



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Management Division
P.O. Box 80283
Seattle, WA 98108
(206) 205-8575
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JOB ANALYSIS

Job Title:	Transit Service Supervisor	DOT Title:	Supervisor
SVP:	7	DOT #:	188.137-010
Location of Analysis:	Atlantic/Central Base 1500 Sixth Ave S Bldg 2A Ste 100 Seattle, WA 98104	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Rex Lyon
Presenting VRC:		Employer Contact:	Tim Flannagan 206-477-7406
Date Analysis Completed:	1/30/18 11/3/20	Supervisor Contact Information	Brian Eggen Phone: 206-477-0240 E-mail: brian.eggen@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 Supervisor work for the Transit Operations. Work involves assessing emergency situations and operational problems to determine and implement appropriate, practical and immediate responses. Work includes operating two-way computer data radio system, telephone and electronic coach tracking systems, and requesting and coordinating assistance of appropriate internal and external staff and response agencies. Work requires concentration and the ability to handle multiple incidents professionally in stressful situations. Work also requires 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.

Service is monitored using computer dispatching tools, etc. Executes computer aided service restoration measures. This position takes actions to mitigate disruptions or delays in service. Service Supervisors mitigate schedule delays, accidents, power outages, reroutes, special event routing and similar special circumstances.

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



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Claim # (if applicable):

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. Multiple work locations: North Base Operations, East/Bellevue base Operations, Central/Atlantic Base Operations, South Base Operations, and Downtown Seattle Transit Tunnel (DSTT).

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 pole setting for 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. This may include interacting with difficult/angry/volatile persons.
10. Provide alternative transportation to operators and customers when necessary.
11. Investigate and document accidents involving King County Transit vehicles (coaches, Paratransit, Facilities, etc.).
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.
16. Set up initial incident command, transferring to unified command with additional jurisdictions such as City of Seattle, Seattle Police Department, Washington State Patrol, etc.
17. Respond to Hazmat calls (fuel spill, natural gas leak etc.), assess situation, create action plan and escort persons from the danger as needed.
18. Prepare professional, concise documents with excellent writing skills.
19. Accurately measure and use measuring devices for accident incident interviewing.
20. Taking, saving and transferring photos to a computer.
21. Multitask when responding to incidents and emergencies.
22. Ability to utilize mobile office equipment in the field, which may include performing computer/electronic device tasks in a vehicle on a coach.



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23. Ability to respond to unpredictable incidences related to adverse weather, mechanical malfunction, special events, incidence response, etc.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Supervisors will work at different locations from day to day, provide round-the-clock coverage and work as a part of a team of diverse individuals with various personality styles within the County culture and the general public. During the 12 month SIT program, an SIT *must* qualify in two of the following; Service Supervisor, Base Operations-Dispatcher/Planner or Transit Instructor.

- ☐ **Full-Time Transit Operators** with at least 2.5 years of full time service
- ☐ **Rail Operators** with at least 2.5 years of full time service
- ☐ **Streetcar Operators** with at least 2.5 years of full time service
- ☐ **Rail/Streetcar Supervisors** who were **not** previously Bus Supervisors

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 (with medical card), 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. Excellent driving skills and acceptable driving record. Leadership, Role-Model and Supervisory skills are required. Must be able to perform 12 hours shifts for adverse weather or emergency situations. Must be able to arrange and manage the bus bridge for light and heavy rail, when needed/requested, including directing bus service around resulting blockages. Must be able to effectively manage and de-escalate situations; remain calm in stressful situations. Proficiency with mobile office equipment, which may include, but not limited to: laptop, hot spot, smart mobile devices, etc. The employee must be able to effectively utilize multiple software programs for email, databases, web based apps and programs.

NECESSARY SPECIAL REQUIREMENTS: After appointment, the Supervisor-in-Training (SIT) will be subject to a 12-month probationary period. At the end of 12 months, the SIT is required to be qualified in two of the following sections; Base Operations, Dispatcher/Planner, Service Supervisor or Transit Instructor. If the individual does not qualify in two sections, the employee will return to the Transit Operator classification. Supervisors-in-Training will receive a performance review upon completion of training in each areas.

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

Coach, keypad, radio, electric poles, dust mask, specialized vehicles (Tug, electric vehicles, etc.) gloves, safety vest, computer, laptop, lift override boxes, coach ramps, lubricants, grit, aerosol sprays, accident kit, laminating machine, county vehicle, radar unit, tire chains, traffic cones, wheel chock, 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.

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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 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	8-12*	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 LIGHT job by the US Department of Labor but adjusted to MEDIUM for this position.
This position is subject to varying shifts as operations are performed on a 24/7 basis.

PHYSICAL DEMANDS		FREQUENCY						ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C		
Sitting					X	X		On an office chair, vehicle seat, or coach driver's seat for up 90 min/time, 4-8 hrs. total while driving or performing computer duties. * On a rare occasion for special events, inclement weather, etc. the employee may need to sit for the duration of a 12 hr. shift.
Standing					X	X		On a variety of surfaces including rubber coated coach floor, flat cement surfaces, uneven ground, graded pavement surfaces and unpaved roadways for up to 30min/time, 6-8 hrs. total while working shifts in transit centers, during special events and performing incident response, . *On rare occasions, may need to stand for up to 2 hrs./time while flagging at the scene of a Transit coach accident, blockage, breakdown, etc.
Walking					X	X		On a variety of surfaces including rubber coated coach floor, flat cement surfaces, uneven ground, graded pavement surfaces and unpaved roadways for variable distances of 300-1000' for up to 30 min/time, 4-6 hrs. while inspecting a 60-foot coach for mechanical and electrical failures, investigating accident scenes, and walking from a county vehicle to a Transit coach.

Lifting floor – waist	N	S	O	F	C	lbs.	
		15-40	2-15				
							Up to 2 min/time for up to 1 hr. total Manipulating laptop (7 lbs.), laptop bag (15 lbs.), hand tools (2-3 lbs.), boxes of rider manuals (10 lbs.), accident kit (7 lbs.), sign poles (10 lbs.), multiple traffic cones (10 lbs.) and hot stick (5-8 lbs.). Rarely for up to 30 sec total while manipulating laptop bag (15 lbs.), a bag/bucket of grit (15-40 lbs.) or tire chains (40 lbs.) during adverse weather; 20 lb. bag of spill absorbent.



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Lifting waist–shoulder	N	S	O	F	C	lbs.	<p>Up to 2 min/time for up to 1 hr. total manipulating laptop (7 lbs.), laptop bag (15 lbs.), hand tools (2-3 lbs.), boxes of rider manuals (10 lbs.), laptop bag (15 lbs.), accident kit (7 lbs.), sign poles (10 lbs.), multiple traffic cones (10 lbs.) and hot stick (5-8 lbs.).</p> <p>Rarely for up to 30 sec while manipulating a bag of grit (40 lbs.) or bucket of grit (15 lbs.) during adverse weather; bag of spill absorbent (20 lbs.).</p>
		15-40	2-15				
Lifting above shoulder	N	S	O	F	C	lbs.	<p>Up to 5 min/time, 30 min total while using hot pole (10-15 lbs.), installing cable chains (10-15 lbs.), putting up signs and placing wheel blocks (8 lbs.) in vehicles.</p> <p>*When using hot pole, the employee must lift 10-15 lbs. above shoulder height while the arm is extended. SEE PICTURE</p>
		5-15*					
Carry (Dist.)	N	S	O	F	C	lbs.	<p>Up to 300-1000' for 3-5 min/time up to 30 min total while transporting hand tools (2-3 lbs.).</p> <p>Up to 10 min/time up to 1000' up to 60 min/total while transporting boxes of rider manuals (10 lbs.), laptop (7lbs.) or buckets of grit (15 lbs.).</p> <p>Up to 30 sec/ time up to 15 min/total while transporting a bag of grit (40 lbs.), bag of spill absorbent (20 lbs.) from a work facility to a county vehicle. Ladder (20 lbs.).</p>
		300-1000' 2-3, 20, 40	300-1000' 10-15				
Pushing/ Pulling	N	S	O	F	C	Minimal	<p>Up to 3 min/time with a force of 40 lbs. for up to 45 min total while using hand tools, opening engine bay door of a coach, using rolling tray in the back of a vehicle and pole setting (30-45 lbs.).</p> <p>Up to 60 min with 5 lbs. to turn the</p>
		30-45	5		2-3	lbs force	



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							steering wheel of a coach. Up to Up to 2 hrs./time up to 7 hrs. total with 2-3 lbs. while driving county vehicles.
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	N	S	O	F	C	
Climbing		X				Up to 50 steps/time while traversing within transit facilities. Also climbs 3-4 steps for up to 15 times total while entering and exiting coach. May occasionally climb 1 step while entering and exiting a county vehicle 12-25 times per day. Up to 2 min on the bumper of a coach while adjusting a mirror or utilizing a ladder (freestanding or mounted) to post signage.
Balancing			X	X*		Uneven ground or frozen/slick surfaces, transit platforms (with drop of 3' or less) up to 3 hrs. total in a shift. *on a rare occasion, during adverse weather conditions, the employee may need to balance on ice/snow for up to 6 hrs. total.
Stooping / Bending			X			On rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 min/time up 2 hrs. total during adverse weather conditions while inspecting, manipulating and removing chains as well as inspecting tires and brakes on a coach.
Twisting			X	X*		Twisting at the waist on rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 min/time up to 1 hr. total while inspecting tires, chains, engine, and various parts of a coach; as well as manipulating tools and equipment. *Twists the neck to operate mounted laptop in County vehicle up to 5 min/time, 2-3hrs. total in a shift.
Squatting / Kneeling			X			On rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 min/time up 2 hrs. total during adverse weather conditions while inspecting, manipulating and removing chains as well as inspecting tires and brakes on a coach.
Crawling		X				Up to 10' feet to remove debris (such as a branch or traffic cone) from under a coach on a very rare occasion.
Foot Controls					X	Up to 2 hrs./time up to 7 hrs. total while driving county vehicles with an automatic transmission.



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	N	S	O	F	C	
Reaching (Level)	Forward				X	Up to 2 hrs./time up to 7 hrs. total while driving county vehicle or coach as well as performing computer duties.
	Below Waist	X				Up to 2 min/time up to 20 min total while using hand tools, radio mic, seat controls, light bar controls and closing drawers, and inspecting various parts of a coach.
	Above Shoulder		X			Up to 2 min/time up to 1 hr. total while using overhead control switches, opening coach panels, posting rider alerts, fixing windshield wipers and adjusting mirrors, pole setting and getting in/out of vehicles.
Handle/Grasp					X	Up to 2 hrs./time up to 7 hrs. total while operating a 2-way radio, using a steering wheel, pole setting and using various hand tools.
Fine Finger Manipulation				X		Up to 1 hr./time for up to 5 hrs. total while writing, taking pictures, using a smart device, touch screen devices and typing.
Hand Controls					X	Up to 2 hrs./time up to 7 hrs. total while driving county vehicles as well as operating 2-way radio equipment (microphone, channel selection, volume control), hand tools and pole setting.
Repetitive Motion	X					Body part: Cycles/hr.
Vibratory Tasks	X					
Talking					X	Up to 2 hrs./time up to 8 hrs. total while speaking with Transit Operators, passengers and the public in order to answer questions and provide direction. Also speaks with multiple jurisdictions during accident or emergency situations. Talks via radio, telephone, etc.
Hearing					X	Up to 8 hrs. 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.

Visual:

Continuously utilizes vision when driving and assessing emergency situations in the field (such as hazmat spills and accidents) while being around moving traffic.



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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%, 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	*8-12 Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	*5 Days Per Week

This position is subject to varying shifts as operations are performed on a 24/7 basis.

COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Articulating and comprehending information in conversations					X	Telephonic or radio contact with Operators, emergency personnel, mechanics, etc. This may occur in a noisy environment with other auditory distractions such as multiple active conversations, radio traffic, and pressure of urgent situation in process such as armed assailant on bus, motor vehicle accidents or passenger victim in cardiac arrest.
Reading, comprehending, and using written materials					X	Review manuals, route information, street closure and re-route notices as well as on-screen data. This may occur in a noisy environment with other auditory distractions such as multiple active conversations, radio traffic, and during urgent situations such as armed assailant on bus or passenger victim in cardiac arrest. Complete reports accurately and concisely.
Understanding and solving problems involving math and using the results		X				Computing route times and setting up rendezvous for vehicle exchanges.
Using technology/instruments/tools & information systems					X	Using a computer to obtain or enter information. Commonly utilizes a combination of two-way radio, telephone/smartphone and computer log simultaneously. Must be able to utilize and troubleshoot computers and electronic components that are utilized within a vehicle. Utilizes cameras/smart phone to record video and images.
Remembering spoken instructions				X		Communicating via and telephone and radio for potentially emergent situations. Employee must be able to accurately recall pertinent information.
Remembering written instructions					X	Engaging in communications with Operators, mechanics, security, police, medical personnel and other Supervisors in emergency situations. The employee is often required to handle several situations simultaneously. This may occur in a noisy environment with other auditory distractions such as multiple active conversations, radio traffic, and pressure of urgent situation in process such as armed assailant on bus or passenger victim, motor vehicle accidents in cardiac arrest.

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	N	S	O	F	C	
Remembering visual information				X		Utilizing maps and on-screen charts to plot routes and identify potential hazards. The employee also utilizes a computer to track issues through completion, track multiple data points and visualize maps simultaneously. Must be able to recall visual information related to emergency situations such as motor vehicle accidents, assaults, etc.
Recalling information incidental to task at hand Memorizing facts or sequences					X	Remembering and following relevant policies and procedures along with route information, identities of involved parties, locations of incident, how to contact all needed parties etc.
Remembering simple instructions					X	Recalling basic troubleshooting procedures, relating information to others and disseminating appropriate information to coworkers and involved parties.
Remembering detailed instructions				X	X	Responding to emergency situations or large-scale weather issues (e.g. Snow storm). Accurate recall of instructions is critical in these situations.
Effectively learning and mastering information from classroom training			X			Occasional classroom training. When assuming a new bid-position there multiple weeks of training.
Effectively learning and mastering information from on-the-job training			X		X	Continuously during an initial multiple week on-the-job training and Occasionally thereafter. This also occurs when filling in for coworkers in their absence.
Learning from past directions, observations, and/or mistakes					X	Adapting old experiences and instructions to apply to new events. The Supervisor must be able to identify similarities and differences compared to prior events and properly apply prior knowledge effectively.
Using common sense in routine decision making					X	Responding to emergent situations and contacting appropriate assistive personnel (mechanics, security, medical, law enforcement, etc.). There are policies to follow, however there are situations that may not be directly covered by policy and common sense is paramount in resolving these situations appropriately.
Recognizing and anticipating potential hazards and taking precautions					X	Supervisors work in the field directly interacting with the emergent situation. Occurs while directing traffic and rearranging schedules to account for hazardous road conditions and emergency road closures. The Supervisor's tasks vary greatly from day to day, situation to situation. The most difficult or intense situations may only occur occasionally, but appropriate response during those times is critical.

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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Thinking critically and making sound decisions					X	Analyzing problem situations and deciding on a plan to alleviate. This occurs during the entire work shift. Sound decision making is one of the most critical aspects of this job. Must deescalate situations tactfully while directly interacting with the general public which may include persons who are hostile, have mental health issues, have anger issues, have behavioral issues, be intoxicated, etc.
Integrating ideas and data for complex decisions				X		Dealing with complex emergency situations. Supervisors receive information from several sources, integrate all of that data and use it to make clear, reasonable and well-considered decisions.
Determining and following precise sequences				X		Responding to emergency situations, troubleshooting mechanical complaints and relaying route information to Coordinators and Operators.
Coordinating and compiling data and information				X	X	Frequently during regular duties and Continuously during weather emergencies, bomb threats and other extreme situations. The Supervisor's tasks vary greatly from day to day, situation to situation. The most difficult or intense situations may only occur occasionally, but appropriate response during those times is critical.
Performing repetitive or short-cycle work					X	Scanning surroundings for safety purposes. Conducting performance checks.
Working under specific instructions				X		Following procedures for specific types of calls/incidents in accordance with King County policies and procedures.
Completing complex tasks					X	Responding to emergency situations. This is commonly performed when handling multiple things at the same time (two-way radio, telephone, computer, multiple parties etc.).
Directing, controlling, or planning for others as necessary for basic tasks					X	Dealing with both routine and emergency calls and coordination with service personnel, other Supervisors, local and Metro police, management, etc.
Multi-tasking				X		Handling two calls at the same time. Employees must recall sequence of action for each situation, recall where they were in each sequence and what the next appropriate step is for each situation. This is commonly performed when handling multiple things at the same time (two-way radio, telephone, computer, multiple parties etc.).



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	N	S	O	F	C	
Planning, prioritizing, and structuring daily activities				X		Duties vary drastically. The nature of this position is more responsive than it is proactive. Once a request for assistance has been received the Supervisor must plan a sequence of steps to solve the problem and continue to address the situation until it is completely resolved. In addition, some common traffic related situations may occur on a semi-regular basis and the Supervisor may be able to anticipate such patterns.
Maintaining predictable and reliable attendance					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation. Supervisors are similar to emergency responders in the criticality of their attendance.
Being punctual					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation. Supervisors are similar to emergency responders in the criticality of their attendance.
Taking rest periods at set times or only at times determined by breaks in job responsibilities					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation. Supervisors are similar to emergency responders in the criticality of their attendance.
Adjusting to a flexible schedule of work days and or shifts					X	Necessary for each work shift, 365 day per year to ensure 24/7 coverage. This may include working overtime during inclement weather or backfilling for other positions and assignments.
Receiving criticism and accepting limits appropriately		X				Taking instruction, troubleshooting errors and fine-tuning responses. Received feedback on written documentation.
Maintaining emotional control and organization under increased stress					X	Interacting with many individuals, often in emergency situations, under adverse conditions for all parties involved. Supervisors must remain calm, professional and poised even when others are not. Must deescalate situations tactfully while directly interacting with the general public which may include persons who are hostile, have mental health issues, have anger issues, have behavioral issues, be intoxicated, etc.



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	N	S	O	F	C	
Maintaining socially appropriate affect, temperament, and behavior					X	Directly interacting with many individuals, often in emergency situations, under adverse conditions for all parties involved. Supervisors must remain calm, professional and poised even when others are not. Supervisors must exhibit exemplary behavior in order to effectively control and deescalate situations.
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome					X	In order to adapt to emergent situations and maintain transportation service for the general public in the most efficient way possible. Supervisors must remain calm, professional and poised even when others are not. Supervisors must exhibit exemplary behavior in order to effectively control and deescalate situations.
Working independently and/or unsupervised					X	Performing regular duties. Supervisors are expected to perform their work with minimal, if any, supervision. Oversight is most commonly present in the event of significant emergencies.
Adapting to frequent interruptions, changes in priorities, or changes in work location					X	When emergency alarms or other calls of escalating importance are received. The worker constantly works in the field and at difference locations. Must be able to effectively prioritize work as multiple emergencies can arise at once. Must be able to effectively manage multiple situations at a time.
Responding effectively to emergency situations			X			Responding to the most serious calls such as passenger with a medical emergency, motor vehicle accidents, assault on a passenger or Operator etc. Approximately 20-25% of calls are considered emergent.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather				X	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: 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, difficult or hostile persons. On a rare occasion the incumbent may need to respond to a hazmat situation where the exposures may not be entirely known. The employee can also be potentially exposed to bodily fluids, biohazards, used hypodermic needles, etc. Interacts with emergency responders.



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Analyst's Comments:

When using hot pole, the employee must lift 10-15 lbs. above shoulder height while the arm is extended.



Laptop with carry handle.



Truck bed slide out tray requires 40 lbs. of force when on level ground.





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Possible Employer Modifications:

Wireless keyboards, steering mounted laptop tray, adjustable arm laptop holder, etc. could be potentially utilized to reduce twisting when performing laptop duties within the County vehicle.

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, BA, BA, VRC, CDMS

Presenting VRC signature:

Dec 16, 2020

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification: Brian Eggen

Employee Verification: (optional)

Brian Eggen (Dec 17, 2020 08:02 PST)

Dec 17, 2020

Name

Date

Name

Date



King County Job Analysis Completed on: 11/3/20

Employee:

DOT #: 188.137-010

Job Title: Transit Service Supervisor

Claim # (if applicable):

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 | | |







KCJA Transit First Line Supervisor-Service Supervisor 11-16-20 Revised

Final Audit Report

2020-12-17

Created:	2020-12-17
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