



Illinois Department of Transportation

Memorandum

To: DEPUTY SECRETARIES, DIRECTORS AND BUREAU CHIEFS
From: Dianna L. Taylor
Bureau Chief of Personnel Management
Subject: Technical Vacancy
Date: July 7, 2017

Attached are the Position Summary Sheet and Position Description for the vacant technical position listed below. Please post this vacancy announcement July 10, 2017 in the designated areas.

The deadline for applicants to submit their names for consideration is **4:30 p.m.** on **Friday, July 21, 2017**. Applicants will not be accepted after that time and date.

NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.

All applicants will receive a position description for the position they are applying for. If you have any questions, please contact the Bureau of Personnel Management at 217/782-5594.

TM IV Operations Communications Center Manager
Bureau of Operations
Highways Project Implementation
Springfield

Attachments
41620

Technical Applications [PM1080 rev 6/1/17](#)****must be received** by the Bureau of Personnel Management, Room 113, 2300 South Dirksen Parkway, Springfield, IL 62764 (Fax# 217/557-3134) or emailed to DOT.CO.BPM.EmploymentApplications@Illinois.gov by **Friday, July 21, 2017**, 4:30 p.m. Please include address, daytime phone and position for which applying if not already listed on application. Applicants will be notified in writing to schedule interviews.

NOTE: Please be advised that if a high volume of applications are received, the applications may be screened to establish a smaller pool of applicants for interview. The screening will be based on the information contained in the application.



**Illinois Department
of Transportation**

An Equal Opportunity Employer

Position Summary Sheet

Classification:	Technical Manager IV	Salary:	\$5,015 - \$7,085*
Position Title:	Operations Communications Center Manager	Union Position:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Position Number:	PW414-23-75-606-10-01	IPR#:	41620

Office/Central Bureau/District/Work Address:

Office of Highways Project Implementation / Bureau of Operations / 2300 South Dirksen Parkway, Springfield, IL

Description Of Duties:

This position is responsible for managing the Central Communications Center's day to day operations by performing, coordinating and ensuring operational and output functions of the Central Communications Center are accomplished in an effective, reliable and professional manner according to standard operating practices which result in meeting Departmental objectives. The incumbent assists the Incident Management and Communications Systems Manager with the development of procedures for effective management of communications. This position manages the Central Bureau of Operations Liaison program and actively supports and participates in emergency response functions.

Special Qualifications:

Required:

- 24-hour emergency call availability
- Valid driver's license
- Statewide travel with occasional overnight stays

Desired:

- Four years of college preferably with courses in communications and communication systems
- Five years of experience in public relations and personnel management
- Certification in the Department of Homeland Security National Incident Management courses including: ICS 100, 200, 300, 400, 700, 800
- Working knowledge of the application of public relations and public safety in problem areas
- Ability to maintain harmonious relationships with co-workers, agency officials and the general public
- Strong working knowledge in Communications Center operations and the ability to plan, organize, budget and execute administrative Communications Center activities
- Working knowledge in emergency management planning, policies and procedures
- Working knowledge and experience with computers and related software

Shift/Remarks:

8:00 a.m. – 4:30 p.m. / Monday – Friday

*Individual salary offers are computed based on an applicant's current position and experience level in comparison to the posted title as well as internal equity of staff in the organizational unit.

**Technical Application PM1080 was revised 6/1/17. The previous application form, revised 9/9/16, will be accepted until close of business 7/31/2017. Applications received on 8/1/17 or after must be on the revised form.

**ILLINOIS DEPARTMENT OF TRANSPORTATION
POSITION DESCRIPTION**

DATE:	June 26, 2017	POSITION:	Operations Communications Center Manager
APPROVED BY:	Amy Eller	OFFICE/DIVISION:	Office of Highways Project Implementation/Bureau of Operations
CODE:	PW414-23-75-606-10-01	REPORTS TO:	Incident Management & Communications Systems Manager

Position Purpose

This position is responsible for managing the Central Communications Center's day to day operations by performing, coordinating and ensuring operational and output functions of the Central Communications Center are accomplished in an effective, reliable and professional manner according to standard operating practices which result in meeting Departmental objectives. The incumbent assists the Incident Management and Communications Systems Manager with the development of procedures for effective management of communications. This position manages the Central Bureau of Operations Liaison program and actively supports and participates in emergency response functions.

Dimensions

Communications Center Personnel:	8
Radio Message Handled Annually:	35,000+
Highway Condition Reports Processed Annually	1,400+
Highway Incident Reports Prepared Annually	2,400+
Emergency Movement Permits Processed Annually:	3,000+
Communications Center Equipment Value:	\$750,000
Communications Center Operations:	24 hours daily, 7 days per week

Nature and Scope

This position reports to the Incident Management and Communications Systems Manager as does the Communications Lead Technician. Reporting to this position are the Operations Communications Specialist Trainees, Communications Support Technicians and Communications Technicians.

The complexity of the state highway system which encompasses nine Office of Highways Project Implementation Districts, 22 State Police Districts, eight Illinois Emergency Management Agency Regions, various county and local highway and police departments, and a variety of population densities and geography complicates the task of performing, coordinating and ensuring effective operations of the Central Communications Center 24 hours a day every day of the year. The incumbent serves as supervisor providing direction, coordination and ensuring the continual operation of the Department's Communication Center. The incumbent may be required to report to work at any time during snow and ice emergency situations.

Typical problems encountered by the incumbent include those associated with evaluating the significance and extent of highway incidents and hazardous situations; determining the data needed to react appropriately for all incidents; providing for the rapid and accurate dissemination of descriptive information to appropriate field personnel, the Central Bureau of Operations Liaisons, Department executives, and other state agencies; ascertaining and recommending procedural revisions to improve Communication Center service; and maintaining effective coordination with other agencies during protracted emergency conditions. The greatest challenge of this position is to ensure that staff is able to determine and execute all appropriate standard

operation procedures to rectify and resolve hazardous situations involving the state highway system to restore a safe condition as expeditiously as possible. Statewide travel with occasional overnight stays is required.

S/He instructs personnel regarding proper equipment operation and detection of equipment malfunctions; trains Departmental personnel in mobile and general radio system operations; reviews the records for all radio communications and highway incidents; prepares summary reports; updates Communication Center reference materials; and prepares public information telephone system recordings as required. The incumbent provides communication support with the Department's statewide radio communications system, statewide paging system as well as the telephone system in relaying requests, scheduling and other information with various outside emergency and medical facilities. S/He provides the initial and primary communications coordination and support for relaying messages, requests, and scheduling changes using the Department's statewide radio system, statewide paging system, and direct telephone support between the various offices and the Division of Aeronautics personnel for scheduling of State of Illinois aircraft flights. The incumbent supervises Communication Technicians, Communications Support Technicians, and Communications Specialist Trainees providing direction in the development, evaluation and coordination of the distribution of Incident and Road Condition Reports and prescribing appropriate action to alert responsible Department managers to take necessary actions. S/He is responsible for compiling, voice recording, and issuing accurate interstate highway road condition information reports provided for the public. In addition, the incumbent is responsible for the accuracy of Emergency Movement Permits issued by the Communications Center. Along with the Communications Technicians, the incumbent serves on a rotating basis in support of other Communications staff to ensure prompt, professional response to Communications Center operational requirements and highway emergencies. The incumbent maintains training and exercise requirements including classroom training in earthquake preparedness, terrorism preparedness, strategic national stockpile preparedness and hazardous materials first responder training.

The incumbent accomplishes these accountabilities through the following:

Operations Communications Specialist II, who is accountable for performing, coordinating and ensuring the operational and output functions of the Department's Central Communications Center are accomplished in an effective, reliable and professional manner according to standard operating practice which results in meeting departmental objectives.

Operations Communications Specialist I, who is accountable for performing and coordinating the operational and output functions of the Department's Central Communications Center by receiving, accurately recording, and properly transmitting information and messages regarding statewide highway and bridge conditions, incidents and Emergency Movement Permits.

Operations Communication Specialist Trainee, who is accountable for performing the operational functions of the Communications Center by receiving, accurately recording, and transmitting messages and information regarding statewide highway and bridge conditions, incidents and Emergency Movement Permits.

The incumbent works within the confines of the applicable departmental and Federal Communication Commission policies and procedures. However, considerable independent judgment is required in arranging for prompt and effective responses to demands and emergencies. S/He participates in staff evaluations.

The incumbent maintains contacts with nearly all Department Bureaus, Offices, Divisions and Districts including the Executive Offices, Construction, Claims, Traffic Safety, Aeronautics and Employee Services. S/He also maintains external contacts with the Illinois State Police and Illinois Emergency Management Agency personnel to ensure accurate condition assessment and to enable prompt and effective response to all types of situations; and maintains radio contact with the IDOT districts regarding traffic conditions, highway conditions, accidents, natural disasters and hazardous situations. Other external contacts include the Office of the Governor, Attorney General, State Legislative personnel, the Illinois Environmental Protection Agency; railroad personnel, and local police officers, fire chiefs and emergency services response personnel.

The effectiveness of this position is measured by the prompt response and proper handling of the Communication Center to all types of situations.

Principal Accountabilities

1. Performs and coordinates the operational and output functions of the Communications Center by receiving, recording and transmitting information and messages received by the Communications Center's radio, telephone and communication media.
2. Ensures correct evaluation, prompt response and professional handling of all statewide highway and bridge incidents reported to the Communications Center.
3. Collects, coordinates and creates various reports. Ensures information is correct on the report and is properly distributed so the resolution of hazardous conditions and incidents by Department executives, district personnel, police, fire departments, and other emergency services or response personnel is accomplished as required.
4. Ensures that time records are complete and accurate for payroll submittal.
5. Issues Emergency Movement Permits as required.
6. Tests all communications equipment and ensures it is operational and properly maintained.
7. Reviews and ensures Communication Center reference materials are updated and maintained as required.
8. Administers training courses for newly hired, promoted or transferred personnel regarding proper equipment operations and Communication Center procedures.
9. Participates in classroom training and exercises.
10. Reviews and implements improvements to training procedures, standard operating procedures and Communication Center equipment.
11. Develops alternatives and recommends changes to PC programs and software used in the Communication Center.
12. Performs duties in compliance with Departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
13. Performs other duties as required or assigned.