



# Bock Consulting

## Job Analysis

	Parking Services & Revenue Representative ("PSRR")	Worker	
Job Title	<hr/>	<hr/>	
DOT Number	211.462-010	Claim Number	
Employer	Port of Seattle	Employer Phone #	(206) 787-4849
Employer Contact	Diane Santiago	Date of Analysis	3/27/07 (Updated 12/5/12; 3/10/15)

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.

This job analysis was developed for the Parking Services & Revenue Representative ("PSRR") position at Sea-Tac Airport. In this position, PSRRs collect money from and provide customer service to users of the parking facilities at Sea-Tac Airport. All of the PSRRs are cross-trained to perform all of the duties of the position.



### General Description of Tasks Assigned to PSRRs

On the day and evening shifts, PSRRs:

- Staff the cashiering booths located at the exit of the Sea-Tac Airport parking garage.
- Work in the main office, answering intercom and telephone calls.
- Patrol the 4<sup>th</sup> floor of the parking structure on foot or patrol the entire parking structure in a vehicle to provide customer assistance as needed.

These tasks are generally performed on a rotating basis in 2 to 3 hour increments; however, if a PSRR is assigned to patrol the parking structure in a vehicle looking for guests that need assistance, the individual may be patrolling in the vehicle for an entire shift.



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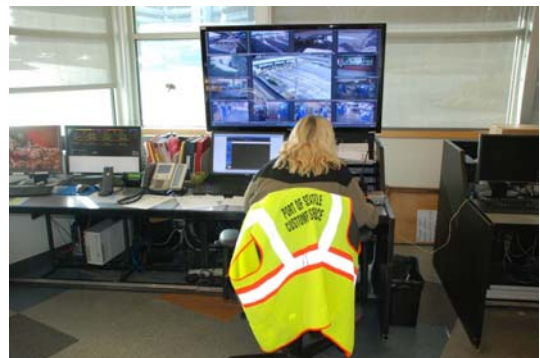
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On the night shift, PSRRs have an additional responsibility, which includes inventorying/recording the license plate numbers of all of the cars parked in the garage each night. This is performed by driving a vehicle equipped with infrared cameras that take pictures of the license plates of the vehicles in the garage. This can take two PSRRs 5 to 6 hours during the night shift.



Detailed Descriptions of Daily Tasks Performed by PSRRs

- PSRRs working in the cashiering booths assist customers with inserting payment tickets into a scanning machine, obtain payment for parking (cash, credit cards, or check), and complete the transaction by providing a receipt and change (as required). There are peak days, times, and seasons where the traffic is very heavy; therefore, based on operational needs, more or less staff may be assigned or rotated in to assist with cashiering duties.
- PSRRs work in the main office, assisting with answering intercom and telephone calls that are received. When using the pay-on-foot machines<sup>1</sup>, customers have the ability to use an intercom to ask for help. From the main office, the PSRR can use cameras in the garage to see the customer, and provide assistance. The PSRR in the office can also answer calls from other PSRRs in the cashiering booths, or telephone calls coming into the office.
- PSRRs patrol the parking structure looking for guests that need assistance. Typically, this means walking the 4<sup>th</sup> floor of the parking structure to provide customer service to guests. PSRRs can assist customers with questions related to the pay-on-foot automated payment machines, answer other questions (such as contact information for service providers that will change flat tires), and provide directions. Information is accessed using iPads carried by PSRRs. While patrolling the 4<sup>th</sup> floor, PSRRs pick up receipts and litter left behind by customers and service the pay-on-foot machines located on the 4<sup>th</sup> floor by changing the receipt tapes in the machines as needed. Depending on staffing during the day and evening shifts, PSRRs may also be asked to act as customer service “Ambassador” and drive a



<sup>1</sup> The pay-on-foot machines were installed at Sea-Tac Airport in 1999. Customers are encouraged to pay for parking prior to leaving the parking garage to reduce the congestion at the exit of the parking structure. There are approximately 10 pay-on-foot machines on the 4<sup>th</sup> floor.



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vehicle throughout the parking structure to locate/identify guests in need of assistance. Once identified, the PSRR may answer questions for the guest (information can be accessed using the iPad carried in the vehicle), provide a battery charger to help start a car with a dead battery (may occur up to 6 times a day<sup>2</sup>), or provide a ride to guests that cannot locate their vehicle. If a PSRR is assigned to the Ambassador position, the PSRR could be operating a vehicle and interacting with guests for an entire shift.

- **ONLY PSRRs STAFFED OVERNIGHT** are tasked with inventorying/recording the license plate numbers and location of each vehicle parked in the Sea-Tac Airport garage. These duties occur between 10:30 p.m. to 4:00 a.m. daily. Depending on the occupancy of the garage, it may take two PSRRs 5 to 6 hours to complete the inventory.
  - 1) PSRRs drive slowly through the garage in a Port of Seattle vehicle equipped with infrared cameras that take pictures of the license plates of each vehicle in the garage.
  - 2) The computer system installed in the car translates the picture into data, which records the license plate number and location of the vehicle in the garage. The PSRR uses a touch screen mounted in the Port vehicle to verify the license plate number of each vehicle. The PSRR makes changes as needed.
  - 3) If a license plate cannot be recorded or seen by the infrared camera, the PSRR may have to exit the Port vehicle to get the license number of the vehicle in the garage, and then enter it manually into the computerized inventory system.
  - 4) This process throughout the garage until all of the vehicles in the garage are recorded.

Other Periodic Tasks Assigned to PSRRs

- Once a day, generally in the morning, a PSRR will drive a vehicle throughout the entire parking structure, and count the number of parked vehicles using a handheld thumb counter.
- A PSRR may be assigned to drive an E-Z-Go cart between the pay-on-foot machines on the 4<sup>th</sup> floor to stock each of the machines with 10 to 12 rolls of receipt tape. Cases of receipt tape are stored near the main office, and are placed in the cart for easy transportation.
- PSRRs may occasionally set up signs for “Game Day” parking. When going to a sporting event, the public is encouraged to park at the airport, and use the light-rail system to get to the game. The signs are approximately 4 feet high and weigh 20 pounds. These signs are transported by truck to the specified set-up locations.
- On rare occasions, PSRRs may be required to stand in or near the parking structure and guide customers in their vehicles to areas in the parking garage with open spaces to ensure efficient traffic flow during high occupancy periods.

Worker’s Skills and Traits

- Must have the ability to operate an electronic cash register, and/or computer keyboard, and a 10-key adding machine.
- Must have excellent customer service skills and the ability to multi-task.

<sup>2</sup> PSRRs are not to connect the battery charger to the battery in the vehicle for liability purposes.



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- Must be able to count monies, make change, and be accountable for monies received.
- Must have fundamental computer skills.
- Must have the ability to work independently, but also within a team environment.
- Have the ability to be detail oriented while working.
- Able to work in a safe manner.



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

- Point of sale terminal/cash register in the cashiering booth, with touch screen and keyboard. Ticket reader/validator in the cashiering booth. Monitor used to see the back of vehicles paying for parking.
- Telephone and intercom system equipment.
- 2-way radios. iPads (with case and hand strap).
- Car battery chargers (large (29 lbs.) and small (2 lbs.))
- Folding hand truck (to transport larger charger, if needed).
- Electric carts and other Port of Seattle vehicles.
- Touch screens mounted in the vehicles used to inventory the vehicles in the parking garage.
- Currency counters. Adding machines. Cash bags.
- Handheld thumb counter.
- General office supplies, furniture (including stools in the cashiering booths), and equipment.
- Workers are required to wear a safety vest when patrolling on the 4<sup>th</sup> floor of the parking garage.





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Education / Training

High school diploma or GED is required.  
A valid Washington State Driver's license, or the ability to obtain one, is required.  
Excellent customer service skills and six months (or more) cashiering experience in a high-volume work environment are preferred.  
Workers must join Union Local 117 within 30 days of employment. Workers are also fingerprinted for a criminal history background check, and must be able to pass a Transportation Security Background check.



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

Specific Vocational Preparation (SVP): 2 (Thirty days or less)



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**COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS**

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.	Occasionally
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.	Rarely
<b>Remembering</b>	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Occasionally
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.	Occasionally
Thinking critically and making sound decisions.	Frequently
Integrating ideas and data for complex decisions.	Rarely
Determining and following precise sequences.	Occasionally
Coordinating and compiling data and information.	Occasionally
Analyzing, synthesizing data and information.	Occasionally
<b>Tasking and Planning</b>	
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.	Never
Multi-tasking.	Occasionally
Planning, prioritizing, and structuring daily activities.	Occasionally



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<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.	Frequently
Adapting to frequent interruptions, changes in priorities, or changes in work location.	Occasionally
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.	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)

**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	<b>O-C</b>	While cashiering, the worker can sit in a stool while working (interchange with standing). While working in the main office, workers generally sit while working. While patrolling the 4 <sup>th</sup> floor of the garage, workers can take breaks to sit down. While patrolling the parking structure in a vehicle looking for guests in need of assistance. The overnight staff may sit in their vehicles while conducting the nightly garage inventory for 5 to 6 hours of their shift. Workers also sit during staff meetings.
Standing	<b>O-F</b>	While cashiering, the worker can stand while working (interchange with sitting). While patrolling the 4 <sup>th</sup> floor of the garage (interchange with walking), picking up litter, and changing receipt tape in the pay-on-foot machines. Providing customer service/talking with customers in the garage. May stand and guide traffic as requested.
Walking	<b>O-F</b>	While cashiering, walking to and from cashiering booth, and potentially a few steps within the booth. While working in the main office, walking in the immediate work area (work is primarily performed while seated). While patrolling the 4 <sup>th</sup> floor of the garage, walking between pay-on-foot machines. After exiting vehicle to meet guests that may need assistance in the parking structure. The overnight staff may exit their vehicle while inventorying the vehicles in the garage and walk to see license plate numbers. Most of the walking is over even surfaces of concrete, asphalt, or tile.
Lifting (up to 10 pounds)	<b>F</b>	While handling parking tickets, cash, credit cards, picking up memos and other hard copy resources, lifting individual rolls or receipt tape, the cash drawer and cash bags, iPad, smaller style of battery charger (2 lbs.), safety vest, and 2-way radio (used while patrolling 4 <sup>th</sup> floor).
Lifting (10 to 30 pounds)	<b>Rare</b>	Potentially if lifting the larger style of battery charger (with small air compressor – 29 lbs.), lifting signs for “Game Day” parking (20 lbs.), or full cases of receipt tape (30 lbs.).
Carrying (up to 10 pounds)	<b>O</b>	While carrying the cash drawer and cash bag, garbage out of cashiering booth, iPad, smaller style of battery charger (2 lbs.), safety vest, and 2-way radio (used while patrolling 4 <sup>th</sup> floor).
Carrying (10 to 30 pounds)	<b>Rare</b>	Potentially if carrying the larger style of battery charger (with small air compressor – 29 lbs. up to 15 feet), signs for “Game Day” parking to and from truck (20 lbs. up to 20 yards), or carrying full cases of receipt tape to E-Z-Go cart (30 lbs. up to 10 feet).





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Pushing/Pulling (up to 10 pounds)	<b>S-O</b>	While opening doors on cashiering booth or other building doors, opening and closing booth window, closing cash drawer, opening vehicle doors, opening doors on pay-on-foot machines, and opening overhead door where receipts and “Game Day” parking signs are kept.
Bending at Waist	<b>O-F</b>	While performing assigned tasks.
Bending Neck	<b>F</b>	While performing assigned tasks.
Climbing Stairs	<b>S</b>	Stairs are generally used to reach the 4 <sup>th</sup> floor of the parking garage from the main office. Electric carts are available if workers need them to reach the 4 <sup>th</sup> floor. Stairs or an elevator may be used to reach managers’ offices located upstairs in the main office.
Working at Heights/Balancing	<b>N/A</b>	
Crouching/Kneeling	<b>S</b>	While gathering items stored below waist level; opening the ADA-compliant pay-on-foot machines (the keyhole is 14 inches from the ground).
Twisting at Waist	<b>O-F</b>	While working in the cashiering booth, the worker will reach out of the window (to the left) to obtain tickets and payment from drivers. Worker may twist while working in the office to reach items on the desk/work surface. Worker may twist while reaching approx. 24 inches behind ticket validation machine inside the booth to retrieve tickets fed through the machine (typically the worker will only clean up the tickets once or twice a shift).
Reaching (Floor to Shoulder)	<b>O-F</b>	While cashiering, the main work surface is 40 inches from the floor. Reaching while obtaining tickets and payment from drivers, reaching the cash drawer, changing receipt tape, gathering documents in the booth for review, placing tickets in the ticket validator, reaching 24 inches behind ticket validation machine to retrieve tickets fed through the machine (typically the worker will only clean up the tickets once or twice a shift), activating the intercom in the booth, and picking up trash container to empty. While patrolling 4 <sup>th</sup> floor, opening door on pay-on-foot machines (locks for the ADA-compliant pay-on-foot machines are 14 inches from the ground, and locks for non-ADA machines are 30 inches from the ground), changing receipt tapes in the machines, picking up litter, and retrieving unclaimed receipts from the machines. While working in the main office, answering phone and intercom, and controlling cameras. Obtaining iPad or battery charger from vehicle. The overnight staff will reach to enter data using the touch screen mounted on the passenger side of the vehicles used to conduct the nightly garage inventory. Opening overhead door where receipts and “Game Day” parking signs are kept.
Reaching (Over the Shoulder)	<b>S</b>	While reaching for items stored on shelves over shoulder level in the main office, gathering litter from the tops of the pay-on-foot machines (the tops of the ADA-compliant pay-on-foot machines are 60 inches from the ground, and the tops of the non-ADA machines are 74 inches from the ground), and for some workers, replacing receipt tapes in the pay-on-foot machines may be over shoulder level. Opening overhead door where receipts and “Game Day” parking signs are kept.



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Repetitive Motion	N/A -O	Although the variety of the assigned tasks generally limit the amount of repetitive motion, while performing cashiering duties, workers do have to consistently reach out of the booth window (to the left) to obtain tickets and payment from drivers.			
Keyboarding	S-O	The point of sale terminal in the cashiering booth has a keyboard, which can be used to enter data to complete transactions. Workers also have access to electronic mail, and other computer programs.			
Handling/Grasping	F	60	% Pinch Grasp	40	% Whole Hand Grasp
Fine Finger Manipulation	F	While handling cash, entering data on a keyboard or touch screen to process cashiering transactions, counting money, placing money into currency counters, changing receipt tapes, reviewing garage vehicle inventory printout, calling and answering calls on the intercom/telephone, using keys to open pay-on-foot machines, picking up receipts out of the pay-on-foot machines, using iPad, and using 2-way radio. The overnight staff use a touch screen to enter or edit data collected during the garage inventory process.			
Driving/Operating Foot Controls	S-O  or  F-C	Day and evening shifts: driving vehicle to perform morning vehicle count while driving vehicle throughout parking structure, and potentially while driving vehicle or cart to reach the 4 <sup>th</sup> floor or put out “Game Day” signs.  Day and evening shifts: PSRRs may be asked to act as customer service “Ambassador” and drive a vehicle throughout the parking structure to locate/identify guests in need of assistance. This assignment may last an entire shift. Night shift: workers may drive vehicles around the parking garage for a majority of their shift (5 to 6 hours).			
Talking	F	Communicating with co-workers, supervisors, and public. Demands on the day and evening shifts would be higher than the workers on the night shift.			
Hearing	C	Communicating with co-workers, supervisors, and public. Listening for hazards or radio traffic.			
Seeing	C	Visual abilities would be considered important in this position.			
Writing	S	Writing notes, and completing forms.			
Normal Job Site Hazards	C	Workers may be exposed to fumes, moving vehicles/traffic, and slippery surfaces.			
Expected Environmental Conditions	C	While cashiering or working in the main office, environments are temperature controlled, although while cashiering, temperatures will fluctuate based on opening and closing the booth window. While patrolling the 4 <sup>th</sup> floor, the area is covered, but the environmental temperature will be directly impacted by the external temperature and weather conditions. While driving vehicles, the passenger compartment is temperature controlled.			



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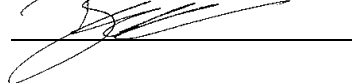
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The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. On occasion, practicality and feasibility prevent the direct observation and/or gathering 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:      Diane Santiago and Brent Brown

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

Date      March 10, 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**