



**Disability Services  
Safety and Claims Management**  
Department of Executive Services  
Human Resources Division  
500 4<sup>th</sup> Avenue, Room 500  
Seattle, WA 98104  
(206) 477-3350  
(206) 296-0514 FAX

Employee :

Claim # :

## JOB ANALYSIS

Job Title:	Dispatcher-Security Officer		
Department:	Executive Services	Division:	Facilities Maintenance
DOT Title:	Dispatcher, Security Guard	DOT #:	372.167-010
SVP:	6	Requestor:	Teresa Fager
Worksite Address:	500 4 <sup>th</sup> Ave, Suite 800 Seattle, WA 98104	Office Contact Name/ Phone/ Email:	Collin Sanders 206-450-1261 collin.sanders@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS		Analysis Date: 10/17/17
Update Analyst:			Update Date:

☒ On-Site    ☐ Interview    ☐ Representative

### ESSENTIAL FUNCTIONS ACCORDING TO THE EMPLOYER:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

#### Job Specific Requirements:

Monitoring cameras, CCTV and intrusion alarm systems and dispatching appropriate personnel, via radio and phone, to incidents from local and remote King County sites. The Security Officer - Dispatch works independently in monitoring over 200 cameras in multiple County facilities and city jurisdictions. Dispatchers direct security officers and dispatch court protection deputies and various protection, fire and medical agency personnel and county maintenance staff for emergency repairs. The Security Officer - Dispatch may perform the duties of a Security Officer. This classification is distinguished from the Security Officer Lead classification in that Lead Security Officers have on-going responsibility for a group of employees with the delegated authority to direct the work of subordinates in their daily job assignments. Incumbents in the Dispatcher classification only direct Security Officers during incidents.

#### Essential Functions

1. Monitor and operate duress, fire, CCTV and intrusion alarms systems; scan monitors for various incidents and situations; receive and respond to after-hours emergency requests for repairs to County facilities.
2. Determine and dispatch appropriate personnel to handle incidents and situations; direct security guards.
3. Perform Security Officer Duties as needed. See Security Officer Job Analysis.

### EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Graduation from a state-certified law enforcement or public safety academy and the ability to communicate clearly both orally and in writing. Knowledge of police defensive tactics and use of force, criminal and civil legal protections for persons and property. Computer experience with a variety of programs and applications is beneficial. At the time of appointment, the applicant must possess a valid Washington State driver's license or the ability to travel throughout King County in a timely manner using a variety of County vehicles. Applicants who possess the most competitive background will undergo a thorough background investigation and the selected candidate must pass a physical examination. Ability to address confrontational situations with verbal restraint and physical force if necessary. Upon hire the employee must successfully complete first aid and CPR training. Security Officers must be able to be on duty with radio while on breaks and meals.



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### Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Two-way radio, two-way radio base station, multiple monitors, money bag, closed circuit television (CCTV), copy machine, x-ray machine, digital video recorder, video alarm recorders, flashlight, pen and pencil, barricades, magnetometers, metal detector wand, stanchions and a County vehicle with an automatic transmission. Pepper spray, wooden baton, computer, life pack, and a first aid kit.

## PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input checked="" type="checkbox"/> Light	<input type="checkbox"/> Part-time
<b>O</b> = Occasional (11-33%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
<b>F</b> = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	Hours Per Day
<b>C</b> = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	Days Per Week
		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

### Work Pattern (continued)

Security is provided 365 days a year, and covers 16-hour to 24-hour time periods depending upon the needs of the building.

Job Demand	Frequency and Weight (lbs)					Activity Description
	N	S	O	F	C	
<b>Lifting</b> floor – waist		1-15				Up to 30 sec./time, 5 min. total with weights of 1-15 pounds while manipulating lost and found bins, 2-way radio (1 lbs.) and flashlight.
<b>Lifting</b> waist–shoulder		1-15				Up to 30 sec./time, 5 min. total with weights of 1-15 pounds while manipulating lost and found bins, 2-way radio (1 lbs.) and flashlight.
<b>Lifting</b> above shoulder		1-15				Up to 5 sec./time, 2 min total while placing/removing books off of upper shelf and equipment in upper bins.
<b>Carry</b> (Distance/Surface)		1-15				Up to 30'/time, 2 min total with weights of 1-15 pounds while carrying a two-way radio and lost and found items.
<b>Pushing/Pulling</b> (Distance/Surface)		1-10				Up to 10 sec./time with a force of up to 10 lbs., up to 5 minutes total while opening and closing doors, manipulating lost and found items.
Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X*	Up to 2 hrs./time, 7 hrs. total in a work shift while dispatching. *Can sit or stand as needed on most occasions.
Standing			X*			Up to 1 min./time, 2 min. total while inspecting lost and found items. *The employee can sit or stand as needed on most occasions.
Walking			X			Up to 30'/time, 2 min total while traversing within office area.
Perform Work on Ladders		X				



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	N	S	O	F	C	
Climbing	X					
Balancing	X					
Stooping / Bending		X				On flat cement, linoleum and carpeted surfaces for up to 5 sec./time, 1 min. total while inspecting lost and found items as well as utilizing drawers and doors. *Can alt. with squat/kneel as needed.
Twisting at Neck				X		Up to 5 min./time, 4 hrs. total while viewing security monitors.
Twisting at Waist	X					
Squatting / Kneeling		X				On flat cement, linoleum and carpeted surfaces for up to 5 sec./time, 1 min. total while inspecting lost and found items as well as utilizing drawers and doors. *Can alt. between bend/stoop as needed.
Crawling	X					
Reach waist to shoulder				X		Up to 10 min./time, 4 hrs. total while pressing base station mic button and performing computer duties (log entries, composing reports, control access control, control cameras).
Reach above shoulder		X				Up to 10 sec./time, 2 min. total while accessing items on upper shelves and in upper bins.
Reach below waist		X				Up to 10 sec./time 1 min. total while accessing low drawers and bins.
Keyboarding				X		Up to 10 min./time, 4 hrs. total while pressing base station mic button and performing computer duties (log entries, composing reports, access control, control cameras).
Wrist Flexion/Extension	X					
Handle/Grasp					X	Up to 5 min./time, 6 hrs. total with weights of 1 lb. while using a hand-held 2-way radio.
Forceful Grasp	X					
Fine Finger Manipulation					X	Up to 2 hrs./time, 8 hrs. while pressing base station mic button, performing computer duties (log entries, composing reports, control access control, control cameras), writing and manipulating documents.
Hand Controls				X		Up to 25 min./time, 4 hrs. total while using a computer to control security cameras and access control.
Foot Controls	X					
Repetitive Motion	X					Body Part: <span style="border: 1px solid black; display: inline-block; width: 150px; height: 1.2em; vertical-align: middle;"></span> Cycles/hr: <span style="border: 1px solid black; display: inline-block; width: 50px; height: 1.2em; vertical-align: middle;"></span>
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking					X	Up to 5 min./time, 6 hrs. total while dispatching, answering telephone and conversing with co-workers.
Hearing					X	Up to 2.5 hrs./time, 9 hrs. total while listening for potential hazards, alarms, radio communication and answering the telephone.
Visual – Near Acuity					X	Computer and security monitors.
Visual – Far Acuity	X				X	



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	N	S	O	F	C	
Visual – Depth Perception	X					
Visual – Color Discrimination					X	Reviewing security monitors, identifying and maintaining physical descriptions.
Visual – Accommodation	X					
Visual – Field of Vision						Viewing multiple monitors.
Exposure to Weather	X					
Extreme Cold	X					
Extreme Hot	X					
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts	X					Driving, being around vehicles when working in downtown area.
Exposure to Explosives	X					Firearm, flares.
Atmospheric Conditions	X					Pepper spray, dust, exhaust fumes, pressure washer mists.
Exposed Heights	X					Ladders, loading docks.
Exposure to Electricity	X					Electrical rooms.
Exposure to Toxic / Caustic Chemicals	X					Cleaning supplies.
Exposure to Radiation	X			X		X-ray machine
Noise Intensity	<input type="checkbox"/> Very Quiet <input type="checkbox"/> Quiet <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud					On a very rare occasion a fire alarm. There is a siren in the dispatch center.
Other:						

**Analyst's Comments:**

**Possible Employer Modifications:**

**Update Comments (if applicable):**



**King County**

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**Note:** The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. 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.

**Analyst:**

**Update (if applicable):**

10/20/17

Vocational Consultant

Date

Vocational Consultant

Date

**Employer Verification:**

**Employee Verification:** (optional)

Name

Date

Name

Date



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### MEDICAL PROVIDER:

- ☐ I agree that the employee can perform the physical activities described in this job analysis and can return to work. Date employee is released to return to work if different from today's date: \_\_\_\_\_
- ☐ I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a ☐ permanent basis or ☐ temporary basis.
- ☐ The employee **temporarily** cannot perform this job based on the following physical limitations:

Anticipated release date: \_\_\_\_\_

Treatment plan: \_\_\_\_\_

- ☐ The employee is **permanently** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

### Comments:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

- ☐ Attending Physician    ☐ Consulting Physician    ☐ Pain Program Physician
- ☐ IME Physican    ☐ PCE Therapist    ☐ OT / PT Therapist    ☐ PEP Physician