

## Highway Traffic Operations Center Manager

V61880

### DESCRIPTION OF OCCUPATIONAL WORK

Under administrative direction, manages activities and assigned operational, technical, and maintenance employees of a traffic/emergency management operations center for the Nebraska Department of Transportation (NDOT); oversees the operation and maintenance of the center's facilities and equipment used to coordinate traffic flow management, emergency and non-emergency, and public or agency alert and notification efforts, concerning incidents, emergencies, or other events on interstate and State highway transportation systems; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is a full performance supervisory/managerial job class, where assigned positions coordinate NDOT monitoring activities and public safety and emergency responses, in conjunction with numerous State, regional, and local agencies, to address traffic flow incidents and emergencies on Nebraska's interstate and highway systems. These events may be statewide, regional, or metropolitan in scope. Employees supervised are engaged in operating various monitoring equipment and devices and, as needed, others engaged in electronic installation or roadway maintenance.

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.)

Manages overall functional planning and daily activities of an assigned traffic/emergency management operations center; directs operations center activities to ensure internal and external coordination with other State agencies, local jurisdictions, and other interested entities.

Coordinates and monitors incident management responses of an assigned operations center and employees with State and local law enforcement and public safety agencies to ensure proper inter-jurisdictional public safety communications and responses.

Confers with other NDOT managers and assigned employees to obtain information needed for budgets, and work plans, schedules, priorities, and deadlines and to resolve operational issues and delays; confers with representatives of other transportation and emergency response agencies to identify and resolve work issues and ensure proper assignment of responsibilities.

Develops and implements policies, procedures, and response plans in coordination with other State and local law enforcement and public safety response agencies; implements operational changes to eliminate weaknesses and increase effectiveness of an assigned operations center.

## V61880 - Highway Traffic Operations Center Manager - continued

Plans and assigns work activities to operations center employees to ensure balanced workload and attainment of operations center goals; supervises and guides assigned employees to develop their performance capacities and to ensure consistent application of policies, procedures, and standards.

Trains assigned employees and other workers in transportation emergency procedures and policies, traffic incident management and congestion management procedures, and computer hardware and software of an assigned operations center; attends conferences and workshops to learn of latest traffic/emergency management developments.

Prepares recommendations on budget and other resource needs of an assigned operations center; tracks the allocation of funds, staff, and other resources.

Assesses work performances of assigned employees and capabilities of other individuals to determine and recommend appropriate personnel actions such as hiring, promotional, and disciplinary actions, or other status changes, and to determine employee development needs.

Prepares administrative reports, operations center activity records, correspondence, and work and contact logs; collects data and reviews of actions and response times taken and prepares assessment reports to ensure readiness of the operations center employees and processes.

Directs installation and maintenance of traffic management monitoring equipment and devices; inspects, evaluates, and identifies malfunctions or deficiencies in center systems and equipment to ensure the effectiveness and usability of computers, surveillance monitors, and other traffic management instruments.

Prepares and coordinates dissemination of general information and dispatching of incident/event notices to the news media, the motoring public, and the general public; provides liaison between an assigned operations center and the news media and agency information officials; coordinates access of news media and others to the assigned operations center, as needed.

### KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: State and local government functions; the basic features, applications, and limitations of telecommunications and electronic equipment and traffic management devices; administrative and operational policies and practices pertinent to traffic management, roadway maintenance, and public safety organizations; long-term organizational and traffic/emergency management planning practices.

Skill in: assessing traffic and emergency situations and executing and controlling responses; negotiating operational plans and agreements with diverse traffic and emergency response agencies and other entities.

Ability to: communicate in person, and by telephone, emails, correspondence, radio and electronic media to inform the public, news media, and emergency response workers and to report to agency management; supervise, train, and motivate assigned workers; interact cooperatively with representatives of multiple public agencies and interested entities; interpret regulations, policies, and procedural manuals; develop and adapt work schedules to meet traffic incidents and weather events; administer budgets and expenditures.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework/training in traffic management or emergency management practices, and experience planning, performing, or coordinating traffic management, roadway hazard response, emergency service, disaster preparedness, or public safety communication activities.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

NONE

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Established: 1/2007

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date
Title	Update Class Title	9/9/2022
ALL	Update all references to Dept. of Roads	9/9/2022