

***Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.***

**DUTIES** As a Control Room Operator for the Dulles Toll Road (TR), ensures that the toll collection and operation functions in the TR Control Room operate smoothly, efficiently and effectively during assigned shift.

--Receives a briefing from the outgoing DTR Control Room Operator on key events, especially issues related to operations (such as accidents, lane and machine malfunctions, closed/coned off lanes, canopy light overrides, and Operations staff shortages) when reporting to work. Provides the same kind of briefing to incoming personnel before going off shift.

--Utilizes the DTR Automated Revenue Collections System (ARCS) to monitor the 59 toll lanes. Maintains awareness of the status of equipment, traffic, and weather conditions on the TR and vicinity. Answers incoming telephone calls and refers or responds to them effectively. Answers intercom requests from Toll Collectors at toll plazas, e.g., reports of lane malfunctions, requests for maintenance (air conditioner or heater not working), and reports of machine malfunctions, and takes appropriate action.

--Updates the immediate supervisor and more senior personnel on important topics, as needed. Initiates or tracks incident responses and notifications in coordination with the Metropolitan Washington Airports Authority's (Airports Authority's) Public Safety Communications Center (PSCC). Documents and coordinates lane and machine malfunctions (e.g., lane closures, degrades, coin jams, and anything else that affects a coin machine or vault activity) with contractor technicians. Uses and performs operator maintenance on the TR ARCS, multi-channel radios, telephones, computer equipment and other communications and general office equipment.

--Records Toll Collector opening and ending times from the system when they log on and after their shift ends. Runs End of Tour Report to ensure all Toll Collectors have been taken out of the system from their shift. Coordinates with and assists Lead Toll Collectors, Toll Collector Supervisors, contractor technicians and others to open and close lanes.

--Documents and notifies maintenance staff of maintenance issues, such as toll booth lights needing replacement, bathroom/HVAC malfunctions or broken cash drawers. Ensures effective key control during shift.

--Uses proper radio communication procedures, including tone of voice, message construction, terminology and transmission style between Dulles TR operational personnel, Operations Manager, Toll Collector Supervisors, Lead Toll Collectors, Dulles TR Maintenance and Safety Security Patrol (SSP).

--May recommend changes to established Control Room procedures to improve its operations, to support changes in core TR operations, etc.

-- Communicates and interacts effectively with internal and external business contacts, including but not limited to other members of the unit/team (including Toll Collectors working for a contractor), other Airports Authority employees (such as support staff), TR users, and the general public.

--Maintains thorough and up-to-date knowledge of Departmental, Washington Dulles Internal Airport (IAD), and Airports Authority policies, procedures, schedules and directives pertinent to the Dulles TR, and attends in-service, mandatory, basic, advanced and/or specialized training to maintain currency and proficiency or learn new job-related information and skills.

--May develop formal training modules for subordinates and others.

--\*Performs other duties as assigned.\*

*Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.*

## **MINIMUM QUALIFICATIONS (MQs)**

To be rated qualified for this job, an applicant must meet both of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. A combination of post high school education, experience and training that (a) totals three years and (b) provides general, preparatory foundation for successful performance of the DUTIES in this job description, to include: prioritizing work (within clear guidelines) in a busy environment and disseminating information quickly through a variety of electronic mediums, such as telephones, intercoms, hand-held, portable, and two-way radio transceivers.

## **PREFERRED QUALIFICATIONS**

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

None

## **KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)**

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of generally accepted communications functions and policies and procedures of radio terminology, as well as those of the Airports Authority, to effectively communicate and monitor the toll booths and lanes of the Dulles Toll Road and coordinate any needed response with other units as necessary.
2. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes identifying a problem and recommending or implementing an immediate solution, e.g., determining which lane is more critical when more than one toll booth/lane is malfunctioning, making any needed immediate adjustments (e.g., closing the less important booth/lane) and calling for immediate repair.
3. Skill in oral communication to understand verbal information (facts, assertions and ideas), and to express such information verbally so that others will understand. This includes skill in the use of tone of voice and other speech characteristics to receive and respond to information accurately, to give clear instructions and to perform related functions and work situations include emergencies; it may also include skill in encouraging effective oral communication by others, including speakers of English as a second language (ESL), in emergency situations.
4. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner. Examples include daily interactions with co-workers (employees and contractors) and callers, which include speakers of English as a second language (ESL).
5. Skill in written communication to understand written information (typically factual, including instructions, descriptions and specifications) and to express such information in writing so that others will understand. Examples include reviewing and preparing a variety of documents including accident reports, incident reports, violation reports, traffic activity reports and related documentation, and reading directives, procedures and Dulles Toll Road updates.
6. Skill in using a computer, modern office suite software and Department or Airports Authority specific software to maintain records, develop reports and perform other functions with emphasis on communications and word processing.
7. Ability and willingness to work rotating shifts and comply with hold-over and recall requirements.

**RESPONSIBILITY** Is responsible for monitoring the status of equipment, vehicular traffic, and weather on the Dulles Toll Road (TR) and in the vicinity, and responding to incidents on the TR as well as to needs at the main toll plaza. Additionally, maintains logs of events, runs reports, relays information, and performs other functions. The work effects the TR's operations and administration and assists in the smooth running of the TR.

Reports to Toll Road Control Room Operator Supervisor. Most work flows to the incumbent as a function of normal operations of the organization. The incumbent is expected to work independently (as the direct supervisor may not be present on shift) in all Control Room

functions consistent with training and guidelines. The supervisor reviews work in terms of adherence to guidelines, timeliness, customer service and other factors, including performance management goals and measures, through direct observation, review of records and other means.

Guidelines include a variety of operational and administrative conditions and constraints, such as standard TR operational procedures, standard Control Room procedures, generally-accepted practices of radio communications, equipment maintenance procedures, etc. Judgment is required to select and apply guidelines to specific situations.

**EFFORT** The work is primarily sedentary; the incumbent typically sits or stays in one position for extended periods while monitoring the TR via the Automated Revenue Collections System (ARCS) and exchanging information via equipment such computers, radios, and telephones. Stays alert and maintains concentration amid distractions or monotonous conditions. Uses written materials (such as operator maintenance specifications), pictorial materials (such as maps), visual displays and electronic devices (such as computer equipment), and the spoken word as sources of information for various functions. Attends to multiple inputs and produces multiple outputs via various media at the same time: listens and speaks by use of multi-channel radio equipment and telephones, monitors ARCS and other visual displays, and adjusts controls of equipment. Uses tone of voice and other speech characteristics to receive and respond to information accurately, give clear instructions and perform related functions.

**WORKING CONDITIONS** Works indoors in a secured area at or near a console surrounded by monitors, specialized communications equipment, and general office equipment which is adequately lighted, ventilated and temperature controlled. Is subject to job pressures and frustrations from accountability for Control Room operations on shift, multiple inputs/outputs during peak periods or emergencies, and other factors. Despite conditions, maintains self control and shows decisiveness during emergencies and other 'pressurized' Control Room or communication situations.

**OTHER SIGNIFICANT JOB ASPECTS** Works a rotating shift that may include weekends and holidays. Is subject to hold-over and recall on a 24-hour basis for essential services, emergencies and other reasons, such as adverse weather..