



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

Job Title:	Rideshare Services Representative	DOT Title:	Motor Vehicles Supervisor
SVP:	8	DOT #:	184.167-226
Location of Analysis:	King County Transportation Department 201 S. Jackson St. Seattle, WA	Name of Employee:	
Analyst:	Jennifer Kabacy, CDMS	JA Source:	Daphne Dilley, VanPool Fleet Coordinator
Presenting VRC:	Jennifer Kabacy, CDMS	Employer Contact:	Daphne Dilley, VanPool Fleet Coordinator
Date Analysis Completed:	2/6/2014	Supervisor Contact Information	206-477-3939

☒ On-Site ☐ Interview ☐ Representative

JOB DUTIES: The responsibilities of this classification include acting as primary liaison with Rideshare customers, including those in van and/or carpools, regarding all aspects of the program, including customer service, operations, ridesharing, maintenance, and related administrative functions.

This is a single-level classification. Incumbents support rideshare customers according to assigned areas of responsibility, including program information and instruction (policies and procedures, revenue, reporting forms, defensive driving); vehicle maintenance and repair, emergency response and accident investigation; outreach and retention, accounting; complaint and problem resolution; website administration and assistance; and assistance to employers in using alternate forms of transportation.

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.

Examples of Duties (may vary by position):

1. Act as liaison for the Rideshare Program with customers and the general public, including customer service and operations. Provide program information, handle sensitive/confidential and/or politically sensitive situations, interpret and apply established policies, procedures and regulations for customers.
2. Instruct VanPool participants in program policies and procedures, revenue reporting, group dynamics, website use and program orientation.
3. Provide technical support and trouble shooting for RideshareOnline.com (RSO) system users, including the public and system Administrators.



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4. Define and report requests for rideshare system changes and website enhancements; assist Information Technology staff in researching requirements, testing, and implementation; train users.
5. Provide database queries/results from RSO and other information systems and databases in response to requires from Rideshare staff, management and other agencies and to ensure system integrity.
6. Provide RESO user training; review and edit Administrator manuals; participate in Smart Transportation forum; develop system documentation.
7. Participate in development of new initiatives utilizing current technology such as social networking.
8. Coordinate, schedule, and authorize vehicle maintenance, warranty and repair service including expenditure of funds for all active and retired program vehicles. Track and monitor fleet inventory, vehicle activity, servicing and fuel consumption.
9. Develop and recommend fleet/vehicle servicing policies and procedures.
10. Collect data and analyze and identify methods to improve cost efficiency of maintenance program and overall fleet operations.
11. Provide technical assistance and support to participants in monthly reporting and fare collection. Determine accounting inconsistencies or errors, prepare corrections, and verify accuracy of accounting reconciliations. Perform financial and accounting work, including managing general ledger account transactions, accounts receivables and payables, prepare documents to meet audit and other financial requirements.
12. Manage collections activities; investigate and resolve potential issues of fraud and misuse.
13. Create detailed financial and performance reports, authorize expenditure of funds and reimbursements.
14. Routinely review program guidelines, policies and processes. Analyze, recommend and implement changes.
15. Coordinate the formation of van and/or carpool groups with the general public, employer representatives, and internal teams. Act as liaison with employers regarding transportation demand management program and legislation.
16. Coordinate and maintain automated record-keeping systems for VanPool participants.
17. Respond to and investigate VanPool emergencies, accidents, incidents and complaints.
18. Perform other duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Knowledge of basic bookkeeping and accounting principles and techniques
- Knowledge of customer service techniques and principles.
- Knowledge of fleet maintenance and operations procedures
- Knowledge of website administration, troubleshooting, and problem resolution.
- Skill in organization, handling multiple completing priorities.
- Customer service and interpersonal skills.
- Skill in problem-solving and analysis.
- Skill in oral and written communication, including making presentations
- Skill in working on a team.
- Skill in working with a variety of individuals from diverse backgrounds.
- Skill n establishing and maintaining effective working relationships.
- Skill in the use of personal computers and word processing, spreadsheet, database management software and website applications.



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NECESSARY SPECIAL QUALIFICATIONS:

- Washington State Driver License or the ability to travel to locations with limited or no public transportation services in a timely manner.
- May be required to work mandatory overtime hours or on Saturdays.
- Required to provide 24-hour emergency beeper response for program participants.
- Additional licenses, certifications or other requirements determined to be necessary to meet the business needs of the employing unit may be required.

Machines, Tools, Special Equipment, Personal Protective Equipment Used: Computer, telephone, ergonomic chair, paperwork.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
N = Never	<input checked="" 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 type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8 Hours Per Day**
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	40 Days Per Week

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

**For one week approximately every three months, worker will be on 24-hour emergency response availability (by pager).

PHYSICAL DEMANDS		FREQUENCY					ACTIVITY DESCRIPTION
	% Time	N	S	O	F	C	
Sitting	80%					X	Worker will sit at desk constantly, to perform job duties. An ergonomic chair is provided.
Standing	10%		X				Intermittent standing and walking to retrieve documents from printer, make copies, communicate with other workers, etc.
Walking	10%		X				Intermittent standing and walking to retrieve documents from printer, make copies, communicate with other workers, etc.

Lifting floor – waist	N	S	O	F	C	Up to 5 lbs	To lift/carry office supplies, paperwork, etc.
			X				
Lifting waist–shoulder	N	S	O	F	C	Up to 5 lbs	To lift/carry office supplies, paperwork, etc.
			X				
Lifting above shoulder	N	S	O	F	C	Up to 5 lbs	To retrieve office supplies from overhead storage on a rare basis.
		X					



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Carry (Dist.)	N	S	O	F	C	Up to 5 lbs	To lift/carry office supplies, paperwork, etc. up to 50 feet at a time on an occasional basis.
			X				
Pushing/ Pulling	N	S	O	F	C		Not a requirement of this position.

	N	S	O	F	C	
Climbing	X					Not a requirement of this position.
Balancing	X					Not a requirement of this position.
Stooping / Bending		X				To retrieve supplies or paperwork from low level storage.
Twisting			X			Minimal twisting at neck when performing computer/clerical duties.
Squatting / Kneeling	X					Not a requirement of this position.
Crawling	X					Not a requirement of this position.
Foot Controls	X					Not a requirement of this position.

	N	S	O	F	C	
Reaching (Level) Forward Below Waist Above Shoulder					X	At desk level, to perform computer and clerical duties.
		X				To retrieve supplies or paperwork from low level storage.
		X				To retrieve supplies or paperwork from overhead storage
	N	S	O	F	C	
Handle/Grasp				X		Frequently handle paperwork, writing implements, office supplies, telephone handset, etc. Grasping is with minimal force.
Fine Finger Manipulation					X	Fine manipulation tasks are constant but intermittent throughout the work day. Tasks vary between keyboarding for a few minutes at a time, writing, mousing, etc. There is not a requirement for repetitive data entry.
Hand Controls				X		Keyboard, mouse, telephone.
Repetitive Motion	X					Although fine manipulation tasks are constant, they are intermittent and non-repetitive throughout the work day. Tasks vary between keyboarding for a few minutes at a time, writing, mousing, etc. There is not a requirement for repetitive data entry.
Vibratory Tasks	X					Not a requirement of this position.

	N	S	O	F	C	
Talking					X	To communicate with customers and other employees.
Hearing					X	To communicate with customers and other employees.



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Visual:

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:

Analyst's Comments:

Possible Employer Modifications:

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Note: The information for this job analysis was gathered by via on-site observation, interview and verified by the employer for accuracy. 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:

Jennifer D. Kuback

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification:

Employee Verification: (optional)

[Signature]

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.

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 Physician | <input type="checkbox"/> PCE Therapist | <input type="checkbox"/> OT / PT Therapist |
| <input type="checkbox"/> PEP Physician | | |