



King County

**Disability Services
Safety and Claims Management**
Department of Executive Services
Human Resources Management Division
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JOB ANALYSIS

Job Title:	Marine Information Agent	DOT Title:	Ticket Taker, Ferryboat
SVP:	2	DOT #:	911.677-010
Location of Analysis:	Pier 50, Seattle, WA	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Troika Braswell
Presenting VRC:		Employer Contact:	Chad Wiesenfeld
Date Analysis Completed:	12/4/19	Supervisor Contact Information	Phone: 206-477-6697 E-mail: chad.wiesenfeld@kingcounty.gov

On-Site Interview Representative

JOB DUTIES:

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.

The Marine Information Agent is a safety sensitive position with responsibilities for providing information and resources to customers and the general public regarding passenger-only ferry services at the Pier 50 terminal in downtown Seattle. This terminal serves as a regional hub for King and Kitsap County passenger only ferry which connects downtown Seattle with Vashon Island and West Seattle. The Pier 50 terminal also hosts the Kitsap County Fast Ferries which connect downtown Seattle with Bremerton and Kingston.

King County is contracted to supply shore side information agent support for the Kitsap Fast Ferry program.

Advise customers regarding ferry policies and special services; provide information on the use and purchase of county and regional fare products; respond to public inquiries on a wide ranging topics related to ferry operations, transit connections, community information and points of interest; suggest transit options and connections to reach desired destinations.

1. Sort boarding passes and manage Kitsap Counties reservation system.
2. Replenish fare media stock in ticket vending machines at various terminal locations and perform routine hardware and software maintenance including battery and computer board change-outs.
3. Prepare, maintain and replenish information and brochure displays; assist with routine and special event public outreach activities; assist with onsite coordination of passenger controls and information sharing with other co-located ferry operators (Kitsap Fast Ferries and Washington State Ferries); provide administrative support associated with ferry information function including responding to requests for brochures and schedules.
4. Conduct initial intake of customer complaints or commendations and record in database; draft written



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responses or otherwise convey to customers the complaint resolution process; provide customer feedback to management on ferry services.

5. Respond to lost article notifications and inquiries; attempt to locate lost articles through appropriate staff; warehouse, classify, and record found articles; notify and instruct owners on procedures to claim recovered items.
6. Follow safety and security procedures in accordance with King County policies; contact law enforcement or other appropriate first-responders when directed or circumstances dictate; convey incident information and facilitate response efforts.
7. Assist during emergencies that may include evacuations, emergency closures, and accident/incident responses and investigations.
8. Enter passenger counts, revenues, payment types, inquiries received, customer service calls and related information into spreadsheets, databases and tracking systems; prepare routine and ad hoc summaries and statistics on information maintained.
9. Serve as point of contact for armored car service vendor collecting fare revenues; comply with and facilitate adherence to appropriate revenue control protocols; report revenue in accordance with rate schedules, revenue control procedures and County financial management guidelines.
10. Perform housekeeping duties at the Pier 50 facility, float, and public walkway that include but are not be limited to; cleaning employee restroom, mopping floors, washing windows, picking up trash, emptying garbage bins, power washing, removing stains, graffiti, chewing gum, and excrement.
11. Perform other duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

MINIMUM QUALIFICATIONS:

- Knowledge of customer relations techniques, customer service etiquette, and ability to work with a diverse group of individuals including elderly, disabled and persons of protected classes.
- Knowledge of ferry operations and services as well as other transit services available throughout King County.
- Skill in communicating with persons whom English is a second language in a tactful, diplomatic and sensitive manner.
- Skill in Communication.
- Skill in establishing and maintaining effective working relationships.
- Skill in conflict resolution, problem solving, self-control, and identifying circumstances that require assistance.
- Skill in handling stressful situations; angry person, fire, person in the water, etc.
- Skill in communicating emergency circumstances, requesting appropriate assistance and responding to emergency situations in a calm, direct and expeditious manner
- Skill in the operation of VHF radios and communication equipment.
- Skill in the use of personal computers, word processing and database management software.

NECESSARY SPECIAL QUALIFICATIONS:

- A valid United States Coast Guard (USCG) Merchant Mariner's Document (MMD) or Merchant Mariner's Credential (MMC) rated as an Ordinary Seaman (OS) and possession of a valid Transportation Worker's Identification Card issued by the Transportation Security Administration (TSA).
- May be required to work a split shift
- Ability to lift and carry items weighing up to 50 pounds.
- Applicants for this position are required to undergo drug testing prior to employment and subsequent to commencement of employment; will also be subject to random, post-accident,



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reasonable suspicion, return to duty, and to follow-up drug and alcohol testing in compliance with Federal DOT alcohol and controlled substance testing program protocols.

- Additional licenses, certifications and other requirements determined necessary to meet the business needs of the employing unit may be required.

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

Cart, counter, ramps, fare box, vaults, mullions, computer, tickets, orca cards, Portable Fare Transaction Processor (PFTP), ticket vending machine, broom/dustpan, brochures, office supplies, cases of paper products, pressure washer, lost and found items.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
N = Never	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
S = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input checked="" type="checkbox"/> Part-time
O = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input checked="" type="checkbox"/> Medium	<input checked="" type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	* Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	* Days Per Week

This is classified as a MEDIUM job by the US Department of Labor.

Marine Information Agents receive two consecutive days off each week, which remain the same throughout the bid season. Hours vary depending on the bid schedule, but range from 4 to 10 hours per day, with start times as early as 5:00 a.m. and finish times as late as 11:30 p.m. Schedules are re-bid twice a year. There are multiple schedules associated with this position. There are full time, part time and term limited temporary positions. Some schedules may vary in accordance with season or special events in the downtown area.

PHYSICAL DEMANDS	FREQUENCY						ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C	
Sitting				X			Up to 20 min./time up to 1.5 hrs./day while performing computer duties (passenger counts, revenues, payment types, etc.). Can sit in ticket booth as well.
Standing					X		Up to 20 min./time up to 4 hrs./day while providing customer service, ticket sales, and adding paper to ticket machine.
Walking					X		Up to 15 min./time up to 5 hrs./day while traversing solid (800') and floating dock/ramp (250'), sweeping, taking trash to dumpster (1000'). Walking can be performed on a floating dock as well as a passenger ferry that are swaying due to waves; some areas do not have railings so there are exposed heights on edges of docks and vessels.



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	N	S	O	F	C		
Lifting floor – waist		21-30	1-20		1-2		Continuously has a two way radio or cell phone (1-2 lbs.).
						lbs.	Up to .2 min./time, 1 hr. total with 1-10 lbs. for office materials, vaults and brochures; 20 lbs. for stanchion (20 lbs.) and fare box (10-15 lbs.); Up to 20 sec./time, 10 min total with 30-40 lbs. for office supplies and trash bags.
Lifting waist–shoulder		21-30	1-20		1-2		Continuously has a two way radio or cell phone (1-2 lbs.).
						lbs.	Up to .2 min./time, 1 hr. total with 1-10 lbs. for office materials, vaults and brochures; 20 lbs. for stanchion (20 lbs.) and fare box (10-15 lbs.); Up to 20 sec./time, 10 min total with 30-40 lbs. for office supplies and trash bags.
Lifting above shoulder		1-10					Up to 5 sec./time, 30 sec. total with 1-10lbs for office materials, vaults, PFTP and brochures.
						lbs.	
Carry (Dist.)		15'	300'		1000'		Continuously with a cell phone or radio (1-2 lbs.).
		15-30	1-10		1-2	lbs.	Up to 15 min./time, 2 hrs./day of 1-10 lbs. for office materials, vaults, sweeper, PFTP (handheld scanning device) and brochures. 15-30 lbs. when putting trash in to large compactor up to 20 min./day.
Pushing/ Pulling		1000'	800'			Minimal	Up to 1000' when taking cart loaded with trash to the compactor; moving pressure washer on dock. 1-2 lbs. while sweeping. 15 lbs. of force using a hand truck to transport supplies. May assist persons in wheelchairs.
		16-40	1-15			lbs. force	



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	N	S	O	F	C	
Climbing		X				Up to 5 steps for trash bags in to a dumpster and up to 4-5 steps on a ladder in the supply room.
Balancing		X				Up to 5 min./time, 30 min. total while traversing a floating dock and ramp/span/bridge.
Stooping / Bending		X				Up to 2 min./time up to 30 min./day while stocking supplies on low shelves, loading/unloading trash on cart.
Twisting*		X				Up to 2 min./time up to 30 min./day while stocking supplies on low shelves, loading/unloading trash on cart.
Squatting / Kneeling		X				Up to 2 min./time up to 30 min./day while stocking supplies on low shelves, loading/unloading trash on flatbed cart.
Crawling	X					
Foot Controls	X					
Reaching (Level)	Forward			X		Up to 20 min./time up to 4 hrs./day while performing computer duties (passenger counts, revenues, payment types, etc.) as well as manipulating trash bags, vaults, fare box, pressure washer, hoses, flatbed cart, supplies, etc.
	Below Waist		X			Up to 2 min./time up to 45 min./day while stocking supplies on low shelves, loading/unloading trash on flatbed cart.
	Above Shoulder		X			Up to 2 min./time up to 45 min./day while stocking supplies on upper shelves, loading/unloading trash on flatbed cart.
Handle/Grasp			X			Up to 1 hr./time up to 2.5 hrs./day when pressure washing as well as when manipulating trash bags, PFTP, hoses, vaults, cart, fare box, sweeper and mullions.
Fine Finger Manipulation			X			Up to 15 min./time up to 2 hrs./day when performing computer duties and assisting customers with fare machines; manipulating documents, two way radio, hand held scanner, boarding cards, brochures.
Hand Controls			X			Up to 2 min./time up to 2 hrs. day when operating the computer mouse, cell phone, two way radio and hand scanner.
Repetitive Motion	X					Body part: Cycles/hr.
Vibratory Tasks			X			When operating the pressure washer for up to 1 hr./time for up to 2.5hrs/day.
Talking					X	Interacting with coworkers and providing customer service to the general public.
Hearing					X	Interacting with coworkers and providing customer service to the general public.



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Visual:

Uses a computer. Interacts with the general public which may include agitated or intoxicated persons. Traverses floating docks and vessels with exposed heights around water's edge.

ENVIRONMENTAL CONDITIONS	FREQUENCY						ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C			N	S	O	F	C
Exposure to Weather				X			Noise Intensity			X		
Extreme Cold			X				Atmospheric Conditions			X		
Extreme Hot			X				Exposed Heights			X		
Wet and / or Humidity			X				Exposure to Electricity	X				
Proximity to Moving Mechanical Parts			X				Exposure to Toxic / Caustic Chemicals		X			
Exposure to Explosives	X						Exposure to Radiation		X			

Other: Work can be performed on a floating dock or vessel which may include metal or metal grating as well as moving, slick, oily or wet surfaces. Inclement weather can produce cold, wet and/or icy conditions. The employee also seldom works around unprotected heights on a floating dock and vessel and has the potential to fall overboard if balance is not maintained.

Analyst's Comments:

It is noted that the employee may be required to perform the duties of a Deckhand in emergency situations.

Possible Employer Modifications:

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:

Vocational Consultant

12/31/19

Date

Presenting VRC signature:

Vocational Consultant

Date

Employer Verification:

Name

12/31/19

Date

Employee Verification: (optional)

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.

State 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 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

- | | | |
|--|---|---|
| <input type="checkbox"/> Attending Physician | <input type="checkbox"/> Consulting Physician | <input type="checkbox"/> Pain Program Physician |
| <input type="checkbox"/> IME Physican | <input type="checkbox"/> PCE Therapist | <input type="checkbox"/> OT / PT Therapist |
| <input type="checkbox"/> PEP Physician | | |