

STATE OF NEBRASKA  
CLASS SPECIFICATION  
EST: 04/07 - REV: 10/11

CLASS CODE: M61122  
PAY RANGE: \$12.066 - \$17.053  
SALARY GRADE: 208  
OVERTIME STATUS: N

### HIGHWAY TRAFFIC OPERATIONS CENTER OPERATOR/LEAD

DESCRIPTION: Under limited supervision, oversees the daily activities of the Operations Center and leads a team of Traffic Operations Center Operator staff to include assigning and reviewing work, scheduling staff work times, and training staff and answering their work questions; and performs duties of the Highway Traffic Operations Center Operator; 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.)

Schedules, distributes/balances and guides the work assignments of co-workers, according to established work flow/assignment requirements, to assist supervisory staff with timely completion of work; maintains shift activity logs and records.

Monitors and reports on co-worker work performance to determine overall conformity to established timetables and quality standards, and to document and communicate employee production levels and training needs.

Trains co-workers in specific tasks and work practices and procedures to improve and maintain the performance levels of these employees.

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 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; reviews and approves 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.

Conducts equipment operational status checks, monitors equipment for potential problems, and adjusts equipment gauges/parameters for effective operation; discusses and resolves operational deficiencies with technical support staff.

Reviews effectiveness of on-going processes and recommends changes in operations center protocols and procedures.

Coordinates responses to incidents with other response centers and staff including the Nebraska State Patrol communications centers and local government agencies.

Compiles and writes construction and maintenance event information, schedules, and locations for subsequent dissemination; writes administrative reports as needed.

## M57122 – HIGHWAY TRAFFIC OPERATIONS CENTER OPERATOR/LEAD (continued)

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; 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.

Ability to: oversee the assessments made by others of situations and their coordination of response activities; lead, schedule, and train other employees to ensure effective surveillance/communication coverage; assign and direct the work activities of other employees and provide information concerning employee performance and training needs; take appropriate corrective actions concerning employee performance; identify facts and propose solutions to deficiencies in work operations.

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

Knowledge of: existing emergency response resources and operations; protocols for coordinating emergency responses with other agencies; the various 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; 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; interact with other operators/dispatchers and the general public when handling emergency and other safety incidents; independently assess incidents, determine proper responses, and dispatch response resources; maintain logs, manuals, and reference material according to agency policy and Federal Communication Commission regulations; monitor and adjust equipment for effective performance; evaluate and determine priority of information/material to be disseminated; compose/enter correct and understandable messages into various information systems; monitor and scan simultaneously varied surveillance instruments and computerized equipment; 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: One year of experience in communications work involving the operation of integrated/automated communication devices (e.g., multi-line phone systems, teletype machines, and message signs) and computer systems and network links, and the use of computer keyboard commands, software, and hardware to log, track, and disseminate information.