

***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 Toll Road Operations Assistant for the Dulles Toll Road (DTR), Metropolitan Washington Airports Authority (Airports Authority). Monitors, facilitates, and reports on the day-to-day operation of the DTR. Patrols the DTR to inspect roadway conditions and to ensure proper operation of tolling equipment; reports repair requests. Ensures contract toll collection staff are at their assigned locations, properly attired, and following established DTR policies and procedures, as well as safety and security guidelines. Based on operational need, works at either the Main Toll Plaza or the ramp toll booths. Performs related functions.

Monitors and inspects the DTR including roadway conditions. Patrols the DTR to visually inspect roadway conditions (i.e., damage to guardrails, potholes, and other roadway conditions); reports repair requests to the DTR Control Room. Occasionally responds to and removes roadway debris and hazards. Monitors roadway conditions during weather-related incidents and participates in incident response plan during weather-related incidents. Serves as a primary point of contact during snow removal events; monitors contractors' equipment, records active and stand-by times, and documents ice control materials usage.

Visually inspects and reports unsafe roadway conditions related to construction lane closure activities, ensuring lane closures are approved and proper layout is adhered to in accordance with the Manual of Uniform Traffic Control Device. Reports unapproved lane closures to the proper approving authority.

Responds to roadway traffic incidents or accidents; assists with traffic management and communicates all roadway capacity changes to the DTR Control Room. Sets out cones or flares to close a traffic lane; physically removes debris from lanes. Acts as the on-site roadway point of contact and communicates with, and provides assistance to, Airports Authority Police, Fire and Rescue, Safety Service and Motorist Assistance Patrollers, and other authorities as needed.

Inspects toll booths and tolling equipment for cleanliness, hazards, proper functioning, and security. Investigates equipment malfunctions and confirms with the DTR Control Room to initiate work order requests. Verifies toll lanes are properly configured at all times to enable proper vehicle classification and accurate revenue collection.

At the beginning of each shift, ensures contract toll collection staff are made aware of their assigned work locations, reporting tardiness and uniform infractions to the Contracting Officer's Technical Representative (COTR). This may require staff adjustments from the schedule to ensure the Main Toll Plaza and other high-volume ramps are sufficiently staffed in priority. Inspects all contract staff to ensure established DTR policies and procedures, and safety and security guidelines are followed; reports infractions to the COTR for each particular contract.

While patrolling the Main Toll Plaza and ramps, receives concerns and complaints from DTR customers; answers questions and communicates issues to appropriate level of DTR management, as necessary. This position is intended to spend 80% of the time in the field and 20% in the office completing other administrative work.

Serves as back-up in the DTR Control Room and periodically serves in this position as needed to ensure full operation coverage.

Completes a variety of toll operations-related reports such as the toll collector infractions reports, the toll collector tardiness report, accident reports, and DTR lane/ramp/shoulder closure schedule reports. Briefs incoming shift of Toll Road Operations Assistants on any anticipated lane closures, scheduled maintenance and repairs, issues with toll collectors, etc.

Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, and support staff); consultants/contractors; and the general public, as necessary.

Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email); (b) enterprise system/software for time and attendance reporting and other functions; and (c) special systems/software used in the Department such as the toll collection system.

Operates a vehicle to patrol the DTR and to make on-site observations and inspections at various DTR sites. May use vehicle and attached arrow board to close a lane and redirect traffic. May be required to oversee contract road crews or take road temperature readings during snow events.

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

***Critical features of this job are described in 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. Four years of progressively responsible experience (post high school) that demonstrates the ability to learn and perform most of the DUTIES in this job description to include: (a) paying close attention to detail and observing surroundings in order to identify defects/problems with roadways, safely and effectively performing traffic control, etc.; (b) working effectively in a team or without direct supervision; (c) providing customer service and demonstrating communication skills; and (d) rapidly acquiring knowledge of, and skillfully using, Airports Authority-specific processes, procedures, practices, systems, and other standards and guides pertinent to assigned functions.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ1 may be substituted on a week-to-week basis for up to two of these four years of

experience. Examples include an apprenticeship, technical training, or associate's degree in any field providing a strong foundation for successful performance of the DUTIES in this job description may be substituted for up to two years of experience.

### **PREFERRED QUALIFICATIONS**

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

1. Knowledge of and experience in operation of an automated toll collection system.
2. Operational knowledge with monitoring and reporting roadway and facility conditions.
3. Ability to communicate via two-way radio.

### **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 DTR operating procedures including procedures for handling accidents and other traffic incidents occurring on the DTR, snow removal procedures, and toll collection operations.
2. Knowledge of the layout of the DTR, its exits, and the adjacent geography necessary for patrolling the DTR and giving directions/direct personnel to a specific location (for example, in the case of an accident).
3. Knowledge of, and skill in using, proper radio communications terminology, practices, and procedures to provide accurate information in response to incidents, accidents, and/or emergencies.
4. Knowledge of, and ability to apply, Federal, state and Airports Authority safety rules, regulations, and procedures to work safely.
5. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include ensuring that Toll Collectors follow established policies and procedures, verifying that lanes are properly configured, and identifying equipment malfunctions.
6. Skill in oral communication to understand verbal information (facts, ideas and assertions) and to express such information verbally so that others will understand. Examples include providing information to Control Room Operators regarding lane closures, exchanging

information with drivers needing assistance, and explaining DTR policies and procedures to contract toll collection staff.

7. Skill in written communication to understand written information (including facts, ideas and assertions), and to express such information in writing so that others will understand. Examples include preparing a variety of toll operations-related reports.
8. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email); (b) enterprise software for time and attendance reporting and other functions; and (c) special systems/software used in the Department such as the toll collection system.
9. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner.

**RESPONSIBILITY** Is responsible for supporting the DTR operations by conducting roadway inspections and coordinating repairs, and ensuring the contract toll collection staff follow DTR policies and procures. Work helps to ensure the roadway remains in optimal operating conditions.

Reports to the Toll Road Operations Supervisor (Supervisor). Most work flows directly to the incumbent based on assigned functions. The incumbent performs recurring assignments independently, consistent with guidelines and in coordination with other Toll Road Operations Assistants. Keeps Supervisor informed of critical situations in progress. The work is subject to review in progress and during post-shift audits in terms of compliance with guidelines, quality, quantity, timeliness, customer service, teamwork, adherence to requirements, and other factors, including performance management system goals and measures.

**EFFORT** Work is moderately physical and requires standing or staying in one position while performing some work, such as observing toll collection, toll repairs, or incident/accident actions in progress. Moves, often by foot, from one toll lane or location to another to perform work such as assisting a motorist or clearing a lane. Bends, stoops, kneels, or otherwise positions self to use equipment. Lifts, carries, moves, or otherwise transports objects weighing up to 50 pounds (such as weighted traffic cones or debris in roadway). In driving, operates vehicle using judgment in consideration of weather, traffic, and other factors. Communicates by telephone and two-way radio; uses tone of voice and other speech characteristics to exchange information accurately and perform related functions. Responds to vehicle beepers and equipment alarms. Reviews documents such as toll collector assignment sheets that may contain small print.

**WORKING CONDITIONS** Regularly works outside (approximately 80% of the time) in all types of weather, including adverse or inclement weather (rain, fog, snow, ice, cold, and high heat/humidity), at the Main Toll Plaza, the ramp toll booths, or on the Toll Road between toll booths, consistent with shift assignment. Works part of the shift (approximately 20%) in an adequately lighted, ventilated and temperature-controlled office setting while completing reports and paperwork. While outdoors, may be subject to adverse traffic conditions such as fast

moving vehicles and construction equipment; wears hard hat and other personal protective equipment, as necessary.

**OTHER SIGNIFICANT JOB ASPECTS** Is subject to holdover and recall on a 24-hour basis for essential services, emergencies and other reasons, such as adverse weather. May be required to occasionally work shifts outside of normal assignment.