

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>NEXP</b>	<b>Job Code:</b>	<b>ACV34310</b>
<b>Job Class Code:</b>	<b>650</b>	<b>Salary Schedule:</b>	<b>ASRRTOC</b>
<b>EEO Category:</b>	<b>03</b>	<b>Grade:</b>	<b>18</b>
<b>Workers Comp Code:</b>	<b>5506</b>		

<b>Job Code Established:</b>	<b>05/10/04</b>	<b>Effective Date:</b>	<b>05/10/04</b>
<b>Job Code Revised:</b>		<b>Effective Date:</b>	

**JOB CODE SERIES:** Traffic Operations Series

**JOB CODE TITLE:** TRAFFIC OPERATIONS CENTER SHIFT SUPERVISOR

**HRIS TITLE:** TRAF OPS CENTER SHIFT SPV

**CHARACTERISTICS OF THE JOB CODE:** Under limited supervision of a Traffic Operations Center TOC Supervisor, coordinate the job duties of the TOC Control Room and supervises the TOC Operators. This classification is responsible for simultaneously operating a multi-channel radio console, computer terminal, multi-line telephone while maintaining incident reports and records. Responsible for receiving, coordinating and disseminating critical information from various sources, including Amber Alert notification to the public, creating and displaying Variable Message Signs and entering data into the Highway Condition Reporting System regarding incidents, planned construction, rush hour information which is in turn announced on the 511 telephone for the public; 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 is a working supervisor classification and requires working as a TOC Operator approximately half of the time while supervising the work of the Operators on their shift. This classification is distinguished from the TOC Operations Supervisor in terms of leadership and authority and is responsible for the efficient operation of the TOC Control Room on a given shift, including serving as a TOC Operator; serving as a supervisor of TOC Operators. This classification has the authority to perform as an operator, plus make the selection of and decide on the placement of messages on permanent variable message signs, ; provide appropriate answers to incident-related questions; make decisions on alternative shift coverage; provide input related to modification of the Operations Manual and Training Manual; make decisions related to mediation between field personnel, TOC Operations and/or other local agencies such as DPS, Fire, City and County Enforcement Departments.

**EXAMPLES OF DUTIES:** Individual positions may be responsible for some or all of the listed duties and/or other related duties. As the working supervisor, serves as a TOC Operator approximately half of the time; provide supervision and guidance for the operators outside normal working hours (during night and weekend shifts); directly supervise TOC Operators, including writing shift assignments, rescheduling additional assignments, monitoring operator workload and incident response, coordinating training for new and current operators, preparing and directing operators, writing performance evaluations for designated shift operators, approving leave requests, working as shift liaison between all other agencies and operations; transferring information between shifts; participating in testing of new software for Operations; reviewing and participate in updating the operations and training manuals; assist in planning and administrating shift meetings; 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 Amber Alert, incident and 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. Insures that the messages and information provided are correct and that the traffic diversion techniques applied are correct and easily understood by motorists; meets with the Operations Supervisor to formulate types of information, equipment and training needed by operators for dispatching personnel and to provide briefings on the status of the TOC Operators for which they are responsible. 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 Shift Supervisor Certification within one year of supervisory duties

**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 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, a high level of concentration is needed.

**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. Supervision of staff and training of new employees to be operators; preparing and directing operators who will be capable of making sound decisions during incident management operations and writing performance evaluations for designated shift operators; establishing effective and pertinent policies consistent with those of the DPS dispatch centers; 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 Shift Supervisor Certification within one year of supervisory duties and successfully perform acceptance tests every 2 months. Review Acceptance tests on a monthly basis for each operator and review and test operators on the Operator Checklists for Certification of Operators. Make sure each operator is certified prior to the end of their probationary period.