

## Classification description



**Title:** Traffic Control/Load Inspection Technician II

**Job Code:** 0048

**Pay Range:** 09

**FLSA Status:** Non-exempt

**Employee Group:** AFSCME 3580

**Established:** August, 2019

**Revised:**

**EEO Category:** Service-Maintenance

### DESCRIPTION

Function as lead worker, oversee and coordinate the work of Traffic Control/Load Inspection Technicians. Provide review for decisions on load inspection when needed.

### DISTINGUISHING FEATURES

This is the second level in the series. It is distinguished from the Traffic Control/Load Inspection Technician I by performing in a lead capacity; and ensuring consistent application of policy and program goals.

### DUTIES AND RESPONSIBILITIES

1. Performs the duties and responsibilities of Traffic Control/Load Inspection Technician I.
2. Reviews and provides solutions to challenges presented for decisions on load content.
3. De-escalates situations with customers as needed.
4. Reviews policy and program goals with Technician I employees and reinforces conflict de-escalation techniques.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits

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- Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
  4. Perform other duties as assigned.

### **JOB SPECIFICATIONS**

#### **Education/Licensing and Experience**

- Completion of a job preparation course provided by a community-based organization or community college, and
- One year of experience as a Traffic Control/Load Inspection Technician I, and
- A high school education or equivalent, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Traffic Safety Certification
- AHERA asbestos inspector certificate
- First Aid and CPR/AED certification; complete fire extinguisher training

#### **Knowledge, Skills and Abilities**

- Assist the work of lower-level staff, including training
- Understand and follow oral and written instructions and procedures
- Act as a first responder in emergency situations (first aid, fire)
- Manage traffic in a safe manner
- Provide excellent customer service and respond accurately and politely to customer inquiries
- Establish and maintain, and effectively work with diverse groups of customers, contractors, the general public and co-workers
- Perform all position essential duties and responsibilities
- Fulfill Metro’s core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

#### **SUPERVISION RECEIVED**

Report to Scalehouse Supervisor

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### **SUPERVISION EXERCISED**

Serve in a lead capacity. Lead duties typically include new employee orientation, training, direction on work procedures and performance standards, assigning and overseeing work, following up on assignments, scheduling and providing input to the supervisor regarding hiring and performance evaluation; may participate in the screening and interview process.

### **TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

Ladders, Personal Protective Equipment (PPE)

### **WORK ENVIRONMENT**

This is a highly physical position and may require frequent or continuous standing, stooping, bending, twisting, walking, talking, sitting, fingering, grasping, handling and good general hearing. May also require occasional reaching, feeling, repetitive motions of the hands/wrists, kneeling, and the ability to lift and/or carry up to 20 pounds. Climb up and down ladders many times each day. Duties require incumbent to work indoors and outdoors, subject to inclement weather.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*