



JOB ANALYSIS REPORT

SAMPLE

Company:

Location:

Job Title: Field Service Representative I, II, III	Job Code:
Division:	Department:

Work Schedule: Work hours may vary dependent upon demand. On average, Field Service Representatives work five days a week from 8:00AM-5:00PM.

Job Summary: Worker is responsible for the following essential functions and associated tasks: **(1)** While performing preventative and corrective maintenance tasks, worker drives the company vehicle to the job site, unloads tools boxes and parts out of the company vehicle and onto a hand truck, transports tools and parts to the surgical or hospital facility basement, dons in appropriate PPE, completes lockout/tagout procedure, troubleshoots, disassembles, repairs, replaces, or modifies equipment and systems components using various types of hand tools, rewires and reassembles equipment, adjusts and calibrates equipment, certifies equipment is ready for use by using standard and specialized tools and test equipment, and maintains remote monitoring and diagnostic equipment; **(2)** While performing administrative, sales, and customer service tasks, worker utilizes technology (smart phone, laptop computer, and related software and applications) to perform administrative duties as assigned to ensure document completion, plans and completes daily and weekly schedules to improve productivity, completes service reports, maintains Customer Service Logs, maintains tools and parts inventory to prescribed levels as required by District Service Manager, actively promotes and supports remote monitoring and diagnostic equipment, communicates effectively with internal and external customers, increases company growth through identifying sales opportunities, recommends Company products/services to customers, utilizes the Quick Quote app, recommends replacing equipment if needed, establishes and maintains effective communicative relationships with customers, managers, support, and the sales organization, pro-actively responds to and resolves customer problems/issues, service calls, and warranty calls, responds to routine customer and sales questions regarding equipment operation and performance, and provides guidance and assistance to entry-level technicians.

Note: Workers may assist with installations on a seldom basis

Job Qualifications:

An Associate's or Bachelor's degree in an electronics, mechanical or a similar discipline. One to two years of relevant experience is **strongly preferred**.

OR

A high school diploma or GED with a **required** minimum of two years of relevant experience.

Tools and Materials Used: Company vehicle, basic hand tools, impact driver, battery powered drill, tool boxes/bags, folding hand truck, hardware, electrical wire, thread tape, sterilizers, washers, detergent, machine components/parts, grease, smart phone, laptop, laptop bag, flashlight, head lamp, ladders, volt meter, amp meter, and a kneeling mat

Physical Demand Strength Rating (PDSR): Heavy

A job is rated “Heavy” if the physical demand requirements of the job meet at least one of the following exertions: Exerts 50 to 100 lbs. of force occasionally, or 25 to 50 lbs. of force frequently, or 10 to 20 lbs. of force constantly to move objects.

Job Conditions: Indoor, climate controlled sterilization rooms. PPE is worn to protect workers from exposure to bloodborne pathogens; Occasional outdoor weather conditions

Sensory Requirements:

- Balance
- Near Vision
- Midrange Vision
- Far Vision
- Depth Perception
- Visual Accommodation
- Peripheral Vision
- Hearing
- Speaking

Personal Protective Equipment: Worker is required to wear the following PPE: Safety glasses, safety-toe leather boots with pronounced heels, hearing protection, bunny suit, shoe covers, head caps, beard nets if needed, arch flash suit as needed, hand protection, and face shields

Environmental Exposures:	None 0% of Workday	Seldom <1% (Not Daily)	Occasional 1% - 33% of Workday	Frequent 34% - 67% of Workday	Constant Over 67% of Workday
Wet or humid conditions (non-weather)			X		
Work near moving mechanical parts			X		
Work in high, precarious places		X			
Fumes or airborne particles			X		
Toxic or caustic chemicals		X			
Outdoor weather conditions			X		
Extreme cold (non-weather)	X				

Extreme heat (non-weather)		X
Risk of electrical shock		X
Work with explosives	X	
Risk of radiation	X	
Vibration		X

Essential Functions:

1 – While performing preventative and corrective maintenance tasks:

Stoop	- Frequent	Worker is frequently required to stoop forward with up to 45 degrees of trunk flexion while performing job tasks.
Climb	- Occasional	Worker is occasionally required to climb into and out of a company vehicle with various step up heights; Worker is occasionally required to climb up and down step stools and ladders that vary in size and height while performing job tasks.
Crouch	- Occasional	Worker is occasionally required to crouch while performing job tasks.
Drive	- Occasional	Worker is occasionally required to drive a company vehicle to various hospital and surgical facilities. Worker may be required to drive to 6 different work locations during one shift.
Handling	- Frequent	Worker is frequently required to handle objects such as basic hand tools, parts, hardware, valves, and a company vehicle steering wheel using the following: bilateral two/three-point and lateral precision pinch grips, a simple sustained grasp of a company vehicle steering wheel, and complex hook, power, forceful, and spherical grips.
Grip Force	- Occasional	Worker is occasionally required to use handheld cutters to cut through hoses with a grip force up to 40 lbs. using a unilateral complex power grip; Worker is occasionally required to use and grip basic hand tools, such as a screwdriver, with a grip force up to 60 lbs. using a unilateral complex power grip to completely tighten or initially loosen hardware while performing repairs and PMs.
Grip Force	- Frequent	Worker is frequently required to use and grip basic hand tools, such as a screwdriver with grip forces ranging from 5 to 30 lbs. using a unilateral complex power grip while performing repairs and PMs.
Pinch Grip Force	- Occasional	Worker is occasionally required to tear open cardboard boxes containing parts using a bilateral complex pinch grip with a force up to 20 lbs.; Worker is occasionally required to tighten and loosen k-clamps with a pinch grip force up to 43 lbs. using a complex unilateral lateral pinch grip.
Keyboard	- Occasional	Worker is occasionally required to key information into a laptop computer while performing job tasks.

Lift (11-25 lbs)	- Occasional	Worker is occasionally required to lift a tool bag weighing up to 25 lbs. at heights ranging from ankle to waist height using a unilateral complex hook grip.
Lift (26-50 lbs)	- Occasional	Worker is occasionally required to lift a 3-level washer rack weighing up to 36.5 lbs. from shoulder height (53") to ankle height (22") using a bilateral complex power grip.
Lift (51-100 lbs)	- Occasional	Worker is occasionally required to lift machine panels weighing up to 53 lbs. at heights ranging from ankle to shoulder height using a bilateral complex hook grip.
Lift (0-10 lbs)	- Frequent	Worker is frequently required to lift basic hand tools and small equipment parts weighing up to 5 lbs. to and from heights ranging from ankle to shoulder height using unilateral complex power and pinch grips. Note: Worker may also be required to lift hand tools bilaterally, one tool in each hand.
Pull (11-15 lbs)	- Occasional	Worker is occasionally required to pull on valves to open/close with a force up to 15 lbs. at heights ranging from ankle to shoulder height using unilateral complex hook, power, and spherical grips.
Pull (26-50 lbs)	- Occasional	Worker is occasionally required to pull on a bungee cord to secure tool boxes to a hand truck with a force up to 27 lbs. from ankle to waist height using a unilateral complex forceful grasp; Worker is occasionally required to pull on machine panels during machine repairs and PMs with a force up to 32 lbs. at heights ranging from ankle to shoulder height using the palms of both hands; Worker is occasionally required to pull a hand truck loaded with tool boxes towards body (prior to transportation) with a pull force up to 32.3 lbs. at waist height using a bilateral complex power grip; Worker is occasionally required to pull a loaded hand truck with a pull force up to 40 lbs. at waist height using a unilateral complex power grip a distance over 500 ft.
Pull (51-100 lbs)	- Occasional	Worker is occasionally required to pull on wrenches with a force up to 60 lbs. at heights ranging from ankle to shoulder height using a bilateral complex power grip.
Push (11-15 lbs)	- Occasional	Worker is occasionally required to push on valves to open/close with a force up to 15 lbs. at heights ranging from ankle to shoulder height using unilateral complex hook, power, and spherical grips.
Push (26-50 lbs)	- Occasional	Worker is occasionally required to push on machine panels during machine repairs and PMs with a force up to 32 lbs. at heights ranging from ankle to shoulder height using the palms of both hands; Worker is occasionally required to push a loaded hand truck with a push force up to 40 lbs. at waist height using a bilateral complex power grip a distance over 500 ft.
Push (51-100 lbs)	- Occasional	Worker is occasionally required to push on wrenches with a force up to 60 lbs. at heights ranging from ankle to shoulder height using a bilateral complex power grip.
Carry (26-50 lbs)	- Occasional	Worker is occasionally required to carry a 3-level washer rack weighing up to 36.5 lbs. at waist height using a bilateral complex power grip a distance up to 5 ft.

Carry (51-100 lbs)	- Occasional	Worker is occasionally required to carry machine panels weighing up to 53 lbs. at waist height using a bilateral complex hook grip a distance up to 5 ft.
Reach	- Frequent	Worker is frequently required to reach for basic hand tools, parts, hardware, and valves bilaterally in a forward, downward, upward, and left/right lateral direction up to 30 inches. Worker may be required to use a ladder to access hard to reach valves and equipment components. Worker may also be required to perform lateral trunk flexion up to 35 degrees while reaching behind equipment.
Sit	- Occasional	Worker is occasionally required to sit in a company vehicle seat with bilateral arm support or on concrete surfaces while performing job tasks.
Stand	- Frequent	Worker is frequently required to stand on concrete surfaces while performing job tasks.
Squat	- Occasional	Worker is occasionally required to perform a partial or full squat while lifting tool boxes and heavier equipment components from off of the floor.
Walk	- Occasional	Worker is occasionally required to walk all throughout the designated work area on concrete surfaces while performing job tasks. Worker is also required to walk to and from the company vehicle on concrete and asphalt surfaces over 500 ft while transporting tools and parts from the company vehicle to the work area.
Crawl	- Seldom	Employee is seldom required to crawl forward and backwards on concrete surfaces while performing job tasks.
Kneel	- Occasional	Worker is occasionally required to kneel on left, right, or both knees on a padded surface while performing PMs and repairs.
Hand-Arm Control	- Frequent	Worker is frequently required to use bilateral and/or unilateral upper extremity movements while performing job tasks to include: radial/ulnar deviation, wrist flexion/extension, forearm pronation/supination, and elbow flexion/extension. The maximum degrees of range of motion are as follows: Wrist Joint: Worker is required to perform up to 50 degrees of wrist flexion and 60 degrees of wrist extension while performing repairs and PMs; Worker is required to perform up to 40 degrees of ulnar deviation and 25 degrees of radial deviation while performing repairs and PMs. Elbow Joint: Worker is required to perform up to 120 degrees of elbow flexion while performing repairs and PMs.
Foot Control	- Occasional	Worker is occasionally required to use ankle plantar flexion and dorsiflexion while operating a company vehicle and foot actuated machine controls.
Vibratory	- Seldom	Worker is seldom exposed to vibratory forces while operating an impact driver and battery powered drill.
Repetitive	- Occasional	Worker is occasionally required to perform repetitive upper extremity movements bilaterally while performing job tasks.

2 – While performing administrative, sales, and customer service tasks:

Stoop	- Occasional	Worker is occasionally required to stoop forward with up to 15 degrees of trunk flexion while performing job tasks.
Climb	- Never	
Crouch	- Never	
Drive	- Never	
Handle	- Occasional	Worker is occasionally required to handle a laptop computer, computer bag, smart phone, and writing materials using the following: two/three-point and lateral pinch grips and palmar, hook, and claw grips.
Keyboard	- Occasional	Worker is occasionally required to key information into a laptop computer while performing job tasks.
Lift (11-25 lbs)	- Occasional	Worker is occasionally required to lift a laptop bag or backpack weighing up to 20 lbs. at heights ranging from ankle to shoulder height using a unilateral hook grip.
Pull	- Never	
Push	- Never	
Carry (0-10 lbs)	- Occasional	Worker is occasionally required to carry a laptop bag or backpack weighing up to 20 lbs. at knuckle height using a unilateral hook grip a distance up to 10 ft.
Reach	- Occasional	Worker is occasionally required to reach for a laptop computer, computer bag, smart phone, and writing materials in a forward, downward, and left/right direction up to 25 inches.
Sit	- Never	
Stand	- Occasional	Worker is occasionally required to stand on tiled surfaces while performing job tasks.
Squat	- Occasional	Worker is occasionally required to perform a partial or full squat while lifting laptop bag or backpack from off of the floor.
Walk	- Occasional	Worker is occasionally required to walk all throughout work area on concrete surfaces while performing job tasks.
Crawl	- Never	
Kneel	- Never	
Hand-Arm Control	- Occasional	Worker is occasionally required to perform up to 10 degrees of radial deviation while holding a smart phone in either hand and 25 degrees of wrist extension while navigating a smart phone (approximately 1 hour a day).
Foot Control	- Never	
Vibratory	- Never	
Repetitive	- Occasional	Worker is occasionally required to repetitively move fingers bilaterally while keyboarding.

Notes:

This Job analysis has been prepared for Company by GSC On-Site Services.

GSC Job Analyst:

Name Printed:

Title:

Signature:

Date:

Company Management:

Name Printed:

Title:

Signature:

Date:
