



Disability Services
Safety and Claims Management
Department of Executive Services
Human Resources Management Division
P.O. Box 80283
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JOB ANALYSIS

Job Title:	Transit Service Supervisor	DOT Title:	Supervisor
SVP:	7	DOT #:	188.137-010
Location of Analysis:	Atlantic/Central Base 1500 Sixth Ave S Bldg 2A Ste 100 Seattle, WA 98104	Name of Employee:	
Analyst:	Kyle Pletz, VRC, CDMS	JA Source:	Rex Lyon
Presenting VRC:		Employer Contact:	Tim Flannagan 206-477-7406
Date Analysis Completed:	1/30/18	Supervisor Contact Information	Brian Eggen Phone: 206-477-0240 E-mail: brian.eggen@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.

Incumbents working as Services Supervisors observe and coordinate transit operations to ensure efficient delivery of scheduled transit service within an assigned service district or at an assigned location. Service Supervisors provide 24-hour coverage throughout Transit's service area.

The responsibilities of this classification include a wide variety of transit operations work. Work assignments may rotate semi-annually using a job pick system. This classification is composed of Base Dispatcher/Planner, Service Supervisor, Schedule Maker, Transit Instructor and Communications Coordinator. Vacancies for positions in this classification are recruited from the Transit Operator classification per the Local 587, Amalgamated Transit Union, collective bargaining agreement. This is a single level classification and is distinguished from other classifications in that the incumbents perform specific transit operations supervisory work as determined by the assignment. Multiple work locations: North Base Operations, East/Bellevue base Operations, Central/Atlantic Base Operations, South Base Operations, and Downtown Seattle Transit Tunnel (DSTT).

1. Monitor service and transit operators for safety, compliance with regulations, schedules, routing, customer service and traffic flow. Provides guidance and assistance to transit operators and customers during service disruptions.
2. Troubleshoot minor mechanical and electronic coach and transit related equipment problems and coordinates disposition of problem to maintain service.
3. Respond to a variety of problems associated with electrified trolley service including, but not limited to; dewirements, power outages, rerouting trolley coaches where no electrified wire exists by pole setting for the trolley from one tangent of electrified wire to an intersecting tangent or by pushing the



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coach with the assigned vehicle and assisting the Power and Facilities Line Crew.

4. Manage and responds to transit service interruptions caused by; construction, accidents, special events, adverse weather, fire and police activity and power outages.
5. Document transit and public facility problems affecting transit service and route information about the problems to appropriate King County Transit authorities.
6. Coordinate service and other transit related activities with area police, emergency, utility, construction and community agencies.
7. Monitor on time performance, research, propose, implement solutions to service related problems such as reroutes and schedule adjustments.
8. Provide solutions for complaints, disputes and service disruptions.
9. Provide on-the-scene customer assistance and public relations for King County Transit. This may include interacting with difficult/angry/volatile persons.
10. Provide alternative transportation to operators and customers when necessary.
11. Investigate and document accidents involving King County Transit vehicles (coaches, Paratransit, Facilities, etc.).
12. Develop plans for maintaining transportation services during special events, special needs and emergencies.
13. Prepare a variety of documents regarding service, employee and customer related issues.
14. Ensure transit service is provided in accordance with the Americans with Disabilities Act (ADA).
15. Operate and supervise the Downtown Seattle Transit Tunnel (DSTT) and coordinates emergency response with outside agencies.
16. Set up initial incident command, transferring to unified command with additional jurisdictions such as City of Seattle, Seattle Police Department, Washington State Patrol, etc.
17. Respond to Hazmat calls (fuel spill, natural gas leak etc.), assess situation, create action plan and escort persons from the danger as needed.
18. Prepare professional, concise documents with excellent writing skills.
19. Accurately measure and use measuring devices for accident incident interviewing.
20. Taking, saving and transferring photos to a computer.
21. Multitask when responding to incidents and emergencies.
22. Ability to utilize mobile office equipment in the field, which may include performing computer/electronic device tasks in a vehicle on a coach.
23. Ability to respond to unpredictable incidences related to adverse weather, mechanical malfunction, special events, incidence response, etc.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

Supervisors will work at different locations from day to day, provide round-the-clock coverage and work as a part of a team of diverse individuals with various personality styles within the County culture and the general public. During the 12 month SIT program, an SIT *must* qualify in two of the following; Service Supervisor, Base Operations-Dispatcher/Planner or Transit Instructor.

- ☐ **Full-Time Transit Operators** with at least 2.5 years of full time service
- ☐ **Rail Operators** with at least 2.5 years of full time service
- ☐ **Streetcar Operators** with at least 2.5 years of full time service
- ☐ **Rail/Streetcar Supervisors** who were **not** previously Bus Supervisors

Incumbent must be at least 21 years old at the time of application, hold a Washington State driver's license with the required CDL endorsements (with medical card), pass the records review standards set by the SIT recruitment, read and write in English, demonstrate basic computer competency, be able to drive any assigned vehicle for an 8-hour shift and be available for shift work over a 24-hr period. Excellent driving

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skills and acceptable driving record. Leadership, Role-Model and Supervisory skills are required. Must be able to perform 12 hours shifts for adverse weather or emergency situations. Must be able to arrange and manage the bus bridge for light and heavy rail, when needed/requested, including directing bus service around resulting blockages. Must be able to effectively manage and de-escalate situations; remain calm in stressful situations. Proficiency with mobile office equipment, which may include, but not limited to: laptop, hot spot, smart mobile devices, etc. The employee must be able to effectively utilize multiple software programs for email, databases, web based apps and programs.

NECESSARY SPECIAL REQUIREMENTS: After appointment, the Supervisor-in-Training (SIT) will be subject to a 12-month probationary period. At the end of 12 months, the SIT is required to be qualified in two of the following sections; Base Operations, Dispatcher/Planner, Service Supervisor or Transit Instructor. If the individual does not qualify in two sections, the employee will return to the Transit Operator classification. Supervisors-in-Training will receive a performance review upon completion of training in each areas.

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

Coach, keypad, radio, electric poles, dust mask, specialized vehicles (Tug, electric vehicles, etc.) gloves, safety vest, computer, laptop, lift override boxes, coach ramps, lubricants, grit, aerosol sprays, accident kit, laminating machine, county vehicle, radar unit, tire chains, traffic cones, wheel chock, cellular phone, flares, caution signs, and a shovel. The incumbent may also use seatbelts, and straps to secure wheelchairs. Hand tools are commonly used such as wrenches, pliers, and hammer. The incumbent may also use an electrically insulated pole called a hot stick to pull down electric poles on coaches.

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%, 48 min. – 2 hr 25 min)	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8-12* Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5* Days Per Week

This is classified as a LIGHT job by the US Department of Labor but adjusted to MEDIUM for this position. This position is subject to varying shifts as operations are performed on a 24/7 basis.

PHYSICAL DEMANDS		FREQUENCY						ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C		
Sitting					X	X		On an office chair, vehicle seat, or coach driver's seat for up 90 min/time, 4-8 hrs. total while driving or performing computer duties. * On a rare occasion for special events, inclement weather, etc. the employee may need to sit for the duration of a 12 hr. shift.
Standing					X	X		On a variety of surfaces including rubber coated coach floor, flat cement surfaces, uneven ground, graded pavement surfaces and unpaved roadways for up to 30min/time, 6-8 hrs. total while working shifts in transit centers, during special events and performing incident response, . *On rare occasions, may need to stand for up to 2 hrs./time while flagging at the scene of a Transit coach accident, blockage, breakdown, etc.



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		N	S	O	F	C	
Walking					X	X	On a variety of surfaces including rubber coated coach floor, flat cement surfaces, uneven ground, graded pavement surfaces and unpaved roadways for variable distances of 300-1000' for up to 30 min/time, 4-6 hrs. while inspecting a 60-foot coach for mechanical and electrical failures, investigating accident scenes, and walking from a county vehicle to a Transit coach.

Lifting floor – waist	N	S	O	F	C		
		15-40	2-15				Up to 2 min/time for up to 1 hr. total Manipulating laptop (7 lbs.), laptop bag (15 lbs.), hand tools (2-3 lbs.), boxes of rider manuals (10 lbs.), accident kit (7 lbs.), sign poles (10 lbs.), multiple traffic cones (10 lbs.) and hot stick (5-8 lbs.). Rarely for up to 30 sec total while manipulating laptop bag (15 lbs.), a bag/bucket of grit (15-40 lbs.) or tire chains (40 lbs.) during adverse weather; bag of spill absorbent (20 lbs.).
						lbs.	
Lifting waist–shoulder	N	S	O	F	C		
		15-40	2-15				Up to 2 min/time for up to 1 hr. total manipulating laptop (7 lbs.), laptop bag (15 lbs.), hand tools (2-3 lbs.), boxes of rider manuals (10 lbs.), laptop bag (15 lbs.), accident kit (7 lbs.), sign poles (10 lbs.), multiple traffic cones (10 lbs.) and hot stick (5-8 lbs.). Rarely for up to 30 sec while manipulating a bag of grit (40 lbs.) or bucket of grit (15 lbs.) during adverse weather; bag of spill absorbent (20 lbs.).
						lbs.	
Lifting above shoulder	N	S	O	F	C		
		5-15*					Up to 5 min/time, 30 min total while using hot pole (10-15 lbs.), installing cable chains (10-15 lbs.), putting up signs and placing wheel blocks (8 lbs.) in vehicles. *When using hot pole, the employee must lift 10-15 lbs. above shoulder height while the arm is extended. SEE PICTURE
						lbs.	



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Carry (Dist.)	N	S	O	F	C		
		300-1000'	300-1000'				Up to 300-1000' for 3-5 min/time up to 30 min total while transporting hand tools (2-3 lbs.).
							Up to 10 min/time up to 1000' up to 60 min/total while transporting boxes of rider manuals (10 lbs.), laptop (7lbs.) or buckets of grit (15 lbs.).
		2-3, 20, 40	10-15			lbs.	Up to 30 sec/ time up to 15 min/total while transporting a bag of grit (40 lbs.), bag of spill absorbent (20 lbs.) from a work facility to a county vehicle. Ladder (20 lbs.).
Pushing/ Pulling	N	S	O	F	C	Minimal	
		30-45	5		2-3		Up to 3 min/time with a force of 40 lbs. for up to 45 min total while using hand tools, opening engine bay door of a coach, using rolling tray in the back of a vehicle and pole setting (30-45 lbs.).
							Up to 60 min with 5 lbs. to turn the steering wheel of a coach. Up to
						lbs force	Up to 2 hrs./time up to 7 hrs. total with 2-3 lbs. while driving county vehicles.

	N	S	O	F	C	
Climbing		X				Up to 50 steps/time while traversing within transit facilities. Also climbs 3-4 steps for up to 15 times total while entering and exiting coach. May occasionally climb 1 step while entering and exiting a county vehicle 12-25 times per day.
						Up to 2 min on the bumper of a coach while adjusting a mirror or utilizing a ladder (freestanding or mounted) to post signage.
Balancing			X	X*		Uneven ground or frozen/slick surfaces, transit platforms (with drop of 3' or less) up to 3 hrs. total in a shift. *on a rare occasion, during adverse weather conditions, the employee may need to balance on ice/snow for up to 6 hrs. total.



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	N	S	O	F	C	
Stooping / Bending			X			On rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 min/time up 2 hrs. total during adverse weather conditions while inspecting, manipulating and removing chains as well as inspecting tires and brakes on a coach.
Twisting			X	X*		Twisting at the waist on rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 min/time up to 1 hr. total while inspecting tires, chains, engine, and various parts of a coach; as well as manipulating tools and equipment. *Twists the neck to operate mounted laptop in County vehicle up to 5 min/time, 2-3hrs. total in a shift.
Squatting / Kneeling			X			On rubber coated coach floor, dirt, gravel, or cement surfaces for up to 5 min/time up 2 hrs. total during adverse weather conditions while inspecting, manipulating and removing chains as well as inspecting tires and brakes on a coach.
Crawling		X				Up to 10' feet to remove debris (such as a branch or traffic cone) from under a coach on a very rare occasion.
Foot Controls					X	Up to 2 hrs./time up to 7 hrs. total while driving county vehicles with an automatic transmission.
Reaching (Level) Forward Below Waist Above Shoulder					X	Up to 2 hrs./time up to 7 hrs. total while driving county vehicle or coach as well as performing computer duties.
		X				Up to 2 min/time up to 20 min total while using hand tools, radio mic, seat controls, light bar controls and closing drawers, and inspecting various parts of a coach.
			X			Up to 2 min/time up to 1 hr. total while using overhead control switches, opening coach panels, posting rider alerts, fixing windshield wipers and adjusting mirrors, pole setting and getting in/out of vehicles.
Handle/Grasp					X	Up to 2 hrs./time up to 7 hrs. total while operating a 2-way radio, using a steering wheel, pole setting and using various hand tools.
Fine Finger Manipulation				X		Up to 1 hr./time for up to 5 hrs. total while writing, taking pictures, using a smart device, touch screen devices and typing.
Hand Controls					X	Up to 2 hrs./time up to 7 hrs. total while driving county vehicles as well as operating 2-way radio equipment (microphone, channel selection, volume control), hand tools and pole setting.



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	N	S	O	F	C	
Repetitive Motion	X					Body part: Cycles/hr.
Vibratory Tasks	X					
Talking					X	Up to 2 hrs./time up to 8 hrs. total while speaking with Transit Operators, passengers and the public in order to answer questions and provide direction. Also speaks with multiple jurisdictions during accident or emergency situations. Talks via radio, telephone, etc.
Hearing					X	Up to 8 hrs. total in a work shift while listening for radio calls, incoming phone calls, monitoring scanners, listening for traffic hazards such as horns, sirens, etc. Also converses with Transit Operators, passengers and the public in order to answer questions and provide direction.

Visual:

Continuously utilizes vision when driving and assessing emergency situations in the field (such as hazmat spills and accidents) while being around moving traffic.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather				X	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 is performed in a moving and vibrating county vehicle. The worker is also exposed to coaches with passengers on board. Worker is exposed to traffic dangers, exhaust fumes, and the general public, which may include angry, difficult or hostile persons. On a rare occasion the incumbent may need to respond to a hazmat situation where the exposures may not be entirely known. The employee can also be potentially exposed to bodily fluids, biohazards, used hypodermic needles, etc.



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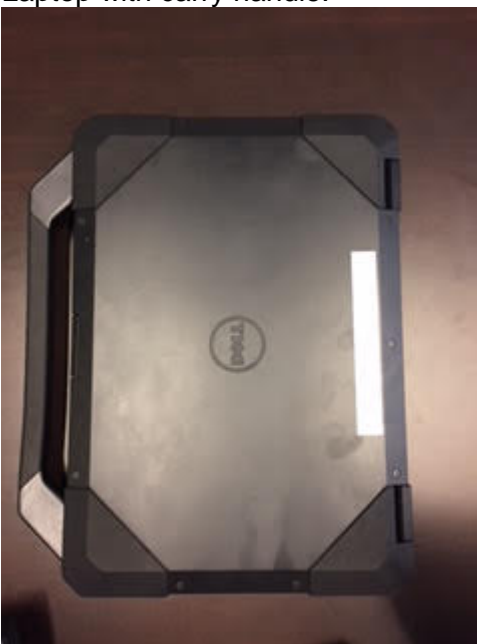
Claim # (if applicable):

Analyst's Comments:

When using hot pole, the employee must lift 10-15 lbs. above shoulder height while the arm is extended.



Laptop with carry handle.



Truck bed slide out tray requires 40 lbs. of force when on level ground.





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Possible Employer Modifications:

Wireless keyboards, steering mounted laptop tray, adjustable arm laptop holder, etc. could be potentially utilized to reduce twisting when performing laptop duties within the County vehicle.

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:

Presenting VRC signature:

Vocational Consultant

2/26/18

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

Name

2-23-18

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.

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 | | |