



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

Employee :

Claim # :

JOB ANALYSIS

Job Title:	Transit Pass Sales Representative		
Department:	Transit	Division:	Customer Communications and Services
DOT Title:	Ticket Seller	DOT #:	211.467-030
SVP:	2	Requestor:	Gennia Wellington-Cheatham
Worksite Address:	Primary location is 201 South Jackson, Seattle, WA but worker may be assigned to multiple other sites.	Office Contact Name/ Phone/ Email:	Robert Nedrow 206-477-1079 Robert.nedrow@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS		Analysis Date: 3/23/18
Update Analyst:			Update Date:

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES:

This job sells transportation passes and other fare media to the general public and area employers in-person, by telephone, mail order, on-line and at community events, using customized and Microsoft computer applications.

Pass Sales Representatives may be assigned shifts in the King Street Center, 201 S. Jackson St., Seattle, WA (Pioneer Square) or at a smaller satellite pass sales outlet in downtown Seattle near Westlake Center or mobile sales events throughout King County, as needed.

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:

- Sell transportation passes and other fare media using a computerized pass sales system.
- Provide pass and ORCA card program information. Respond to questions from the general public regarding the agency's transportation services, fares, fare policies, and pass options, including the ORCA program.
- Explain Regional Reduced Fare Permits, eligibility requirements, policies and fees; evaluate applications; issue permits to qualified applicants.
- Explain ORCA (One Regional Card for All) card program components/policies, sell and issue ORCA cards and products such as Puget Passes and e-purse.
- Prepare daily cash and sales reports.
- Prepare bank deposits.
- Prepare credit card sales transmissions.



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- Maintain an accurate inventory of pass supplies and sales. Reconcile inventory and cash drawer.
- Compile data for and prepare monthly accounting reports using Microsoft Word and Excel; prepare and issue correspondence using Microsoft Word.
- Maintain confidential records and information.
- Perform other tasks as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

MINIMUM QUALIFICATIONS:

Two years of clerical experience which includes using computers and providing customer service to the general public, **OR** equivalent combination of experience and education which provides the applicant with the skills, knowledge and abilities required to perform the work, are required. The applicant's background must demonstrate ability to deal tactfully with the public, use a computer accurately for data entry and retrieval, and handle cash accurately (including balancing a cash register drawer accurately).

Additional qualifications include:

- Excellent customer service, public and interpersonal relations skills in person and via telephone. This includes the ability to be courteous and patient with all customers, and to maintain professionalism while under stress and when dealing with difficult customers.
- Ability to follow oral and written instructions in English and to complete assigned tasks on schedule.
- Ability to read, learn and comprehend and clearly explain policies, procedures and information found on fare media, timetables and schedules. Skill in acquiring knowledge of specialized terminology
- Ability to multi-task and work in a fast-paced production oriented work environment.
- Ability to perform business-related arithmetic accurately for selling passes and reconciling cash drawers at the end of a shift.
- Skill in keyboarding with speed and accuracy; skill in using a personal computer to accurately and efficiently enter data and research multiple computer screens to retrieve information for customers via a keyboard.
- Excellent oral and written communication skills.
- Ability to work with a diverse group of individuals including elderly and disabled persons, in a tactful, diplomatic and sensitive manner, including individuals who may be angry and/or difficult.
- Good analytical, numerical and problem solving skills; strong attention to detail and accuracy.
- Ability to demonstrate reliable and punctual attendance.
- Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
- Ability to work effectively, both independently and as part of a team.
- Ability to receive instructions/feedback and coaching/counseling.
- Ability to interact cooperatively with others.

DESIRABLE QUALIFICATIONS:

- Experience interacting with customers in a high volume setting.
- Working knowledge of inventory and/or record keeping techniques.
- Cashiering experience.
- Fluency in one of King County's most frequently used languages other than English: Spanish, Vietnamese, Chinese, Korean, Russian, Somali, Ukrainian, Amharic and Punjabi – referred to as Tier 1 or Tier 2 languages in the County's Executive Order on Translation.

NECESSARY SPECIAL QUALIFICATIONS:

A valid Washington State Driver's License and an acceptable driving record are required. Out-of-state



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applicants must obtain their Washington license by hire date.

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

County vehicle, Portable CST (Customer Service Terminal), computer, laptop, credit cadr/processors/machines, coy machines, printers, card printers, cell phone, cards, pamphlets, advertising materials, stapler, cards, tape, tent, tables, chairs, sand bags, generators/portable battery packs, extension cords, boxes of marketing materials, display materials, van ramp, straps, point of sale incorporated to computer, touch screen, adding machine, staple remover, hole punch, scissors, pen/pencil, mail, letter openers, date stamps, stamps, mail bins, hand truck, carts, cash drawer, printers, telephone.

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 type="checkbox"/> Part-time
O = Occasional (11-33%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	8 Hours Per Day
C = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	5 Days Per Week
		FLSA Exempt <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Work Pattern (continued)

These positions are subject to Fair Labor Standards Act regulations and are therefore eligible for overtime pay if scheduled. Our Pass Sales Offices are open 8 hours per day, Monday through Friday, except major holidays. The typical start time is 8 a.m. but can vary based on scheduled mobile sales events during the week and weekends. Mobile sales events may occur after hours and on weekends, as needed. Full-time Transit Pass Sales Representatives work 8 ½ to 9 hour shifts, depending on length of unpaid lunch break, with two paid 15-minute breaks per day. Weekend and after hours availability is a requirement for this position.

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
Lifting floor – waist		60*	1-30			Up to 10 min./time, 2 hrs. total while manipulating van access ramp (25 lbs.), sand bags (30 lbs.), table (32 lbs.), chairs (6.5 lbs.), boxes of cards or brochures (10-15 lbs.), mail bins (25 lbs.), totes of promotional items (10-25 lbs.) and generator (30 lbs.). Up to 30 sec./time, 5 min total while setting up a tent (60 lbs.). <u>*This should be performed as a team lift.</u>



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Job Demand	Frequency and Weight (lbs.)					Activity Description
Lifting waist-shoulder		60*	1-30			Up to 10 min./time, 2 hrs. total while manipulating van access ramp (25 lbs.), sand bags (30 lbs.), table (32 lbs.), chairs (6.5 lbs.), boxes of cards or brochures (10-15 lbs.), mail bins (25 lbs.), totes of promotional items (10-25 lbs.) and generator (30 lbs.). Up to 30 sec./time, 5 min total while setting up a tent (60 lbs.). <u>*This should be performed as a team lift.</u>
Lifting above shoulder		1-5 30*				Up to 10 sec./time 2 min total while reaching for items on upper shelves (<5 lbs.). *Rarely employee sets up a tent which can require 30 lbs. when lifting one side 2x/shift maximum when performing outreach program duties.
Carry (Distance/Surface)		1-30				Up to 200 yards/time, 20 min. total on flat cement, tile and carpet as well as uneven ground grass, dirt gravel etc. with up to 30 lbs., while transporting advertising materials to outreach sites.
Pushing/Pulling (Distance/Surface)		1-30 60*				Up to 1-30 lbs. for up to 5 min./time, 2 hrs. total when loading/unloading van for outreach locations. Opening and closing doors and drawers (1-10 lbs.) up to 10 min./day. *Up to 200 yards at a time on flat cement, tile and carpet as well as uneven ground grass, dirt gravel etc. with a force of up to 60 lbs. for up to 20 min. total while transporting CST cart to/from outreach sites that can include areas such as parks, colleges etc.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X	Up to 1.5hrs/time, 6-7 hrs. bundling cards for sale, performing computer duties, driving, processing taxi scripts and Orca Add Value.
Standing				X*		Up to 30 min./time, 4 hrs. total while performing counter sales and portable CST machine. *The employee can alternate sit/stand as needed on most occasions. On a rare occasion the employee may need to stand up to 2 hrs./time at the portable CST selling cards at outreach locations.
Walking						Up to 5 min./time, 1-2 hrs total while traversing within the office, to/from the van, outreach locations, and other transit locations within the building. *On a rare occasion the employee may need to walk up to .5 mile with the portable CST selling cards at outreach locations.



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	N	S	O	F	C	
Perform Work on Ladders	X					
Climbing		X				Up to 7 stairs 2x/shift or a step stool on a rare occasion.
Balancing				X		Up to 2 hrs./time, 4 hrs. total on inclines, uneven surfaces and slick surfaces with the portable CST selling cards at outreach locations. One a rare occasion, the employee may need to balance for an entire shift. There are approximately 15 annual events, split between 12-18 employees.
Stooping / Bending		X				Up to 2 min./time, 10 min. total while securing and troubleshooting portable CST in the van as well as accessing lower shelves and drawers.
Twisting at Neck				X		Up to 1.5hrs./time, 4 hrs. total while securing and troubleshooting portable CST and driving. The employee may twist the neck while looking between customers and computer screens.
Twisting at Waist			X			Up to 20 min./time, 2 hrs. total while securing, loading, unloading and troubleshooting portable CST in the van. Loading and unloading outreach materials in the van.
Squatting / Kneeling		X				Up to 2 min./time, 10 min. total while securing and troubleshooting portable CST in the van as well as accessing lower shelves and drawers.
Crawling		X				Up to 2 min./time, 10 min. total while troubleshooting equipment at outreach events.
Reach waist to shoulder					X	Up to 1.5 hrs./time, 6 hrs. total while driving, processing payments, using portable CST machine, setting up/taking down station at outreach events.
Reach above shoulder		X				Up to 5 min./time, 30 min. total while setting up a tent and side wall panels at outreach locations as well as accessing upper shelves.
Reach below waist				X		Up to 2 min./time, 3 hrs. total while loading/unloading van, mail bins, boxes of cards, boxes of brochures, etc.
Keyboarding					X	Up to 5 min./time, 7 hrs. total while entering information in to computer, processing sales, processing taxi scripts and Orca Add Value
Wrist Flexion/Extension			X			Up to 2 min./time, 2hrs, total while manipulating cards, loading/unloading van, securing portable CST
Handle/Grasp			X			Up 20 min./time, 2 hrs. total while loading/unloading van, setting up/taking down outreach tent, manipulating mail bins and boxes.
Forceful Grasp		X				Up to 2 min./time, 20 min total while loading and unloading portable CST machine and sand bags; as well as tying down tent straps.
Fine Finger Manipulation					X	Up to 5 min./time, 7 hrs. total while entering information in to computer, processing sales, processing taxi scripts and Orca Add Value, writing, manipulating papers etc.



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	N	S	O	F	C	
Hand Controls				X		Up to 1.5hrs./time, 4 hrs. total while using a computer mouse and driving.
Foot Controls				X		Up to 1.5hrs./time, 4 hrs. total while driving and using wheel locks on cart.
Repetitive Motion	X					Body Part: Cycles/hr:
Vibratory Tasks – High	X					
Vibratory Tasks – Low			X			Up to 30 min./time, 2 hrs. total while Driving on rough roads and pulling CST cart across rough surfaces.
Talking					X	
Hearing					X	
Visual – Near Acuity					X	
Visual – Far Acuity				X		Driving.
Visual – Depth Perception				X		Driving.
Visual – Color Discrimination		X				Brochures.
Visual – Accommodation					X	Adjusting between monitor and customer; driving.
Visual – Field of Vision				X		When at outreach locations, for security reasons, since the employees have cash on their person. Driving.
Exposure to Weather			X			Outreach events.
Extreme Cold	X					
Extreme Hot		X				Generator.
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts			X			Driving, traversing within a transit base.
Exposure to Explosives	X					
Atmospheric Conditions			X			Being around moving traffic and exhaust fumes at transit base.
Exposed Heights		X				Loading docks.
Exposure to Electricity		X				Generator.
Exposure to Toxic / Caustic Chemicals		X				Gasoline.
Exposure to Radiation	X					
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input checked="" type="checkbox"/> Moderate <input checked="" type="checkbox"/> Loud <input type="checkbox"/> Very Loud					Noise intensity ranges drastically from a quiet office to outreach locations which can include movie nights at local parks, generators, and loud music at events/concerts.
Other:	X					



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Analyst's Comments:



Van Ramp



CST Cart

Possible Employer Modifications:

Larger casters, especially wider wheels and better bearings will reduce push/pull force needed to move the CTS cart over bumps and uneven ground. A hard rubber tire is recommended as well.

A cart or wagon capable of rolling on uneven ground so that the 60 lb. tent can be rolled instead of carried. The tent does have wheels on it but they are inadequate for uneven ground.



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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:

Update (if applicable):

Kyle Pletz, VRC, CDMS  4/5/18

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

Robert Nedrow  4/5/18

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