



**Job Demands Analysis**  
**- CITY COURIER -**

**JOB POSITION & SCHEDULE**

<b>Job Title:</b>	<b>City Courier</b>
<b>Essential Job Functions:</b>	Delivering items to City of Richmond facilities. Picking up items from locales throughout greater Vancouver.
<b>Hours of work:</b>	7:00 a.m. until 4:30 p.m. Occasional overtime.
<b>Breaks:</b>	Two 10-minute breaks, one 39-minute break daily
<b>Shifts:</b>	9-day fortnight (5 consecutive work shifts, week-one; 4 consecutive work shifts, week-two).

**ENVIRONMENTAL CONDITIONS**

<b>WorkStation Description:</b>	Company vehicle. Various City of Richmond locales. Other locales within Greater Vancouver.
<b>Lighting:</b>	Outdoor lighting.
<b>Weather:</b>	Occasional exposure to the elements when working outside.
<b>Terrain:</b>	Predominantly level indoor terrain and paved outdoor terrain.
<b>Biological Hazards:</b>	No appreciable exposure.
<b>Chemical Hazards:</b>	Possible contact with fuel when delivering fuel to service remote City of Richmond heavy equipment.
<b>Physical Hazards:</b>	Risk of slip and fall during outdoor exposures (weather influenced) and when climbing (onto and off of vehicle bed or other heavy equipment during refueling procedures), force application (lifting/carrying and pushing/pulling) required, potential for confrontations with the general public (driving).

## SUMMARY OF ESSENTIAL WORK TASKS

*Frequency: N/A: not done; Rare 0-5%; Occasional 6-33%; Frequent 34-66%, Constant 67-100%*

<i>Frequency</i>	<i>Description</i>
<b>1. F</b>	<b>Operate Vehicle:</b> <i>Perform pre-trip inspection. Operate automatic transmission vehicle (e.g., a 4-wheel drive pick-up truck) using safe work practices. Perform daily "mail-run" within City of Richmond facilities. Deliver fuel to service remote City of Richmond heavy equipment. Navigate Greater Vancouver streets to locate other delivery or pick-up locations (an average of about 6 such trips per shift with random quantities of driving: approximately 200 kilometers per day).</i>
<b>2. O</b>	<b>Deliver and Pick-up Items:</b> <i>Receive and process route instructions/requests. Locate provider of item for pick-up or recipient of item to be delivered (using GPS unit). Collect or provide item(s). Gather delivery items and/or provide delivery items using safe work practices.</i>

## TOOLS & EQUIPMENT USED

- 2-wheel dolly
- GPS unit
- Electric tailgate mechanism
- Gloves
- Electrical tail gate
- Cellular telephone
- Vehicle tarp
- Writing implements

## PSYCHOSOCIAL & COGNITIVE REQUIREMENTS

<b>Degree of Self-Supervision/Accountability:</b>	<i>Predominantly self-supervised throughout the shift (may contact supervisor to obtain work direction as needed)</i>
<b>Supervision of Others:</b>	<i>No supervisory responsibility</i>
<b>Performance Pressure (machine or other):</b>	<i>Time pressure is low: there is occasional pressure to meet deadlines or work within time constraints, the volume of work and the pace of work are moderate</i>
<b>Attention to Detail:</b>	<i>Attention to detail or concentration is required for some tasks, although not at an intense level</i>
<b>Multi-Tasking:</b>	<i>Not responsible for concurrent multiple tasks. Responsible for performing one task at a time until completion or further direction from supervisor</i>
<b>Level of Collaboration:</b>	<i>Required to work in co-operation with others for some tasks (such as organizing dispatch).</i>

**Working with Public (emotional or confrontational):** *No exposure to emotionally stressful circumstances or emotionally distressed individuals in the normal course of duties. No exposure to confrontational situations in the course of normal duties (although there is potential for traffic conflicts)*

**Literacy:** *Moderate reading ability is required, e.g., to follow written instructions, read MSD sheets/manuals. No composing of English text is required in the course of normal duties.*

**Communication Skills:** *Basic communication skills are required to comprehend and communicate information at a basic level within well defined parameters e.g. communicate status of job or job task with supervisor*

**Memory Skills:** *Basic memory ability is required to recall information that is applied to work tasks on a regular basis without rigid time constraints.*

<b>MOBILITY &amp; POSTURAL DEMANDS</b>
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*Frequency: N/A: not done; Rare 0-5%; Occasional 6-33%; Frequent 34-66%, Constant 67-100%*

<b>Demand</b>	<b>Frequency</b>	<b>Description</b>
Reaching*	F	<i>Inner range reaching to operate vehicle controls. Outer range reaching to grasp or place items on shelving (no prolonged), to retrieve/place items from/to the vehicle's bed (including the dolly), and to remove replace tarp. 62 inches/157 cm above ground-level: maximal reaching height. No vertical reaching required.</i>
Handling/Gripping	O	<i>Grasp delivery and pick-up items. Handle 2-wheeled dolly. Grip steering wheel.</i>
Fingering	O	<i>Operate vehicle controls, cellular telephone, GPS unit.</i>
Sitting	C	<i>Operate vehicle.</i>
Standing	O	<i>Access delivery and pick-up locales. Brief exposures (less than 10 minutes to static standing if awaiting customer-service).</i>
Walking	O	<i>Access delivery and pick-up locales.</i>
Climbing	O	<i>May utilize stairs to access delivery and pick-up locales. Step onto electronic lift gait to facilitate access to vehicle's bed. Climb onto Heavy Equipment to attach hose during fueling process (rare: once in two weeks typically).</i>

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Stooping*	O	<i>Mild stooping to lean over the side-rails of the vehicle's bed to access items. Mild stooping over engine compartment during pre-trip inspection. May place or retrieve items to/from floor via stooping.</i>
Twisting	O	<i>Shoulder-checking procedures when driving.</i>
Crouching/Kneeling	O	<i>Place or retrieve items to/from floor level. No kneeling required.</i>
Balancing	R	<i>May utilize basic dynamic balancing when encountering slippery surfaces outdoors.</i>
Driving	C	<i>Operate vehicle.</i>
Hand/Foot Controls		<i>Operate vehicle.</i>
Carrying	O	<i>Carry delivery and pick-up items: basket of mail, boxes etc.</i>
Pushing/Pulling	O	<i>Push/pull 2-wheeled dolly. Pull hose from external fuel tank.</i>
Lifting	O	<i>Lift delivery and pick-up items (variable weight, may request help to lessen forces as needed, no more than about 20kg/44 lbs and typically less than 10 kg/20 lbs). Lift dolly out of vehicle's bed (9 kg/20 lbs).</i>
Awkward Postures	O	<i>Somewhat awkward combination of outer-range reaching and concurrent force applications (lifting) to place/retrieve items to/from the vehicle's bed (52 inch/132 cm barrier).</i>
Talking	O	<i>Communicate with supervisor(s), customers, City of Richmond staff.</i>
Hearing	C	<i>To communicate, to safely operate vehicle.</i>
Tasting	N/A	<i>Not required.</i>
Smelling	N/A	<i>Not required.</i>
Near Acuity	C	<i>Vehicle operation.</i>
Far Acuity	C	<i>Vehicle operation.</i>
Depth Perception	C	<i>Vehicle operation.</i>
Accommodation	C	<i>Vehicle operation.</i>

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Color Vision            C            *Vehicle operation.*

*\*NB: inner-range reaching: within a forearm's reach; outer-range reaching: the arm extends forward & away from the body; vertical reaching: reaching above shoulder level. Mild stooping = up to approximately 20 degrees of flexion at the waist; moderate stooping = between approximately 20 and 45 degrees of flexion at the waist; severe stooping = greater than approximately 45 degrees of flexion at the waist*

<b>STRENGTH CATEGORY</b>
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***Overall Strength Category** (per the Dictionary of Occupational Titles):*

**Medium:** Exerting 20-50 lbs. of force occasionally, and/or 10-25 lbs. of force frequently, and/or negligible-10 lbs. of force constantly to move objects.