# MAINE TURNPIKE AUTHORITY
# Job Description

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| **Job Title:** | **Communications Center Specialist** |
| **Department:** | Public Safety & Special Services |
| **Reports To:** | Communications Center Supervisor |
| **FLSA Status:** | Non-Exempt, Maintenance & Operations Unit |

## ***Summary***

This position is responsible for the rapid and efficient use of radio, telecommunications, Intelligent Transportation Systems equipment, and computers at the Maine Turnpike Authority Traffic Management Center. This position provides emergency and non-emergency communications services for police, fire and emergency medical personnel, Maine Turnpike Authority Employees, and the public. This work involves control of communications (including various ITS) and recording information into a computer aided dispatch system and a variety of databases, maintaining files, and ensuring the readiness of all advisory equipment utilized by the Maine Turnpike Authority. Employees work within established methods of procedures, but they must use good judgment and considerable discretion in emergency situations.

This position may also require work on various other activities as may be required by the Communications Center Supervisor, the Traffic Management Center Manager and the Director of Highway Safety.

## ***Essential Duties and Responsibilities***

The duties listed cover the principle duties of the position and are not all-inclusive.

- Makes complete, timely and accurate entries of all events and incidents into the IMC Computer Aided Dispatch System
- Compiles and interprets data related to the Traffic Management Center, such as crash data, emergency services data, courtesy patrol data, etc.
- Operates all electronic message board systems
- Operates all highway advisory radio equipment
- Operates web-based traffic advisory pages
- Operates all telecommunications equipment in the Communications Center
- Operates all computer equipment in the Communications Center
- Dispatches personnel and equipment to handle all emergency and non-emergency events; including, but not limited to crashes, road hazards and weather events, etc.
- Receives alarms and messages by radio, in writing, over the telephone and orally, and transmits necessary information and orders by the radio or telephone to proper persons or units. Obtains verification that the information was received and orders are being followed.
- Ability to maintain confidentiality is essential as an employee in this position will be dealing with police information, etc.
- All other duties as required.

## ***Required Knowledge, Skills and Abilities***

Must possess strong interpersonal and communicative abilities, both oral and written, in order to establish and maintain collaborative working relationships.

Must successfully pass a criminal history and background investigation.

Ability to effectively interact on a daily basis with the general public, Maine State Police, emergency services, wrecker companies, MTA staff and MTA management in stressful situations

Ability to speak clearly, and accurately repeat and relay complete information.

Ability to work independently on a regular basis.

Ability to apply basic mathematical concepts

Ability to read, understand, analyze and interpret various logs, crash data and messages to determine pertinent information.

Ability to understand and follow written and oral instructions.

Ability to prioritize and handle multiple tasks at one time.

## ***Education and/or Experience***

Must possess a high school diploma or equivalent. Must have a working knowledge of the operation of a computer terminal and considerable knowledge of word processing and spreadsheet programs, preferably Microsoft Word and Excel. Experience working within a public safety dispatch center, traffic management center or with a computer aided dispatch system is required. Accurate keyboarding skills and a typing speed of a minimum of 30 words per minute is required.

## ***Physical Demands***

This position requires the employee to rotate and be available on all shifts, 24 hours a day, 365 days per year. This position may require the employee to work extended hours in emergency situations. The working environment for this position is high-pressured and fast-paced.

While performing the duties of this job, the employee is required to sit for prolonged periods of time. Given the scope and nature of the position, the incumbent must possess strong listening abilities and very good communication skills. The employee is occasionally required to stand, walk, and frequently use hands to operate the keyboard of a personal computer and other office equipment. The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision and hearing abilities required by this job include the ability to adjust focus quickly with changing computer screens and cursors, and the ability to hear and understand various radios and other telecommunications equipment. This employee will be required to pass a hearing test, this given by a physician selected and paid for by the Authority.

## ***Pay Range***

Range 13, Maintenance & Operations Unit

## ***Working Hours***

As required.

## ***Work Environment***

The working conditions are primarily those of a professional office environment. However, while performing the duties of this job, the employee may be asked to travel and may then be exposed to wet and/or humid conditions, moving mechanical parts, fumes or airborne particles and outside weather conditions. The noise level in the office work environment is generally quiet, except in those cases where high peak traffic or emergency conditions occur on the Turnpike.

**Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this position.**