

Requisition Number: IE68989

Interest Category: Operations & Maintenance

Interest Sub Category: Transportation

Job Title : STOC Control Room Operator

Employment Category/Status: part-time

Type of Position: Regular Hire

Country: U.S.

State: Michigan

City: Lansing

Minimum Requirements:

- Minimum two years of experience in a control room environment or two years of college education
- Michigan Drivers License in good standing
- Ability to multi-task
- Keen ability to synthesize information from multiple, diverse and simultaneous inputs, including automated road sensor data, 2-way radios, CCTV cameras, and computer databases
- Intimate knowledge of State roadways, including their alternate names, the jurisdiction they are located, where the jurisdiction changes and alternate routes when available
- Knowledge of the municipality and area traffic management organizations, including state, metro and local emergency services
- Emergency Operations Center knowledge and/or experience
- Ability to work calmly and accurately under intense pressure
- Knowledge of personal computers and software, with a particular emphasis on Graphical User Interface applications, e.g., Microsoft Windows, MS Office etc.

Work Conditions:

- Controlled, indoor environment with dimmed lighting
- Significant periods of sitting, CCTV monitor viewing, and data entry
- Heavy telephone and computer usage
- Fast-paced, multi-tasking environment
- Ability to interact with coworkers and the general public in a courteous and professional manner
- Closely supervised shift schedule; monitored performance with routine evaluations
- May be subject to short or no-notice work assignments
- Ability to work all shifts (including nights), all major holidays, and weekends required

Job Description:

Specific duties and responsibilities of all Operators include:

- Monitor CCTV, DMS, traffic detectors and Road Weather Information Systems cameras periodically for detection and verification of roadway incidents.
- Disseminate traffic information through multiple communication methods, including telephone, fax, E-mail and instant messaging.
- Communicate with Michigan State Police, MDOT personnel, regional contacts, and other public safety agencies across the state.
- Send incident notifications in real time and follow up notifications regarding incident updates and clearance.
- Log all communication into computer software.
- Check all freeway lane/ramp closure signing for construction/maintenance work.
- Coordinate Lane/Ramp Closure Requests from Inside/Outside Customers
- Estimate traffic delays due to incidents and routine congestion.
- Review and verification of traveler information posted on MDOT public Web site and reported by media outlets.
- Maintain the DMS Message Library.
- Maintain current work orders for ITS equipment.
- Complete Shift Routine Checklist, Minor and Major Incident Checklists and work orders, when appropriate.
- Document daily activities and provide monthly summaries of activity logs, incident reporting, and other control room activity.

The responsibilities of this position include, but are not limited to those listed above.

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