



## TRANSPORTATION OPERATIONS SPECIALIST

4163

### GENERAL DESCRIPTION OF CLASS

The Transportation Operations Specialist initiates action and directs others to clear Oregon highways of traffic obstructions while ensuring Oregon Department of Transportation (ODOT) staff and public safety. Work is often done in emergencies by positions located within major transportation operations centers and by positions operating directly on the highway systems. The employee is a member of a field incident response or operations center dispatch team. Employees direct ODOT field maintenance staff and non-ODOT resources.

The incident responder leads an inter-disciplinary team as a first on-scene responder at accident and incident sites, and directs private and commercial vehicle operators daily. The operations center dispatcher leads an interdisciplinary leadership team as initial or secondary contact for emergency response, and will contact and sometimes direct ODOT field maintenance staff and non-ODOT resources.

### DISTINGUISHING FEATURES

This is a single level class, and not part of a series of classes. The work requires quick independent judgment.

Some of the duties of positions in this class are similar to those in other ODOT maintenance classes and to other State dispatch classes. Positions in this class have full-time responsibility to coordinate response to emergency traffic and maintenance incidents, and direct others in an incident.

### DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type of work associated with this class. Individual positions may do any combination of the duties listed below, and other related duties

#### 1. Field Incident Response

Patrol roads, highways, and freeways to identify, plan and coordinate the safe removal of traffic hazards. Lead on-scene activities: assess incident impact on traffic flow, develop and implement emergency traffic controls to safely optimize traffic movement in and around the incident location, and coordinate incident response activities. May give emergency first aid at accidents, call for medical response teams, and act to protect emergency personnel and the public. Supervise removal of wreckage and debris and other clean-up activities. Give minor road service assistance to motorists; clear disabled vehicles from travel lanes and coordinate tow requirements.

Inform motorists of hazards by setting on-board and fixed variable message signs, and updating the traffic operation center and media. Prepare and process motorist assistance logs, incident reports, damage claims and other investigative data. Maintain equipment and shop facilities; keep vehicles and tools clean and serviceable.

#### 2. Operations Center Dispatch

Maintain continuous safe traffic flow within a large geographic area encompassing multiple counties, cities and towns, especially during severe weather conditions and declared emergencies by communicating between field units, local and county law enforcement, emergency services, state agencies and the public.

Obtain and transmit information using multiple radio frequencies for highway, police and other emergency services by monitoring and operating highway or police channels and prioritizing responses to radio calls. Notify field units by radio of locations of accidents, complaints, blockages and need for general highway maintenance, construction services, or emergency services and dispatch assistance. Contact emergency response vehicles, tow companies, fire departments, and police agencies. Assist in the coordination of mutual response and share necessary information. Operate paging systems that contact Oregon State Police (OSP) officers and County officials.

Enter incident information. Use codes, maps and other resources to route information. Maintain computerized log of all telephone communications requiring field response, noting time, location, person calling and action taken. Respond to telephone questions on traffic problems, hazardous conditions and any other highway-related issues. Inquire and interpret information from LEMS and Driver and Motor Vehicles Services (DMV). Use and disseminate the information. Give Road and Weather reports and disseminate information to other states through LEMS (Law Enforcement Data System).

### **RELATIONSHIPS WITH OTHERS**

Positions in this class have daily contact with the public, ODOT maintenance staff, other public and private agencies, and the media. The contact requires sensitivity to the perspective and emotional state of others. All positions in this class act directly with ODOT staff, the public, and other public and private agencies to ensure a safe and efficient travel environment on State highways.

### **SUPERVISION RECEIVED**

Employees are expected to work independently within general guidelines and some defined procedures. Decisions often need to be made quickly where precedents may not be clear and without the advantage of easily accessible supervision. In some instances within an operations center, a lead dispatcher or manager may be present.

### **GENERAL INFORMATION**

Employees must be able to read a wide variety of signs and video images; have full dexterity in finger, wrist, arm, waist, knee movement; strong eye and hand coordination. Bending, stooping, lifting of over fifty pounds is required of some positions in this class.

**KNOWLEDGE AND SKILLS (KS)**

<b>Knowledge</b>	<b>Dispatcher</b>	<b>Responder</b>
Transportation maintenance objectives, techniques, and processes (including transportation equipment resources)	Basic	Extensive
Radio and telephone communication procedures	General	General
Crisis intervention; HAZMAT identification and response; risk assessment; radio communications and variable message sign operation	General	Extensive
Computer use in processing information	Extensive	Basic

<b>Skills</b>	<b>Dispatcher</b>	<b>Responder</b>
Communicate clearly, directly and through various media, to resolve issues and establish credibility with diverse individuals and groups, including city and county officials, the media, police/fire officials, towing companies, engineers, maintenance personnel and the general public.	X	X
Successfully defuse angry, upset, distressed or emotionally-charged customers and stakeholders	X	X
Lead on-site situation assessment and traffic control, initiate and take responsibility for incident resolution		X
Prioritize and take action in stressful and time-essential situations	X	X
Multi-task, using radio, telephonic and computer equipment simultaneously.	X	X
Operation and general maintenance of transportation maintenance equipment.		X

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Special certifications may be required of some positions. Additional knowledge and skill requirements will be explained on the recruiting announcement.

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