



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

POSITION DESCRIPTION: TRAFFIC & INCIDENT MANAGEMENT SUPERVISOR

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| <u>POSITION TITLE:</u> | Traffic & Incident Management Supervisor |
| <u>REPORTS TO:</u> | Traffic & Incident Management Manager |
| <u>SUPERVISES:</u> | N/A |
| <u>FLSA EXEMPTION STATUS:</u> | Exempt |
| <u>SALARY:</u> | Salary commensurate with experience |
| <u>LAST UPDATE:</u> | New |

SUMMARY OF PURPOSE: Under the broad supervision of the Traffic and Incident Management Manager, provide support and guidance in the areas of traffic management operations.

ESSENTIAL FUNCTIONS:

1. Monitor, detect, and respond to various traffic management data sources and incidents to maintain safety and efficiency on roadway system.
 - a. Monitor real-time sources of traffic data to include CCTV cameras, other video detection sources, traffic sensors (weather, speed, and volume), traffic flow systems, alarms, police scanners, as well as public and partner phone calls.
 - b. Analyze or assess traffic events like construction zones, special events, congestion, traffic incidents, evacuations, or traffic equipment malfunctions.
 - c. Develop or implement response scenario plans.
 - d. Log incident information into Advanced Traffic Management System (ATMS).
 - e. Accurately relay incident information and/or contact appropriate responders.
 - f. Assist in the clearance of major traffic incidents by providing information like the approximate duration of traffic disruptions, number of injuries or fatalities, number of lanes blocked, as well as to confirm or coordinate the arrival of emergency first response teams.
 - g. Leverage dynamic message signs and other ITS devices to coordinate with local response teams.
 - h. Help mitigate traffic congestion by providing clear and concise safety information concerning traffic incidents in roadway system.
2. Collaborate with internal and external stakeholders to develop and maintain strategic and response plans for traffic incident management.
 - a. Participate in meetings, committees, task teams and other groups with internal and external partners to represent transportation systems management and operations (TSMO) interests related to traffic and incident management (TIM).
 - b. Ensure the most current program elements, performance measures and functions are being implemented for TIM.

3. Maintain professional contact with private companies, public, federal, local and state government agencies, and other officials related to TIM.
 - a. Provide accurate and timely responses to the public, contractors, and other department personnel.
 - b. Promote the resolution of outstanding technical and contractual issues.
 - c. Communicate effectively (strong written and verbal communication skills) and work well with team members from diverse technical backgrounds.
4. Assist in the development and management of contracts and other types of agreements that support TIM functions and/or related to performance targets.
5. Assist in coordinating and scheduling meetings.
6. Perform other duties as requested or required.

POSITION REQUIREMENTS:

1. Five (5) years of experience in traffic management and / or emergency communications OR two (2) years of college plus three years of related experience.
2. Managerial / supervisory experience and leadership skills.
3. Excellent written and verbal communication skills.
4. Ability to create reports, summaries with proper format, punctuation, spelling, and grammar, using all parts of speech.
5. Proven skills in organizing work, attending to detail, and taking direction.
6. Proven skills in managing time effectively, prioritizing activities, and handling multiple tasks in a timely manner.
7. Ability to work in fast-paced or stressful environment.
8. Skilled in collaborating with internal and external resources.
9. Proficient in Microsoft Word, Outlook, Excel and PowerPoint.
10. Knowledge of the tolling industry preferred but not required.

PHYSICAL/MENTAL REQUIREMENTS:

1. Uses personal computer approximately 6-7 hours per day.
2. Uses telephone and email to communicate with first responders, contracted staff, agency partners and others approximately 5-6 hours per day.
3. Works at a desk approximately 6-8 hours per day.

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform for the CTRMA other work duties not specifically listed herein.

Management reserves the right to modify, defer or rescind this position description at any time, with or without prior notice.

APPLICATION REQUIREMENTS:

To apply, please send a cover letter and resume to:
Central Texas Regional Mobility Authority
Attention: DeeAnne Vickery

3300 N IH-35, Suite 300
Austin, TX 78705
Fax: 512-996-9784
Email: dvickery@ctrma.org

Also, if you have any questions please contact DeeAnne Vickery at dvickery@ctrma.org.