

## *Extra List Clerk*

### ***Job Requirements:***

The Extra List Clerk works in Communications/Customer & Station Services area. They perform, as they are named, as an extra person listed in case of need. They may perform the various jobs in this area such as Lead Clerk, Assistant Lead Clerk, Ticket Clerk, and Data Entry Clerk. The Extra List Clerk is called in when another employee calls in sick, is on leave, etc. Due to this fact, the extra list clerk must be knowledgeable of any and all of these jobs. These employees are hourly (with optional overtime), and will typically work 8 ½ hour shifts with a ½ hour unpaid lunch. Shifts vary and range from 5 a.m.-12:30 p.m., seven days per week. These jobs are Sunday through Saturday with variations in hours depending on those, which are assigned by their supervisor in advance. A Valid Driver's License is required.

### ***Equipment Used:***

The Extra List Clerk uses basic office supplies, pens, pencils, rubber stamps, paper, fax machines, copy machines, computers, bill countes, adding machines, etc. They will utilize various tickets, schedules, money, ticket boxes (photo 2,5), 4-wheeled carts (photo 8), and copy paper.

### ***Facility Description:***

The Extra List Clerk will work in one of three different locations. They may work in the data entry area (photo 7). This particular area is an office with two data entry desks. The desk height is 29 inches; the chair is a 5-wheeled chair with a fixed seat height of 18 inches and is on a carpeted floor. The computer set up is with the terminal directly in front of the chair sitting directly on the desk. The keyboard is located in front of the person as well.

The Lead Clerk is located in an office within the Ticket office, and Ticket Clerks' positions are located in cubicles at the main station (photo 4). In outlying stations, they will be in an office at a ticket window. The cubicle set up in the main station measures 31 inches wide by 52 inches deep. The counter at which they sit is 45 ½ inches high. The high chair or stool (photo 3,4) is of variable seat height and is 5-wheeled. There are also stationary stools that are an option for use. The ticket clerk is required to reach 12 inches in front of them and up to 29 inches at a downward and upward diagonal (photo 4). The cubicle has a glass front window open to the lobby area. The Ticket Clerks may also need to walk to the stock room located outside the ticket office. This is a walk of about 200-300

feet from the office area (photo 8). Other walking required is up to ½ mile 2 times per day to collect envelopes/mail from Drop Boxes.

***General Job Description and Essential Functions:***

The Extra List Clerk as stated above is called into fill a job slot that is vacant for that particular day. They are called in as deemed necessary by their supervisor. The Extra List Clerks (and Extra Board Clerks) assume all of the responsibilities of all regular positions. The Extra List Clerk will fill in for one of 3 basic areas.

The first area that the Extra List Clerk may work in is data entry (photo 7). In this job, they are entering data of ticket sales that are done on line or by phone. They are also completing a daily report of window ticket sales. In this area, they may also be completing general office activities, such as copying, filing, collating, etc. They may be responsible for retrieving copy paper from the storage room located 200-300 feet from the ticket office (photo 8). The copy paper may be brought to the office by hand truck, but must be lifted, scooted or maneuvered onto the hand truck. The weight of the paper is 52 lbs. per box. This box can be broken down into individual reams of paper, which can be stacked on the hand cart. In this position, they may also be asked to deliver schedules, etc. to outlying ticket offices.

As the Lead Clerk or Assistant Lead Clerk, the Extra List Clerk will complete ticket sales at the window and in addition will 3-4 times per day retrieve coin (nickels, dimes, quarters) from the safe to be used by the ticket clerks. The heaviest coin (quarters) lifted weighs 25 lbs (photo 6-walkway). They are required to walk up to ½ mile 2 times per day to collect envelopes/mail from Drop Boxes.

As the Ticket Clerk, the Extra List Clerk will sell tickets at the window in their cubicle area (photo 4). They must carry (15-20 feet) their cash drawer from the drawer area located next to the safe (photo 1). The drawer initially weighs 15 lbs., with approximately \$300 worth of cash in it. The Ticket Clerk will also obtain their own individual stock "ticket box" from its storage area and move it into their ticket window cubicle (photo 2,5). These weigh 39 lbs. and are moved 2 times per day (once to the window and once back to the storage shelf). In these ticket boxes are all of the stock of tickets that they may be selling. Extra stock is located in cabinets under the shelf. Throughout their shift, the ticket clerk is required to make deposits of money collected. They will count the money and have it verified by their supervisor. They then carry the bag to the safe where it is dropped into the slot. The Ticket Clerk may be asked to work in an outlying ticket office at another station. If they are asked to do

so, they receive a 20-minute paid lunch. In these locations, the ticket clerk has a safe, ticket box, and washroom located right in the office.

Another responsibility of the Ticket Clerk is to stock the schedules located in the station. In Union Station, the schedules are retrieved from the storage room (photo 8). They are bundled into sleeves weighing up to 5 lbs. An entire box of schedules weighs 28 lbs. The Clerk will place these bundles onto a 4-wheeled cart to move them out into the station concourse and place in the schedule holders. The cart has two shelves, and has a handle for pushing it (small cart handle- 36 inches high, large cart handle 42 inches high).

*Extra List Clerk  
Essential Job Demands*

- ◆ Lifting: Continuous Repetitive-None  
Frequent-None  
Occasional-5-39 lbs.
- ◆ Carrying: Continuous Repetitive-None  
Frequent-None  
Occasional-5-39 lbs.
- ◆ Bending: Less than Occasional
- ◆ Stooping: Less than Occasional
- ◆ Squatting: Less than Occasional
- ◆ Standing: Occasional
- ◆ Ambulating: Occasional (up to ½ mile 2 times per day to Drop Boxes)
- ◆ Sitting: Continuous to Frequent
- ◆ Fine Manipulation: Continuous Repetitive
- ◆ Gross Grasping: Continuous Repetitive
- ◆ Pushing: Less than occasional (hand truck/cart of schedules)
- ◆ Pulling: None
- ◆ Reaching Up: Less than Occasional
- ◆ Reaching Out: Continuous to Frequent (arms length)
- ◆ Vision: within annual medical physical examination guidelines
- ◆ Hearing: within annual medical physical examination guidelines

*Extra List Clerk  
Essential Job Demands*

- ◆ Lifting: Continuous Repetitive-None  
Frequent-None  
Occasional-5-39 lbs.
- ◆ Carrying: Continuous Repetitive-None  
Frequent-None  
Occasional-5-39 lbs.
- ◆ Bending: Less than Occasional
- ◆ Stooping: Less than Occasional
- ◆ Squatting: Less than Occasional
- ◆ Standing: Occasional
- ◆ Ambulating: Occasional (up to ½ mile 2 times per day to Drop Boxes)
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- ◆ Fine Manipulation: Continuous Repetitive
- ◆ Gross Grasping: Continuous Repetitive
- ◆ Pushing: Less than occasional (hand truck/cart of schedules)
- ◆ Pulling: None
- ◆ Reaching Up: Less than Occasional
- ◆ Reaching Out: Continuous to Frequent (arms length)
- ◆ Vision: within medical physical examination guidelines
- ◆ Hearing: within medical physical examination guidelines

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**Summary:** Overall this job would be classified as **MEDIUM** in physical demand according to the Department of Labor Dictionary of Occupational Titles.

Constant (continuous) 67%-100% of time 500+ repetitions

Frequent 34%-66% of time 100-500 Repetitions

Occasional 0%-33% of time 1-100 Repetitions

(U.S. Department of Labor, Dictionary of Occupational Titles, 4<sup>th</sup> Edition, Supplement D)

## *Janitor*

### ***Job Requirements:***

The Janitor works in various departments, depots and yard locations in Communications/Customer & Station Services area. These employees are hourly (with optional overtime), and will typically work 8 ½ hour shifts with a ½ hour unpaid lunch. Shifts are typically 7 a.m. –3:30 p.m. five days per week. A Valid Driver's License is required. The attire is hardhat, protective shoes, glasses and gloves. The Janitor must also attend the OSHA blood borne pathogen training.

### ***Equipment Used:***

The Janitor uses basic cleaning equipment. This includes the following:

Garbage cans-up to 15-lbs./Garbage can lids 5-20 lbs.  
Mops-60 inch handle (photo 9)  
Brooms-60 inch handle and 27 inch short handle (photo 9)  
Buckets (large industrial type on wheels with wringer)-12-15 lbs. empty (photos 16, 17)  
Paper towels, Toilet Brush (photo 9)  
Scrapers  
Garbage can liners-one box weighs 55 lbs. full (but can be broken down before loading) (photo 9)  
Floor Buffer-weighs 45-lbs. (photo 26) (Total weight is 90 lbs. with 2 people lifting)  
Spic and Span Cleaner  
Glass Cleaner  
General Industrial Cleaner for toilets, floors, etc.  
Hand Soap  
Dust pan-29-inch handle  
Shovel-3-5 lbs.

### ***Facility Description:***

The Janitor may travel to various train depots and facilities. They will drive an automatic transmission Metra truck. The back of the truck (photo 2) is enclosed and allows for hauling of supplies, garbage etc. The Janitor will be exposed to all types of weather and various terrain as their job is both inside and outside the buildings. (Photos 1, 20).

### *General Job Description and Essential Function:*

The Janitor is responsible for cleaning and maintaining the Metra commuter depots, facilities, and shelters. Each day, the janitor will arrive at his assigned yard or facility and load his truck if necessary. His supervisor will provide any special assignments at that time.

When loading the truck, it is necessary to stock items that may be needed at the depot such as toilet paper (full box weight is 40 lbs.), paper towels (two box sizes weigh 20 lbs. and 30 lbs. respectively), and garbage can liners (full box weigh 55 lbs., however it is recommended these be broken down) (photo 10). Occasionally, they may need to load the floor buffer, which weighs 45 lbs. (photo 26). The shelves on which these supplies are housed in the yard Janitor's office are 33 inches to 7 feet in height, bottom to top.

Once the truck is loaded for the day, the Janitor begins his rounds to the various depots. Monday is typically the day in which there is the greatest amount of trash in the cans and around the depots, as there are no janitors on the weekends. Upon arriving at the depot, the Janitor will tend to the grounds outside, sweeping up any trash on the ground and along the length of the platform with his small broom (27 inch handle) into his dustpan (29 inch handle) (photo 3). The platforms vary in length from 50-100 yards and each depot has ramps, and steps (6 inches in height typically) up to the platform or depot area (photos 5, 11). Anything that cannot be swept up is picked up and placed in a trash bin. The dustpan is also emptied into a trash bin. The Janitor will then pull the bags from all of the Metra garbage cans (weight of can 15 lbs. and lid 5-10 lbs. for 32 inch high plastic cans; large fixed garbage receptacles are not lifted, but the lid is removed which weighs 20 lbs. and is 42-46 inches from the ground), and re-line these with clean bags (photos 5,6,7,8,18). The loaded garbage bags are placed in the back of the truck for later deposit into a dumpster (the one depicted is 80 inches from the ground). The doors on the rear of the truck are 26 inches from the ground and the handle is 49 inches from the ground. If garbage bags are too heavy to lift, the Janitor may lay the can on its side and break down the garbage into smaller units/several bags. Therefore, the weight of these loaded bags is controlled by the Janitor and weigh no greater than 50 lbs.

The Janitor will then move to the area inside the depot. A Janitor's closet is located in each depot for storage of the buckets, brooms, and various supplies. The wash sinks vary in height but average about 29 inches in height. Using glass cleaner, the counters and window sills (21-66 inches in height) are wiped down. Windows on the doors to the depot are cleaned using glass cleaner. The bathrooms are the responsibility of the Janitor. They must clean the toilet, sink (heights range 30-35 inches)



(photos 4, 19), and the floor, which must be mopped (handle length 60 inches). The entire depot floor must be mopped weekly. In depots with concrete floors, a hose is retrieved from the back of the truck and attached to a spigot in the depot (photos 12, 13). Cleaner is spread on the floor and a mop or push broom is used to scrub the floor (photos 14, 15, 21). In this instance, garbage cans and bookstands must be moved (these require a push /pull force of 3-10 lbs.)

The Janitor may also have other yards for which he is responsible for cleaning. In the yard (photos 22, 23, 24), the Janitor must empty all of the trash, sweep the cafeteria area (photo 25), wipe down chairs and benches, and mop the floors once per week.

During the summer months and at sporadic intervals, the depot floors may require stripping of wax, followed by re-wax, and buffing. This is completed at each site approximately once per year. This is usually done with several Janitors working at one time together. The buffer weighs 90 lbs. and is lifted by 2 people to load. Once on the ground, it rolls on wheels. This task is usually completed as overtime.

Non-traveling or station Janitors often maintain cleanliness throughout Metra facilities and office buildings. Although a Janitor may travel from train station to train station, the station or non-traveling Janitor remains in one building. Tasks and physical demands of the traveling Janitors and station Janitors are similar. Their primary duties include keeping offices and washrooms cleaned and supplied, emptying waste containers, mopping and sweeping floors and removing snow/ice from sidewalks, steps and walkways.

It should be noted that Janitors, in winter months, may be responsible for snow removal. This involves shoveling for up to one hour on an uninterrupted basis, intermittently throughout the day. The weight of the loaded shovel is in the control of the worker.

***Janitor***  
***Essential Job Demands***

- ◆ Lifting: Continuous-None  
Frequent-None  
Occasional-up to 50 lbs.
- ◆ Carrying: Continuous-None  
Frequent-None  
Occasional-up to 50lbs.
- ◆ Bending/Stooping: Frequent to Occasional
- ◆ Squatting: Less than Occasional
- ◆ Standing: Frequent
- ◆ Ambulating: Frequent ( can be on uneven surfaces such as ballast rock, gravel, slope, etc.)
- ◆ Sitting: Occasional
- ◆ Fine Manipulation: Less than occasional
- ◆ Gross Grasping: Frequent
- ◆ Pushing: Less than occasional (e.g. maneuvering garbage cans)
- ◆ Pulling: Less than occasional ( e.g. hoses)
- ◆ Reaching Up: Occasional
- ◆ Reaching Out: Frequent
- ◆ Vision/Hearing: within physical examination guidelines

**Summary:** Overall this job would be classified as **MEDIUM** in physical demand according to the Department of Labor Dictionary of Occupational Titles.

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NOTE: This job analysis and information is based upon observation and information obtained on a limited schedule and may vary day to day depending on production.