



# Bock Consulting

## JOB ANALYSIS

Job Title	Administrative Assistant – Labor Relations Department	Worker	_____
DOT Number	169.167-010	Claim Number	_____
Employer	Port of Seattle	Employer Phone #	(206) 787-3000
Employer Contact	Gary Schmitt	Date of Analysis	September 23, 2010

Job of Injury  
  Previous Job  
  New Job  
  37.5 Hours Per Week  
  5 Days Per Week

### Job Description, Essential Functions, Tasks and Skills:



The Port of Seattle is a municipal corporation created on September 5, 1911 by the voters of King County. The Port of Seattle is divided into operating divisions, plus other departments that support the divisions and the broad mission of the Port: 1) Aviation Division, 2) Capital Development Division, 3) Real Estate Division, and 4) Seaport Division.

This job analysis was developed specifically for the position of Administrative Assistant in the Labor Relations Department.

This position primarily works in the office building located at Pier 69. Approximately one day per week, the Administrative Assistant works at SeaTac Airport supporting labor relations personnel. The Administrative Assistant may also work from home periodically, but this arrangement must be approved by the worker's supervisor. The current schedule for this position allows the worker to take every other Friday off work.

The general purpose of the Administrative Assistant in the Labor Relations Department is to provide administrative support to the Managing Director of the Labor Relations department, Labor Relations Managers, and Labor Relations customers, and to promote and maintain positive interactions and relationships with Unions, Unionized employees, the public, and other stakeholders.





***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

Tasks Assigned to the Administrative Assistant:

- Manages the Director's and Labor Relations Managers' calendars, scheduling appointments, coordinating daily workflow and communications with appropriate personnel.
- Coordinate schedules with other Directors, government officials, Sr. level management and Union officials, while being sensitive to Union-friendly meeting locations.
- Acts as liaison with internal and external customers.
- Drafts business correspondence for the Director and Labor Relations Managers.
- Maintains an organized system of tracking, monitoring, and prioritizing tasks and projects for the Department.
- Maintains the Department's contacts, records, and files.
- Answers and/or fields telephone calls and communications, and responds as appropriate.
- Sorts and distributes mail and determines level of priority.
- Coordinates travel and various off-site meetings including leadership retreats, speaking engagements, executive planning meetings, and other special projects, including compiling and processing expense reports and reimbursements accurately and in a timely manner.
- Responds to special requests from the CEO and Port Commissioners.
- Updates monthly Labor Agreements status lists and sends to the Commissioners.
- Assists with investigations of alleged misconduct as requested.
- Manages department telecommunications equipment.
- Responds to applicable information requests.
- Provides administrative support to various teams/committees and during labor negotiations.
- Attends meetings to take minutes.
- Assists in proof-reading, formatting, preparation, and finalization of contracts.
- Prepares necessary Commission documents for Commission approval working under the Commission Records Department's deadlines.
- Maintains an orderly and professional office. Orders department supplies. Purchases and maintains office equipment.
- Tracks and inputs the department's Time Administration through the Port's payroll system.





***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

- Maintains the general office records and filing system.
- Prepares and maintains the annual budget for the Department. Reviews, analyzes, and researches the budget expenditures on a monthly basis.
- Assists the department in training related events by arranging guest lists, accommodations, invitations, and catering, scheduling conference rooms, and preparing handouts/materials.
- Assists the department with the preparation of materials to use in arbitrations/mediations.
- In conjunction with Public Affairs, maintains websites and related databases.
- Act as Floor Warden on the Pier 69 Safety Committee.
- Once a year, prepare documents for off-site storage.
- Lead and provide training on Microsoft SharePoint system used to track documents electronically.
- May attend annual conference of labor relation organizations.

Skills, Traits, Knowledge and Abilities Required of the Administrative Assistant:

- Knowledge of corporate organization and departmental business practices and tools.
- Knowledge of Labor community and sensitivity to Labor friendly businesses.
- Knowledge of general principles of interest-based bargaining, contract drafting and interpretation.
- Knowledge of legal documents.
- Full understanding of customer service principles.
- Knowledge of Port's systems, such as accounting system, expense system, budget system, labor grievance tracking system, labor database system, and the time administration system.
- Proficiency with a variety of computer software applications (Outlook, Word, Excel, PowerPoint, Publisher).
- Excellent organizational, analytical, anticipatory, and written communications skills.
- Solid project-management and problem-solving skills, with the ability to implement and monitor complex contracts and schedules.
- Must possess exceptional interpersonal and communication skills.
- Continual attention to detail in composing, typing, and proofing of materials is required.
- Ability to work effectively under pressure, within short time constraints, and act with appropriate urgency.
- Ability to adjust direction in response to changing work situations.
- Ability and willingness to act sensitively, with diplomacy and use good judgment.
- Ability to maintain confidentiality with regard to both personnel and documents.
- Must be flexible, highly organized and have a proven ability to juggle multiple and competing tasks and demands, collaborating with team members and working independently.
- Ability to work successfully in a team environment, build effective working relationships inside and outside group with varying levels of collaboration, accommodate working styles and perspectives of diverse individuals and groups.



***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

Machinery, Tools, Equipment, Personal Protective Equipment:

- Windows-based computer, various software applications (Microsoft Office, SharePoint, Internet Explorer, and other applications), computer accessories.
- Printer/fax/scanner, and stand-alone fax machine and printer. Paper shredder.
- Multi-line telephone. Headphone for telephone. Cellular phone.
- Calculator.
- General office supplies, including binders, file folders, pens and pencils, boxes, notepads, stapler, and document organizers.
- General office equipment, such as desks, chairs, file cabinets, shelves, and other items.
- Vehicle (personal or Port).
- Hand/wheeled cart.
- Stepstool.

Supplies are stored in a cabinet, and reams of paper are stored in boxes on the floor near the printers/fax/scanners.





Bock Consulting

Claimant:  
Claim #:

September 23, 2010  
Page 5 of 11

***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

Education / Training

Minimum qualifications:

- Associates Degree or equivalent experience.
- Five (5) years of progressively responsible administrative experience.
- Proficient computer skills in Word, Excel, Outlook, and other software applications.

Preferred qualifications:

- Administrative support experience in the legal field.
- Notary Public License.

**Per the Dictionary of Occupational Titles (DOT): 169.167-010 Administrative Assistant**

Specific Vocational Preparation: 7 (Skilled - From two to four years)





***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

**COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS**

The psychological and cognitive demands of this position vary depending on assignments and duties.

Frequency Definitions:		
<b>Continuously</b> = Occurs 66-100% of the time. <b>Occasionally</b> = Occurs 1-33% of the time <b>Frequently</b> = Occurs 33-66% of the time. <b>Rarely</b> = May occur less than 1% of the time. <b>Never</b> = Does not ever occur.		
<b>Comprehension</b>		
	Articulating and comprehending information in conversations.	Continuously
	Reading, comprehending, and using written materials.	Continuously
	Understanding and solving problems involving math and using the results.	Occasionally
	Using technology/instruments/tools & information systems.	Continuously
	Working with two and three dimensional formats.	Rarely
<b>Remembering</b>		
	Remembering spoken instructions.	Continuously
	Remembering written instructions.	Frequently
	Remembering visual information.	Continuously
	Recalling information incidental to task at hand.	Continuously
	Memorizing facts or sequences.	Occasionally
	Remembering simple instructions.	Continuously
	Remembering detailed instructions.	Continuously
<b>Learning &amp; Processing</b>		
	Effectively learning and mastering information from classroom training.	Occasionally
	Effectively learning and mastering information from on-the-job training.	Continuously
	Learning from past directions, observations, and/or mistakes.	Continuously
	Using common sense in routine decision making.	Continuously
	Recognizing and anticipating potential hazards and taking precautions.	Rarely
	Thinking critically and making sound decisions.	Continuously
	Integrating ideas and data for complex decisions.	Continuously
	Determining and following precise sequences.	Occasionally
	Coordinating and compiling data and information.	Continuously
	Analyzing, synthesizing data and information.	Continuously



***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

<b>Tasking and Planning</b>	
Performing repetitive or short-cycle work.	Occasionally
Working under specific instructions.	Continuously
Completing complex tasks.	Frequently
Directing, controlling, or planning for others as necessary for basic tasks.	Rarely
Directing, controlling, or planning for others as necessary for complex tasks.	Rarely
Multi-tasking.	Continuously
Planning, prioritizing, and structuring daily activities.	Continuously
<b>Use Appropriate Behavior for Professional Work Environment</b>	
Receiving criticism and accepting limits appropriately.	Occasionally
Maintaining emotional control and organization under increased stress.	Continuously
Maintaining socially appropriate affect, temperament, and behavior.	Continuously
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome.	Continuously
Working independently and/or unsupervised.	Continuously
Adapting to frequent interruptions, changes in priorities, or changes in work location.	Continuously
Responding effectively to emergency situations.	Rarely

Frequency Designations: <b>Required Beneficial Not Necessary</b>	
<b>Maintaining Attendance and An Assigned Work Schedule</b>	
Maintaining predictable and reliable attendance each work shift.	Beneficial
Being punctual.	Beneficial
Taking rest periods at set times or only at times determined by breaks in job responsibilities.	Not Necessary
Adjusting to a flexible schedule of work days and or shifts.	Not Necessary



**Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010**

**PHYSICAL DEMANDS**

**N/A:** Not Applicable

**S:** Seldom (1-10% of the time)

**O:** Occasional (10-30% of the time)

**F:** Frequent (30%-70% of the time)

**C:** Constant (Over 70% of the time)

**WNL:** Within Normal Limits (talking, hearing, etc.)

**STRENGTH:**  Sedentary  Light  Medium  Heavy  Very Heavy

Frequency

Comments

Sitting	<b>F</b>	While working on a computer, talking on the phone, and processing or creating documents. Participating in meetings. While driving a vehicle to airport or off-site training. May sit on the floor in document storage room while preparing documents for off-site storage (preparing docs for off-site storage occurs once a year).
Standing	<b>O</b>	While gathering items not reachable while seated, making photocopies, picking up print-outs, sending faxes, processing mail, and talking with supervisors and others.
Walking	<b>O</b>	Primarily while walking in the immediate office area, or adjacent office areas. Worker may walk to printer/fax/copier, to talk to supervisors and others, to gather files and supplies, or deliver items to or obtain items from other departments. Once a week walking from airport parking to office space at SeaTac Airport.
Lifting (up to 10 pounds)	<b>F</b>	Lifting documents, files, redwell folders, and binders, telephone receiver, cellular telephone, laptop computer (approx. 8 pounds), office supplies, and up to 2 reams of copy paper.
Lifting (10 to 30 pounds)	<b>S</b>	Lifting laptop and documents to take to airport or to a meeting. Bringing documents and other items to Pier 69 from the airport. Potentially when lifting more than 2 reams of copy paper, or lifting boxes of files/items gathered for off-site storage (preparing docs for off-site storage occurs once a year). <b>NOTE:</b> Boxes of copy paper can weigh up to 50 lbs.; however moving boxes of paper is not an essential function of this position.
Carrying (up to 10 pounds)	<b>F</b>	Carrying documents, files, redwell folders, and binders, cellular telephone, laptop computer (approx. 8 pounds), office supplies, and up to 2 reams of copy paper.
Carrying (10 to 30 pounds)	<b>S</b>	Carrying laptop and documents to take to airport or to a meeting. Carrying documents and other items to Pier 69 from the airport. Potentially when lifting more than 2 reams of copy paper, or lifting boxes of files/items gathered for off-site storage (once a year). <b>NOTE:</b> Boxes of copy paper can weigh up to 50 lbs.; however moving boxes of paper is not an essential function of this position. In addition, a hand truck/wheeled carts are available to transport items as needed.
Pushing/Pulling	<b>O</b>	Opening file drawers (approx. 5-10 lbs. of force), opening covers on covered shelves, opening cabinets, gathering supplies, gathering boxes from or placing boxes on shelves.
Climbing Stairs	<b>S</b>	Elevators and stairs are available to reach the work areas. A stepstool may be used to reach shelves in the document storage room. Stairs may be encountered when in training.





***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

Bending at Waist	O	While gathering items on desk or from file cabinet drawers, gathering printouts or copies, and gathering supplies/other items stored in cabinet below waist, organizing documents into boxes.
Bending Neck	C	Working on computer, reviewing documents, processing files and paperwork, talking on phone, participating in meetings, talking to co-workers, making copies, sending faxes, and gathering supplies.
Crouching/Kneeling	S	Potentially while gathering supplies/other items stored in cabinet below waist, or in lower file drawers.
Driving	S	While driving to SeaTac Airport or to off-site training.
Foot Controls	S	While driving to SeaTac Airport or to off-site training.
Twisting at Waist	S	Reaching for items on desk, in file cabinets, or on shelves, gathering items from drawers, and talking with co-workers. Worker can minimize twisting by moving feet or rotating chair while working.
Stooping	N/A	
Reaching (up to shoulder level)	O	Dialing phone, picking up items on the desk, and gathering folders, files, and supplies. Gathering documents/binders from cabinets/drawers/shelves. Inserting documents into copier or scanner. Primary file cabinets are 4-drawer file cabinets that are approximately 48" tall.
Reaching (over shoulder level)	S	Retrieving items from shelves when seated at desk. Hanging up coat on coat rack. Gathering boxes from or placing boxes on shelves in storeroom (shelves are 6' to 8' high, and a stepstool is available to reach the shelves).
Repetitive Motion	S	Potentially entering large amounts of data into computer system, or if sorting/processing large volume of documents. Generally, the variety of tasks assigned limit the amount of repetitive motion.
Handling/Grasping	C	70 % Pinch Grasp 30 % Whole Hand Grasp
Fine Finger Manipulation	F	Writing, using computer mouse, processing paperwork, using office equipment, and dialing telephones.
Keyboarding	F	Entering data into computer, preparing emails, letters, budget, and reports. Typing meeting minutes (typically will type minutes in real-time on laptop computer, and edit after meeting).
Talking	F	Communicating with supervisors, co-workers, and other internal and external customers/stakeholders.
Hearing	C	Communicating with supervisors, co-workers, and other internal and external customers/stakeholders. Listening for supervisor requests.
Seeing	C	Would be considered important in this position.
Writing	O	Taking notes while on the phone, or while talking with supervisors or other individuals.
Expected Environmental Conditions	C	Work is primarily performed inside a temperature controlled office environments. May attend meetings or off-site trainings, which may expose the worker to outside weather conditions.
Normal Job Site Hazards	C	Limited – work is performed in an office environment.



**Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010**

**Worker Attributes  
As Defined in the Dictionary of Occupational Titles (“DOT”)**

Description	Rating (Highest=1)	Degree of Aptitude Ability
General Learning Ability	2	Above Average
Verbal	2	Above Average
Numerical	3	Average
Spatial Perception	4	Below Average
Form Perception	4	Below Average
Clerical Perception	3	Average
Motor Coordination	4	Below Average
Finger Dexterity	4	Below Average
Manual Dexterity	4	Below Average
Eye/Hand/Foot Coordination	5	Minimal or none.
Color Discrimination	5	Minimal or none.

**Worker Temperaments  
As Defined in the Dictionary of Occupational Titles (“DOT”)**

- D - Accepting responsibility for the direction, control, or planning of an activity.
- V - Performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
- P - Dealing with people beyond giving and receiving instructions.
- J - Making generalizations, evaluations, or decisions based on sensory or judgmental criteria.

The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. 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 when reporting physical demand frequencies.

Analysis was done on the job site?       Yes       No

Job Analysis Reviewed By:      Sarah Duncan and Gary Schmitt

Completed by Vocational Provider      Brice York, B.A., CDMS

Date      September 23, 2010      Signature of  
Vocational Provider      



***Job Analysis: Administrative Assistant (Labor Relations Dept.) – Port of Seattle  
DOT # 169.167-010***

**FOR PHYSICIAN'S USE ONLY**

- The injured worker can perform the physical activities described in the job analysis and can return to work on \_\_\_\_\_
- The injured worker can perform the physical activities described in the job analysis on a part-time basis for \_\_\_\_\_ hours per day. The worker can be expected to progress to regular duties in \_\_\_\_\_ weeks/months.
- The injured worker can perform the described job, but only with the modifications/restrictions in the attached report and/or listed below. These modifications/restrictions are (check one):
  - Temporary for \_\_\_\_\_ weeks \_\_\_\_\_ months
  - Permanent
- The injured worker cannot perform the physical activities described in the job analysis based on the physical limitations in the attached report and/or listed below. These limitations are (check one):
  - Temporary for \_\_\_\_\_ weeks \_\_\_\_\_ months
  - Permanent

COMMENTS:

Date \_\_\_\_\_ Physician's Signature \_\_\_\_\_

Physician's Name Printed \_\_\_\_\_

**PLEASE RETURN COMPLETED FORM VIA FACSIMILE TO:**

**Port of Seattle Employee Health & Safety Department at (206) 787-3406**