

TRANSPORTATION COMMUNICATIONS OPERATOR

KIND OF WORK

Radio communication dispatch operator work providing a variety of communication services for the Minnesota Department of Transportation (MnDOT).

NATURE AND PURPOSE

An employee in this class serves as a central point of contact for MnDOT's 24/7 communication operation, housed within the Metro District, which includes base station radios, telephones and other electronic communications. The employee monitors, evaluates and responds by dispatching proper personnel and taking appropriate action when alerted by MnDOT Metro District's alarm systems, roadway surface and sub-surface sensor systems, traffic management systems and/or security systems. Employees in this class are responsible for making decisions for the Metro District in the absence of supervisory personnel, when necessary. The incumbent will act as a resource for information for internal and external customers pertaining to the Minnesota Department of Transportation and Metro Maintenance Operations.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Operates the Motorola 800 MHz system dispatch console to receive and dispatch information in accordance with all FCC regulations.

Reads and accurately interprets maps to dispatch resources to appropriate locations.

Makes decisions on whether supervisory personnel should be referred to for appropriate action in accordance with MnDOT policies and procedures.

Detects communication problems and refers them to the Office of Electronic Communications for appropriate action to ensure customer communication needs are met.

Dispatches and coordinates maintenance field operations to ensure highways and transportation facilities in the Metro area operate in a safe and efficient manner.

Monitors building electronic security alarms and implements the Metro District statewide emergency plans; handles communication and coordination with nuclear power plant emergencies and other statewide emergencies, notifies appropriate personnel and other necessary agencies when alarm conditions occur or when telephone, fax or electronic mail messages are received and require action.

Reports on actions taken and monitors for proper operations at designated intervals in accordance with MnDOT policies to assure emergencies are dealt with in a safe and timely manner.

Records, updates and forwards daily reports on all maintenance and construction calls, lane closures and restrictions, pavement conditions, permit status and snow and ice control to the appropriate offices to ensure the free flow of traffic on the Metro roadway systems.

Reports accident information to the Metro Tort Claims Section as requested and reports monthly deer fatalities that occur on Metro roadways to the Minnesota Department of Natural Resources.

Provides database back-up services in accordance with system maintenance schedules to ensure reports are accurate, timely and complete and back-up schedules are met.

Assists Metro Maintenance Operations staff with support activities, as requested.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Knowledge of:

The Minnesota Department Transportation Maintenance Operations activities in the areas of roadway maintenance, including surface repair, guardrail and fence installation and repairs; snow and ice operations, including the types and appropriate uses for anti-icing and de-icing chemicals; drainage installations and repairs; shoulder and slope repairs, mowing and vegetation control and traffic signs and installation repairs.

MnDOT safety practices and procedures to ensure operations are conducted in a manner which protects employees, motorists and the general public.

The Minnesota trunk highway and interstate systems located within the Metro area.

Office practices, procedures and equipment sufficient to maintain and improve work performance.

Ability to:

Communicate the English language clearly and effectively while speaking and writing.

Use good human relations skills to interact with others (common courtesy, tact, interest in positive problem solving, empathy and logical organization of ideas).

Receive and disseminate information in an accurate and timely manner.

Read and interpret various maps.

Work independently and effectively.

Respond quickly and accurately in emergency situations.

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Make decisions based on roadway incidents, as necessary.

Type/keyboard a variety of information.

Est.: 11/14

Former Title (Radio Communications Operators):