

Title:	Effective Date:	Grade:	Job Category:
Assistant TMC Manager	November 30, 2023	XIII	Technician
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CHARACTERISTICS OF WORK

Under immediate supervision, this position is responsible for assisting the TMC Manager in the overview of the Department's Traffic Management Center (TMC).

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Oversee operations outside of normal business hours.
- Work in the capacity of a TMC Operator or Dispatcher and/or the TMC Manager when needed.
- Ensure conformity with Department and federal regulations.
- Train new TMC Operators or Dispatchers.
- Maintain advanced knowledge on the operation of all equipment, computers and software associated with job duties.
- Assist with the upkeep of training materials, directories and guidelines.
- Ensure the reinforcement of guidelines in monitoring records such as, but not limited to, event logs, warrants, towing, snow and ice, and road closings.
- Assist with updating and maintaining training records and assist in ensuring reoccurring training is done at the appropriate times.
- Accurately support payroll functions in the Department's Workforce Management System.
- Assist with performance evaluation, work assignments, interview and selection, employee complaints and separations, and supplies ordering responsibilities.
- Aid in accurately reporting inventory.

MINIMUM REQUIREMENTS

Education and experience: Must be at least 18 years old. The educational equivalent to a diploma from an accredited high school. Prior experience as a TMC Operator or similar experience in the radio communications and dispatch operations field.

Knowledge, skills and abilities: Ability to communicate effectively. Ability to organize, prioritize and multi-task. Ability to perform all duties of the Communications and TMC Operators. Knowledge of traffic management center operations and procedures. Ability to lead and train others.

Working conditions: Availability for shift work, including weekends and holidays.

Licenses, registrations and certifications: Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.