



Bock Consulting

Job Analysis

Job Title	Aviation Maintenance Planner/Coordinator	Worker	_____
DOT Number	169.167-074	Claim Number	_____
Employer	Port of Seattle	Employer Phone #	(206) 787-3000
Employer Contact	Jennifer Boyd Mims	Date of Analysis	October 30, 2010

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 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 was developed specifically for the position of Aviation Maintenance Planner/Coordinator in the Aviation Maintenance Department.

The general purpose of the Aviation Maintenance Planner/Coordinator position is to effectively plan and coordinate all maintenance work related to airport operations, ensuring the optimal use of Aviation Maintenance labor, material, and tool resources in maintaining assets and facilities. As shown in the table below, the Aviation Maintenance Planner/Coordinator position is primarily an office-based position, primarily working in the Airport Office Building (“AOB”) at Sea-Tac Airport.

Work Category	Estimated Time
Office-Based Work	60%
Meetings	30%
Visiting Field Sites	10%
Total	100%

The Aviation Maintenance Planner/Coordinator works as part of the Aviation Maintenance Work Management Team to identify all known maintenance work, and coordinate maintenance activities and schedules with key stakeholders.



***Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074***

Sample Tasks Assigned to the Aviation Maintenance Planner/Coordinator:

- Lead and play a key role in the Work Management Team, which consists of the Maintenance Manager, General Foreman, other shop Foremen (as assigned), and Planner.
- Facilitate Work Management Team planning sessions to discuss maintenance work activities for upcoming week(s). This also involves making expectations clear, identifying who is leading action items, as well as ensuring that all team tasks are completed on time, holding team members accountable to stay on track for next meeting.
- Identify, plan and prioritize all known maintenance work, new incoming customer work requests, and non-reactive maintenance work logged into the computerized maintenance management system (“CMMS”) (i.e., Maximo).
- Produce a draft Weekly Work Plan for Work Management Team review at the beginning of each week, with the goal of producing a final Work Plan by week’s end for the upcoming week.
- Produce Backlog report to track maintenance work that were scheduled, but were not completed. This report will be reviewed on a weekly basis by the Team.
- Develop and produce reports using data from the CMMS, and work with the Maintenance Managers and General Foreman, to continually analyze, review, and update Preventive Maintenance (“PM”) programs for resource planning purposes.
- Analyze PM work activities and templates to make certain the frequencies used are appropriate for maintenance of Port assets and facilities. Recommend changes as necessary based on the data analysis of work done. Work with Maintenance Manager and teams to develop standards and guidelines regarding time, manpower and material projections for PM related work.
- Facilitate and lead meetings to present information regarding planning activities, to review annual PM forecasts, and to ensure resource levels align with forecasted work.
- Work with Work Management Team members, or other foremen as needed, to clean up data in CMMS related to work orders, PMs, and job plans. Recommend plan of action to the Work Management Team to address on-going data clean up.
- Serve as a point of contact when interfacing with customers, crafts and others in coordinating and scheduling maintenance activities.
- Generate reports to track and trend maintenance work by shop, enabling a visual display of what work is being done, who is requesting work, and what costs were expended for the work.
- Understand the Maintenance Key Performance Indicators (“KPIs”) and metrics being tracked, and be able to clearly articulate what the results mean. Produce reports, as requested by shops, to further explain in details the results of the KPIs.
- Work with and assist maintenance managers in tracking progress in shops towards the goal of 80% planned work and 20% reactive work. Help establish and validate individual shop’s goals.
- Generate reports that monitor progress toward shop goals and communicate progress to shop Work Management Team.
- Make presentations to different audiences to communicate planning goals and process, progress of shop activities, and other matters related to the planning process.



***Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074***

- Analyze data of work activities; recommend improvements to Team on the process, structuring of work, load balancing work and resources etc, as well as a plan of action to implement.
- Participate and contribute in Maintenance planning team meetings.
- Collaborate with others to apply standardization of the planning process for all shops in areas where its apparent standardization will improve work efficiency.

Skills, Traits, Knowledge and Abilities Required of the Administrative Assistant:

- Knowledge of maintenance methodologies for facilities, systems, and equipment.
- Knowledge of policies, regulations and codes to develop plans.
- Must exhibit strong problem solving skills. Able to resolve problems and issues in a professional and logical manner.
- Track progress of maintenance of buildings, equipment, and systems. Knowledge and experience in the field of planning, coordinating, and estimating maintenance and facilities work.
- Knowledge and experience in using a computerized maintenance management system, as well as proficiency with Microsoft Office applications (Project, PowerPoint, Access, and Excel).
- Ability to plan and integrate resources needed for maintaining or improving airport facilities and system assets.
- Must exhibit effective written and oral communication skills with a strong orientation and commitment to customer service.
- Must have strong organizational, time management, and leadership skills.
- Must be skilled in determining solutions to maintenance planning problems by use of the tools and procedures in place.
- Must exhibit strong presentation and meeting facilitation skills.
- Must have strong people skills and being able to tactfully handle sensitive situations.
- Must be skilled at directing and influencing outcomes when dealing with people.
- Must be adept at giving and receiving constructive feedback.
- Must exhibit strong project management skills being adept at managing tasks and assignments effectively and efficiently.
- Able to take initiative and is proactive in making changes or improvements.
- Must possess experience in writing reports and business correspondence
- Ability to perform data analysis to generate and support recommendations for process improvement or change.
- Ability to clearly articulate information in response to questions from individuals, managers, craft technicians, engineers, customers and peers.
- Able to quickly establish credibility with staff, co-workers, managers and external customers.
- Able to exercise good judgment in planning and detailing maintenance craft work, and interpreting and evaluating the needs of planned maintenance and corrective maintenance tasks.
- Able to self-start, and be motivated to work independently and part of a team.



***Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074***

Machinery, Tools, Equipment, Personal Protective Equipment:

- Windows-based computer, various software applications (Microsoft Office, Maximo, Internet Explorer, and other applications), and applicable computer accessories.
- Copy and fax machines.
- Multi-line telephone. 2-way radio. Cellular phone.
- General office supplies, including binders, file folders, pens and pencils, boxes, notepads, stapler, and document organizers.
- General office equipment, such as desks, chairs, file cabinets, shelves, and other items.
- Port vehicles.
- Safety vest. Ear and eye protections as required.

Education / Training

Minimum qualifications:

- 3 to 5 years experience in planning, scheduling and coordinating activities.
- Must have knowledge of facilities maintenance, building trades, property management, engineering or comparable industry experience.
- Associates Degree in business, Planning, Engineering or a related field. Could accept a high school degree with equivalent experience in a technical trade or related field.

Preferred qualifications:

- 10 to 15 years as identified in minimum requirements
- In addition to minimum requirements, strong knowledge of, and proven performance skills with a computerized maintenance management system, such as Maximo.
- Demonstrate a working knowledge of regulatory code requirements for related field of expertise.
- Experience in developing standardized procedures and using metrics to continually look for opportunities to improve processes
- Bachelor of Arts Degree in Business, Planning, Engineering, Technical Trade or a related field.

Per the Dictionary of Occupational Titles (DOT): 169.167-074 Maintenance Coordinator

Specific Vocational Preparation: 7 (Skilled - From two to four years)



**Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074**

COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

The psychological and cognitive demands of this position vary depending on assignments and duties.

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.	Continuously
	Using technology/instruments/tools & information systems.	Continuously
	Working with two and three dimensional formats.	Occasionally
Remembering		
	Remembering spoken instructions.	Continuously
	Remembering written instructions.	Frequently
	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.	Occasionally
	Thinking critically and making sound decisions.	Continuously
	Integrating ideas and data for complex decisions.	Continuously
	Determining and following precise sequences.	Frequently
	Coordinating and compiling data and information.	Continuously
	Analyzing, synthesizing data and information.	Continuously



***Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074***

Tasking and Planning	
Performing repetitive or short-cycle work.	Occasionally
Working under specific instructions.	Continuously
Completing complex tasks.	Frequently
Directing, controlling, or planning for others as necessary for basic tasks.	Continuously
Directing, controlling, or planning for others as necessary for complex tasks.	Continuously
Multi-tasking.	Continuously
Planning, prioritizing, and structuring daily activities.	Continuously
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.	Occasionally

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.	Not Necessary
Adjusting to a flexible schedule of work days and or shifts.	Beneficial



**Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074**

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 working at desk, talking on the phone, and processing or creating documents/reports on computer. Participating in meetings. Potentially while driving vehicle to field sites.
Standing	O	While gathering items not reachable while seated, making photocopies, picking up print-outs, sending faxes, and talking with supervisors and others.
Walking	O	Primarily while walking in the immediate office area, or adjacent office areas. Worker may walk to printer/fax/copier, to talk to supervisors and others, to gather files and supplies, or deliver items to or obtain items from shops. Walking to meetings, or to conduct field visits.
Lifting (up to 10 pounds)	F	Lifting documents, files, and binders, telephone receiver, 2-way radio, cellular telephone, office supplies, and up to 2 reams of copy paper.
Lifting (10 to 25 pounds)	S	Lifting stacks of documents or plans. Potentially if lifting more than 2 reams of copy paper, or lifting boxes of files/items gathered for off-site storage. NOTE: Boxes of copy paper can weigh up to 50 lbs.; however moving boxes of paper is not an essential function of this position.
Carrying (up to 10 pounds)	F	Carrying documents, files, and binders, 2-way radio, cellular telephone, office supplies, and up to 2 reams of copy paper.
Carrying (10 to 25 pounds)	S	Carrying stacks of documents or plans. Potentially if carrying more than 2 reams of copy paper, or lifting boxes of files/items gathered for off-site storage. NOTE: Boxes of copy paper can weigh up to 50 lbs.; however moving boxes of paper is not an essential function of this position. In addition, a hand truck/wheeled carts are available to transport items as needed.
Pushing/Pulling	O	Opening file drawers (approx. 5-10 lbs. of force), opening cabinets, gathering supplies, gathering boxes from or placing boxes on shelves. Opening doors.
Climbing Stairs	S	Elevators and stairs are available to reach the primary work area. Stairs may be encountered when conducting field visits.
Bending at Waist	O	While gathering items on desk or from file cabinet drawers, gathering printouts or copies, and gathering supplies/other items stored in cabinets below waist, or entering/exiting vehicles.
Bending Neck	C	Working on computer, reviewing documents, processing paperwork, talking on phone, participating in meetings, talking to co-workers, making copies, sending faxes, and gathering supplies.



***Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074***

Crouching/Kneeling	S	Potentially while gathering supplies/other items stored in cabinet below waist, or in lower file drawers. Potentially while inspecting items in the field.
Driving	S	While driving to sites within Sea-Tac Airport property, or to off-site training.
Foot Controls	S	While driving to sites within Sea-Tac Airport property, or to off-site training.
Twisting at Waist	S	Reaching for items on desk, in file cabinets, or on shelves, gathering items from drawers, and talking with co-workers. Potentially while inspecting items in the field. Worker can minimize twisting by moving feet or rotating chair while working.
Stooping	S	Potentially while inspecting items in the field.
Reaching (up to shoulder level)	O	Dialing phone, picking up items on the desk, and gathering folders, files, and supplies. Gathering documents/binders from cabinets/drawers/shelves. Inserting documents into copier or scanner.
Reaching (over shoulder level)	S	Retrieving items from shelves when seated at desk. Gathering items on shelves or in cabinets over shoulder level.
Repetitive Motion	O	Potentially entering large amounts of data into computer system, or if sorting/processing large volume of documents. Generally, the variety of tasks assigned limit the amount of repetitive motion.
Handling/Grasping	F	70 % Pinch Grasp 30 % Whole Hand Grasp
Fine Finger Manipulation	F	Writing, using computer mouse, processing paperwork, using office equipment, and dialing telephones.
Keyboarding	F	Entering data into computer, preparing emails, letters, and reports.
Talking	F	Communicating with supervisors, co-workers, and other internal and external customers/stakeholders.
Hearing	F	Communicating with supervisors, co-workers, and other internal and external customers/stakeholders.
Seeing	C	Would be considered important in this position.
Writing	O	Taking notes while on the phone, or while in meetings.
Expected Environmental Conditions	C	Work is primarily performed inside a temperature controlled office environments. May participate in meetings in a shop environment. May participate in field visits that may expose the worker to outside weather conditions.
Normal Job Site Hazards	C	Generally limited in the office environment. While in a shop or in the field, worker may be exposed to fumes, dust, loud noise, moving machinery, moving vehicles, traffic, chemicals, solvents, petroleum products, and slippery surfaces.



**Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074**

**Worker Attributes
As Defined in the Dictionary of Occupational Titles (“DOT”)**

Description	Rating (Highest=1)	Degree of Aptitude Ability
General Learning Ability	2	Above Average
Verbal	2	Above Average
Numerical	2	Above Average
Spatial Perception	3	Average
Form Perception	3	Average
Clerical Perception	3	Average
Motor Coordination	5	Minimal or none.
Finger Dexterity	5	Minimal or none.
Manual Dexterity	4	Below Average
Eye/Hand/Foot Coordination	5	Minimal or none.
Color Discrimination	5	Minimal or none.

**Worker Temperaments
As Defined in the Dictionary of Occupational Titles (“DOT”)**

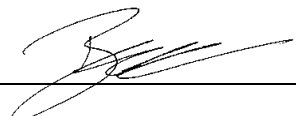
- D - Accepting responsibility for the direction, control, or planning of an activity.
- V - Performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
- T - Situations requiring the precise attainment of set limits, tolerances, 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: Jennifer Boyd Mims

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

Date October 30, 2010 Signature of Vocational Provider 



***Job Analysis: Aviation Maintenance Planner/Coordinator – Port of Seattle
DOT # 169.167-074***

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