



Bock Consulting

Comprehensive Vocational Assessment Report (CVAR)

Job Title	Airport Conference Center Coordinator	Worker	_____
DOT Number	238.367-022	Claim Number	_____
Employer	Port of Seattle	Employer Phone #	(206) 433-4680
Emp. Contact	Michele Fideler	Date of Analysis	December 11, 2007

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 September 5, 1911 by the voters of King County. The Port of Seattle is divided into three operating divisions, plus other departments that support the divisions and the broad mission of the Port: 1) Aviation Division, 2) Economic Development Division, and 3) Seaport Division. The Aviation Division operates Seattle-Tacoma International Airport. Sea-Tac is the 16th busiest passenger airport in the United States, serving close to 29 million passengers a year.

This job analysis is for an individual working in an Airport Conference Room Coordinator position at Sea-Tac Airport. The individual in this position is responsible for coordinating, scheduling, and planning the use of the space and services offered in the Airport Conference Center. This includes ensuring the effective and efficient use of the facilities, providing timely and satisfactory customer service to clients and visitors, managing schedules and services, and processing invoices.

Essential Functions:

- Coordinating the operations of nine conference rooms (and kitchen facilities), prioritizing usage between competing internal and external user groups.
- Establishing and maintaining positive, professional relationships with internal and external users.
- Personally meeting with clients to identify setup requirements, and audio/visual

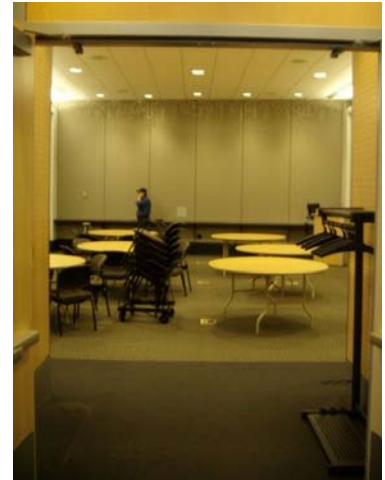




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equipment needs for the meeting/conference/seminar.

- Creating work orders for room configurations and audio/visual set up. Coordinating with work crews for room set up and clean up, and catering vendors for food and beverage service. Ensuring work requested is accomplished prior to a scheduled meeting.
- Providing customer training on audio/visual equipment use and set up.
- Preparing user agreements and invoices. Processing credit card transactions, and tracking payments.
- Ensuring adequate supplies of linens, coffee, easels, paper, and other items are available in the Conference Center.
- Deciding the most efficient and profitable use of conference facilities. Creating and maintaining reports, records, data, and statistics on Conference Center usage.
- Maintaining records of maintenance/repair needs.
- Performing other duties as requested by the Airport Facilities Manager



Skills and Abilities:

- Excellent customer service skills, including an open and friendly communication style, a positive, professional, and helpful attitude, and the ability to handle difficult situations with tact. Must have ability to work in highly visible position, work under pressure, and address multiple priority tasks simultaneously.
- Must have strong initiative, and attention to detail.
- Must have strong organization and time management skills. Ability to organize, prioritize, analyze, and coordinate effectively.
- Knowledge of basic accounting and bookkeeping principles.
- Ability to work independently with little direct supervision.
- Ability to anticipate and identify issues, and create solutions using creative problem-solving skills.
- Must have technical knowledge to address issues with audio/visual, telephone, and multimedia equipment.
- Proficiency in Microsoft Office software, including Outlook, Word, and Excel.



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Machinery, Tools, Equipment, Personal Protective Equipment:

An individual working as an Airport Conference Center Coordinator position uses a variety of items to accomplish assigned tasks, including:

- Multi-line telephone. Cellular phone.
- Windows-based computers, Microsoft Office applications (including Outlook, Word and Excel), and computer printers.
- General office equipment, such as desks, chairs, file cabinets, shelving units, storage cabinets, photocopying machines, facsimile machines, and other items.
 - Workstation desks are approximately 30 inches tall.
 - Upper and lower cabinets are located in the supplies room and kitchen.
- General office supplies, including reams of paper, file folders, pens and pencils, staplers, notepads, document organizers, and laser/copy machine toners.
- Items used in conference rooms:
 - Tables and chairs.
 - Tablecloths and linen napkins.
 - Speakerphones.
 - Coffee/water service items.
- Wheeled carts and hand truck.





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Copier/Printer



Easel for Signs



Making Coffee in Kitchen



Bundles of Tablecloths and Napkins



5' Round Table



Items in Storeroom



Tables Used for Food Service



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Education / Training:

- Must be a high school graduate (or have obtained a GED).
- Prefer prior conference organizing experience, and/or prior customer service experience. Prior experience in a professional office setting would also be beneficial.

The person in this position will also have to pass a Federal Aviation Administration (“FAA”) security background check to obtain the necessary clearances.

Per the Dictionary of Occupational Titles (DOT): 238.367-022 CONFERENCE SERVICE COORDINATOR

Specific Vocational Preparation (SVP): 4 (Three to six months)

Reasoning Skills: Apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Mathematical Skills: Add, subtract, multiply, and divide. Compute ratio and percent. Draw and interpret bar graphs. Perform arithmetic operations involving all American monetary units.

Language Skills:

Reading: Read safety rules, instructions in the use and maintenance of equipment, and policies and procedures.

Writing: Using proper format, punctuation, spelling, and grammar.

Speaking: Speak with poise, voice control, and confidence, using correct English and well-modulated voice.



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PHYSICAL DEMANDS

N/A: Not Applicable

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

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

STRENGTH: Sedentary Light

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

C: Constant (Over 70% of the time)

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

Medium Heavy Very Heavy

Frequency

Comments

Sitting	F	While working on the computer checking and sending emails, creating invoices, talking on the phone or picking up voicemails, processing paperwork.
Standing	S	While picking up documents from printer, making photocopies and sending faxes, and talking with customers, supervisors and other co-workers.
Walking	F	While walking to various conference rooms, gathering documents from the printer, delivering equipment and supplies to various conference rooms, obtaining supplies in supply room or kitchen. Note: In addition to the conference rooms in the Airport Conference Center, the Coordinator helps manage the use of a theatre and two additional conference rooms approximately 200 yards from the Airport Conference Center.
Lifting (up to 10 pounds)	F	Lifting the telephone receiver, cell phone, documents/printouts, individual or small stacks of tablecloths or napkins, office supplies, ream of paper (5 lb), pitchers of water, coffee pots, up to 6 bottles of water (20 oz bottles), speakerphones and accessories, easel to hold signs (5 lbs).
Lifting (10 to 25 pounds)	S	Lifting 2 or more reams of copy paper, bundles/bags of napkins or tablecloths (15-25 lbs), case of bottled water (15 lbs), lifting/stacking non-wheeled conf room chair (25 lbs), copier/printer toner (12-15 lbs), easel used to hold flip charts (approx 25 lbs).
Carrying (up to 10 pounds)	F	Carrying cell phone, documents/printouts, individual or small stacks of tablecloths or napkins, office supplies, ream of paper (5 lb), pitchers of water, coffee pots, up to 6 bottles of water (20 oz bottles), speakerphones and accessories, easel to hold signs (5 lbs).
Carrying (10 to 25 pounds)	S	Carrying 2 or more reams of copy paper, bundles/bags of napkins or tablecloths (15-25 lbs), case of bottled water (15 lbs), lifting/stacking non-wheeled conf room chair (25 lbs), copier/printer toner (10-12 lbs), easel used to hold flip charts (approx 25 lbs). <u>Note:</u> Wheeled carts are available to limit the amount of carrying.
Climbing Stairs	S	A majority of the Airport Conference Center rooms are on the Mezzanine level of the airport terminal. Elevators and stairs are available to reach the Conference Center, or the other rooms managed by the Coordinators.



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Pushing/Pulling (up to 20 pounds)	S	While opening drawers or cabinets, pushing wheeled carts, moving tables and wheeled chairs, moving stack of chairs on wheeled platform, arranging items in storeroom. <u>Note:</u> Other workers are actually tasked with setting up the conference rooms, however there are times when the Coordinator may be asked to get more chairs or a table by a customer, or the Coordinator may help with set-up.
Bending at Waist	O	While gathering items from desk drawers or cabinets/shelves below waist level, reaching for items on desk, pushing wheeled carts, picking up printouts/photocopies, setting up audio/visual equipment.
Bending Neck	F	Talking on the phone, typing on a computer, talking to customers and co-workers, inspecting rooms, helping set up rooms, making copies, and gathering supplies.
Twisting at Waist	S	While reaching for items on desk, talking with customers and co-workers, stacking chairs, maneuvering wheeled carts.
Crouching/Kneeling	S	Potentially while setting up speakerphones and audio/visual equipment, or gathering items below waist level.
Stooping	S	
Reaching (at or below shoulders)	O	Using computer mouse, dialing phone on desk, picking up items on desk or from the printer/copying machine, and gathering supplies in supply room or in kitchen.
Reaching (at or above shoulders)	S	Gathering office and other supplies (cabinets/top shelves in supply room and kitchen are generally 84 inches from the floor), putting up signs on conference rooms. Note: Some larger items, such as toner cartridges (10-12 lbs) or cases of water (15 lbs) may be stored above shoulder level.
Driving	N/A	
Repetitive Motion	N/A	Variety of assigned tasks eliminates repetitive motion.
Keyboarding	F	The computer is the key tool in the Coordinator position. Room reservations are tracked, emails are sent, and confirmation letters are sent using the computer.
Handling/Grasping	C	60 % Pinch Grasp 40 % Whole Hand Grasp
Fine Finger Manipulation	F	Using keys, typing, using computer mouse, writing, processing paperwork, using office equipment, and dialing telephone.
Writing	O	All phone calls are logged. Taking notes during meetings and telephone conversations.
Talking	C	Communicating with customers, public, supervisors, and co-workers.
Hearing	C	Communicating with customers, public, supervisors, and co-workers.
Seeing	C	Visual abilities would be considered beneficial in this position.
Normal Job Site Hazards	-	Generally limited – office environment.
Expected Environmental Conditions	-	Work is performed in a temperature controlled environment.

NOTE: If a worker feels that a task is too physically demanding, assistance is always available.



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PERSONAL ATTRIBUTES

Description	Rating (Highest=1)	Typical Attributes For People In This Position
General Learning Ability	3	Average
Verbal	3	Average
Numerical	3	Average
Spatial Perception	3	Average
Form Perception	3	Average
Clerical Perception	2	Above 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

TEMPERAMENTS - (Personal Adaptability)

- T - Situations requiring the precise attainment of set limits, tolerances, or standards.
- 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: Michele Fideler

Completed by Vocational Provider: Brice York, B.A., VRC

Reviewed by Supervisor: Craig Bock, M.A., CRC

Date December 11, 2007 Signature of Vocational Provider 



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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