

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

**DUTIES** Serves as a Traffic Control Officer (TCO) in the Police Department (Department), Office of Public Safety, Metropolitan Washington Airports Authority (Airports Authority) at either Ronald Reagan Washington National Airport (DCA) or Washington Dulles International Airport (IAD). Directs pedestrian and vehicular traffic to ensure the safe and efficient passage of the public and enforces parking regulations, as assigned. Performs related duties.

--Prepares for duty (attends roll call/inspection, receives assignment, reviews activity logs and other materials) to update self on previous shift incidents and any new policies and procedures. Inspects, prepares, and performs operator-level maintenance on equipment and vehicles, as appropriate, prior to start of shift; requests repair of equipment, as needed. At end of shift, provides information pertinent to the shift to supervisor, other TCOs, coworkers, etc.

--Monitors and controls vehicular and pedestrian traffic at the Airport. Directs traffic or assists police officers in directing traffic. Helps cordon off areas and control crowds during peak periods or special circumstances (such as security alerts, malfunctioning traffic signals, accident scenes, or other trouble spots). Assists pedestrians crossing streets.

--Patrols time zoned and/or restricted parking areas to detect violations. Issues citations for violations of loading zone, fire lane, fire hydrant, double parking, traffic obstruction, or other regulations. Arranges for towing or relocation of vehicles when necessary and assists with the completion of related paperwork.

--Provides credible testimony in court relating to parking citations and/or as a witness to an incident. Prepares for testimony by organizing information, reviewing personal notes and case files, and coordinating with other officers, Supervisor, court personnel (including prosecutors), witnesses, victims, and others. Maintains proper bearing and personal appearance in court. Objectively gives information by explaining events, describing details, and answering questions.

--Maintains vigilance while on patrol and provides immediate information to police officers/Supervisor and/or the Airports Authority Public Safety Communications Center of a variety of incidents including suspicious persons, possible criminal activity, unattended baggage, real or potential safety hazards, and citizen complaints by way of police radio, cellular phone, or other telecommunication device.

--Attends in-service, mandatory, basic, advanced or other training to maintain proficiency or learn new job-related information and skills. May help train newly hired TCOs.

--Operates a variety of vehicles (sedan, sport utility vehicle, or electric stand up vehicle [Segway or T3]) to patrol assigned area, to travel (landside and airside) to routine and emergency incidents, field operations, etc., or attend meetings.

--Communicates and interacts courteously, professionally, and effectively with internal and external business contacts including, but not limited to, other members of the unit/team, the

general public, other Airports Authority employees (such as managers, supervisors, professionals, trades, and support staff), and vendors/suppliers while providing customer service such as information about facility/tenant locations, traffic problems, directions, parking options, motorist assistance, lost property, and related items.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process (light word processing only), manipulate data (spreadsheets and databases); (b) enterprise software for time and attendance reporting and other functions; and (c) specialized software such as PowerDMS for administrative information and General Orders.

--\*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 all 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. Two years of general work experience that provides evidence of ability to (a) safely and effectively direct pedestrian and vehicular traffic, (b) pay close attention to detail and observe surroundings to identify suspicious activity and enforce straightforward laws, ordinances, and regulations, (c) use an automated time and attendance system, (d) work as a team member, (e) provide effective customer service, and (f) rapidly acquire knowledge of, and then adhere to or skillfully use, processes, procedures, practices, systems, standards and guides pertinent to the position/unit/team of assignment.

Education and training beyond that required to satisfy MQ 1 above may be substituted for up to two years of experience provided the education and training provide evidence of the abilities in MQ 2.

3. Must be able to give credible testimony in court.

### **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 Virginia, county (Arlington, Fairfax and Loudoun), and Airports Authority traffic and parking regulations and related procedures to control traffic and enforce parking regulations.
2. Knowledge of Airport locations and traffic patterns to control traffic, give directions to motorists and pedestrians, and perform related functions.
3. Knowledge of Federal, state and Airports Authority safety rules, regulations, and procedures to work safely.
4. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include carrying out detailed but uninvolved written or oral instructions, solving basic problems with few variables using guidelines and practical judgment, and carrying out standard procedures with speed and accuracy.
5. Skill in written communication (e.g., writing simple, compound and complex sentences using adjectives, adverbs and proper spelling, capitalization and end punctuation, and reading at the same level). Examples including preparing citations and taking notes consisting of uncomplicated, factual information regarding citations and incidents.
6. Skill in oral communication (e.g., speaking clearly and distinctly with proper word order using present, perfect and future tenses) to exchange uncomplicated, factual information with airport users, peers, police officers and others.
7. Ability to work under pressure and maintain self-control during peak periods, emergencies and other situations.
8. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process (light word processing only), manipulate data (spreadsheets and databases); (b) enterprise software for time and attendance reporting and other functions; and (c) specialized software such as PowerDMS for administrative information and general orders.
9. Interpersonal skills to interact with business contacts in a businesslike, customer-service oriented manner.

**RESPONSIBILITY** Is responsible for pedestrian and traffic control and parking enforcement in an assigned area. Works directly affects pedestrian and traffic flow and parking control at the Airport.

Works under police supervision, typically a Police Sergeant (Supervisor), and usually within proximity of a sworn police officer. The Supervisor makes daily assignments by indicating what is to be done and any special conditions or concerns that may apply. Incumbent independently performs essential job functions and daily assignments in accordance with training and Airports Authority Police Department policies, procedures, orders, and other guidelines. Incumbent interacts with people courteously and, as necessary, firmly. Calls for police officer assistance, as required. Work is typically reviewed by various means (including but not limited to staff meetings, reports, and direct observations) in terms of quantity, quality, timeliness, customer service, teamwork, adherence to guidelines, and other factors, including specified performance goals and measures.

Guidelines include but are not limited to Virginia, county, and Airports Authority traffic and parking regulations and related procedures. The TCO closely follows all guidelines, using sound practical judgment and initiative as specific pedestrian, traffic, parking and related situations may require.

**EFFORT** Typically moves about or stays in place for extended periods while patrolling parking areas or controlling traffic. Uses hand movement to motion to motorists and pedestrians. Reviews information containing small print such as drivers licenses and citations. Neatly prepares citations and reports. Expresses oneself clearly in pedestrian flow, traffic control, parking enforcement situations, and in traffic court. Responds to alarms of backing vehicles. Stays alert and maintains concentration amid distractions to ensure own safety and safe movement of traffic and pedestrians. Exchanges information using a two-way radio and other telecommunication devices. Operates parking enforcement vehicle using judgment in consideration of weather, traffic and other factors.

**WORKING CONDITIONS** Works outside in varying conditions, including inclement weather. Wears outdoor gear, as appropriate. Is subject to automotive and aircraft noise. Is subject to moving vehicles and automotive exhaust. Takes care, wears personal protective gear, such as safety vest, and follows training and guidelines to reduce or minimize risk to self. Is subject to job pressures from the intensity of work (such as traffic and pedestrian control during peak periods), interpersonal conflicts (such as confrontations with persons who have been ticketed), emergency conditions, and other factors; despite pressures, maintains emotional composure and works through situations continuing to provide clear and polite instructions and assistance, as appropriate.

**OTHER SIGNIFICANT JOB ASPECTS** This is a uniformed, civilian job. Is subject to one-time and recurring training requirements, conditions, and standards mandated by the Airports Authority Police Department and other proper authority.