

Title: TMC Manager	Effective Date: June 3, 2019	Grade: XV	Job Category: Professional
Prior Title: Communications Coordinator Telecommunications Supervisor II Telecommunications Operator Supervisor	Prior Effective Date: June 24, 2017	Grade: XI, XIV	Page: 1 of 1

CHARACTERISTICS OF WORK

Under the direction of the Staff Engineer, this position is responsible for managing the operation of the Department's Traffic Management Center (TMC).

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Develop, schedule, and supervise work assignments that fully and efficiently utilize Department assets and personnel.
- Hold employee meetings for training and engagement.
- Supervise operations of TMC and ensure conformity with Department and federal regulations.
- Develop training methodologies and tools for Communications and TMC Operators.
- Develop and maintain 24-hour, seven-day week operating schedules and ensure adequate staffing during emergency operations.
- Coordinate information with internal and external stakeholders
- Ensure accurate employee time and activity transactions are recorded in the Workforce Management System.
- Schedule, supervise, and prepare documentation for inventory inspections to ensure equipment availability, reliability, and asset location.
- Manage employee reviews and development using ACE.

MINIMUM REQUIREMENTS

The educational equivalent to a diploma from an accredited high school and five years of supervisory or leadership experience in the radio communications and dispatch operations field. Training in two-way radio dispatching and computer word processors. Ability to perform all the duties of the Communications and TMC Operators. Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation. Good listening skills and the ability to multi-task. Availability for shift work, including weekends and holidays.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

