



# Bock Consulting

## Job Analysis

Job Title	<u>Baggage System Specialist</u>	Worker	_____
DOT Number	<u>221.367-070</u>	Claim Number	_____
Employer	<u>Port of Seattle</u>	Employer Phone #	<u>(206) 787-7807</u>
Employer Contact	<u>Arland Fagerstrom</u>	Date of Analysis	<u>June 12, 2013</u>

Job of Injury     Previous Job     New Job     10 Hours Per Day     4 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) Capital Development Division, 3) Real Estate Division, and 4) Seaport Division.

This job analysis is for a Baggage System Specialist. The primary responsibility of the Baggage System Specialist is to act as a point of contact regarding baggage system issues Airline Systems and Services Manager is not working. Tasks include monitoring the entire baggage operation at Seattle-Tacoma International Airport, and working with all stakeholders to resolve problems and provide information related to operations of the baggage system.

### Schedule

The Baggage System Specialist will generally work 10-hour shifts, 4 days a week, Thursday through Sunday, or Friday through Monday. A shift will generally be from 3:30 a.m. to 1:30 p.m.

### Tasks Assigned to the Baggage System Specialist

- Be a subject matter expert for Port of Seattle baggage conveyor systems.<sup>1</sup> Function as a single point of contact for various groups/stakeholders, both internal and external to the Port of Seattle, regarding the operations and issues related to the baggage handling systems.
- Actively monitor the baggage handling process and conveyance system operations to anticipate and identify issues to minimize system irregularities.

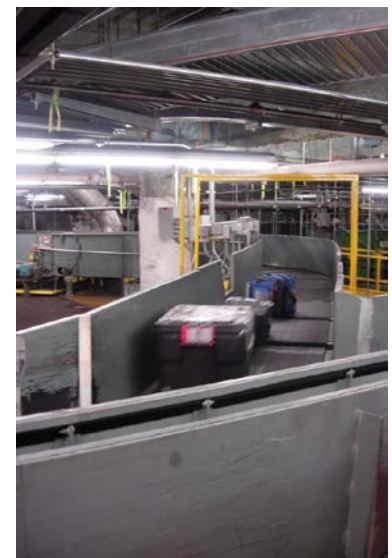


<sup>1</sup> The baggage conveyance systems are located under the airport terminal and satellite buildings, generally suspended overhead above the areas called bagwells, where baggage is collected, processed, and transferred to and from airlines.



***Job Analysis: Baggage System Specialist – Port of Seattle  
DOT # 221.367-070***

- Respond to system irregularities and mitigate operational impacts to customer airlines. Gather information from operations and maintenance contacts, and answer questions from airline customers and other stakeholders related to system issues and downtime estimates.
- Proactively interact with various groups/stakeholders regarding system questions and issues. During daily interaction, observation, and communications, ask for input regarding system issues to address customers' concerns.
- As requested by customers, use the baggage computer system to track bags and identify potential issues with the system. Explain routing logic followed by the baggage system in routing baggage through the system.
- Maintain accurate airline flight schedule information ("flight tables") in various databases used by the baggage handling systems for baggage movement and sorting.
- Run reports related to baggage system operations. Review reports for system anomalies, discrepancies, and other issues that could cause issues with the system. Identify trends in the reports to identify and anticipate potential system health issues.
- As requested by the Manager, provide informal guidance and training on programs to airline staff and contracted ground handlers supporting the proper use of the baggage handling systems at Sea-Tac Airport. Educate customers regarding contingency plans in place to mitigate the impacts of system irregularities



**Skills and Abilities Needed**

- Operational knowledge of airline baggage handling systems, and general knowledge of airline ground operations.
- Knowledge of the various elements of an airport's baggage make-up area functionality and operability, including the delivery of inbound baggage to arriving passengers.
- Analytic, interpretive, and decision making skills to evaluate and respond to system conditions.
- Excellent oral and written communication skills to effectively present



***Job Analysis: Baggage System Specialist – Port of Seattle  
DOT # 221.367-070***

information to stakeholders in person or on the phone.

- Ability to work without direct/immediate supervision, with strong initiative.
- Strong customer service, follow-up, and organization skills.
- Computer skills, related to Word, Excel, and Outlook, with a familiarity with databases, or ability to learn concepts related to databases.
- Ability to foster and maintain relationships with many members of the airport community.
- Ability to multi-task.
- Ability to perform under pressure and direct and coordinate others as needed.
- Ability to think strategically and creatively when considering options and developing solutions.
- Ability to collaborate with and contribute across functional and departmental teams.
- Ability to manage and resolve conflicts between Port departments and TSA, airlines, subcontractors, and other stakeholders.



**Machinery, Tools, Equipment, Personal Protective Equipment:**

- 2-way radio.
- Cellular phone.
- Window-based computer and accessories, with applicable software, including baggage system-specific applications, and Microsoft Office applications.
- General office equipment, such as chairs, desks, shelves, file cabinets, telephones, and fax machine.
- General office supplies, such as pens/pencils, notepads, binders, and copy paper.
- Safety vest.



**Education / Training:**

A valid Washington State Driver's license is required to the position.

Experience in airline and/or airport operations with experience directly involved with the processes involving the movement and/or screening of baggage at a larger airport. Technical expertise with baggage handling systems would be beneficial. Knowledge of TSA regulations governing baggage systems and experience with operation of those systems would also be beneficial.

Workers receive specialized training specific to the Sea-Tac Airport systems and control systems to be able to perform the tasks and responsibilities assigned in the position.

**Per the Dictionary of Occupational Titles (DOT): 221.367-070 Service Clerk**

Specific Vocational Preparation (SVP): 4 (Three to six months)



*Job Analysis: Baggage System Specialist – Port of Seattle*  
*DOT # 221.367-070*

**COGNITIVE AND BEHAVIORAL ELEMENTS/DEMANDS**

Frequency Definitions:	
<b>Continuously</b> = Occurs 66-100% of the time.	<b>Occasionally</b> = Occurs 1-33% of the time
<b>Frequently</b> = Occurs 33-66% of the time.	<b>Rarely</b> = May occur less than 1% of the time.
<b>Never</b> = Does not ever occur.	
<b>Comprehension</b>	
Articulating and comprehending information in conversations.	Continuously
Reading, comprehending, and using written materials.	Frequently
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
<b>Remembering</b>	
Remembering spoken instructions.	Continuously
Remembering written instructions.	Continuously
Remembering visual information.	Continuously
Recalling information incidental to task at hand.	Continuously
Memorizing facts or sequences.	Occasionally
Remembering simple instructions.	Continuously
Remembering detailed instructions.	Continuously
<b>Learning &amp; Processing</b>	
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.	Occasionally
Analyzing, synthesizing data and information.	Occasionally
<b>Tasking and Planning</b>	
Performing repetitive or short-cycle work.	Occasionally
Working under specific instructions.	Continuously
Completing complex tasks.	Occasionally
Directing, controlling, or planning for others as necessary for basic tasks.	Occasionally
Directing, controlling, or planning for others as necessary for complex tasks.	Occasionally
Multi-tasking.	Continuously
Planning, prioritizing, and structuring daily activities.	Continuously



*Job Analysis: Baggage System Specialist – Port of Seattle  
DOT # 221.367-070*

<b>Use Appropriate Behavior for Professional Work Environment</b>	
Receiving criticism and accepting limits appropriately.	Continuously
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.	Frequently
Responding effectively to emergency situations.	Occasionally

Frequency Designations: <b>Required Beneficial Not Necessary</b>	
<b>Maintaining Attendance and An Assigned Work Schedule</b>	
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.	Not Necessary
Adjusting to a flexible schedule of work days and or shifts.	Beneficial



**Job Analysis: Baggage System Specialist – Port of Seattle**  
**DOT # 221.367-070**

**PHYSICAL DEMANDS**

**N/A:** Not Applicable  
**S:** Seldom (1-10% of the time)  
**O:** Occasional (10-33% of the time)  
**F:** Frequent (33%-66% of the time)  
**C:** Constant (Over 66% of the time)  
**WNL:** Within Normal Limits (talking, hearing, etc.)  
**STRENGTH:**  Sedentary  Light  Medium  Heavy  Very Heavy

	Frequency	Comments
Sitting	<b>O</b>	While working at desk, working on a computer, monitoring baggage system activity screens, and participating in meetings. Potentially while driving scooter between locations of identified issues, or for inspections.
Standing	<b>F</b>	Interchange with walking. While talking and interacting with stakeholders, and inspecting baggage systems.
Walking	<b>F</b>	Interchange with standing. While walking in the bagwells to monitor major baggage systems, walking the ticket counters in the terminal to interact with customers, visiting TSA checkroom locations, walking to areas where issues have occurred, and gathering printouts and supplies in office.
Lifting (up to 5 pounds)	<b>F</b>	While lifting reports and other paperwork, office supplies, telephone receiver, cellular phone, 2-way radio, and safety vest.
Lifting (up to 10 pounds)	<b>S</b>	Potentially while lifting full 3-inch binder of documents.
Carrying (up to 5 pounds)	<b>F</b>	While carrying reports and other paperwork, office supplies, cellular phone, 2-way radio, and safety vest.
Carrying (up to 10 pounds)	<b>S</b>	Potentially while carrying full 3-inch binder of documents.
Pushing/Pulling (up to 10 pounds of force)	<b>O</b>	While opening/closing doors, drawers, and cabinets.
Climbing Stairs/Ladders	<b>S</b>	Stairs may be encountered while in the terminal or in the bagwells. Permanent, fixed ladders may be used to access areas where issues in the baggage system have occurred.
Working at Heights/Balancing	<b>S</b>	If using the permanent, fixed ladders used to access areas where issues in the baggage system have occurred.
Bending at Waist	<b>O</b>	While working at desk, moving in and around baggage systems, and entering/exiting scooter.
Bending Neck	<b>WNL</b>	Within normal limits.
Reaching (up to shoulder level)	<b>O</b>	While working at desk, using computer mouse, pointing with hands, picking up printouts, and gathering supplies.
Reaching (over shoulder level)	<b>S</b>	Potentially while pointing with hands, or gathering supplies.
Stooping	<b>S</b>	Potentially while accessing areas where issues have occurred.
Kneeling/Squatting	<b>S</b>	Potentially while accessing areas where issues have occurred.
Crawling	<b>N/A</b>	
Repetitive Motion	<b>S</b>	Potentially while using computer mouse.
Twisting at Waist	<b>S</b>	Potentially while accessing areas where issues have occurred, or speaking with stakeholders.



***Job Analysis: Baggage System Specialist – Port of Seattle  
DOT # 221.367-070***

Handling/Grasping	F	50	% Pinch Grasp	50	% Whole Hand Grasp
Fine Finger Manipulation	F	While processing paperwork, using computer mouse, dialing and answering telephone, writing, retrieving printouts, using 2-way radio, and using keys.			
Keyboarding	O	While entering data into the baggage system, querying data stored in the baggage system, preparing and responding to emails, and running baggage system reports.			
Driving	S	Potentially while driving scooter between locations of identified issues, or for inspections.			
Foot Controls	S	Potentially while driving scooter between locations of identified issues, or for inspections.			
Talking	C	While interacting with stakeholders, co-workers, supervisors, and the public.			
Hearing	C	While interacting with stakeholders, co-workers, supervisors, and the public.			
Seeing	C	Ability to see would be considered important in this position.			
Writing	S-O	While taking notes, creating to-do lists, checking off completed tasks, and marking up documents.			
Normal Job Site Hazards	F	Walking on potentially slippery surfaces, moving machinery and conveyor belts, moving vehicles (many pulling baggage carts), confined spaces, electrical current, noise (conveyor systems and other machinery), dust, and fumes.			
Expected Environmental Conditions	C	Clerical and computer tasks are performed in a temperature-controlled office space. While in the terminal, work is completed in a temperature-controlled environment. While in the bagwells, baggage system conveyor areas, and workshops, these are not temperature-controlled, and the temperatures may be impacted by external weather conditions. While in the bagwells, baggage system conveyor areas, and workshops, workers may be exposed to noise, dust, and 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?  
Job Analysis Reviewed By:  
Completed by Vocational Provider

Yes       No

Arland Fagerstrom and Jay Altman  
Brice York, B.A., CDMS

Date June 12, 2013

Signature of Vocational Provider



***Job Analysis: Baggage System Specialist – Port of Seattle  
DOT # 221.367-070***

**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**