



**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:	Transit Communications Coordinator (with cognitive addendum)		
Department:	Transportation	Division:	Transit
DOT Title:	Supervisor	DOT #:	184.163-010
SVP:	7	Requestor:	Diana Wurn
Worksite Address:	1263 6 <sup>th</sup> South Seattle, WA 98134	Office Contact Name/ Phone/ Email:	Jeff Wamsley 206-477-1802 jeff.wamsley@kingcounty.gov
Original Analyst:	Kyle Pletz, BA, BA, VRC, CDMS		Analysis Date: 8/27/20
Update Analyst:			Update Date:

☒ On-Site    ☐ Interview    ☐ Representative

### JOB DUTIES:

This is one of four classifications (Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor and Transit Instructor) that comprise First Line Supervisor work for the Transit Operations. Work involves assessing emergency situations and operational problems to determine and implement appropriate, practical and immediate responses. Work includes operating two-way computer data radio system, telephone and electronic coach tracking systems, and requesting and coordinating assistance of appropriate internal and external staff and response agencies. Work requires concentration and the ability to handle multiple incidents professionally in stressful situations. Work also requires compliance with all applicable federally mandated safety-sensitive requirements. Incumbents may rotate assignments among other first line supervisory classifications in compliance with established procedures and negotiated agreements.

Service is monitored using computer dispatching tools, text messages, etc. Executes computer aided service restoration measures. This position takes actions to mitigate disruptions or delays in service. Communications Coordinators mitigate schedule delays, power outages, reroutes, special event routing and similar special circumstances.

Communications Coordinators facilitate immediate response to Transit emergencies and public emergencies that may potentially disrupt scheduled Transit services. Examples include, but are not limited to illness of passenger, assault of passenger or Operator, passenger disruptive behavior as well as motor vehicle accidents on Transit routes that result in traffic disruptions. The Coordinator maintains contact with Operators, police, security, mechanical service personnel and other agencies to solve Transit problems and return normal service to the community. The Coordinator receives and responds to 3 levels of calls in order of severity: Normal/regular calls (typically vehicle malfunctions), priority calls and emergency calls. Calls may be triaged with coworkers, assessed for severity and the determination of action. The Coordinator is responsible for the dissemination of information to internal staff.



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### 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:

1. Operate computer data radio and vehicle location systems to coordinate, monitor and actively manage transit operations.
2. Respond to emergency alarms and direct service supervisor, police, fire, safety officers and media relations to the scene of emergency or problem areas.
3. Provide Transit Operators information on response actions and protocols as well as routine operating regulations/procedures, fares, transfers and schedules.
4. Maintain accurate record automated information of all activities on the shift.
5. Maintain familiarity with service routes and schedules to coordinate necessary actions regarding schedule delays, power outages, reroutes, special event routing and similar special circumstances.

Produce and disseminate information (via phone, multiple computer software systems, text, radio, etc.) regarding situations to internal (such as Transit Operators and Managers) and external parties (17 different jurisdictions including Washington State Patrol, City of Seattle, etc.).

### EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Knowledge of all transit operations and transit vehicle operating policies and procedures
- Knowledge of transit routes and schedules
- Knowledge of base procedures, vehicle maintenance, facilities and power distribution operation and support guidelines
- Knowledge of City, County and Transit Department disaster preparedness, notification and emergency operations and procedures
- Knowledge of jurisdictional boundaries and appropriate law enforcement agencies, fire districts and related first responders
- Knowledge of applicable federally mandated safety-sensitive requirements and security procedures and protocols
- Knowledge of and skill in the use of all applicable vehicle locator, communications and automated applications and systems
- Communication skills
- Customer service skills
- Critical thinking skills



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- Computer skills
- Skill in handling multiple competing priorities
- Skill in handling stressful situations effectively
- Skill in monitoring and coordinating the response of Transit Operators
- Skill in decision making that affects the safety and security of customers and employees, and transit operations
- Skill in basic mathematics
- Skill in working with a variety of individuals from diverse backgrounds
- Skill in establishing and maintaining effective working relationships

### NECESSARY SPECIAL QUALIFICATIONS:

Washington State Driver License

Must pass a post-offer, pre-employment physical examination

Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S. Department of Transportation, 49 CFR Parts 40 and 655

Willingness and availability to work different shifts on weekdays, nights, weekends and holidays

Work requires mandatory overtime during adverse weather conditions and disasters that require activation of the Emergency Operations Center or Transit Department Operations Center.

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

Telephone, smart phone/tablet, laptop, computer, keyboard, two-way radio, computer assisted dispatch software, automated vehicle location software, headset, non- revenue vehicle, fax machine, copy machine, scanner, sit/stand workstation.

## PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input 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
<b>Work Pattern (continued)</b>		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

\*Positions require coverage 24/7 and hours vary. Some positions have 8 hour shifts; others are 9 or 10 hours in length. Employees bid for shifts semi-annually based on seniority. Examples of shifts: Eight hour shifts are normally 5:00am-1:00pm, 1:00pm-9:00pm and 9:00pm-5:00am. Split shifts are normally 6:30am-9:30am and 1:30pm-6:30pm, 7:00am-10:00am and 2:00pm-7:00pm. It is expected that employees have the ability to perform any/all shifts as needed.



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Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
<b>Lifting</b> floor – waist		1-5				Up to 10 sec./time up to 1-5 min. total while manipulating reference materials such as binders.
<b>Lifting</b> waist–shoulder		1-5				Up to 10 sec./time up to 1-5 min. total while manipulating reference materials such as binders.
<b>Lifting</b> above shoulder		1-5				Up to 5 sec./time up to 1 min. total while manipulating reference materials such as binders.
<b>Carry</b> (Distance/Surface)		1-5				Up to 1 min./time up to 30 min. total while transporting reference materials such as binders within office.
<b>Pushing/Pulling</b> (Distance/Surface)		1-15				Up to 10 sec./time, 5 min. total while utilizing drawers and doors.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X*	Up to 2-3 hrs./time up to 10 hrs. total while performing computer duties and talking on the telephone. <b>*Sit/stand workstation allows employee to sit and stand as needed.</b>
Standing		X*				Up to 3-5 min./time up to 45 min. total while performing computer duties and conversing with coworkers. <b>*Sit/stand workstation allows employee to sit and stand as needed.</b>
Walking						Up to 1-2 min./time up to 45 min. total while traversing within facility to contact the Chief, communicate with peers, or access office equipment.
Perform Work on Ladders	X					
Climbing	X					
Balancing	X					
Stooping / Bending		X		X*		Up to 1 min./time up to 10 min. total while accessing low drawers and shelves. *Bends the neck up/down 1-2 min./time up to 5 hrs. total while viewing documents and performing computer duties.
Twisting at Neck			X			1-2 min./time up to 2.5 hrs. total while viewing multiple monitors.
Twisting at Waist	X					
Squatting / Kneeling	X					
Crawling	X					
Reach waist to shoulder				X		Up to 5 min./time up to 3-4 hrs. total while performing computer duties (2 keyboards and 2 mice), writing, utilizing telephone and operating transmit button on two-way radio.
Reach above shoulder		X				Up to 1 min./time up to 10 min. total while manipulating reference materials such as binders; writing on whiteboard



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	N	S	O	F	C	
Reach below waist		X				Up to 1 min./time up to 10 min. total while accessing low drawers and shelves.
Keyboarding				X		Up to 5 min./time up to 4 hrs. total.
Wrist Flexion/Extension		X				Up to 10 sec./time up to 1-5 min. total while manipulating reference materials such as binders.
Handle/Grasp			X			Up to 5 min./time up to 1 hr. total while manipulating telephone receiver and reference materials. A headset available for telephone usage.
Forceful Grasp	X					
Fine Finger Manipulation					X	Up to 5 min./time up to 6 hrs. total while typing, writing and operating the transmit button on a two-way radio.
Hand Controls					X	Up to 5 min./time up to 6 hrs. total while operating a computer mouse, driving a vehicle as well as operating transmit button on two-way radio. *Can alternate use of transmit button between hand and foot controls as needed.
Foot Controls					X	Up to 5 min./time up to 6 hrs. total while operating a vehicle and a foot pedal for radio transmit button. *Can alternate use of transmit button between hand and foot controls as needed.
Repetitive Motion				X		Body Part: Hands, feet Cycles/hr: 250+
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking					X	Up to 10 min./time up to 7 hrs. total while conversing with multiple parties via telephone, two-way radio and in person.
Hearing					X	Up to 10 min/time up to 7 hrs. total while conversing with multiple parties via telephone, two-way radio and in person. May have simultaneous sources of sound such as talking on the radio, telephone ringing and alternate radio transmitting information.
Visual – Near Acuity				X		Multiple computer monitors.
Visual – Far Acuity		X				Driving.
Visual – Depth Perception		X				Driving
Visual – Color Discrimination					X	Multiple monitors are utilized for multiple databases/software that have color coding.
Visual – Accommodation		X				Driving
Visual – Field of Vision		X				Driving
Exposure to Weather	X					
Extreme Cold	X					
Extreme Hot	X					
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts	X					
Exposure to Explosives	X					
Atmospheric Conditions	X					



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Exposed Heights	X					
Exposure to Electricity	X					
Exposure to Toxic / Caustic Chemicals	X					
Exposure to Radiation	X					
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud					Work is performed in an office environment, but may be exposed to large diesel (such as buses and trucks) vehicles when entering/exiting the facility.
Other:						

### COGNITIVE and BEHAVIORAL REQUIREMENTS

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

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

\*Positions require coverage 24/7 and hours vary. Some positions have 8 hour shifts; others are 9 or 10 hours in length. Employees bid for shifts semi-annually based on seniority. Examples of shifts: Eight hour shifts are normally 5:00am-1:00pm, 1:00pm-9:00pm and 9:00pm-5:00am. Split shifts are normally 6:30am-9:30am and 1:30pm-6:30pm, 7:00am-10:00am and 2:00pm-7:00pm. It is expected that employees have the ability to perform any/all shifts as needed.

COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Articulating and comprehending information in conversations					X	Telephonic or radio contact with Operators, emergency personnel, mechanics, etc. This may occur in a noisy environment with other auditory distractions such as multiple active conversations, radio traffic, and pressure of urgent situation in process such as armed assailant on bus or passenger victim in cardiac arrest.



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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Reading, comprehending, and using written materials					X	Reviewing manuals, route information, street closure and re-route notices as well as on-screen data (multiple monitors). This may occur in a noisy environment with other auditory distractions such as multiple active conversations, radio traffic, and pressure of urgent situation in process such as armed assailant on bus or passenger victim in cardiac arrest.
Understanding and solving problems involving math and using the results		X				Computing route times and setting up rendezvous for vehicle exchanges.
Using technology/instruments/tools & information systems					X	Using a computer (with multiple monitors) to obtain or enter information. Commonly utilizes a combination of two-way radio, dispatch software, telephone and computer log simultaneously.
Remembering spoken instructions				X		Utilizes two dimensional format while reading maps to monitor and track vehicles.
Remembering written instructions					X	Engaging in communications with Operators, mechanics, security, police, medical personnel and other Coordinators in emergency situations. The employee is often required to handle several situations simultaneously. This may occur in a noisy environment with other auditory distractions such as multiple active conversations, radio traffic, and pressure of urgent situation in process such as armed assailant on bus or passenger victim in cardiac arrest.
Remembering visual information				X		Utilizing maps and on-screen charts to plot routes and identify potential hazards. The employee also utilizes computer multiple monitors to track issues through completion, track multiple data points and visualize maps simultaneously.
Recalling information incidental to task at hand Memorizing facts or sequences				X	X	Remembering relevant policies and procedures along with route information, identities of involved parties, locations of incident, how to contact all needed parties etc.
Remembering simple instructions					X	Recalling basic troubleshooting procedures, relating information to others and disseminating appropriate information to coworkers and involved parties.
Remembering detailed instructions				X		Responding to emergency situations or large-scale weather issues (e.g. Snow storm). Accurate recall of instructions is critical in these situations.
Effectively learning and mastering information from classroom training		X				Occasional classroom training. When assuming a new bid-position there multiple weeks of training.





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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Effectively learning and mastering information from on-the-job training			X		X	Continuously during a multiple week on-the-job training and Occasionally thereafter. This also occurs when filling in for coworkers in their absence.
Learning from past directions, observations, and/or mistakes				X		Adapting old experiences and instructions to apply to new events. The Coordinator must be able to identify similarities and differences compared to prior events and properly apply prior knowledge effectively.
Using common sense in routine decision making				X		Responding to emergent situations and contacting appropriate assistive personnel (mechanics, security, medical, law enforcement, etc.). There are policies to follow, however there are situations that may not be directly covered by policy and common sense is paramount in resolving these situations appropriately.
Recognizing and anticipating potential hazards and taking precautions			X		X	Occasionally, except the few times per year where major weather difficulties could require continuously anticipation until the hazardous conditions are cleared. Occurs while directing traffic and rearranging schedules to account for hazardous road conditions and emergency road closures. The Coordinator's tasks vary greatly from day to day, situation to situation. The most difficult or intense situations may only occur occasionally, but appropriate response during those times is critical.
Thinking critically and making sound decisions					X	Analyzing problem situations and deciding on a plan to alleviate. This occurs during the entire work shift. Sound decision making is one of the most critical aspects of this job.
Integrating ideas and data for complex decisions				X		Dealing with complex emergency situations. Coordinators receive information from several sources, integrate all of that data and use it to make clear, reasonable and well-considered decisions.
Determining and following precise sequences				X		Responding to emergency situations, troubleshooting mechanical complaints and relaying route information to Operators.
Coordinating and compiling data and information				X	X	Frequently during regular duties and Continuously during weather emergencies, bomb threats and other extreme situations. The Coordinator's tasks vary greatly from day to day, situation to situation. The most difficult or intense situations may only occur occasionally, but appropriate response during those times is critical.
Performing repetitive or short-cycle work					X	Responding to and coordinating services during most calls.





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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Working under specific instructions					X	Following procedures for specific types of calls/incidents in accordance with King County policies and procedures.
Completing complex tasks					X	Responding to emergency situations. This is commonly performed when handling multiple things at the same time (two-way radio, telephone, computer, multiple parties etc.).
Directing, controlling, or planning for others as necessary for basic tasks					X	Dealing with both routine and emergency calls and coordination with service personnel, other Coordinators, local and Metro police, management, etc.
Multi-tasking				X		Handling two calls at the same time. Employees must recall sequence of action for each situation, recall where they were in each sequence and what the next appropriate step is for each situation.
Planning, prioritizing, and structuring daily activities				X		Duties vary drastically. The nature of this position is more responsive than it is proactive. Once a request for assistance has been received the Coordinator must plan a sequence of steps to solve the problem and continue to address the situation until it is resolved. In addition, some common traffic related situations may occur on a semi-regular basis and the Coordinator may be able to anticipate such patterns.
Maintaining predictable and reliable attendance					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation. Coordinators are similar to emergency responders in the criticality of their attendance.
Being punctual					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation. Coordinators are similar to emergency responders in the criticality of their attendance.
Taking rest periods at set times or only at times determined by breaks in job responsibilities					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation. Coordinators are similar to emergency responders in the criticality of their attendance.



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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Adjusting to a flexible schedule of work days and or shifts					X	Necessary for each work shift, 365 day per year to ensure 24/7 coverage. This may include working overtime during inclement weather or backfilling for other positions and assignments.
Receiving criticism and accepting limits appropriately		X				Taking instruction, troubleshooting errors and fine-tuning responses.
Maintaining emotional control and organization under increased stress					X	Interacting with many individuals, often in emergency situations, under adverse conditions for all parties involved. Coordinators must remain calm, professional and poised even when others are not.
Maintaining socially appropriate affect, temperament, and behavior					X	Interacting with many individuals, often in emergency situations, under adverse conditions for all parties involved. Coordinators must remain calm, professional and poised even when others are not.
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome			X			In order to adapt to emergent situations and maintain transportation service for the general public in the most efficient way possible.
Working independently and/or unsupervised				X		Performing regular duties. Coordinators are expected to perform their work with minimal, if any, supervision. Supervision is most commonly present in the event of significant emergencies.
Adapting to frequent interruptions, changes in priorities, or changes in work location				X		When emergency alarms or other calls of escalating importance are received. The worker does not change work locations.
Responding effectively to emergency situations			X			Responding to the most serious calls such as passenger with a medical emergency, assault on a passenger or Operator etc.. Approximately 20-25% of calls are considered emergent.

### Analyst's Comments:



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### Possible Employer Modifications:

### Update Comments (if applicable):

**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:** Kyle Pletz

**Update (if applicable):**

Mar 25, 2021

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

**Employer Verification:** Fred Olander

**Employee Verification:** (optional)

Mar 25, 2021

[Fred Olander \(Mar 25, 2021 12:43 PDT\)](#)

\_\_\_\_\_  
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









# KCJA Transit Communications Coordinator with cognitive addendum 3-24-21

Final Audit Report

2021-03-25

Created:	2021-03-24
By:	Kyle Pletz (kpletz@nim.vocmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAT1A-YUnidOWpHQDgopd_VOApDvmospjsj

## "KCJA Transit Communications Coordinator with cognitive addendum 3-24-21" History

-  Document created by Kyle Pletz (kpletz@nim.vocmail.com)  
2021-03-24 - 11:16:41 PM GMT- IP address: 98.237.192.29
-  Document emailed to Fred Olander (jeremy.sherman@kingcounty.gov) for signature  
2021-03-24 - 11:17:45 PM GMT
-  Email viewed by Fred Olander (jeremy.sherman@kingcounty.gov)  
2021-03-25 - 12:42:02 PM GMT- IP address: 198.49.222.20
-  Document e-signed by Fred Olander (jeremy.sherman@kingcounty.gov)  
Signature Date: 2021-03-25 - 7:43:50 PM GMT - Time Source: server- IP address: 198.49.222.20
-  Document emailed to Kyle Pletz (kpletz@nim.vocmail.com) for signature  
2021-03-25 - 7:43:52 PM GMT
-  Email viewed by Kyle Pletz (kpletz@nim.vocmail.com)  
2021-03-25 - 10:12:43 PM GMT- IP address: 98.237.192.29
-  Document e-signed by Kyle Pletz (kpletz@nim.vocmail.com)  
Signature Date: 2021-03-25 - 10:12:56 PM GMT - Time Source: server- IP address: 98.237.192.29
-  Agreement completed.  
2021-03-25 - 10:12:56 PM GMT