



Bock Consulting

Job Analysis

Job Title	<u>Police/Fire Communication Specialist</u>	Worker	_____
DOT Number	<u>379.362-018</u>	Claim Number	_____
Employer	<u>Port of Seattle</u>	Employer Phone	<u>(206) 787-3000</u>
Employer Contact	<u>Jennifer Crippen</u>	Date of Analysis	<u>12/21/2011; 4/30/2019</u>

- Job of Injury
 Transferable Skills Job
 New Job
 10 Hours Per Day
 4 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. The Port of Seattle has Police and Fire Departments to address public safety matters on and around Port of Seattle properties.

This job analysis is for an individual working as a Police/Fire Communication Specialist in the Emergency Services/911 Communication Center.

Essential Functions:

Police/Fire Communication Specialists are tasked with receiving inbound emergency and non-emergency calls, identifying the needs of the callers, and requesting emergency services in response to public safety issues, or routing non-emergency calls to the appropriate personnel/department for assistance.

Police/Fire Communication Specialists are staffed on overlapping 10 hour shifts (3 to 5 Specialists work at a time) to ensure 24-hour/365 day coverage in the Communication Center. Communication Specialists are busiest during the day, particularly on weekdays when travel volume is the greatest.



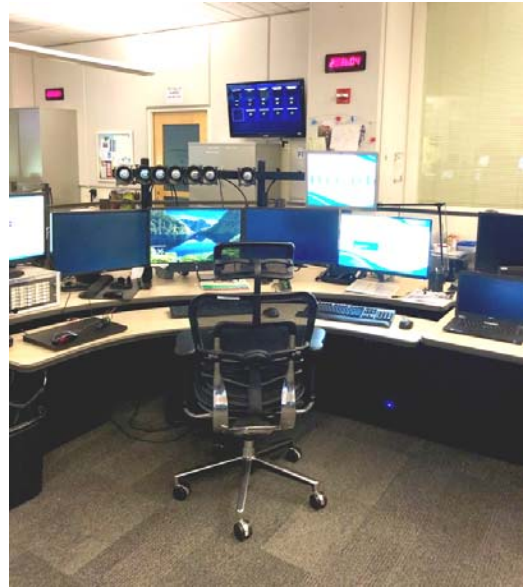


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Tasks assigned to Communication Specialists:

Note: Tasks/positions assigned to Communication Specialists rotate from day to day. Communication Specialists do not have assigned workstations; they rotate between workstations, which have similar lay-outs. Communication Specialists are assigned a rolling file cabinet, locker, and mailbox in which they can keep work-related and personal items.

- During a shift, one Communication Specialist is generally assigned to the Call Taker position and will answer all inbound calls to the Emergency Services/911 Communication Center. This individual determines if the call is an emergency or non-emergency call based on the needs of the caller. Emergency calls are triaged by priority and information is entered into a Computer Aided Dispatch (“CAD”) system for assignment to appropriate personnel. Non-emergency calls are also entered into the CAD and routed to the appropriate personnel/department for assistance.
- Also during a shift, there is a Communication Specialist assigned to manage police dispatch-related calls, and another Communication Specialist assigned to manage fire/medical dispatch-related calls. The Communication Specialists assigned to the police/fire/medical dispatch-related calls perform similar tasks:
 - Prioritize calls, dispatch emergency responders as needed, and maintain communications with the responders.
 - Assist responders in identifying the location of an issue and providing information regarding the status of the issue.
 - Research information and provide data to the responders as requested.
 - Track the status of every call, track the movements of the responders, and know the location of every on-duty emergency responder.
 - Create electronic logs of all pertinent data related to emergency situations and emergency responder activities.
- Communication Specialists also monitor security cameras, airport checkpoint security alarms, fire system alarms, water flow alarms, and the emergency call system located in the parking garage and rental car facility.
- Communication Specialists may also be tasked with gathering and entering information into state and federal computerized databases related to incident responses.

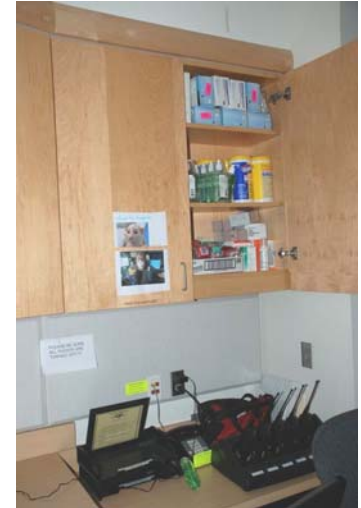




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Necessary skills and abilities include:

- Must have the ability to transition from one computer/communications system to another with accuracy and speed.
- Ability to be flexible and work in a fast-paced, high-stress environment. Must have the ability to stay calm during stressful situations, and have excellent problem solving skills.
- Must have excellent English verbal and written communication skills, and ability to listen and record verbal information quickly and correctly while wearing a headset.
- Willingness and ability to communicate and work with a diverse population of individuals.
- Must have the ability to make quick, rational decisions with limited supervision, and take initiative to address issues in an expedient and timely fashion. Ability to utilize critical thinking and judgment in analyzing and resolving problems.
- Must have strong interpersonal and conflict resolution skills.
- Must have the ability to multi-task with attention to detail, and work in a team environment.
- Must be able to read maps and relay directions clearly.
- Knowledge and skills related to Windows-based computers, related accessories, Microsoft Office applications, and have excellent keyboarding and data input skills.
- Must have knowledge of radio/communications/computer-aided dispatch systems.
- Must have the ability to maintain confidentiality.
- Ability to monitor video cameras and alarm boards, both visually and aurally.
- Must be available to work varied shift assignments, holidays, weekends, and unscheduled overtime, with varying days off.
- Must be organized, detail oriented, and have the ability to work within specific policies and procedures.
- Ability to keep records up to date and accessible.



Machinery, Tools, Equipment, Personal Protective Equipment:

- Windows-based computers and accessories.
- Computer-aided dispatch (“CAD”) system.
- Microsoft Office applications.
- Radio, telephone, pager, and other communication systems.
- Flat panel screens.
- Fire alarm panel.



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- Systems to control remote cameras.
- Portable 2-way radios, and cellular phones.
- Headsets.
- Log books.
- Binders and file folders containing documents.
- Reference manuals. Maps.
- General office equipment, such as sit/stand desks, chairs, file cabinets, shelves, and fax machines.
- General office supplies, such as pens/pencils, notepads, binders, and copy paper.

Education / Training:

Individuals can be hired into a Communication Specialist position as 1) an entry-level hire, or 2) a lateral hire. Entry-level hires are trained on the job, with specific training requirements to be completed within the first 9 months of training. Lateral hires are required to complete the same specific training requirements within the first 6 months of employment, but will have prior Dispatcher or Call Taker experience in a police/fire/EMS communication center.

Minimum qualifications for all hires: U.S. Citizen, and high school diploma or equivalent. Communicate fluently in English. Must successfully pass pre-employment exam. Knowledge of Windows-based computers, related accessories, and Microsoft Office applications. Good keyboarding and data entry skills. Ability to pass extensive police background investigation, and pass personality profile, polygraph, hearing, and drug testing. Workers are represented by the Teamsters Union-Local 117. Within six months of employment, must complete the Washington State Criminal Justice Training Commission Telecommunicator I and II courses, King County Emergency Medical Dispatch Certification course, and obtain the State of Washington ACCESS certification.

Preferred qualifications for entry-level hires: 1 year of experience working independently as a public safety dispatcher in a combined police/fire/EMS communications center.

Additional minimum qualifications for lateral hires: Must have at least 24 months of verifiable service as a public safety dispatcher with no break in service of more than 12 months of the previous 5 years.

Preferred qualifications for lateral hires: 5 years of experience as a public safety dispatcher in a combined police/fire/EMS communications center.

Must obtain and maintain a current Emergency Medical Dispatch certification.

Per the Dictionary of Occupational Titles (DOT): 379.362-018 Dispatcher

Specific Vocational Preparation (SVP): 5 (Six months to one year)



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



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Use Appropriate Behavior for Professional Work Environment	
Receiving criticism and accepting limits appropriately.	Frequently
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.	Frequently

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.	Required
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)

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	C	Answering and routing telephone and radio calls, obtaining information from callers, dispatching/communicating with responders, entering data into computer systems, monitoring cameras and alarms. Also when attending meetings. Note: Each workstation has a sit/stand desk, which allows workers to sit and stand throughout a shift as desired. However, in most cases, a majority of a shift is spent seated.
Standing	S-O	Answering and routing telephone and radio calls, obtaining information from callers, dispatching/communicating with responders, monitoring cameras and alarms, obtaining printouts from printer, making copies, sending faxes, gathering office supplies, and talking with supervisor or co-workers. Note: Each workstation has a sit/stand desk, which allows workers to sit and stand throughout a shift as desired. However, in most cases, a majority of a shift is spent seated.
Walking	S	Walking in the immediate work area to get printouts from printer, send a fax, talk to supervisor or co-workers, obtain items from file cabinet or supplies area, or gather reference materials.
Lifting (up to 10 pounds)	F	Lifting documents, reference materials, binders of documents, logbooks, headset, office supplies, portable radio, cellular phone, printouts and photocopies.
Carrying (up to 10 pounds)	O	Lifting documents, reference materials, binders of documents, logbooks, headset, office supplies, portable radio, cellular phone, printouts and photocopies.
Pushing/Pulling (Up to 10 lbs. of force).	S	Opening and closing drawers or cabinet doors, processing paperwork, adjusting screens and lights in work areas, and rolling assigned file cabinet to work area if needed.
Climbing Stairs/Ladders	N/A	
Bending at Waist	O	Gathering items on desk, gathering items from drawers, cabinets or shelves below waist level, operating buttons, switches and controls on communications and video equipment while standing, and picking up printouts, photocopies, or faxes.
Bending Neck	C	All assigned tasks may require movement of the neck/head.
Twisting at Waist	S	Gathering items on desk, operating buttons, switches and controls on communications and video equipment, and talking with supervisor or co-workers. Note: Twisting can be minimized by swiveling chair while seated, or moving feet while standing.
Crouching/Kneeling	N/A	
Crawling	N/A	



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Stooping	N/A	
Reaching (up to shoulder level)	F	Using computer mouse, picking up items on desk, operating buttons, switches and controls on communications and video equipment, or picking up items from printer/copy/fax machines.
Reaching (above shoulder level)	S	Obtaining items above shoulder level while seated at desk, or gathering items stored on shelves or in cabinets above shoulder level.
Driving	N/A	
Foot Controls	O	Radio/communications systems are controlled by foot switches.
Repetitive Motion	F	Keyboarding.
Handling/Grasping	F	70 % Pinch Grasp 30 % Whole Hand Grasp
Fine Finger Manipulation	O	Processing paperwork, writing, operating buttons, switches and controls on communications and video equipment, connecting/disconnecting headset, making copies, and sending faxes.
Keyboarding	F	Entering data into computer aided dispatch ("CAD") system, entering data into logs, researching databases for requested data, entering data into state and federal computer systems, and creating and responding to electronic mails.
Writing	S	Writing in logbooks, or taking notes during meetings or calls.
Talking	C	Communicating with callers, supervisors, co-workers, responders, and other individuals.
Hearing	C	Communicating with callers, supervisors, co-workers, responders, and other individuals. Listening for alarms.
Seeing	C	Visual abilities would be considered important in this position.
Normal Job Site Hazards	O	Stressful situations with the need to react quickly and rationally. Workers may be exposed to aircraft exhaust fumes.
Expected Environmental Conditions	C	Work is performed in a temperature-controlled windowless room. The lights in the room are dimmed to reduce the glare on the computer, television, and other screens used by the workers. Task lights are available in each work area. Workers may be exposed to aircraft exhaust 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: Jennifer Crippen
Completed by Vocational Provider Brice York, CDMS

Date April 30, 2019 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