

As a Toll Road Operations Assistant, you will respond to incidents, accidents, and concerns of Toll Collectors and drivers on the Dulles Toll Road (DTR).

JOB DESCRIPTION

- Toll Road Operations Assistant
- Works under the direct supervision of the Toll Road Operations Supervisor.
- Serves at the Dulles Toll Road (DTR), located in McLean, Virginia.

Monitors, facilitates, and reports on daily DTR operations. Inspects roadway conditions and ensures proper operation of toll equipment. Confirms contract Toll Collectors are at assigned locations and following established policies and procedures. Performs related functions.

GENERAL RESPONSIBILITIES

- Visually inspects and reports unsafe roadway conditions related to construction lane closure activities; ensures lane closures are approved and unapproved lane closures are reported. May respond to and remove roadway debris and hazards.
- Responds to roadway traffic incidents and accidents; assists with traffic management and communicates all roadway capacity changes to the DTR Control Room.
- Serves as the on-site roadway point of contact communicating with and providing 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 and reports repair requests to the DTR Control Room.
- Monitors toll booth contract staff. Reports unauthorized absences, tardiness, and infractions of policies or safety and security guidelines to the Contracting Officer's Technical Representative.
- Completes a variety of toll operations reports including the Toll Collector tardiness, accident, and lane/ramp/shoulder closure schedule reports.
- Briefs incoming Toll Road Operations Assistants on lane closures, scheduled maintenance, and other issues and incoming contract toll collection staff on their assigned work locations.
- Receives concerns and complaints from DTR customers; answers questions and communicates concerns to appropriate DTR management level.
- Serves as backup in the DTR Control Room, Main Toll Plaza, or ramp toll booths.
- Participates in incident response plan during weather-related incidents.
- Spends 80% of the time in the field and 20% in the office completing other administrative work (such as reports).
- Serves as a primary point of contact during snow removal events; monitors and documents contractors' downtime and equipment and ice control materials usage.
- Performs other duties as assigned.

QUALIFICATIONS

- Four years of progressively responsible experience in traffic incident management and roadway inspection.

KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to identify problems with roadways affecting traffic safety and traffic flow.
 2. Knowledge of and ability to apply procedures for responding to accidents and other traffic incidents, snow removal procedures, and road operations.
 3. Ability to work effectively on a team and without direct supervision.
 4. Ability to apply Federal, state, and other safety guidelines, regulations, and procedures relevant to road operations.
- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
 - A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for two of the four years of experience. For example, an associate's degree may substitute for two years of experience.
 - A state driver's license in good standing.
 - Ability to work safely and knowledge of the safety rules, regulations, and procedures needed to do so.
 - 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 producing recurring reports.

PREFERRED QUALIFICATIONS

- Knowledge and experience in operation of an automated toll collection system.
- Operational knowledge of monitoring and reporting on roadway and facility conditions.
- Knowledge of radio terminology and ability to communicate via two-way radio.

EDUCATION

CERTIFICATIONS AND LICENSES REQUIRED

NECESSARY SPECIAL FACTORS

- Must work on a three-month rotating schedule.
- Is subject to hold over and recall on a 24-hour basis and work on weekends for essential services and emergencies.
- Works outside in all types of weather.
- Work requires standing or staying in one position while performing some functions. Moves on foot from one toll lane or location to another.

- May lift, carry, move, or transport objects weighing up to 50 pounds. Bends, stoops, kneels, or otherwise positions self to use equipment.
- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.