



Bock Consulting

Job Analysis

Job Title	Harbor Operations Specialist	Worker	
DOT Number	329.677-010; 320.137-014; 238.362-014; 237.367-038.	Claim Number	
Employer	Port of Seattle	Employer Phone	(206) 787-3000
Employer Contact	Dale Roberts	Date of Analysis	July 6, 2020

Job of Injury
 Transferable Skills Job
 New Job
 40 Hours Per Week
 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 Maritime Division of the Port of Seattle manages approximately 1,500 recreational boat slips. Harbor Operations Specialists are staffed at two facilities:

- Shilshole Bay Marina.
- Bell Harbor Marina (Pier 66).

Shilshole has 24 docks (approximately 1,400 slips). Most of Shilshole's slips are rented to boat owners on a monthly basis, with some day/visitor slips available. There is typically a waitlist for monthly slips at Shilshole. Some of the monthly renters at Shilshole live on their boats as their primary residence.

Bell Harbor has 5 docks (approximately 45 slips). Most of the Bell Harbor slips are rented on a daily basis to visitors, with some monthly rentals during the winter months.





Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

This job analysis is for an individual working as a Harbor Operations Specialist at these two properties. Specialists are staffed on day and swing shifts, and work 4 days a week, 10 hours per day. Specialists rotate between the Shilshole and Bell Harbor properties, and must be able to perform all aspects of the job at either location.

Essential Functions:

A wide variety of tasks are assigned to Specialists. The amount of time during a shift spent in the office varies significantly between the Shilshole and Bell Harbor properties.

	Shilshole Bay Marina	Bell Harbor Marina (Pier 66)
Work outside office space	70-75% Work on the marina property, or on the docks.	15-25% Work immediately outside the marina office, or on the docks.
Work in office space	25-30% Work in back office. May cover office front desk.	75-85% Work in marina office at counter or desk.



Shilshole Bay Marina Office Space



Bell Harbor Marina Office Space



Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

Tasks Assigned at Both Properties

- Meet/connect with supervisor on a daily basis. Discuss assignments/projects.
- Gather supplies, equipment, and other items needed for assignments/projects.
- Assist and support guest moorage operations, including checking in guests and welcoming customers upon arrival. May assist guests with docking (throwing/catching lines to vessels).
- Perform “dock walks” to ensure safety and stability of docks, vessels, and power and electricity, ensuring the environment is clear of hazards.
- Periodic inspections of facility assets and Port-owned equipment (i.e., pump-out and safety equipment, and dock carts).
- Conduct electricity meter readings.
- Sweep/clean up around dumpsters and wheeled totes (garage and recycle). Pick up garbage left next to dumpsters or totes. Pull items from full dumpsters or totes and move to ones that are not full. May remove items from dumpsters or totes and break them down to create room for other items.
- Inspect, sweep, and clean common areas. Pull weeds. Refill dog waste bag dispensers.
- Conduct sublease and termination inspections.
- Assist and support marina events and yacht club visits.
- Accept payments for slips (only debit and credit card payments at Bell Harbor; primarily debit and credit card payments at Shilshole).
- Call Port maintenance for repair and maintenance issues. Assist with work coordination and answer questions regarding requested work.
- Respond to requests for water pumps and hoses, and help boats taking on water.
- Respond to waterside and landside hazardous material spills, contacting the appropriate emergency response agencies, assisting the entities while on-site, and writing incident reports.
- Spot treat icy surfaces on properties (general deicing is done by Port maintenance staff).





Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

- Log tasks completed during shift.
- Create and respond to emails.
- Make and respond to phone calls.
- Complete on-line training.

Specific Tasks Assigned at Shilshole Bay Marina

- Install and uninstall dinghy racks.
- Monitor parking lots, performing parking lot enforcement and issuing parking violation notices when necessary.
- May set out traffic cones/delineators to manage traffic flow on property.
- Move batteries left by boaters into a secondary containment tray until a recycler can visit the marina to pick them up.
- On a daily basis, a Specialist inspects the condition and tests the operation of a jib crane and a battery powered boat trailer mover.
- May use forklift to complete tasks, such as moving a pallet of dinghy racks or stacks of dock boxes.
- When responding to hazardous material spills, Specialists may use floating booms or pads to absorb spills.
- May use a boat to complete tasks, such as retrieving floating objects, pulling wood from water, towing larger pieces of wood to a dock (potentially large logs/trees) for removal by Port maintenance, or placing floating booms around a boat to contain a spill.
- Specialists at Shilshole may periodically cover the front desk in the marina office.



Specific Tasks Assigned at Bell Harbor Marina

- May pull wood from water from a dock, or if too big, tie larger pieces of wood to a dock (potentially large logs/trees) for removal by Port maintenance.
- When responding to hazardous material spills, Specialists may use pads to absorb spills. Specialists call Port maintenance to place floating booms around boats.





Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

Necessary skills and abilities may include:

- Identify the best method to correctly and safely perform an assigned task.
- Ability to utilize critical thinking and judgment in defining, analyzing, and resolving problems.
- Must maintain professionalism while working, due to the fact that workers in this position frequently come into contact with customers and the public.
- Ability to take initiative and be responsible for getting work done with limited supervision in an expedient and timely fashion.
- Ability to communicate effectively, and have excellent interpersonal skills (including on phone or radio).
- Must be able to work within specific instructions.
- Must have fundamental knowledge of Windows-based computers, related accessories, and have basic knowledge of Microsoft Office software.
- Ability to safely operate a motor vehicle.



Machinery, Tools, Equipment, Personal Protective Equipment:

- Vehicles, including pickup trucks and forklifts.
- Work boat with center console and outboard engine.
- Electric scooters and bicycles. Helmets are required when using scooters and bikes.
- Dock carts. Dock boxes.
- Water hoses. Brooms. Dock brush. Boat hook.
- Hand tools and bolt cutters (limited use).
- Garbage cans. Boxes of garbage bags.
- Boxes of dog waste bags.
- Litter picker.
- Bollard puller (assists with disconnecting bollards from magnetic bases).
- Ropes.
- Dumpsters and compactors. Wheeled totes.
- Flammables locker (used to store flammable items).
- De-icer (bags)
- Traffic cones and delineators.
- Jib crane.





Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

- Battery powered boat pusher.
- Dingy rack posts.
- Water pumps and hoses. Extension cords.
- Portable canopies (typically 10' x 10')
- Folding tables.
- Cash drawer (only at front desk at Shilshole).
- Portable spill kits (bucket, absorbent pads, goggles, and other items). Sorbents used to recover liquids, such as oil, grease, and water (buckets or bags). Floating booms to contain hazardous spills in water.
- Automated external defibrillator (“AED”).
- High-visibility safety vest (required when not in the office).
- Gloves. Sun glasses. Sun screen.
- Personal floatation device (“PFD”) (required when a Specialist is working on a dock or from a boat).
- Windows-based computers, with applicable software, including Microsoft Office applications.
- 2-way radios. Cellular devices.
- General office equipment, including desks, chairs, shelves, printer/copier, and stepstool.
- General office supplies, such as pens/pencils and notepads.



Education / Training:

Minimum Requirements: A high school diploma or GED. One year of experience working in customer service. Valid Washington State driver's License. Must be able to obtain a forklift certification within 6 months of hire.

Preferred Qualifications: Two years of college course work; and/or marine-related experience, especially marina operations, but it's ok if you don't.

Training and or enough hands-on experience with computers to have a working knowledge of Windows-based computers, related accessories, keyboarding, data entry, and electronic mail software.

Per the Dictionary of Occupational Titles (DOT):

329.677-010 PORTER, MARINA Specific Vocational Preparation (SVP): 3 (Thirty days to 3 months)

320.137-014 MANAGER, MARINA SVP: 7 (Two to four years)

238.362-014 RESERVATION CLERK SVP: 5 (Six months to one year)

237.367-038 RECEPTIONIST SVP: 4 (Three to six months)



Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:	
Rarely = May occur less than 1% of the time.	Frequently = Occurs 33-66% of the time.
Occasionally = Occurs 1-33% of the time	Continuously = Occurs 66-100% of the time
Never = Does not ever occur.	
Comprehension	
Articulating and comprehending information in conversations.	Continuously
Reading, comprehending, and using written materials.	Occasionally
Understanding and solving problems involving math and using the results.	Occasionally
Using technology/instruments/tools & information systems.	Occasionally
Working with two and three dimensional formats.	Occasionally
Remembering	
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.	Frequently
Learning & Processing	
Effectively learning and mastering information from classroom training.	Rarely
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.	Occasionally
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.	Rarely
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.	Occasionally
Directing, controlling, or planning for others as necessary for complex tasks.	Rarely
Multi-tasking.	Occasionally
Planning, prioritizing, and structuring daily activities.	Occasionally



Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

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.	Occasionally
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: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

PHYSICAL DEMANDS

N/A: Not Applicable

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

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

STRENGTH: Sedentary Light

Frequency

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

Comments

Sitting	F-C	Working in office. Higher end of the range when a Specialist is staffed at Bell Harbor. Due to the size of the Shilshole facility, Specialists drive vehicles to reach work areas and transport items to complete assigned tasks. Driving may be up to 1 hour on the day shift, and up to 2 hours on the swing shift.
Standing	S-O	Interchange with Sitting and Walking.
Walking	O-F	Primarily interchanged with Standing. Higher end of the range when a Specialist is staffed at Shilshole. Walking may be over concrete, asphalt, tile, metal ramps, uneven, or wet/slippery surfaces, such as wet dock surfaces.
Lifting (up to 10 pounds)	F	Individual items or bags of garbage, cardboard boxes, supplies and equipment, 2-way radio or cellular device, keys, wood pulled from water, traffic cones (up to 3 cones), bilge pump (8 lbs) and bilge pump bag (power cord, hoses, etc.: 10 lbs), extension cords (50': est. 6 to 8 lbs), portable spill kit (5-7 lbs), floating booms or oil spill pads, automated external defibrillator ("AED") (5 lbs), bollards used to keep vehicles from entering specific areas on the Shilshole property (est. 10 lbs.), personal protective equipment, telephone handset, paperwork, 1 or 2 ream of copy/printer paper (5 or 10 lbs), and other office supplies.
Lifting (10 to 25 pounds)	O	Bags of garbage, handle of loaded dock cart, extension cords (100': est. 12 to 16 lbs), traffic delineators (base (10 lbs) with tall orange cylinder: 13 lbs), boxes of garbage bags and dog waste bags (15 pounds), doors on dumpsters, gas containers for boat (2 gallon: 15 lbs), wood pulled from water, larger water pump (18 lbs), and bucket of sorbent material (20 lbs).
Lifting (25 to 75 pounds)	N/A-S	Bags of garbage, dingy rack posts (25 or 37 lbs each), folding tables (est. 25 to 30 lbs), gas containers for boat (5 gallon: 35 lbs), bags of deicer (40 to 50 lbs), portable canopies (typically 10 feet x 10 feet: 50-55 lbs), dock carts (65 lbs), dock boxes (60-70 lbs; with two-person lift: 70/2=35 lbs), boat batteries (smaller: 45 to 60 lbs; large batteries may weigh up to est. 150 lbs; with two-person lift: 150/2=75 lbs).
Carrying (up to 10 pounds)	F	Individual items or bags of garbage, cardboard boxes, supplies and equipment, 2-way radio or cellular device, keys, wood pulled from water, traffic cones (up to 3 cones), bilge pump (8 lbs) and bilge pump bag (power cord, hoses, etc.: 10 lbs), extension cords (50': est. 6 to 8 lbs), portable spill kit (5-7 lbs), floating booms or oil spill pads, automated external defibrillator ("AED") (5 lbs), bollards used to keep vehicles from entering specific areas on the Shilshole property (est. 10 lbs.), personal protective equipment, paperwork, and office supplies.



Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

Carrying (10 to 25 pounds)	O	Bags of garbage, handle of loaded dock cart, extension cords (100': est. 12 to 16 lbs), traffic delineators (base (10 lbs) with tall orange cylinder: 13 lbs), boxes of garbage bags and dog waste bags (15 pounds), gas containers for boat (2 gallon: 15 lbs), wood pulled from water, larger water pump (18 lbs), and bucket of sorbent material (20 lbs).
Carrying (25 to 75 pounds)	N/A	Vehicles and wheeled carts are available to move and transport heavier items.
Pushing/Pulling (Up to 10 pounds of force)	F	Cleaning/sweeping/scrubbing surfaces, using equipment and tools, gathering/restocking supplies, placing items in or removing items from vehicle, using opening/closing doors and cabinets, assisting with boat docking, pulling garbage from full dumpsters to move to other dumpsters, pulling boxes from recycle dumpster to break them down, pulling small pieces of wood in water towards dock using hook, setting up canopies and folding tables, maneuvering empty garbage and recycle wheeled totes (Bell Harbor), pulling weeds, and driving vehicles.
Pushing/Pulling (10 to 50 pounds of force)	S	Cleaning/sweeping/scrubbing surfaces, placing items in or removing items from truck, maneuvering loaded dock or wheeled cart, opening/closing doors on dumpsters, pulling garbage from full dumpsters to move to other dumpsters, launching boat from dock at Shilshole, setting up canopies, maneuvering partially full or full garbage and recycle wheeled totes (Bell Harbor), repositioning wheeled recycling dumpsters, and pulling large pieces of wood in water towards dock using hook.
Climbing Stairs	N/A-S	May encounter stairs while working. Both Shilshole and Bell Harbor have ramps down to the docks.
Bending at Waist	F	Many of the assigned tasks require bending at the waist.
Bending Neck	C	Most of the assigned tasks require neck movement.
Twisting at Waist	S	Getting into/out of vehicles, and while performing general cleaning duties. Catching ropes. Twisting can be mitigated by worker moving feet while performing assigned tasks.
Crouching/Kneeling	S	Working at or below waist level.
Crawling	N/A	
Stooping	N/A-S	Getting into/out of vehicles, and potentially while performing general cleaning duties.
Reaching (floor to waist)	O	Picking up items from the ground, reaching into dock boxes, putting out traffic cones, setting up pumps, placing absorbent pads or sorbents on spills, using bollard puller (assists with disconnecting bollards from magnetic bases), setting up folding tables, gathering items from or stocking items onto shelves, or in storage areas or vehicles, and installing and uninstalling dinghy racks. Working at desk in office, gathering printouts, or adding paper to the printer/copier.



Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

Reaching (waist to shoulder)	F	Performing general cleaning duties, using boat hook and hand tools, using dock carts, refilling dog waste bag dispensers, driving vehicle or boat, riding electric scooter or bicycle, opening doors or gates, putting out traffic delineators, opening/closing dumpster doors, and setting up portable canopies. Gathering items from or stocking items onto shelves, or in storage areas or vehicles. Using computer mouse, making copies, answering phone, accessing items on desk, and catching ropes.
Reaching (over shoulder)	S-O	Reaching over the shoulder would depend on assigned tasks. Performing general cleaning duties, opening/closing dumpster doors, setting up portable canopies, gathering or stocking items stored over shoulder level, and accessing reference materials stored overhead in office.
Handling/Grasping	F	30 % Pinch Grasp 70 % Whole Hand Grasp
Fine Finger Manipulation	O	Using various switches and controls while driving vehicle and boats or using equipment, using phone or 2-way radio, using keys to start vehicles/boats and using key card to access secure areas.
Driving	S-O or N/A	Due to the size of the Shilshole facility, Specialists drive vehicles to reach work areas and transport items to work sites. Driving may be up to 1 hour on the day shift, and up to 2 hours on the swing shift. At Shilshole, Specialists may also drive a boat. While assigned to Bell Harbor, Specialists do not operate vehicles or boats.
Foot Controls	S-O or N/A	While driving.
Balancing	N/A-S	Getting into/out of boat, and working from boat. If a Specialist chooses to ride an electric scooter or a bicycle, or use the 2-step stepstool in the Shilshole office.
Repetitive Motion	N/A	Variety of assigned tasks eliminates repetitive motion.
Talking	F	Communicating with co-workers, supervisors, customers, and the public.
Hearing	C	Communicating with co-workers, supervisors, customers, and the public. Listening for hazards, phone calls, and radio traffic.
Seeing	C	With or without correction. Use of peripheral vision, depth perception, and near vision.
Writing	S	Taking notes.
Keyboarding	O	Logging work performed on a daily basis, researching items, and creating and responding to electronic mail.
Normal Job Site Hazards	C	Limited while working in office environment. When not in the office, slippery/wet walking surfaces/docks, working near water, and exposure to hazardous substances and fumes. While working at Shilshole, working around moving vehicles and machinery, and working from a boat.
Expected Environmental Conditions	C	Work is performed in a temperature-controlled office environment, and outdoors with exposure to outside weather conditions. Specialists are outside more often when staffed at Shilshole.



Bock Consulting

Claimant:
Claim #:
July 6, 2020
Page 12 of 13


Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

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: Dale Roberts (Harbor Operations Supervisor)

Completed by Vocational Provider Brice York, CDMS

Date July 6, 2020 Signature of Vocational Provider 



Bock Consulting

Claimant:
Claim #:
July 6, 2020
Page 13 of 13

Job Analysis: Harbor Operations Specialist – Port of Seattle
DOT # 329.677-010; 320.137-014; 238.362-014; 237.367-038.

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