

HIGHWAY TRAFFIC OPERATIONS CENTER OPERATOR

DESCRIPTION: Under general supervision, performs traffic/freeway management work at a district-level operations center by monitoring system devices (e.g., screens, cameras, sensors) and identifying the nature of traffic events and incidents or road/weather conditions; determining proper responses such as sign messages, public information notices, and dispatching staff to the site; initiating work orders or directing non-emergency response crews and resources to handle non-critical events and incidents; disseminating information to the general public, via message signs and other means of communication, regarding events, incidents, or conditions; coordinating with emergency response dispatchers the use of emergency response staff and resources to handle critical (i.e., public safety/life threatening) events and incidents; performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Monitors current traffic conditions fed into the Operations Center via roadway sensors, cameras, and other field surveillance devices; relays information to appropriate response agencies based on the assessment of situations.

Answers incoming calls/inquiries from those seeking functional support or information.

Collects, consolidates, and resolves discrepancies/conflicts between real-time incident and event details captured through phone calls, camera images, radio messages, etc.

Enters event and incident information into computer logs/databases and generates response plans; develops plans and implements appropriate responses in accordance with agency policies and procedures.

Transmits information to the general public via communication systems such as variable message signs (VMS), Highway Condition Reporting System (HCRS), and Amber Alert systems; informs media as needed.

Conducts equipment operational status checks, monitors equipment for potential problems, and adjusts equipment gauges/parameters for effective operation.

Informs other response centers and staff of incidents and events, and coordinates as needed with the Nebraska State Patrol communications centers and local government agencies.

Compiles and writes construction and maintenance event information, schedules, and locations for subsequent dissemination.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: routing guides, message formats, and equipment for all agency communication networks and emergency alert systems; operational procedures for monitoring, relaying, and broadcasting messages; existing emergency response resources and operations; protocols for coordinating emergency responses with other agencies; geographic and related features of the assigned traffic management area; general policies and functions of the employing agency and other public safety/response agencies; traffic operations center system operational functions, policies, methods, and work contacts.

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Ability to: research and compile information using internet and other computer related sources; observe situations and identify potential problems and inappropriate activities affecting traffic operations and the safety of the general public; operate and relay messages between all emergency dispatch and other specialized equipment; independently assess incidents, determine proper responses, and dispatch response resources; monitor and adjust equipment for effective performance; evaluate and determine priority of information/material to be disseminated; monitor and scan simultaneously varied surveillance instruments and computerized equipment.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: the basic telecommunications means and procedures for disseminating information to the public; radio and other communication signals, terminology, formats, and procedures.

Ability to: speak with proper clarity, tone, volume, and grammar; comprehend and interpret data from maps, instruments, and devices; code, enter, track, store, and retrieve written and electronic information to/from various data bases; record and transcribe verbal messages received via phones, radios, and personal contacts; interact with other operators/dispatchers and the general public when handling emergency and other safety incidents; maintain logs, manuals, and reference material according to agency policy and Federal Communication Commission regulations; compose/enter correct and understandable messages into various information systems; handle mental tasks and maintain emotional control during stressful/emergency situations.

Skill in: the use of computer/keyboard devices to enter, retrieve, and broadcast information.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any equivalent combinations of education, training, and/or experience that will enable an individual to possess the required knowledge, skills and abilities. A general qualification guideline for positions in this class is: Experience or training in radio dispatching or other communications work involving the operation of communication devices such as multi-phone systems or teletype machines.