

As a Safety Service and Motorist Assistance Patroller, you will patrol the Dulles Toll Road (DTR) to provide safety service incident response and motorist assistance.

JOB DESCRIPTION

- Safety Service and Motorist Assistance Patroller
- Works under the general supervision of a Safety Service and Motorist Assistance Patroller Supervisor.
- Serves under the Dulles Police Command of the Police Department in the Office of Public Safety located at Washington Dulles International Airport.

Patrols the Dulles Toll Road (DTR) to provide safety service incident response and motorist assistance. Performs basic vehicle repair and accident safety service in accordance with proper safety procedures. Performs related functions.

GENERAL RESPONSIBILITIES

- Patrols the DTR in service vehicle to identify, assess, and report safety service incidents such as road hazards, highly dangerous driving, and traffic accidents.
- Mitigates road hazards by establishing a temporary emergency safety zone around the hazard, clearing hazard on own, or calling other units for assistance.
- Takes immediate action in cases of traffic accidents. Notifies first responders and the DTR Control Room. Renders basic first aid or cardiopulmonary resuscitation (CPR), as necessary.
- Assists disabled motorists by attempting to identify and mitigate cause of vehicle malfunction that has resulted in stoppage. Provides non-mechanic emergency-level assistance to get the disabled vehicle back on the road (e.g., emergency-level fills of fuel, changes flat tires, and gives battery jumpstarts).
- Performs a range of associated duties such as giving directions, responding to locations as instructed by dispatcher to provide assistance, setting up lane closures, tagging abandoned vehicles, and filling out paperwork.
- Uses hand tools and equipment to remove or adjust vehicle components or provide vehicle fluid fills to disabled vehicles.
- Performs operator maintenance on assigned vehicle and equipment, including preventive maintenance checks and services, refueling, re-supply of safety service and motorist assistance equipment, and completes related documentation.
- Performs other duties as assigned.

QUALIFICATIONS

- Three years of progressively responsible experience in work zone safety, motorist assistance/safety, and traffic operations.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of and skill in automobile mechanics to provide motorist assistance and make other minor, emergency fixes to vehicles (such as provide vehicle battery jumps, tape hoses, reattach tail pipes, etc.).
2. Ability to provide effective customer service and assistance, particularly to people experiencing distress or other emergency situations.
3. Ability to work safely and knowledge of the safety rules, regulations, and procedures needed to do so.
4. Ability to work under pressure and maintain self-control during peak periods, incidents, and emergencies.
 - Ability to perform basic analyses of data and information.
 - Ability to speak and write effectively.
 - Skill in using a computer and modern office suite software, with emphasis on radio communications systems.

PREFERRED QUALIFICATIONS

- Knowledge of and skill in proper radio communications terminology, practices, and procedures.
- Experience following the Federal Highway Administration's principles for traffic incident management.
- Experience using the Federal Emergency Management Agency's National Incident Management System and Incident Command System.

EDUCATION

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.

CERTIFICATIONS AND LICENSES REQUIRED

- A state driver's license in good standing.
- Certified in first aid and cardiopulmonary resuscitation (CPR) from a Red Cross licensed training provider within 30 days of hire, promotion, or placement in the job.

NECESSARY SPECIAL FACTORS

- Operates vehicle airside and landside (requires an AOA permit).
- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.
- Work requires moderate to heavy physical exertion (lifting objects up to 50 pounds). May bend, stoop, crouch, and work in a cramped position.
- May be subject to hold over or recall on a 24 hour basis for essential services and emergencies.

- May be subject to night/weekend work.
- May be subject to adverse weather conditions and dust/grease/dirt.
- May be subject to potential hazards common to providing roadway assistance, including hazards of fast-moving traffic, possible burns and electrical shock, possible falls from slick pavement, and exposure to fumes and hazardous waste. Follows safety precautions, as necessary.