



Bock Consulting

Job Analysis

	Police/Fire Communication		
Job Title	Supervisor	Worker	
DOT Number	379.132-010 & 379.362-018	Claim Number	
Employer	Port of Seattle	Employer Phone #	(206) 787-6633
Employer Contact	Jennifer Crippen	Date of Analysis	12/21/2011; 4/30/2019

- Job of Injury
 Transferable Skills Job
 New Job
 8-10 Hours Per Day
 4-5 Days Per Week

Job Description, Essential Functions, Tasks and Skills:



The Port of Seattle is a municipal corporation created on September 5, 1911 by the voters of King County. The Port of Seattle is divided into operating divisions, plus other departments that support the divisions and the broad mission of the Port: 1) Aviation Division, 2) Maritime Division, and 3) Economic Development Division. The Port of Seattle has Police and Fire Departments to address public safety matters on and around Port of Seattle properties.

This job analysis is for an individual working as a Police/Fire Communication Supervisor in the Emergency Services/911 Communication Center.

Essential Functions:

The primary task of a Communication Supervisor is to oversee the daily operation of the Emergency Services/911 Communication Center and manage the Communication Specialists that receive inbound emergency and non-emergency calls, and dispatch emergency services in response to public safety issues. Communication Supervisors work under the general supervision of the Communication Center Manager.

Communication Supervisors are staffed on either 8 or 10 hour shifts. Supervisors may occasionally be required to work overtime to cover shifts when Communication Specialists are not available. The Communication Center is busiest during the day, particularly on weekdays when travel volume is the greatest.



Tasks Assigned to Communication Supervisors:

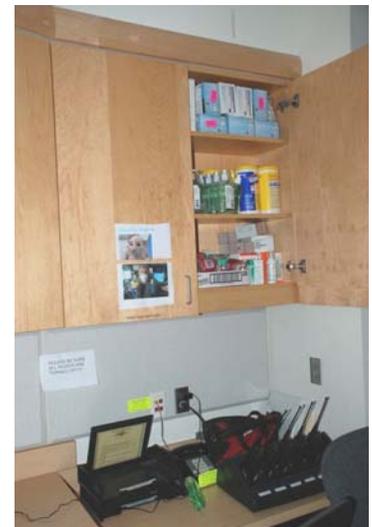
- Supervise and oversee answering of emergency and non-emergency calls in the Communication Center. Support Communication Specialists as needed to address specific issues or circumstances.



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Ensure that applicable general Port of Seattle and specific Department policies and practices are being followed.

- Train Communication Center personnel on operational changes or changes in technology.
- Ensure Communication Specialists are staffed appropriately to provide optimum and effective coverage based on call volumes to the Communication Center.
- Coordinate initial training, continuing education, and career development for Communication Center personnel.
- Respond to inquiries from internal and external customers. Document recommendations and/or complaints, and make recommendations for corrective action as necessary.
- Cooperate with county, state, and federal law enforcement, fire and legal representatives as assigned by the Communication Center Manager. This may include reviewing recorded calls and radio traffic, and providing recordings for review by other entities.
- Represent the Communication Center while participating in local, regional or state functions related to Communication Center operations.
- Assist the Communication Center Manager in the documentation of department operations.
- Conduct regular employee performance evaluations, coaching, and mentoring.
- Recommend and participate in the reward and recognition, promotion, transfer, discipline, re-assignment, suspension, or discharge of personnel. Provide input and participate in the grievance process, recommending specific actions and implementing final findings.
- Recommend and assist in the development and implementation of goals and objectives of the Communication Center.
- Ensure Communication Center work area and equipment in good working condition. Make appropriate calls for technical support and equipment repair as needed.
- Maintain ability to work in any and all dispatch positions. This may include answering inbound calls, prioritizing calls, dispatching emergency responders, maintaining communications with responders, assisting responders in identifying the location of issue, researching information, tracking the status of calls, tracking the movements of the responders, and creating electronic logs of all pertinent data related to emergency situations and emergency responder activities. It also includes monitoring security cameras, airline checkpoint security alarms, fire system





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alarms, water flow alarms, and the emergency call system located in the parking garage.

Necessary skills and abilities include:

- Ability to be flexible and work in a fast-paced, high-stress environment. Must have the ability to stay calm during stressful situations, and have excellent problem solving skills.
- Must have excellent English verbal and written communication skills, and ability to listen and record verbal information quickly and correctly. Must have the ability to compose letters and memos using proper spelling and grammar.
- Willingness and ability to communicate and work with a diverse population of individuals.
- Must have the ability to make quick, rational decisions, and take initiative to address issues in an expedient and timely fashion. Ability to utilize critical thinking and judgment in analyzing and resolving problems.
- Must have strong interpersonal and conflict resolution skills.
- Knowledge and skills related to Windows-based computers, related accessories, Microsoft Office applications, and have excellent keyboarding and data input skills.
- Must have knowledge of radio/communications/computer-aided dispatch systems.
- Must have the ability to multi-task with attention to detail, and work in a team environment.
- Must be able to organize and prioritize daily work load for others.
- Basic math, accounting, and calculator skills.
- Must be able to read maps and relay directions clearly.
- Must have the ability to transition from one computer/communications system to another with accuracy and speed.
- Must have the ability to maintain confidentiality.
- Ability to monitor video cameras and alarm boards, both visually and aurally.
- Must be available to work varied shift assignments, holidays, weekends, and unscheduled overtime, with varying days off.
- Must be organized, detail oriented, and have the ability to work within specific policies and procedures.
- Ability to keep records up to date and accessible.



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Machinery, Tools, Equipment, Personal Protective Equipment:

- Windows-based computers and accessories.
- Computer-aided dispatch (“CAD”) system.
- Microsoft Office applications.
- Radio, telephone, pager, and other communication systems.
- Flat panel screens.
- Fire alarm panel.
- Systems to control remote cameras.
- Portable 2-way radios, and cellular phones.
- Headsets.
- Log books.
- Binders and file folders containing documents.
- Reference manuals. Maps.
- General office equipment, such as desks, chairs, file cabinets, shelves, fax machines, and 10-key calculator.
- General office supplies, such as pens/pencils, notepads, binders, and copy paper.



Education / Training

Minimum qualifications: U.S. Citizen, and high school diploma or equivalent. Communicate fluently in English. Must possess ACCESS Level 2 Certification, Criteria Based Dispatch Certification and NIMS Certifications as required. Knowledge of Windows-based computers, related accessories, and Microsoft Office applications. Good keyboarding and data entry skills. Ability to pass extensive police background investigation, and pass personality profile, polygraph, hearing, and drug testing. The workers’ are represented by the Teamsters Union-Local 117.

Preferred qualifications: Previous supervisory experience in a combined police, fire, emergency medical services communication center.

Must obtain and maintain a current Emergency Medical Dispatch certification. Must maintain current ACCESS certification.

Per the Dictionary of Occupational Titles (DOT):

379.362-018 Dispatcher: Specific Vocational Preparation (SVP): 5 (Six months to one year)

379.132-010 Supervisor, Dispatch: SVP: 7 (From two to four years)



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COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS

Frequency Definitions:	
Continuously = Occurs 66-100% of the time.	Occasionally = Occurs 1-33% of the time
Frequently = Occurs 33-66% of the time.	Rarely = May occur less than 1% of the time.
Never = Does not ever occur.	
Comprehension	
Articulating and comprehending information in conversations.	Continuously
Reading, comprehending, and using written materials.	Continuously
Understanding and solving problems involving math and using the results.	Occasionally
Using technology/instruments/tools & information systems.	Continuously
Working with two and three dimensional formats.	Occasionally
Remembering	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Continuously
Remembering visual information.	Continuously
Recalling information incidental to task at hand.	Continuously
Memorizing facts or sequences.	Continuously
Remembering simple instructions.	Continuously
Remembering detailed instructions.	Continuously
Learning & Processing	
Effectively learning and mastering information from classroom training.	Occasionally
Effectively learning and mastering information from on-the-job training.	Continuously
Learning from past directions, observations, and/or mistakes.	Continuously
Using common sense in routine decision making.	Continuously
Recognizing and anticipating potential hazards and taking precautions.	Continuously
Thinking critically and making sound decisions.	Continuously
Integrating ideas and data for complex decisions.	Occasionally
Determining and following precise sequences.	Occasionally
Coordinating and compiling data and information.	Continuously
Analyzing, synthesizing data and information.	Continuously
Tasking and Planning	
Performing repetitive or short-cycle work.	Frequently
Working under specific instructions.	Continuously
Completing complex tasks.	Continuously
Directing, controlling, or planning for others as necessary for basic tasks.	Continuously
Directing, controlling, or planning for others as necessary for complex tasks.	Frequently
Multi-tasking.	Continuously
Planning, prioritizing, and structuring daily activities.	Frequently



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Use Appropriate Behavior for Professional Work Environment	
Receiving criticism and accepting limits appropriately.	Frequently
Maintaining emotional control and organization under increased stress.	Continuously
Maintaining socially appropriate affect, temperament, and behavior.	Continuously
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome.	Continuously
Working independently and/or unsupervised.	Continuously
Adapting to frequent interruptions, changes in priorities, or changes in work location.	Continuously
Responding effectively to emergency situations.	Frequently

Frequency Designations: Required Beneficial Not Necessary	
Maintaining Attendance and An Assigned Work Schedule	
Maintaining predictable and reliable attendance each work shift.	Required
Being punctual.	Required
Taking rest periods at set times or only at times determined by breaks in job responsibilities.	Required
Adjusting to a flexible schedule of work days and or shifts.	Required



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PHYSICAL DEMANDS

N/A: Not Applicable

S: Seldom (1-10% of the time)

O: Occasional (10-30% of the time)

STRENGTH: Sedentary Light

F: Frequent (30%-70% of the time)

C: Constant (Over 70% of the time)

WNL: Within Normal Limits (talking, hearing, etc.)

Medium Heavy Very Heavy

Frequency

Comments

Sitting	C	Performing administrative duties related to the operations of the Communication Center. Answering calls from internal and external customers. Reviewing recorded calls and radio traffic to provide to outside entities. Attending meetings. Also when performing duties typically assigned to a Communications Specialist, including answering and routing telephone and radio calls, obtaining information from callers, dispatching/communicating with responders, entering data into computer systems, monitoring cameras and alarms.
Standing	S-O	Obtaining printouts from printer, making copies, sending faxes, gathering office supplies, and talking with supervisor or co-workers. Also potentially when performing duties typically assigned to a Communications Specialist, including answering and routing telephone and radio calls, obtaining information from callers, dispatching/communicating with responders, entering data into computer systems, monitoring cameras and alarms. Note: Each workstation where the Communication Specialists work has a sit/stand desk, which allows workers to sit and stand throughout a shift as desired.
Walking	S-O	Walking in the immediate work area to visit with Communication Specialists, gather printouts from printer, send a fax, talk to supervisor, obtain items from file cabinet or supplies area, or gather reference materials.
Lifting (up to 10 pounds)	F	Lifting documents, reference materials, binders of documents, logbooks, headset, office supplies, portable radio, cellular phone, printouts and photocopies.
Carrying (up to 10 pounds)	O	Lifting documents, reference materials, binders of documents, logbooks, headset, office supplies, portable radio, cellular phone, printouts and photocopies.
Pushing/Pulling (Up to 10 lbs. of force).	S	Opening and closing drawers or cabinet doors, processing paperwork, adjusting screens and lights.
Climbing Stairs/Ladders	N/A	
Bending at Waist	O	Gathering items on desk, gathering items from drawers, cabinets or shelves below waist level, and picking up printouts, photocopies, or faxes. Potentially while operating buttons, switches and controls on communications and video equipment while standing.
Bending Neck	C	All assigned tasks may require movement of the neck/head.
Crouching/Kneeling	N/A	
Crawling	N/A	
Stooping	N/A	



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Twisting at Waist	S	Gathering items on desk, talking with supervisor or co-workers, and potentially while operating buttons, switches and controls on communications and video equipment. Note: Twisting can be minimized by swiveling chair while seated, or moving feet while standing.
Reaching (up to shoulder level)	F	Using computer mouse, picking up items on desk, picking up items from printer/copy/fax machines, and operating buttons, switches and controls on communications and video equipment.
Reaching (above shoulder level)	S	Obtaining items above shoulder level while seated at desk, or gathering items stored on shelves or in cabinets above shoulder level.
Driving	N/A	
Foot Controls	S	Radio/communications systems are controlled by foot switches.
Repetitive Motion	F	Keyboarding.
Handling/Grasping	F	70 % Pinch Grasp 30 % Whole Hand Grasp
Fine Finger Manipulation	O	Processing paperwork, writing, connecting/disconnecting headset, making copies, sending faxes, and operating buttons, switches and controls on communications and video equipment.
Keyboarding	F	Preparing personnel schedules, creating and responding to electronic mails, drafting reports and memos, developing policies, entering data into computer aided dispatch ("CAD") system, entering data into logs, and researching requested data.
Writing	S	Potentially while writing in logbooks, or taking notes during meetings or calls.
Talking	C	Communicating with supervisors, co-workers, callers, responders, and other individuals.
Hearing	C	Communicating with supervisors, co-workers, callers, responders, and other individuals.
Seeing	C	Visual abilities would be considered important in this position.
Normal Job Site Hazards	O	Stressful situations with the need to react quickly and rationally. Workers may be exposed to aircraft exhaust fumes.
Expected Environmental Conditions	C	Supervisors work in a temperature-controlled office connected to the windowless room in which the Communication Specialists work. The lights in the larger room are dimmed to reduce the glare on the screens used by the Specialists. Workers may be exposed to aircraft exhaust fumes.

The above job analysis represents the requirements of a specific job based on personal observations, discussions with employer representatives, and/or workers. 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 when reporting physical demand frequencies.

Analysis was done on the job site? Yes No

Job Analysis Reviewed By: Jennifer Crippen

Completed by Vocational Provider Brice York, B.A., CDMS

Date April 30, 2019 Signature of Vocational Provider



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FOR PHYSICIAN'S/EVALUATOR'S USE ONLY

- The injured worker can perform the physical activities described in the job analysis and can return to work on _____
- The injured worker can perform the physical activities described in the job analysis on a part-time basis for _____ hours per day. The worker can be expected to progress to regular duties in _____ weeks/months.
- The injured worker can perform the described job, but only with the modifications/ restrictions in the attached report and/or listed below. These modifications/restrictions are (check one):
 - Temporary for _____ weeks _____ months
 - Permanent
- The injured worker cannot perform the physical activities described in the job analysis based on the physical limitations in the attached report and/or listed below. These limitations are (check one):
 - Temporary for _____ weeks _____ months
 - Permanent

COMMENTS:

Date _____ Physician's/Evaluator's Signature _____

Physician's/Evaluator's Name Printed _____

PLEASE RETURN COMPLETED FORM VIA FACSIMILE TO:

Port of Seattle Employee Health & Safety Department at (206) 787-3406