



Bock Consulting

Job Analysis

	Passenger Assistance –		
	Rental Car Shuttle Bus –		
Job Title	<u>Light Duty</u>	Worker	_____
DOT Number	<u>237.367-018</u>	Claim Number	_____
Employer	<u>Port of Seattle</u>	Employer Phone	<u>(206) 787-3000</u>
Employer Contact	<u>Betty Zaloudek-Moore</u>	Date of Analysis	<u>January 27, 2023</u>

Light Duty, Temporary Job New Job 40 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) Maritime Division, and 3) Economic Development Division.

All rental car companies at SeaTac Airport operate from an off-site Rental Car Facility. Dedicated buses shuttle passengers between the airport terminal and the Rental Car Facility. There are two passenger pick-up locations at the main terminal (north and south ends of baggage claim), and a pick-up area at the Rental Car Facility.

This job analysis is for a light-duty, temporary Passenger Assistance position. The primary responsibilities in the Passenger Assistance position are to:

- Monitor rental car shuttle bus loading areas to identify passengers in need of assistance. Work location could be at the airport terminal or Rental Car Facility. Note: Worker can ride bus between the two locations depending on passenger demand.
- Provide customer service to passengers by explaining where they can get into line for the car rental shuttle bus, and direct them to the line/queue. NOTE: A worker in this position is instructed not to assist with luggage.





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- Answer passengers' questions regarding the rental car shuttle bus. Answer other questions and provide additional directions as needed.
- Reposition stanchions forming shuttle bus pick-up line/queue. Reconnect retractable belt between stanchions as needed.

Skills and Abilities:

- Ability to provide excellent customer service and communicate clearly with passengers.
- Knowledge of Rental Car Facility and shuttle bus operations.
- Ability to deal with the public in a professional and courteous manner.
- Ability to work independently without constant direct supervision, but also within a team as required.
- Be able and willing to comply with all work rules, and safety requirements.



Machinery, Tools, Equipment, Personal Protective Equipment:

- Safety vest.
- Stanchions with retractable belts.
- 2-way radio.
- Small passenger vehicle/car.
- Windows-based computer and accessories.

Education / Training:

On the job.

Per the Dictionary of Occupational Titles (DOT): 237.367-018 Information Clerk

Specific Vocational Preparation (SVP): 2 (30 days or less)



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Claimant:
Claim #:
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PHYSICAL DEMANDS

NOTE: Due to the light-duty, temporary nature of the Passenger Assistance position, modifications can be made to the physical demands of the position to accommodate specific limitations.

N/A: Not Applicable
S: Seldom (1-10% of the time)
O: Occasional (10-30% of the time)
STRENGTH: Sedentary Light Medium Heavy Very Heavy
F: Frequent (30%-70% of the time)
C: Constant (Over 70% of the time)
WNL: Within Normal Limits (talking, hearing, etc.)

	Frequency	Comments
Sitting	S	Worker may sit periodically if needed.
Standing	F	Interchange with Walking.
Walking	F	Interchange with Standing
Lifting (up to 1 pounds)	S	Safety vest and 2-way radio.
Carrying (up to 1 pounds)	S	Safety vest and 2-way radio.
Pushing/Pulling (5 pounds)	N/A-S	Potentially if tipping/rolling a stanchion. Pulling belt between stanchions.
Reaching - Below waist	O	Pointing to locations and directing passengers. May use either right or left upper extremity to complete task.
Reaching - Waist to shoulder	F	Pointing to locations and directing passengers. May use either right or left upper extremity to complete task. Potentially if repositioning a stanchion. Pulling belt between stanchions.
Reaching - Above shoulder	S	Pointing to locations and directing passengers. May use either right or left upper extremity to complete task.
Bending Neck	O	Interacting with passengers.
Twisting Neck	O	Interacting with passengers. Twisting of neck can be mitigated my moving feet while working.
Climbing Stairs	N/A-S	Potentially if climbing onto bus to ride between work locations.
Bending at Waist	S	Interacting with passengers.
Twisting at Waist	S	Twisting at waist can be mitigated my moving feet while working.
Handling/Grasping	S	20 % Pinch Grasp 80 % Whole Hand Grasp
Fine Finger Manipulation	N/A-S	Potentially if using 2-way radio.
Keyboarding	S	Logging in at beginning and end of shift. Creating and responding to emails at beginning and end of shift.
Driving/Foot Controls	N/A-S	Potentially if driving small passenger vehicle/car to work locations. Note: Driving can be eliminated by having another individual drop the worker off at the work location.
Talking	C	Interacting with passengers.
Hearing	C	Listening for and interacting with passengers. Listening for hazards. Potentially listening for radio traffic.
Seeing/Vision	C	Identifying and interacting with passengers.



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Normal Job Site Hazards	C	Moving passengers and luggage carts, exposure to fumes and exhaust, wet/slippery surfaces, and potentially if driving a vehicle, typical hazards of driving.
Expected Environmental Conditions	C	Worker is exposed to external weather conditions throughout a shift. Although working outside, the work is performed under cover.

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: Betty Zaloudek-Moore

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

Date January 27, 2023 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