

## Traffic Operations Supervisor

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### **DEFINITION**

This class is concerned with directing the delivery of City-wide traffic detour control, roadway marking and signage installation and maintenance programs. Some positions in this class oversee the detour and roadway marking functions while others direct sign installation and maintenance.

Employees in this class provide the required detailed planning and coordination of manpower, equipment and facility resources to achieve traffic operations program service delivery and safety standards. Traffic Operations Supervisors monitor the progress of crew work activity in progress and provide operations decisions in response to weather conditions, equipment availability, crew deployment, and other factors. In addition to planned activity, Supervisors provide direction to crews in response to incoming emergent situations.

Traffic Operations programs include traffic control detour to accommodate construction, emergent situations and special events. Given the seasonal aspect of the maintenance program, employees in this class provide required planning and direction concerning equipment (vehicle fleet asset acquisition, preventive maintenance and breakdown repair), yard operations, and other factors. The nature of work performed in Traffic Operations requires shift coverage and staff/equipment planning and scheduling.

Ongoing work decisions are made in relation to resource allocations, deployment of manpower, recommending overtime for approval, equipment breakdowns and related emergent situations, employee training and performance assessment, safety and environmental regulations compliance, etc. Employees in this class provide working direction and ensure that completed work meet standards of productivity, quality, etc.

Incumbents in this class are responsible for crew training and orientation, safety training and enforcement, and recommending discipline. Crew deployment can vary depending on season. A significant aspect of the work involves responding to incoming public complaints concerning traffic disruptions, road painting problems, roadway closures, signage issues, etc.

### **TYPICAL DUTIES\***

Performs co-ordination, direction and leadership over City-wide traffic control, roadway marking and/or signage programs.

Schedules and directs crews to secure roadways through the use of barriers, lighting, signs and related means to facilitate construction and maintenance activities. Responds to emergent requests from Police, Fire, utilities, etc. to block or control traffic as required.

Deploys a painting truck crew on designated routes to apply lines on roadways as per specifications during the spring/summer season. Determines whether extra crew shifts are required to meet production requirements.

Directs the activities of manual painting crews involved in marking crosswalks, stop-line painting, lane controls, pre-marking roadways, line removals, etc. during the Spring/Summer season.

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**Traffic Operations Supervisor**

Oversees crews involved in the installation, maintenance and repair of a wide range of permanent and temporary signs including traffic control, transit, street and facility signage, etc. Ensures that supplies of pipe, mounting hardware, etc. are stocked in sufficient quantity to meet the ongoing needs of the program.

Acts as a primary contact between the area and entities such as MES, Drainage, EPS, Fire, EMS, EPCOR/AQUALTA, ATCO, TELUS, Alberta First Call, etc concerning issues affecting the access and operations of roadways during maintenance, detours and special events.

Prepares estimates of costs, time, equipment, manpower and other resources required for ongoing programs and special events as required.

Monitors the progress of projects and work in progress against schedules and weather conditions, makes operational decisions to meet current program requirements, and authorizes the use of overtime for field crews when required.

Builds and maintains productive teams by coaching, training and development, health and safety programs, attendance management and performance evaluation.

Makes operational decisions to meet service objectives, responds to unusual situations related to weather conditions, equipment breakdowns, staff injuries and other unforeseen situations. Provides advice, problem solving, conflict resolution and direction to Foremen in response to emergent situations.

Provides appropriate service planning in areas such as manpower, equipment deployment, materials and supplies acquisition in order to ensure continuing efficiency of traffic operations.

Gathers information for discipline and dispute resolutions and recommends disciplinary action when required.

Performs related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Considerable knowledge of the equipment, procedures, routes, and associated policies and Bylaws related to the City's traffic control programs.

Ability to effectively supervise the daily ongoing activities of a large traffic control, roadway marking and signage workforce, including performance monitoring, attendance management, signage and traffic control regulations and Occupational Health and Safety compliance.

Ability to organize, deploy and lead a large workforce to meet service demands and to initiate changes in response to changes, emergent situations, etc.

Ability to communicate effectively with the public on matters related to service delivery.

Ability to effectively interpret and apply the concepts, principles and behaviours consistent with leading, motivating and encouraging staff; ensuring compliance with the City's policies and procedures and representing the City of Edmonton in a professional, honest, respectful, and safe manner.

Skilled in the operation of traffic operations vehicles and associated equipment, the use and demonstration of proper lifting techniques and safety procedures.

**TRAINING AND EXPERIENCE REQUIREMENTS**Job Level

Grade 12 supplemented by training including Level I and Leading People for Results.

Completion of CPWS (Certified Public Works Supervisor).

A minimum of 5 years of traffic operations foreman experience in related aspects such as of traffic control barriers, roadways marking and signage services is required.

Valid Class 3 Alberta Drivers License with airbrake certification, City Driving Permit.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Job Code	1912			

Last Updated:

Previous Updates:

Originated:

2004-12