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Job Analysis

Job Title	Baggage System Engineer	Worker	
DOT Number(s)	921.685-026, 959.167-010, 221.367-070	Claim Number	
Employer	Port of Seattle	Employer Phone #	(206) 787-7590
Employer Contact	Ryan Pazaruski	Date of Analysis	12/18/2015; 1/30/2017

☐ Job of Injury ☐ Transferable Skills Position ☐ New Job ☒ 8 or 10 Hours Per Day ☒ 4 or 5 Days Per Week

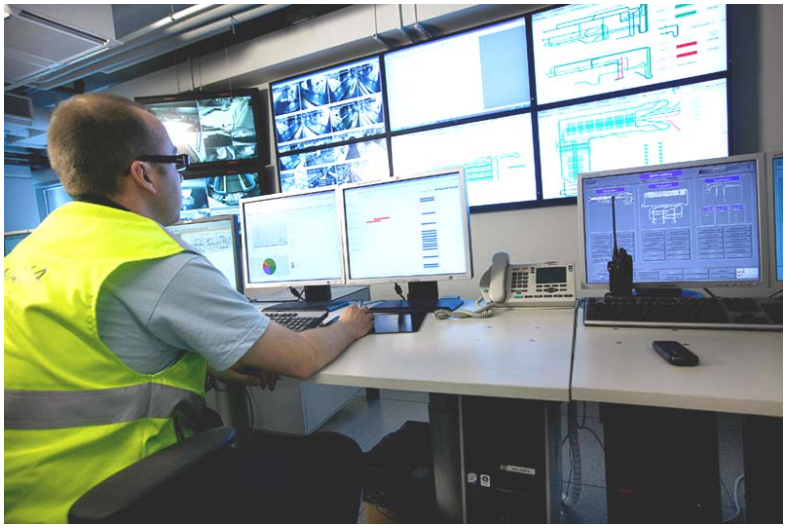
Job Description, Essential Functions, Tasks and Skills:

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) Maritime Division, and 3) Economic Development Division.

This job analysis is for a Baggage System Engineer working at Seattle-Tacoma International Airport. The primary responsibility of the Baggage System Engineer is to monitor the operations of the baggage handling system,[1] identify issues, and contact the appropriate personnel to address the issues that occur.

Schedule

Baggage System Engineers are staffed seven days a week during peak baggage periods (generally between 9:00 a.m. and 2:00 p.m.). Engineers work 8 or 10 hour shifts, and work 40 hours per week.



Tasks of the Baggage System Engineer

- Actively monitor the baggage handling system to anticipate and identify operational issues to minimize system irregularities. Data used to monitor the system is generated by computer systems that monitor the operations of the

[1] The baggage conveyance systems are located under the airport terminal and satellite buildings, generally suspended overhead above the areas called bagwells, where baggage is collected, processed, and transferred to and from airlines.

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conveyance systems and identify potential faults. Cameras also used to locate and see specific areas of concern.

- Respond to system faults/irregularities by identifying the specific issue, identifying the appropriate group to respond to the issue, and calling the appropriate personnel via 2-way radio to request assistance with the issue. If multiple issues occur at the same time, the Engineer must prioritize the necessary responses and dispatch the appropriate personnel to address the highest priority issue first.
- Send baggage handling system texts to identified operations managers to alert managers to system issues, and when system issues are resolved.
- Proactively interact with various groups/stakeholders regarding system questions and issues. During daily interaction, observation, and communications, ask for input regarding system issues to address customers' concerns.
- Answer questions from operations managers and other internal and external stakeholders related to system issues and downtime estimates.
- Run reports related to baggage handling system operations. Review reports for system anomalies, discrepancies, and other issues that could cause irregularities with the system. Identify trends in the reports to identify and anticipate potential system health issues. Develop summary reports to share with operations managers and other stakeholders.
- As requested, use the baggage handling system computer system to track bags through the system. Trace baggage routing to identify potential issues with the system, and provide an explanation of the routing logic used to route baggage through the system. Each bag in the baggage handling system is assigned a unique number. These numbers are available on the bag tags placed on each piece of luggage. In response to an inquiry, an Engineer may be asked to gather removable stickers from selected bag tags (these are called "bingo tags") and use the collected stickers to identify the routing for specific pieces of luggage.

- Answer calls received on a hotline established for airlines regarding baggage handling system issues. Answer questions from airlines, gather input from airlines, and address issues identified by airlines. Follow up with airline contacts as needed.
- Use the computer system to log/document system issues and input received from airlines and other

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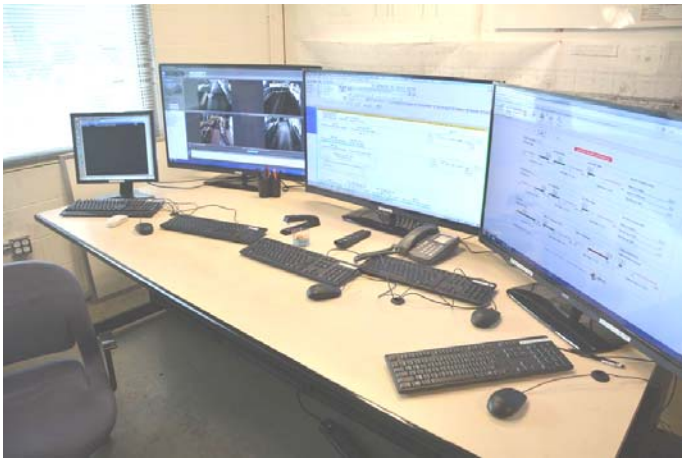
stakeholders.
- Work with operations managers, Transportation Security Administration ("TSA") personnel to develop procedures to be used on a contingency basis when scanners used by the TSA are not functioning properly.
- Identify potential operational and system improvements that could be implemented to increase the efficiency of the baggage handling system. Share and discuss ideas with supervisors/managers.

Skills and Abilities Needed

- Operational knowledge of airline baggage handling systems, and general knowledge of airline ground operations. Knowledge of an airport's baggage make-up area, including the delivery of inbound baggage to arriving passengers.
- Possess strong analytic, interpretive, and decision making skills to evaluate/respond to system issues.
- Ability to prioritize multiple inputs. Ability to perform under pressure and direct and coordinate others as needed.
- Ability to think strategically and creatively when considering options and developing solutions.
- Excellent oral and written communication skills to effectively present information to stakeholders in person or on the phone.
- Ability to work without direct/immediate supervision, with strong initiative.
- Strong customer service, follow-up, and organization skills.
- Computer skills, with familiarity with databases, or ability to learn concepts related to databases.
- Ability to foster and maintain relationships with various stakeholder groups. Ability to positively collaborate with stakeholder groups.
- Ability to manage and resolve conflicts between Port departments, TSA, airlines, subcontractors, and other stakeholders.
- Ability to pass required background checks.



Machinery, Tools, Equipment, Personal Protective Equipment:

- Computers and related accessories, with applicable software, including baggage system-specific applications, and general business applications.
- 2-way radios (desktop and handheld models).
- General office equipment, such as chairs, desks, shelves, file cabinets, and telephones.
- General office supplies, such as pens/pencils, notepads, binders, and copy paper.
- Safety vest.

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Education / Training:

High school diploma or equivalent.
Prefer an associate's degree, or 1-2 years of vocational technical training.
Experience in airline and/or airport operations, with experience directly involved with the processes related to the movement and/or screening of baggage at a larger airport.
Technical expertise with baggage handling systems would be beneficial.
Knowledge of TSA regulations governing baggage systems and experience with operation of those systems would also be beneficial.
Workers receive specialized training specific to the Sea-Tac Airport systems and control systems to be able to perform the tasks and responsibilities assigned in the position.
Fundamental working knowledge of computers and ability to use various software applications (baggage system-specific applications, and general business applications). Basic understanding of relational database software would be beneficial.
Must have a valid Washington State Driver's License.

Per the Dictionary of Occupational Titles (DOT):
921.685-026 Conveyor Monitor – Specific Vocational Preparation (SVP): 2 (Thirty days or less)
959.167-010 Dispatcher, Service – SVP: 4 (Three to six months)
221.367-070 Service Clerk – SVP: 4 (Three to six months)

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COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:

Continuously = Occurs 66-100% of the time. **Occasionally** = Occurs 1-33% of the time
Frequently = Occurs 33-66% of the time. **Rarely** = May occur less than 1% of the time.
Never = Does not ever occur.

Comprehension	
Articulating and comprehending information in conversations.	Continuously
Reading, comprehending, and using written materials.	Frequently
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.	Occasionally
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Continuously
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
Learning & Processing	
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.	Continuously
Thinking critically and making sound decisions.	Continuously
Integrating ideas and data for complex decisions.	Occasionally
Determining and following precise sequences.	Occasionally
Coordinating and compiling data and information.	Frequently
Analyzing, synthesizing data and information.	Occasionally
Tasking and Planning	
Performing repetitive or short-cycle work.	Occasionally
Working under specific instructions.	Continuously
Completing complex tasks.	Occasionally
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

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Use Appropriate Behavior for Professional Work Environment		
	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.	Occasionally

Frequency Designations: **Required** **Beneficial** **Not Necessary**		
Maintaining Attendance and An Assigned Work Schedule		
	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.	Not Necessary
	Adjusting to a flexible schedule of work days and or shifts.	Required

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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	**O-C**	**While working at desk, working on a computer, monitoring baggage system activity screens, and participating in meetings. Note: The height of the primary work surface is adjustable, allowing Engineers to sit or stand while working.**			
Standing	**S-F**	**While talking and interacting with supervisors, co-workers, and other stakeholders, and pulling stickers ("bingo tags") from baggage. Note: The height of the primary work surface is adjustable, allowing Engineers to sit or stand while working.**			
Walking	**S**	**Walking through the bagwells to work areas, visiting TSA search rooms, walking in bagwells to obtain stickers ("bingo tags") from baggage, and gathering printouts and supplies in office.**			
Lifting (up to 5 pounds)	**F**	**While lifting reports and other paperwork, office supplies, telephone receiver, 2-way radio, and safety vest.**			
Lifting (up to 10 pounds)	**S**	**Potentially while lifting full 3-inch binder of documents.**			
Carrying (up to 5 pounds)	**F**	**While carrying reports and other paperwork, office supplies, 2-way radio, and safety vest.**			
Carrying (up to 10 pounds)	**S**	**Potentially while carrying full 3-inch binder of documents.**			
Pushing/Pulling (up to 10 pounds of force)	**S**	**While opening/closing doors, drawers, and cabinets.**			
Climbing Stairs	**S**	**Stairs may be used to access the work areas, and stairs may be encountered while in the terminal or in the bagwells.**			
Working at Heights/Balancing	**N/A**				
Bending at Waist	**S-O**	**Working at desk, and pulling stickers ("bingo tags") from baggage.**			
Bending Neck	**C**				
Reaching (up to shoulder level)	**F**	**Working at desk, using computer mouse, pointing with hands, picking up printouts, and gathering supplies.**			
Reaching (over shoulder level)	**S**	**Potentially while pointing with hands, or gathering items located/stored above shoulder level.**			
Kneeling/Squatting	**S**	**Accessing items below waist level.**			
Stooping	**N/A**				
Crawling	**N/A**				
Repetitive Motion	**S**	**Potentially while using computer mouse.**			
Twisting at Waist	**S**	**Working at desk, viewing different computer monitors, talking and interacting with supervisors, co-workers, and other stakeholders, and pulling stickers ("bingo tags") from baggage.**			
Handling/Grasping	**O**	**50**	% Pinch Grasp	**50**	% Whole Hand Grasp

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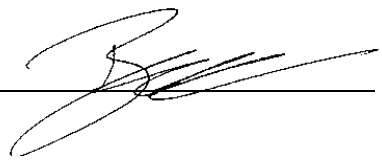
Fine Finger Manipulation	**F**	**Using computer mouse, using controls on 2-way radios, dialing and answering telephone, sending text messages, writing, retrieving printouts, processing paperwork, pulling stickers ("bingo tags") from baggage, and using keys.**
Writing	**S**	**Taking notes, creating to-do lists, checking off completed tasks, and marking up documents.**
Keyboarding	**F**	**Accessing/querying system data, entering/loggting data into the computer system, running reports, and preparing and responding to emails.**
Driving	**N/A**	
Foot Controls	**N/A**	
Talking	**C**	**Interacting with mangers, co-workers, other Port personnel, airline personnel, and other stakeholders.**
Hearing	**C**	**Interacting with mangers, co-workers, other Port personnel, airline personnel, and other stakeholders.**
Seeing	**C**	**Within normal corrected vision to monitor system operations with data presented on computer monitors, locating an issue on camera, and using communications devices to dispatch help to address issues.**
Normal Job Site Hazards	**F**	**Walking on potentially slippery surfaces, walking near moving machinery and conveyor belts, moving vehicles (many pulling baggage carts), noise (conveyor systems and other machinery), dust, and fumes.**
Expected Environmental Conditions	**C**	**Work is primarily performed in a temperature-controlled room. While in the bagwells, baggage system conveyor areas, and workshops, these are not temperature-controlled, and the temperatures may be impacted by external weather conditions. While in the bagwells, baggage system conveyor areas, and workshops, workers may be exposed to noise, dust, and fumes.**

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: Ryan Pazaruski and Erik Knowles
Completed by Vocational Provider Brice York, B.A., CDMS

Date **December 18, 2015** Signature of Vocational Provider



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FOR PHYSICIAN'S/EVALUATOR'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/Evaluator's Signature _____

Physician's/Evaluator's Name Printed _____

PLEASE RETURN COMPLETED FORM VIA FACSIMILE TO:

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

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