



## Job Analysis

**Job Title:** Harbor Customer Service Specialist **Worker:** \_\_\_\_\_  
**DOT Number:** 169.167-010/237.367-038 **Claim Number:** \_\_\_\_\_  
**Employer:** Port of Seattle – Shilshole Bay Marina **Employer Phone #:** 206-787-3740  
**Employer Contact:** Kathy Goodman **Date of Analysis:** February 21, 2014

☒ Job of Injury ☐ Previous Job ☐ New Job ☒ 8 Hours Per Day ☒ 5 Days Per Week

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

The Port of Seattle (POS) 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) Corporate Division
- 4) Real Estate Division
- 5) Seaport Division



This job analysis is for Harbor Customer Service Specialist. The Specialist works with Shilshole Bay Marina team members to achieve business goals and objectives by providing outstanding customer service to all marina tenants, guests and visitors, and by performing marina office and administrative services. Provides excellent customer service to large live-aboard and moorage community.

### **Primary Tasks**

- Serve as primary receptionist and contact (in-person, phone, mail, fax, email) for customers and visitors at Shilshole Bay Marina and Harbor Island Marina. Provide first point of contact at front counter, telephone and VHF radio.
- Respond courteously, timely and accurately to customer and visitor requests regarding issues (amenities, moorage, availability, electrical sources, services, etc.) as appropriate. Provide customer services to leased moorage, sub-leased moorage, guest moorage, overnight moorage, short stay moorage, dry storage, fishing and commercial moorage.
- Ensure office operations function to meet customer needs. Take ownership of administrative processes and improve processes.
- Act as primary cash handling/accounting administrator.
- Resolve customer problems and concerns as appropriate. Identify problems/concerns, discuss resources and options, provide and negotiate resolutions.
- Answer phones and VHF radio, provide information, take messages, and transfer calls.
- Conduct customer orientation by providing or sending pamphlets and information sheets or facilitating seminars and one-on-one informational sessions. May provide manual and rules to customers, read the contract to the customer, explain the utility systems, provide a map of the facilities and point out facility locations.
- Receive and process moorage payments, deposits and fees. May complete financial transactions using computer and cash box.
- Working with monthly moorage coordinator, update and maintain wait list questionnaire process, change requests, moorage contracts, guest moorage reservations, live aboard agreements, insurance, accurate MMS (Marine Management System) customer files, and customer hard files (data entry into computer and hard files).
- Participate in the implementation of business strategies and promotion of the HSG (Harbor Service Group) facilities.



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- Serve as a lead or coordinator of assigned projects (i.e., sewage compliance project).
- Perform business office and activities including ordering supplies, inventory, stocking office supplies and pamphlets.
- Respond to written correspondence to customers.
- Write promotional and other materials necessary to ensure operations or to promote the facility.
- Processes parking permits (orders, hands out, mails to customers).

**Skills and Abilities**

- Computer literacy, word processing and spreadsheet skills.
- Advanced knowledge of office operations, full service marina operations, rules and regulations and guidelines for HSG recreational boating marinas, and knowledge of guest moorage module.
- Excellent problem solving skills.
- Proficient customer service skills (especially face to face interaction).
- Excellent keyboarding skills (minimum 40 wpm).
- Proficient cash handling skills, understanding of revenue collections and standard accounting practices.
- Excellent verbal and written communications skills.
- Ability to work well independently and in a team setting.
- Advanced ability to prioritize multiple tasks and handle several conflicting situations simultaneously.
- Ability to collect and report statistical data from front desk interactions to HSG management and marketing representative.
- Ability to support all other marina operations as needed. Prefer experience working with minimal supervision.
- Ability to give directions for form completion, and instruct customers regarding policies, procedures, and facilities.
- Ability to determine where to direct calls and customers, identify services and resources needed to address customer/Public concerns, analyze customer needs and facility and community resources.
- Ability to use spreadsheet software, calculate contractual costs and payment status, complete financial transactions, handle cash, and balance all records daily.

**Machinery, Tools, Equipment, Personal Protective Equipment**

*Computer, monitor and accessories, general office equipment, phones, copiers, fax machine, radios, cash box, paperwork, files, writing tools, box cutter, scissors.*





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**Education / Training**

- High School diploma or equivalent.
- Three years of experience with general office processes in a high-volume customer service.
- Two years accounting or customer billing experience.

**Per the Dictionary of Occupational Titles (DOT)**

169.167-010, Administrative Assistant and 237.367-038, Receptionist

**Specific Vocational Preparation (SVP)**

7 (over 2 years up to and including 4 years)

4 (over 3 months and up to and including 6 months)

**COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS**

<b>Frequency Definitions</b>	
<b>Continuously</b> = Occurs 66-100% of the time	
<b>Frequently</b> = Occurs 33-66% of the time	
<b>Occasionally</b> = Occurs 1-33% 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.	Frequently
Using technology/instruments/tools & information systems.	Continuously
Working with two and three dimensional formats.	Occasionally
Remembering spoken instructions.	Continuously
Remembering written instructions.	Continuously
Remembering visual information.	Continuously
Recalling information incidental to task at hand.	Continuously
Memorizing facts or sequences.	Continuously
Remembering simple instructions.	Continuously
Remembering detailed instructions.	Continuously



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Effectively learning and mastering information from classroom training.	Continuously
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.	Continuously
Thinking critically and making sound decisions.	Continuously
Integrating ideas and data for complex decisions.	Continuously
Determining and following precise sequences.	Continuously
Coordinating and compiling data and information.	Continuously
Analyzing, synthesizing data and information.	Continuously
<b>Tasking and Planning</b>	
Performing repetitive or short-cycle work.	Occasionally
Working under specific instructions (following SOP's)	Continuously
Completing complex tasks.	Continuously
Directing, controlling, or planning for others as necessary for basic tasks.	Continuously
Directing, controlling, or planning for others as necessary for complex tasks.	Frequently
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.	Continuously
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.	Continuously

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



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**PHYSICAL DEMANDS**

<b>Constant:</b> Constant (Over 70% of the time) <b>Frequent:</b> Frequent (30%-70% of the time) <b>Occasional:</b> Occasional (10-30% of the time) <b>Seldom:</b> Seldom (1-10% of the time) <b>WNL:</b> Within Normal Limits (talking, hearing, etc.) <b>N/A:</b> Not Applicable					
<b>STRENGTH:</b>	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Light	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Heavy	<input type="checkbox"/> Very Heavy
<b>Action</b>	<b>Frequency</b>		<b>Comments</b>		
Sitting	<b>F</b>		Up to 70% of time is spent in office		
Standing	<b>S-O</b>		On concrete floor at customer service counter. Can use traditional or sit-stand work station. Standing is frequent if use sit-stand station.		
Walking	<b>S</b>		May walk to restock pamphlets in waiting area, to filing and storage cabinets behind counter area or in next work space, outside to assist a customers		
Lifting (up to 10 pounds)	<b>F</b>		Paperwork, office supplies, documents, keys, files		
Lifting (11 to 25 pounds)	<b>S</b>		Supplies		
Lifting (26 to 50 pounds)	<b>S</b>		Packages and mail delivered up to 35#		
Lifting (50 to 75 pounds)	<b>N</b>		n/a		
Lifting (75 to 100 pounds)	<b>N</b>		n/a		
Carrying (up to 10 pounds)	<b>O</b>		Paperwork, documents, keys, files		
Carrying (11 to 25 pounds)	<b>S</b>		Supplies		
Carrying (26 to 50 pounds)	<b>S</b>		Packages and mail delivered up to 35#		
Carrying (50 to 75 pounds)	<b>N</b>		n/a		
Carrying (75 to 100 pounds)	<b>N</b>		n/a		
Pushing/Pulling (negligible to 10 force pounds)	<b>O</b>		Building doors, drawers, file cabinets		
Climbing Stairs (no ladders)	<b>N / S</b>		Stairs not required. May walk up and down boat ramp, height of which varies with tides		
Working at Heights/Balancing	<b>N</b>		n/a		
Bending at Waist	<b>O</b>		Retrieve items stored at or below waist level		
Bending Neck	<b>O-F</b>		Speaking with customers, viewing facilities, filing, handling paperwork and customer files		
Reaching (up to shoulder level)	<b>F</b>		Most work is performed between hip and shoulder level		
Reaching (over shoulder level)	<b>S</b>		Retrieve items stored on shelves at or above shoulder level		
Stooping	<b>S-O</b>		Alternate with bending to retrieve items from lower shelves		
Kneeling/Squatting	<b>S</b>		Adjust heater, access safe on floor		
Crawling	<b>N</b>		n/a		
Repetitive Motion	<b>N</b>		n/a		
Twisting at Waist	<b>S</b>		Filing, access safe		
Handling/Grasping	<b>F-C</b>		50% pinch grasp; 50% whole hand grasp. Supplies, paperwork, files		



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Fine Finger Manipulation	<b>O-F</b>	Writing, keys, processing paperwork, telephone
Keyboarding	<b>O-F</b>	Checking emails, typing data into computer
Driving	<b>N</b>	n/a
Foot Controls	<b>S</b>	may drive Port van to transport customers
Talking	<b>C</b>	Communicate with coworkers and the public
Hearing	<b>C</b>	Communicate with coworkers and the public, using phone
Seeing	<b>C</b>	Monitor work area, people and Marina property
Writing	<b>O</b>	Information for customers, file information
Normal Job Site Hazards	<b>S</b>	Workers may be exposed to moving traffic, slippery surfaces
Expected Environmental Conditions	<b>N</b>	100% inside – Marina office at customer service desk

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.

<b>Analysis was done on the job site?</b>	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
<b>Job Analysis Reviewed By</b>	Kathy Goodman, Harbor Operations Supervisor
<b>Date</b>	February 21, 2014
<b>Completed by Vocational Provider</b>	Nicki Gorski VRC CDMS
<b>Signature of Vocational Provider</b>	<i>Nicki Gorski</i>



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FOR PHYSICIAN'S/EVALUATOR'S USE ONLY	
<input type="checkbox"/>	The injured worker can perform the physical activities described in the job analysis and can return to work on _____.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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): <input type="checkbox"/> Temporary for _____ weeks _____ months <input type="checkbox"/> Permanent
<input type="checkbox"/>	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): <input type="checkbox"/> Temporary for _____ weeks _____ months <input type="checkbox"/> Permanent

**COMMENTS**

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Physician's/Evaluator's Name (*printed*) \_\_\_\_\_

Physician's/Evaluator's Signature \_\_\_\_\_

Date \_\_\_\_\_

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

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