaces for 1-2 minutes at a time for up to 5 minutes total in a work shift. Most commonly occurs while inspecting tires, chains, and brakes on a coach.

Operating Controls with Feet

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 7 hours total in a work shift while driving county van or coach. Both vehicles have an automatic transmission.

Reaching Above Shoulder Height

Health Care Provider initials if restricted _____

Occasionally for 2 minutes at a time for up to 15 minutes total in a work shift while using a 2-way radio, changing signs on a coach, opening coach panels, fixing windshield wipers and adjusting mirrors. On rare occasions, the Transit First-line supervisor may need to reach above the shoulder for up to 3 minutes at a time while attaching or removing electrical poles from power lines.

Reaching at Waist to Shoulder Height

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 7 hours total in a work shift while turning the steering a coach or van, keyboarding and performing computer duties, inspecting various parts of the coach, and using various hand tools.

Reaching at Knee to Waist Height

Health Care Provider initials if restricted _____

Occasionally for 2 minutes at a time for up to 10 minutes total in a work shift. Most commonly occurs while using hand tools, opening and closing drawers, and inspecting various parts of a coach.

Reaching at Floor to Knee Height

Health Care Provider initials if restricted _____

Rarely for 30 seconds at a time for up to 5 minutes total in a work shift while using hand tools, opening and closing drawers, and inspecting various parts of a coach.

Lifting 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for 2 minutes at a time for up to 15 minutes total in a work shift. Most commonly occurs with weights of 2-3 pounds while picking up and using hand tools such as a wrench, hammer, ratchet, or pliers.

Carrying 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for distances of 300 feet or more for 3-5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 2-3 pounds while transporting hand tools such as a wrench, hammer, ratchet, or pliers to and from a county van and coach.

Lifting 11-20 pounds

Health Care Provider initials if restricted _____

Rarely for 10 seconds at a time for up to 60 minutes total in a work shift. Most commonly occurs with weights of 15 pounds while picking up boxes of rider manuals, buckets of grit as well as lifting multiple hand tools at once.

Carrying 11-20 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 10 minutes at a time for distances of up to 1000 feet for up to 60 minutes total in a work shift. Most commonly occurs with weights of 15 pounds while transporting boxes of rider manuals, buckets of grit as well as lifting multiple hand tools at once.

Lifting 21-50 pounds

Health Care Provider initials if restricted _____

Rarely for 5 seconds at a time for up to 30 seconds total in a work shift. Most commonly occurs with weights of 40 pounds while placing a bag of grit in to a county van during adverse weather.

Carrying 21-50 pounds

Health Care Provider initials if restricted _____

Rarely for 30 seconds at a time for up to 15 minutes total in a work shift. Most commonly occurs with weights of 40 pounds while transporting a bag of grit from a work facility to a county van during adverse weather.

Pushing and Pulling

Health Care Provider initials if restricted _____

Occasionally for up to 3 minutes at a time with a force of 40 pounds for up to 5 minutes total in a work shift while using wrenches and ratchets. On a rare occasion the incumbent may operate a coach for up to 60 minutes in a shift. Most coaches have power steering that requires approximately 5 pounds of pressure to turn the steering wheel. On rare occasions, a Transit First-line supervisor may need to open the rear engine compartment to inspect the engine or check the oil. The engine bay door requires a pulling force of 40 pounds. Also on rare occasions (approximately once every 3 months) the Transit First-line supervisor may need to pull 68 pounds for 2 minutes at a time while resetting the electrical poles on the trolleys.

Handling

Health Care Provider initials if restricted _____

Occasionally for 2 hours at a time for up to 5 hours total in a work shift while operating the radio, using a steering wheel, and using various hand tools.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 8 hours total in a work shift while operating coach controls which may include a steering wheel, and a 2-way radio.

Fingering

Health Care Provider initials if restricted _____

Occasionally for 60 minutes at a time for up to 4 hours total in a work shift while using writing and typing.

Talking

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 8 hours total in a work shift. Also speaks with transit operators, passengers and the public in order to answer questions and provide direction.

Hearing

Health Care Provider initials if restricted _____

Continuously or for up to 8 hours total in a work shift while listening for radio calls, incoming phone calls, monitoring scanners, listening for traffic hazards such as horns, sirens, etc. Also converses with transit operators, passengers and the public in order to answer questions and provide direction.

Tasting/Smelling

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 1 minute total in a work shift while smelling fluids to identify type of leak as well as smelling for odors that may indicate mechanical failure of the coach. This is a marginal task. The employee can decipher engine fluids by color and consistency.

Near acuity – clarity of vision at 20 inches or less

Health Care Provider initials if restricted _____

Occasionally for 2 hours at a time for up to 8 hours total in a work shift while reading automobile gauges, charts, log, and computer screen. The incumbent may also need to closely inspect small parts of the coach.

Far acuity – clarity of vision at 20 feet or more

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 8 hours total in a work shift while observing traffic, street signs, traffic lights, and potential traffic hazards.

Depth perception – three dimensional vision

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 8 hours total in a work shift while observing traffic, street signs, traffic lights, and potential hazards.

Color vision – ability to identify and distinguish colors

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 8 hours total in a work shift while observing traffic signal aspects and colored traffic signs.

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

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time for up to 8 hours total in a work shift while observing traffic, street signs, traffic lights, pedestrians, and potential hazards.

Night vision – seeing after sundown with minimal or no supplemental light sources

Health Care Provider initials if restricted _____

Occasionally to Continuously for up to 3 hours at a time for up to 8 hours total in a work shift while driving a county vehicle or coach. Night vision depends on individual driving schedule, route, and season.

Working with Heightened Awareness

Health Care Provider initials if restricted _____

Continuously for 2 hours at a time, for up to 8 hours total in a work shift while identifying potential traffic hazards, as well as hazards which may include potentially hostile persons.

ENVIRONMENTAL FACTORS

Work is performed in a moving and vibrating county vehicle. The worker is also exposed to coaches with passengers on board. Worker is exposed to traffic dangers, exhaust fumes, and the general public, which may include angry or hostile persons. On a rare occasion the incumbent may need to remove a weapon or firearm from a coach.

Noise Level

Health Care Provider initials if restricted _____

The noise level is approximately 50-90 decibels. The noise level is moderately loud and is caused by traffic, the coach engine and passengers.

Temperaments

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

HCP Initials if Restricted

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The Work Environment may include the following exposure(s):

- Outside weather: Continuously
- Extreme heat: Continuously
- Humidity/dampness: Occasionally
- Fumes: Occasionally
- Odors: Occasionally
- Dust: Occasionally

HCP Initials if Restricted

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Gases: Occasionally
Poor ventilation: Occasionally
Moving mechanical parts: Occasionally
Vibration: Continuously
Working with explosives: Rare

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POTENTIAL MODIFICATIONS TO JOB

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SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County's Safety & Claims Management Division office. The Health Care Provider signature section is separate and appears on the previous page.

Printed name & title of VRC evaluator

Signature of VRC evaluator

Date

Printed name & title of contact

Signature of contact

Date

Printed name of employee

Signature of employee

Date

HEALTH CARE PROVIDER SECTION

Check all that apply

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

The employee is released to perform the described duties on a reduced schedule as of _____. 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:

Health Care Provider Name (Printed or Typed)

Telephone Number

Health Care Provider Signature

Date

Health Care Provider Section