

EMPLOYEE: [REDACTED]

CLAIM # [REDACTED]



# Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE** Pass Sales Representative

**JOB CLASSIFICATION** Customer Assistance Representative III

**DOT TITLE** Ticket Seller

**DOT NUMBER** 211.467-030/222.367-034

**DEPARTMENT** Transportation

**DIVISION** Transit

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 10

**CONTACT'S NAME & TITLE** Phil Branham, Customer Service Administrator; Lisa Muhammad, Acting Customer Service Supervisor

**CONTACT'S PHONE** 206-684-1795; 206-684-1532

## ADDRESS OF WORKSITE

Westlake Customer Service Stop  
Westlake Station, Transit Tunnel Mezzanine  
401 Pine  
Seattle, WA 98104

201 South Jackson  
Seattle, WA 98104

**VRC NAME** Peter Hu

**DATE REVISED** June 3, 2009

**VRC NAME** Kyle Pletz

**DATE REVISED** September 1, 2009

## WORK HOURS

Monday through Friday, 8 hours a day, 5 days a week.. Shifts range and vary, but are completed between the core hours of 7:30am to 5:45pm.

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)  
Optional, Rare. Overtime is completed on approval by supervisor or to complete last customer transaction of the day.

## JOB DESCRIPTION

The Pass Sales Representative position consists of the following work assignments: KSC & Westlake Station Counter Sales, ORCA Mail Center, ORCA Call Center, 624-PASS/Mail, and Metro Online Pass Sales. Each area has unique duties and assignments; work in the following areas will be on a rotating basis.

- **KSC & WESTLAKE STATION COUNTER SALES:** Sell regional transportation passes, Regional Reduced Fare Permits, ticket books, ORCA/non-ORCA products, and other

fare media to the general public, in-person. Provide information to the general public in-person.

- **ORCA CALL CENTER:** Access the ORCA Call Center website and perform ORCA call center functions of answering calls, card ordering, researching callers' questions, performing various actions on behalf of cardholders and process 624-PASS non-ORCA phone & mail orders.
- **ORCA MAIL CENTER:** Process customer orders for ORCA cards received via various websites, and by mail.
- **624-PASS/Mail:** Process and mail-out customer telephone orders for various non-ORCA fare media received via the Metro Transit 624-PASS phone line and through the mail.
- **METRO ONLINE PASS SALES:** Process and mail-out customer orders for non-ORCA fare media received via all Metro Online website.

Tasks for all areas include, but are not limited to, the accurate preparation of daily cash sales reports, bank deposits, credit card sales transmissions, and reconciling inventory. Staff may also be tasked with the preparation of monthly management reports; responding to customer requests for information, complaints and inquiries regarding sales received through telephone, email, mail order, online, in-person or through written correspondence.

## **ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS**

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

## **JOB SPECIFIC REQUIREMENTS**

Ability to work with 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. Ability to use office machines such as computers, copiers, facsimiles, calculators and computer printers. Ability to make mathematical computations and to accurately handle money and various fare media. Working knowledge of inventory and/or record keeping techniques and principles and problem solving skills. \*Applicants must successfully complete a skills test for proficiency in the aforementioned skills.

This position requires certain coordinated finger movements to perform data entry responsibilities on a computer terminal and a cash register. Physical ability to occasionally climb a stepladder to identify, locate and access office items stored in multilevel storage bins.

This position may require lifting of items of up to 10 pounds. This position may require standing for prolonged periods of time.

**\*ATTENDANCE:** The ability to work regularly is a condition of continued employment. An employee who is absent repeatedly; or whose absences preceded or follow regular days off, or follow some other pattern; or who abuses sick leave, will be subject to disciplinary action

## ESSENTIAL FUNCTIONS

1. Accepts cash and check payment or operates credit card machine. Answers customer questions as necessary to assist in selling correct transportation passes or ticket books.
2. Verifies identification and writes identification numbers on checks.
3. Produces identification cards for Regional Reduced Fare Permits; enter customer's personal & confidential information in computer system and takes picture.
4. Makes telephone calls to verify or clarify medical status of persons applying for disability passes.
5. Counts inventory in work drawer prior to opening customer window.
6. Rings sale on computer based cash register.
7. Writes down number or code representing transaction.
8. Accurately counts and records all transaction information in the till at the end of each shift. Accurately completes bank deposit forms.
9. Ability to listen, comprehend and utilize information and respond appropriately to customer service issues in an efficient and courteous manner.
10. Ability to receive information from customers in a variety of formats: in person, via e-mail, through written correspondence, over the telephone, and online.
11. Uses Word, Excel, Access and other Windows-based tracking systems (as well as CST-customer service terminal-touch screen computer application) to accurately enter data provided by customers.
12. Must have ability to retain information and to handle multiple customers at one time.
13. Must be able to enter data by type or touch computer database system while simultaneously speaking with a customer and gathering paperwork.
14. Must have a good knowledge of fees and rates for bus passes and be able to explain differences.
15. Must be able to handle pressure, including a line of frustrated customers who may have been waiting for one hour or more.
16. Must be able to fill out paperwork for disabled individuals and communicate with people who have difficulty speaking or hearing.
17. Must be able to independently problem-solve, formulate solutions and demonstrate good communication skills.
18. Must be able to handle fluctuating work demands.
19. Must possess attention to detail skills to ensure that orders are filled accurately.
20. Must possess math skills to accurately balance register at the end of the shift, and be able to count money both from and back to customers. 624-PASS staff add up receipts and data at end of the night and make sure it matches with data entered into the computer.

**PERSONAL PROTECTIVE EQUIPMENT USED**

Gloves

**OTHER TOOLS & EQUIPMENT USED**

Computer, keyboard, mouse, touch screen monitor, photo ID card processor/printer, phone, printer, fax, copy machine, cash, checks, credit cards, purchase orders, laminator, stapler, camera, grommet puncher, pens, pencils, calculator/ten key, credit card terminal, manuals and other reference materials, combination safe, label printer, envelope opener, stamps, storage bins, file cabinets, box cutter, shipping tape dispenser and hand truck.

**PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED**

Continuously = occurs 66-100% of the time  
Frequently = occurs 33-66% of the time  
Occasionally = occurs 1-33% of the time  
Rarely = may occur less than 1% of the time  
Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

**This job is classified as**

Light according to the DOT

Light—exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly. A job is light if involves less than or up to the indicated pounds of force and one or more of the following apply; walking and standing to a significant degree, sitting and pushing/pulling of arm or leg controls, or constant pushing and pulling to maintain a production rate even when weight is negligible.

**Standing**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally, on flat carpeted and linoleum surfaces for up to 5 minutes at a time for up to 2.5 hours total in a work shift. Most commonly occurs while performing inventory of transit passes, assisting customers at the front window and taking pictures for the transit passes. The employee has the option of sitting on a stool or standing when performing front window tasks.

**Walking**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently, on flat carpeted and linoleum surfaces for distances of up to 100 feet for up to 5 minutes at a time for up to 4.5 hours total in a work shift while traversing within the office and between work areas such as the counter and the mail center.

**Sitting**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously, on an office chair or ergonomic stool with backrest for up to 2 hours at a time for up to 7 hours total in a work shift. Most commonly occurs while performing data entry, processing mail order and online sales; assisting customers; answering telephones.

**Climbing Stairs**

Health Care Provider initials if restricted

Rarely for up to 10 steps at a time up to 2 times per shift while traversing the mezzanine.

**Balancing**

Health Care Provider initials if restricted

Occasionally, on a stepladder to heights of 4 feet for up to 1 minute at a time for up to 10 minutes total in a work shift. Most commonly occurs while utilizing a stepladder to retrieve mail-out materials, forms, and other office items from upper storage bins, utilizing a stepstool to take a picture for a transit pass, retrieving or stocking supplies on high shelves, and posting fliers on transit sales window. The employee also utilizes balance when traversing the mezzanine in the Lost & Found area as well as when obtaining reams of packing slips from the 1<sup>st</sup> Floor mezzanine storeroom.

**Bending neck up**

Health Care Provider initials if restricted

Occasionally, for up to 1 minute at a time for up to 30 minutes total in a work shift. Most commonly occurs while looking for items in overhead storage bins, as well as looking for items on upper shelves or in upper cabinets.

**Bending neck down**

Health Care Provider initials if restricted

Frequently, and highly repetitive for up to 10 minutes at a time for up to 5.5 hours total in a work shift. Most commonly occurs while writing contacts sheets, taking notes, performing transactions, making changes, balancing the sales drawer; looking at the telephone instrument to answer, transfer, or complete phone calls; keyboarding as part of data entry requirements; and when reading informational or reference materials.

**Bending/Stooping**

Health Care Provider initials if restricted

Occasionally, on flat carpeted surfaces for 3 minutes at a time for up to 10 minutes total in a work shift. Most commonly occurs for 20 seconds at a time while removing or replacing files from low shelves and file drawers as well as placing articles of mail in the out going mail bin. The employee may need bend/stoop while inventorying safes and placing/removing fare media from Metro Online and 624-PASS floor-level safes, and remove printed papers from a reel printer that requires bending for up to 3 minutes at a time.

**Kneeling**

Health Care Provider initials if restricted

Occasionally, on flat carpeted and linoleum surfaces for 1 minute at a time for up to 5 minutes total in a work shift. Most commonly occurs while inventorying safes and placing/removing fare media from Metro Online and 624-PASS floor-level safes. The employee can alternate kneeling with squatting as needed.

**Squatting**

Health Care Provider initials if restricted

Occasionally, on flat carpeted and linoleum surfaces for 1 minute at a time for up to 5 minutes total in a work shift. Most commonly occurs while inventorying safes and placing/removing fare media from Metro Online and 624-PASS floor-level safes. The employee can alternate squatting with kneeling as needed.

**Reaching above shoulder height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally, for up to 2 minutes at a time for up to 20 minutes total in a work shift while placing and removing items such as files, sleeves of cards (250 cards per sleeve; 2,500 per case) and supplies from high drawers and shelves, as well as placing and removing items from overhead bins.

**Reaching at waist to shoulder height**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously, for 2 hours at a time for up to 8 hours total in a work shift while typing, writing, manipulating papers and documents, organizing and distributing mail and passes, receiving payments, issuing receipts, performing data entry, and operating the computer mouse.

**Reaching at knee to waist height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally, for 30 seconds at a time for up to 25 minutes total in a work shift while looking for, removing, and replacing files from file drawers; opening, closing, and removing and replacing articles from drawers.

**Reaching at floor to knee height**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally, for 1 minute at a time for up to 10 minutes total in a work shift while inventorying safes and placing/removing fare media from Metro Online and 624-PASS floor-level safes, and retrieving supplies such as roll of register tape from a box that may be on a low shelf or on the ground.

**Lifting 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally, for up to 5-10 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs with weights of 2-7 pounds while holding lost items while performing data entry as well as holding sleeves of transit passes, fare media cards, books, binders, multiple brochures, reports, and a cash drawer.

**Carrying 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally, for distances of up to 100 feet for up to 30 seconds at a time for up to 20 minutes total in a work shift, up and down a small staircase within the 1<sup>st</sup> Floor mezzanine storeroom. Most commonly occurs with weights of 5-7 pounds while taking mail to the mailroom and taking cash tray from office to front window.

**Lifting 11-20 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 1 minute at a time for up to 25 minutes total in a work shift. Most commonly occurs with weights of 13-15 pounds while retrieving items such as cases of envelopes, paper and packing slips from the 1<sup>st</sup> Floor mezzanine storeroom.

**Carrying 11-20 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rare, for distances of up to 40 feet for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 13-15 pounds while transporting a cash drawer containing cash and transit passes.

**Pushing and Pulling**

Health Care Provider initials if restricted \_\_\_\_\_

Rare for distances of up to 100 feet for 30 seconds at a time with a force of 20 pounds for up to 2 minutes total in a work shift while dragging heavy objects as well as opening and closing drawers, closing cash drawer, using a stapler, using a grommet puncher, opening and closing door of combination safe, pushing mail cart to mail room, and opening and closing service window. The employee may also have to open office doors using 7 pounds of pressure up 10 ten times per day.

**Handling**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 15 minutes at a time for up to 4.5 hours total in a work shift while using the mouse, stapler, cases of supplies, sleeves of cards, glue dot applicator, cash tray and grommet puncher. The employee may also handle stacks of transit passes, brochures, booklets, envelopes, and stacks of tickets.

**Operating Controls with Hands**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 15 minutes at a time for up to 5 hours total in a work shift while using the computer mouse to navigate the database system. The employee may also operate controls with their hands for 2 seconds at a time for up to 3 minutes in a shift while using the grommet puncher, camera, and the laminator.

**Fingering**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 20 minutes at a time for up to 8 hours total in a work shift while writing type of sale on receipt, completing registration forms, order forms and taking messages using a pen or pencil, swiping credit cards, keyboarding/data entry, using the fax machine, dialing the telephone, using touch screen computer and clicking the mouse, folding printed materials, stuffing envelopes, alphabetizing mail orders and certified mail green cards.

**Talking**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while conversing with co-workers, as well as providing customer service to customers at the service counter or at the call center via telephone. Conversations are a median of 3-5 minutes in length but can last as long as 30 minutes on an occasional basis.

**Hearing**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while conversing with co-workers, as well as providing customer service to customers at the service counter or at the call center via telephone.

**Seeing**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2 hours at a time for up to 8 hours total in a work shift while performing data entry, reading information on computer screen (touch screen system), reading database information, and reading information on credit cards, checks, documents, receipts, currency, transit passes, ticket books, brochures and identification cards. The employee also uses vision while looking at customers in line as well as looking for customers not in line. The employee may also need to recognize a person with a disability in order to provide proper services.

**ENVIRONMENTAL FACTORS**

Work is performed in an office setting and a front desk area with protective glass. Workers are exposed to the general public and persons that may be difficult, intoxicated, angry or hostile. Must be able to demonstrate clear communication and provide verbal instruction to individuals who may have language barriers. The underground Westlake office is limited to a confined area and workstations are in close quarters. When working in the Westlake location in the bus tunnel the employee may be exposed to fumes, dust and noise from buses and light rail as well as outside weather such as wind.

**The noise level is**

Approximately 40-40 decibels. The noise is caused by office noises, light rail and customer conversations.

HCP Initials if Restricted

[REDACTED]

**Work environment may include the following exposure(s):**

- Outside weather: Occasionally
- Fumes: Occasionally
- Odors: Occasionally
- Dusts: Occasionally
- Toxic or caustic chemicals: Rare

HCP Initials if Restricted

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**POTENTIAL MODIFICATIONS TO JOB**

- Place commonly used supplies on mid level shelves to reduce reaching above shoulder and below knee height.
- Utilize a cart to reduce carrying.
- Alternate between sitting and standing as needed when working at the front counter.



**SIGNATURES**

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

\_\_\_\_\_  
Printed name & title of VRC evaluator

\_\_\_\_\_  
Signature of VRC evaluator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name & title of contact

\_\_\_\_\_  
Signature of contact

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name & title of contact

\_\_\_\_\_  
Signature of contact

\_\_\_\_\_  
Date

**HEALTH CARE PROVIDER SECTION**

**Check all that apply**

- The employee is released to perform the described duties without restrictions on performance or work hours as of \_\_\_\_\_.
- The employee is released to perform the described duties on a reduced schedule as of \_\_\_\_\_. The recommended schedule is:

\_\_\_\_\_

Temporary until \_\_\_\_\_       Permanent as of \_\_\_\_\_

- The employee is released to perform the described job with the following modifications:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Temporary until \_\_\_\_\_       Permanent as of \_\_\_\_\_

- The employee is not released to perform the described duties due to the following job functions:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Temporary until \_\_\_\_\_       Permanent effective \_\_\_\_\_

- The employee is unable to work in any capacity.  
A release to work is:  anticipated by \_\_\_\_\_       Not expected

**The limitations are due to the following objective medical findings:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Printed or typed name and phone number of Health Care Provider

\_\_\_\_\_  
Signature of Health Care Provider

\_\_\_\_\_  
Date