

CLASSIFICATION SPECIFICATION

FLSA:	EXP	Job Code:	ACV34311
Job Class Code:	650	Salary Schedule:	ASRRTOC
EEO Category:	03	Grade:	19
Workers Comp Code:	5506		

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

JOB CODE SERIES: Traffic Operations Series

JOB CODE TITLE: TRAFFIC OPERATIONS CENTER OPERATOR SUPERVISOR

HRIS TITLE: TRAF OPS CENTER OPER SPV

CHARACTERISTICS OF THE JOB CODE: Under limited supervision of the Traffic Operations Center (TOC) Manager, supervises the daily activities of the TOC Control Room and supervises the TOC Supervisors; This classification is responsible for the daily activities and efficient operation of the TOC Control Room and has the authority to make the daily operational decisions without prior consultation with the TOC Manager; hire and terminate TOC Operators and Shift Supervisors; provide administrative and technical expertise to TOC personnel; develop effective monitoring and evaluation procedures for the TOC Control Room; assure program conformance to established objectives and directives; work with a diversity of technical personnel in resolving interagency and departmental operational problems; develop incident management scenarios and subsequent actions required by different governmental agencies; prepare and present training for joint sessions of State, County and municipal personnel.

EXAMPLES OF DUTIES: Individual positions may be responsible for some or all of the listed duties and/or other related duties. Provides supervision of the Shift Supervisors and the daily activities of the TOC Control Room; meets with the TOC Operations Shift Supervisors to obtain briefings on the status of the TOC Operators for which they are responsible; serves as the first line operations interface with other ADOT groups in developing communication and operations protocol between such groups and the TOC Operators; works with the Model Deployment Initiative Program Administrator and the TOC manager on integration of field hardware and software for Operations personnel; participates with construction staff, consultants, and the TOC personnel in integration of field and TOC hardware and software; assists in updating the operating and training manuals as changes occur; works with agencies, local governments, and the private sector to coordinate and implement training for new procedures and/or systems; interacts with other jurisdictional operations groups in providing functional interfaces between ADOT and private industry, county and other municipal organizations; attends conferences and seminars to stay abreast of changing ITS and TOC Operations procedures, technology and philosophy; coordinates with the forest service for emergency fire danger warnings using variable message signs and broadcasts to the public through the HCRS (Highway Condition Reporting System) which in turn is reported on the telephone to the public through dialing 511. Assists DPS and local police with broadcasting Amber Alerts or other emergency situations to the public through HCRS, the 511 telephone system and alphanumeric paging system. Event management for activities such as sporting events, concerts, county fairs and parades; approves and coordinates weekly shift schedules prepared by Shift Supervisors; coordinates and establishes regularly held operations shift meetings. Assist the city Traffic Management Centers (TMC) by alerting them of any emergency traffic situations in their jurisdiction and hold quarterly meetings with the City TMC's coordinating activities. . Review Acceptance Tests of Shift Supervisors on a monthly basis and review and test Supervisors on the Shift Supervisor Checklists for Certification. Make sure each Shift Supervisor is certified prior to the end of their first year of supervisor y duties.

WORK CONDITIONS: The work is generally performed in an office setting, with the occasion to travel to other office locations, or out of state to visit other TOC's and attend conferences.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Traffic Operations Center Control Room operations; responsibilities of TOC Shift Supervisors and Operators; management and supervision techniques and methods to effectively supervise the daily activities of the TOC Control Room; effective techniques for resolving issues, situations and incidents; communications and operations protocol; Model Deployment Initiative (MDI) related technology to coordinate MID operations activities between the TOC and jurisdictional agencies for integrated field hardware and software; methods for providing functional interfaces; methods to coordinate and implement training for new systems and data exchange; computer applications and operation; telephone operation; statewide radio communications operation; operational methods of monitoring air-quality, fire detection, traffic conditions, tunnel lighting levels, video images, emergency phones, and other surveillance equipment; operational methods of adjusting lighting levels, fan settings and traffic lane signals; operational methods of assessing situations and incidents; operational methods of determining need and dispatching emergency response personnel to incidents; knowledge of DPS Amber Alert notifications and procedures necessary to broadcast an Amber Alert or other emergency broadcast to the public through HCRS, Paging Systems, and 511 telephone. Knowledge of all applicable laws, regulations, and standards; interpersonal relations ensuring personnel to work together to meet the goals of the Operations mission and to serve as the compliant resolution point for all shift personnel and the public; oral and written communication; ADOT's Highway System/district areas of responsibility to ensure timely efficient response by the TOC; incident command policies to ensure compliance with ADOT's policy on response to incidents involving ADOT roadways and to ensure that laws, rules, policies and procedures applicable to the dispatch, monitoring and clearance of each incident are in compliance with incident command policies; Intelligent Transportation and Freeway Management Systems to train operators and oversee the operation involved with these systems; ADOT construction/maintenance procedures and practices to work closely with ADOT field personnel and operators to ensure appropriateness of ADOT response.

Skill in: applying effective management and supervision techniques for resolving issues, situations and incidents; effective communications and operations protocol; effectively coordinating and implementing training for new systems and data exchange; effective public speaking to communicate with the general public, as well as with other technical groups while attending meetings and conferences; working with a diversity of technical personnel in resolving interagency operational problems; developing incident management scenarios and subsequent actions required by different governmental agencies; preparing and presenting effective training for joint sessions of State, County and municipal personnel; working with local governments, private sector and other agencies to coordinate and implement new inter-linked systems

Ability to: apply management and supervision techniques and methods to effectively supervise the daily activities of the TOC Control Room and the Shift Supervisors; apply techniques to resolve issues, situations and incidents; communicate and utilize operations protocols; apply MDI related technology to coordinated MDI operational activities between the TOC and jurisdictional agencies for integrated field software and hardware; coordinate and implement training for new systems and data exchange; participate in the development and maintenance of the TOC Control Room operations and training manuals; to speak to the general public and to technical personnel while attending various meetings and conferences; work with a diversity of technical personnel in resolving interagency operational problems; develop incident management scenarios and subsequent actions required by different governmental agencies; prepare and present effective training for joint sessions of State, County and municipal personnel; work with agencies, local governments and the private sector to coordinate and implement new inter-linked systems.