



Bock Consulting

Job Analysis

Job Title	Credential Center Specialist	Worker	
DOT Number	205.362-022	Claim Number	
Employer	Port of Seattle	Employer Phone #	(206) 728-3000
Employer Contact	Lauren Curtis	Date of Analysis	4/9/13; 8/19/15

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 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)

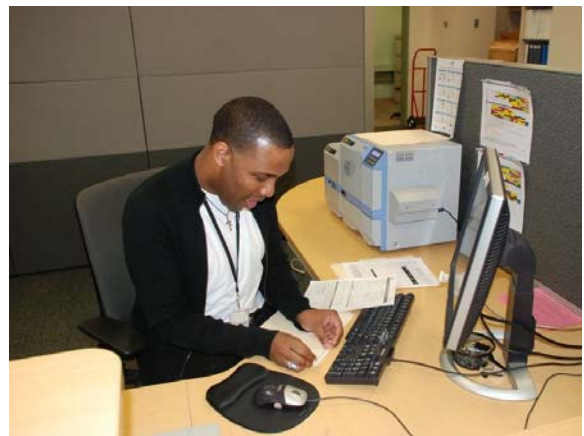
Seaport Division. The Aviation Division operates Seattle-Tacoma International Airport. Sea-Tac is the 16th busiest passenger airport in the United States, serving close to 29 million passengers a year.

This job analysis is for a Credential Center Specialist in the Credential Center at Sea-Tac Airport. The primary responsibilities in this position are to gather the information needed to issue or renew identification badges to individuals working at the airport. This is a busy office environment¹ in which a Specialist will spend time reviewing paperwork, entering data into a computer, meeting with customers, obtaining fingerprints, taking photographs, contacting employers regarding badges, and answering customers' questions.

A schedule outlines the rotation of each Specialist through the various workstations during each shift.

Essential Functions:

- Gather paperwork from the front desk for the customer with the next appointment. Appointments are scheduled assuming new badge applications take approximately 15 minutes, and renewals take approximately 5 minutes.
- Review applications and forms. Enter data into computer.
- Call customer into office for meeting. Request additional information as needed from the



¹ Typically the office is busiest early in the morning, or late in the afternoon.



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customer. Answer customers' questions. Provide information and assistance regarding badge/access/key and related processes. Help resolve problems or concerns.

- Take pictures of new badge holders.
- Operate computer to capture fingerprints for use with the biometric keypads located in and around the airport, and background checks.
- Complete and maintain files. Generate computer reports.
- Conduct research by telephone.
- Answer telephone and respond to questions.
- Distribute approved and processed badges.
- Teach customers how to use the biometric fingerprint readers located in the airport.
- Respond to questions or badge deactivations received via electronic mail.
- Work with assigned businesses to manage badge and access requirements/issues. New company setups should be completed in approximately one hour.
- Perform some billing functions, including collecting and accounting for service fees.
- Potentially cover Reception area when Receptionist is on a break.
- Assist with special projects, such as providing support for special mailings, collecting information for audits or other projects, and support for other services provided by the Credential Center.
- Attend meetings.
- Perform minor maintenance tasks on various machines and equipment (i.e., changing the paper as necessary, and loading identification cards into printer).
- On a quarterly basis, assist with packing up hard-copy files to ship to off-site storage.

Necessary skills and abilities include:

- Able to communicate well and provide excellent customer service when dealing with customers various socio-economic backgrounds.
- Able to deal with applicants who get rejected or forget the correct documentation or paperwork, and must be turned away.
- Able to complete assigned tasks within allotted time periods (new badge applications in roughly 15 minutes, renewals in roughly 5 minutes, and new company setups in roughly one hour).
- Able to perform repetitive or short-cycle work tasks.
- Able to perform effectively under pressure.
- Able to follow instructions, policies and procedures carefully.
- Must be able to make independent judgments and decisions within established policies and procedures.
- Able to use a Windows-based computer.
- Able to focus while multi-tasking in a busy environment.



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Machinery, Tools, Equipment, Personal Protective Equipment:

- Windows-based computers and related accessories (keyboard and mouse).
- Mounted digital cameras.
- Badge printers. Plain paper printers. Label printers.
- Fingerprint scanners.
- Copier. Fax machine.
- General office supplies, including pens, staplers, paperclips, and file folders.
- General office equipment, including phones, lateral file drawers (approx. 53 inches tall with 4 drawers), shelves holding binders, and supplies storage shelves (top shelf is approximately 64 inches tall).

Specialists wear latex or Nitrile gloves when fingerprinting customers on the fingerprinting machines.



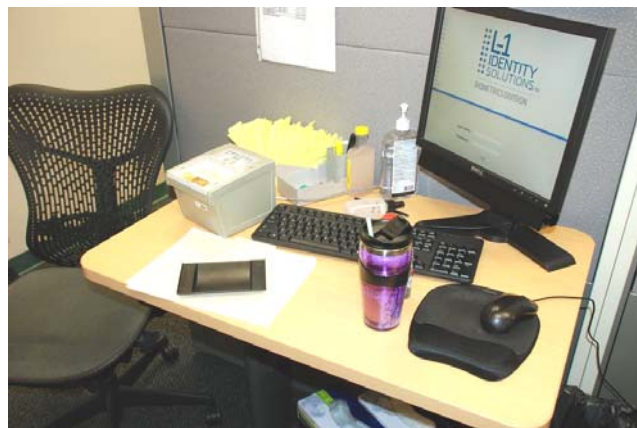
Customer side of badge processing workstation.



Specialist side of badge processing workstation.



Fingerprinting workstation.



Fingerprinting workstation.



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Typical personal desk/workstation.



Typical personal desk/workstation.



Lateral files.



Networked printer.



Supplies storage



Badge printer.



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Education / Training:

High school diploma or GED.

Able to use or train on a personal computer. Prior computer experience preferred

Per the Dictionary of Occupational Titles (DOT): 205.362-022 Identification Clerk

Specific Vocational Preparation (SVP): 3 (Thirty days to 3 months)



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COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Note: The psychological and cognitive demands of this position vary depending on assigned tasks.

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.	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
Remembering		
	Remembering spoken instructions.	Continuously
	Remembering written instructions.	Continuously
	Remembering visual information.	Frequently
	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.	Rarely
	Thinking critically and making sound decisions.	Continuously
	Integrating ideas and data for complex decisions.	Occasionally
	Determining and following precise sequences.	Continuously
	Coordinating and compiling data and information.	Continuously
	Analyzing, synthesizing data and information.	Continuously



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Tasking and Planning	
Performing repetitive or short-cycle work.	Continuously
Working under specific instructions.	Continuously
Completing complex tasks.	Occasionally
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.	Occasionally
Use Appropriate Behavior for Professional Work Environment	
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: Required Beneficial Not Necessary	
Maintaining Attendance and An Assigned Work Schedule	
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.	Required
Adjusting to a flexible schedule of work days and or shifts.	Not Necessary



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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	F	While sitting at personal workstation/desk, working at badge processing workstation, and sitting while fingerprinting customers (may also stand).
Standing	O	While gathering paperwork from front counter, working at badge processing workstation (primarily while taking pictures), fingerprinting customers (may also sit), teaching customers to use the biometric fingerprint readers, filing papers in file drawers, retrieving printouts, making copies, sending faxes, and obtaining supplies.
Walking	O	While moving between assigned workstations, gathering paperwork from front counter, gathering printouts, forms, and supplies in office. Potentially while delivering paperwork to the US Customs representative.
Lifting (up to 10 pounds)	F	While lifting paperwork/forms, pens, badges, files, binders, and telephone receiver.
Lifting (10 to 20 pounds)	S	While lifting supplies.
Lifting (20 to 35 pounds)	Rare	On a quarterly basis, files are placed in boxes for offsite storage. Per Port policy, boxes should not weigh more than 35 pounds (this is typically a full box of files). Note: Boxes of paper (full box is 50 lbs.) are delivered to the office to use in the copier and fax machines. Boxes can be opened and individual reams of paper can be lifted.
Carrying (up to 10 pounds)	F	While carrying paperwork/forms, pens, badges, files, and binders. Note: A hand truck is available to move heavier items.
Pushing/Pulling (up to 10 pounds)	O	While opening and closing file drawers, opening doors, or stocking or retrieving supplies.
Climbing Stairs/Ladders	Rare	Rare. Potentially while using a stepstool in the office.
Working at Heights/Balancing	Rare	Rare. Potentially while using a stepstool in the office.
Bending at Waist	O	While getting into and out of a chair, assisting with fingerprinting while standing, picking up printouts or printed badges from printers, filing documents in or pulling documents from lower drawers, gathering items stored at or below waist level.
Stooping	S	Potentially while fingerprinting customers when standing.
Bending Neck	WNL	All assigned tasks involve neck movements within normal limits.



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Twisting at Waist	S	While working at personal desk or badge processing workstations, filing papers in file drawers, retrieving printouts, making copies, and obtaining supplies. Potentially while talking with co-workers, supervisors, and customers. Note: Twisting can be minimized by worker moving feet while working.
Reaching (Below shoulder level)	F	While gathering paperwork from front counter, working at a desk, fingerprinting customers, positioning digital camera, gathering printed badges and handing completed badges to customers, teaching customers to use the biometric fingerprint readers, filing papers, retrieving printouts, making copies, sending faxes, and obtaining supplies.
Reaching (At or above shoulder level)	S	While working at badge processing workstation (primary work surface is below the level at which the customers stand), positioning digital camera, and reaching files, forms or supplies stored at or above shoulder level.
Repetitive Motion	N/A	The variety of assigned tasks minimizes repetitive motion.
Fine Finger Manipulation	F	While processing paperwork, using computer mouse, writing, moving customers' hands/fingers while fingerprinting, answering and dialing the phone.
Keyboarding	F	Entering data into computer system, running reports, and preparing and responding to emails.
Handling/Grasping	F	70 % Pinch Grip 30 % Whole Hand Grip
Talking	C	Communicating with customers; supervisors; co-workers.
Hearing	C	Communicating with customers; supervisors; co-workers.
Seeing	C	Visual abilities would be considered important in this position.
Writing	O	Completing forms, taking notes.
Normal Job Site Hazards	S	Potentially confrontational situations when applicants get rejected, or forget the correct documentation or paperwork and must be turned away.
Expected Environmental Conditions	C	Work is performed inside a climate-controlled office space.

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: Lauren Curtis, Manager, Credential Center

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

Date August 19, 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**