

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV34309
Job Class Code:	650	Salary Schedule:	ASRRTOC
EEO Category:	03	Grade:	16
Workers Comp Code:	5506		

Job Code Established:	04/04/91	Effective Date:	05/10/04
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Traffic Operations Series

JOB CODE TITLE: TRAFFIC OPERATIONS CENTER OPERATOR

HRIS TITLE: TRAF OPS CENTER OPER

CHARACTERISTICS OF THE JOB CODE: Under general supervision of a Traffic Operations Center Shift Supervisor 50 percent of the time, performs work of a highly technical nature in the Traffic Operations Center (TOC) Control Room. Responsible for receiving, coordinating and disseminating critical information from various sources, including emergency notification from local police and DPS to the public, displaying Variable Message Signs (VMS) and entering data into the Highway Condition Reporting System (HCRS) which is in turn announced on the 511 telephone. Coordinate with city Traffic Management Centers (TMC's) Statewide incident management through VMS and HCRS reporting systems. View traffic flow within the instrumented freeway system (including the I-10 Deck Tunnel) via a sophisticated computer-based system, including remotely controlled closed-circuit television cameras and variable message signs from a workstation. This classification is responsible for verifying incidents and viewing traffic flow to ensure unimpeded traffic movement; assessing situations using independent judgment; dispatching the appropriate emergency personnel; monitoring air-quality, fire detection, traffic conditions, lighting levels, video images, emergency phones, and other surveillance equipment; changing lighting levels, control fan settings and lane control signals; creating and posting messages on permanent statewide variable message signs ; handle incidents on a 24/hr, 7/days per week schedule and performing incident management duties for ADOT district locations after normal working hours, week-ends and holidays.

EXAMPLES OF DUTIES: Interprets telephone or radio callers' locations from maps by applying knowledge of state highway system and geography in order to provide appropriate and timely assistance. Creates and reviews the Highway Condition Reporting System statewide entries, including monitoring the Emergency Alert System for activation of Amber Alerts, incident and planned construction entry broadcasts for 511 and creates messages placed on the permanent variable message signs. Takes direction from DPS and local police regarding emergency situations and assists with dispatching of maintenance and emergency personnel to assist DPS. Reviews shift's activities at end of shift with relieving operator to ensure accurate exchange of information. Complete an Acceptance Test every month on either a Metro or Rural workstation console and Complete Operator Certification within 6-month probationary period. Verifies traffic incidents using remotely controlled closed circuit television cameras; creates incident reports, post statewide variable message signs to inform the public of incidents and roadway, traffic conditions; makes adjustments to the I-10 Deck Tunnel lighting levels; and makes adjustments to environmental systems, including monitoring and adjusting ventilation rates and fan speed operating tables to ensure safe traffic environments in the tunnels; selects and independently initiates proper incident detection based on observation and evaluation of traffic conditions; dispatches appropriate crews in accordance with the incident severity to assist DPS and local police with traffic control and incident management regardless of weather conditions (e.g. snow, ice, fog and dust storms); contacts/dispatches emergency response personnel (DPS, City Police, City Fire Departments) to incident sites when emergency situations exist such as hazardous materials spills, train wrecks, and vehicular incidents, etc; during major incidents, informs ADOT executive management through a computer paging system; monitors the condition of the incident until the entire scene is cleared and the ADOT personnel

leave the scene; readjusts all systems for normal operations after emergency situations are corrected; serves as the single point of contact for DPS dispatcher.

WORK CONDITIONS: This classification works under unique, stressful, conditions when solving emergency traffic situations. Operators are often involved in responding to fatal crashes. They work directly with DPS and local police to notify the public of Amber Alerts through posting VMS and making entries into HCRS which are broadcast to the public through 511 and the ADOT website. They are often the first to receive a radio call and they are involved in dispatching emergency crews and notifying appropriate levels of authority. This classification coordinates the work flow for multiple incidents and determines which operator performs which functions. This classification is required to fill in for operators who may be absent and may be required to work overtime as needed. The work is generally performed in a high tech traffic operations center with many kinds of radio equipment, computer equipment with several different kinds of software, DPS scanners, Emergency Alert System equipment, alarms, and multi-line telephones, requiring the ability to retain a high level of concentration.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: the TOC System concepts and operations; traffic flow principles; computer applications and operation; telephone operation; radio dispatch operation; Emergency Alert System operations and procedures to broadcast Amber Alerts and HCRS entries to alert the public of emergencies; TMC contacts and written procedures to contact emergency personnel statewide; computer applications and operation; telephone operation and etiquette; statewide radio communications operation; operational methods of monitoring air-quality, fire detection, traffic conditions, lighting levels, video images, emergency phones and other surveillance equipment; operational methods of independently assessing situations and incidents; and operational methods of determining need and dispatching emergency response personnel to incidents; successfully perform monthly acceptance tests at Metro and Rural working consoles.

Skill/Ability to: incident management, expeditious determination as to when to dispatch emergency personnel; and analyzing, interpreting and resolving incident and traffic flow problems; operating a computer console with various software and VMS maps; accurately and efficiently monitoring and making necessary adjustments; effective oral and written communication, resolving traffic flow problems; operating a computer console; accurately monitoring and making necessary adjustments; contacting appropriate technicians during equipment failures; telephone operation and etiquette; radio communication; accurately assessing situations and incidents.

work irregular hours, holidays and weekends, to work in a confined area with monitors, scanners, Emergency Alert Systems, alarms etc. and to concentrate on several issues simultaneously; view Traffic Operations Center Systems to assess incidents, monitor highways, including viewing video monitors, computer generated maps on the wall and VMS statewide maps on the computer; maintain emotional control and function effectively during an emergency or crisis situation. Skill in the use of computer/keyboard devices to retrieve and/or enter information; skill in effectively making decisions; ability to accurately understand various transmissions (e.g. telephone, radio, etc.) and take information from one source to another in a timely manner; communicate orally and in writing; operate a telephone; operate a radio for dispatching; make entries into HCRS including emergency notifications to the public, and create messages for VMS; follow operational methods of handling incidents, monitoring traffic, making adjustments, independently assessing situations and incidents and of determining need and dispatching emergency response personnel to incidents; to resolve traffic flow problems; make accurate assessments of situations and incidents; make determinations on when to dispatch for emergency personnel; function under stressful conditions; apply all applicable laws, regulations, standards and ADOT policies and procedures to ensure compliance of operations. Create and review the daily Highway Condition Reporting System entries statewide , create messages placed on the variable message signs statewide to ensure that the messages and information provided are correct and easily understood by motorists; Obtain Operator Certification within 6 months and successfully perform acceptance tests every 2 months.