

Position: Assistant Director of Traffic and Incident Management

NORTH TEXAS TOLLWAY AUTHORITY

The North Texas Tollway Authority was created in 1997 to help advance local highway projects that lacked government funding. In addition to building and maintaining the finest roads in North Texas, we serve an estimated 7.5 million customers and process toll payments for all area toll roads and the airport toll gates. NTTA's nearly 800 employees work together to connect North Texans through safer, quicker and higher-quality roads.

Brief Description:

The purpose of this position is to provide administrative oversight of safety, incident management, traffic engineering, and traffic operations of the Traffic and Incident Management (TIM) department. Duties include direction and coordination of activities; leading and developing employees; high-level trend analysis and report development, and delivery of presentations; coordination of public safety, wrecker, and traffic operations; and development of the budget. This is accomplished by planning and organizing staff functions, resolving customer inquiries and complaints; reviewing and recommending budget expenditures for staff, equipment, materials and supplies; overseeing equipment, facility and personnel utilization; reviewing performance, and managing performance metrics and reporting for division teams. Other duties include participating in strategic and space planning; procuring services and monitoring contracts, projects, and expenditures; overseeing fleet vehicles, procuring and negotiating contracts for services; and developing policy and procedure manuals. Assistant Director may serve temporarily as Department Director when the Director is unavailable.

Essential Functions:

- Prepares and manages the annual budget by researching information, recommending purchases, expenditures, capital equipment and staffing levels, presenting budget or recommendations, monitoring ongoing expenditures, and recommending budget adjustments.
- Manages contracts by maintaining and reviewing regular reports and spreadsheets, reporting contract status, assisting managers with proposal language or contract negotiations, and ensure managers monitor work progress and adherence to schedules and budgets.
- Oversees accreditation and performance management programs by facilitating policy and practice development, regular assessments, developing training programs, assists in developing new programs, systems, procedures or equipment, consulting with employees to resolve issues, and creating employee involvement.
- Oversees various divisions in the TIM Department; monitoring and evaluating staff performance; teaching, coaching, and counseling employees; ensuring the establishment of sound training programs; forecasting and justifying personnel and equipment needs; participating in strategic goal and space planning; monitoring service programs and deliverables; participating in and leading special projects; ensuring policy/procedure compliance; and participating in and leading training.
- Deploys nationally recognized incident command system (ICS) and management (NIMS) principals; provides incident scene response and on-scene NTTA command 24/7 as needed; works to find ways to improve incident response and management activities.

- Deploys nationally recognized traffic management and traffic engineering principals; assists with ITS projects; evaluates data from several sources to determine patterns and improve traffic safety.
- Ability to cope with job related stress including but not limited to deadlines, customer, supervisory and staff interactions, multi-tasking and high work volumes is required.

Job Requirements:

- **Formal Education:** Work requires specialized knowledge in a professional or technical field. Work requires professional level of knowledge of a discipline equivalent to that which is acquired in a Master's degree-level of study, P.E., Law Degree, or CPA.
- **Experience:** Over nine years of experience.
- **Supervision:** Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
- **Human Collaboration Skills:** Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
- **Freedom to Act:** Receives Administrative Direction: Within this job, the employee normally performs the duty assignment within broad parameters defined by general organizational requirements and accepted practices. Total end results determine effectiveness of job performance.
- **Technical Skills:** Skilled - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
- **Budget Responsibility:** Oversees budget preparation of a division/section budget. Has responsibility for approval of final documents sent to the Department Head. Reviews and approves expenditures of significant budgeted funds for the division/section.
- **Reading:** Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above.
- **Math:** Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college.
- **Writing:** Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above.
- **Certification & Other Requirements:**
 - Registered as a Professional Engineer in the State of Texas or an equivalent accreditation
 - A valid Texas driver's license
 - The ability to pass the fingerprinting and background check in accordance with the Criminal Justice Information Services (CJIS) security policy and maintain CJIS eligibility throughout employment.

How to Apply:

Click Apply at <https://careers.ntta.org>

Register your account. Complete the application in its entirety, including any questions, and click Submit.

If you have questions about the application process, please access our Frequently Asked Questions

At any time during the application process, you can click on the Job Title to which you are applying to return to this page to access the FAQs.

NTTA is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability or veteran status.

Title: Assistant Director of System and Incident Mgt

BRIEF DESCRIPTION:

The purpose of this position is to manage division operations, direct and coordinate activities, and participate in the development of the budget. This is accomplished by planning and organizing staff functions, resolving customer inquiries and complaints, ensuring safe money handling practices, facilitate risk and safety audits, review and recommend budget expenditures for staffing, equipment, materials and supplies, approving expenditures, managing equipment, facilities and personnel utilization, reviewing performance, and establishing training for new personnel. Other duties include participating in strategic and space planning, monitoring contracts, overseeing fleet vehicles, and developing policies and procedures manuals.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Prepares and manages the annual budget by researching information, recommending purchases, expenditures, capital equipment and staffing levels, presenting budget or recommendations, monitoring ongoing expenditures, and recommending budget adjustments.
2	S	Manages contracts by maintaining and reviewing regular reports and spreadsheets, reporting contract status, assisting managers with proposal language or contract negotiations, and ensure managers monitor work progress and adherence to schedules and budgets.
3	S	Oversees the Public Safety Communications Accreditation Program by facilitating policy and practice development and the regular assessments, develops training programs, assists in developing new programs, systems, procedures or equipment, consulting with employees to resolve issues, and creating employee involvement.
4	S	Manages business activities by reviewing equipment, facility and personnel efficiencies, correcting deficiencies, monitoring and evaluating staff performance, overseeing the appraisal process, establishing training programs, forecasting personnel needs, participating in strategic and space planning, monitoring service programs and deliveries, overseeing fleet vehicle programs, participating in special projects, ensuring policy compliance, and participating in

training.		
4	S	Ability to cope with job related stress including but not limited to deadlines, customer, supervisory and staff interactions, multi-tasking and high work volumes is required.

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Over seven years up to and including nine years.
Supervision	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	Receives Administrative Direction: Within this job, the employee normally performs the duty assignment within broad parameters defined by general organizational requirements and accepted practices. Total end results determine effectiveness of job performance.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Oversees budget preparation of a division/section budget. Has responsibility for approval of final documents sent to the Department Head. Reviews and approves expenditures of significant budgeted funds for the division/section.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	None

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations, observing work site, observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	O	To other departments/offices, around work site
Lifting	O	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	R	File drawers, equipment
Reaching	O	For supplies, for files
Handling	O	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	
Bending	F	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone, getting inside vehicle
Climbing	F	Stairs
Balancing	N	
Vision	F	Reading, computer screen
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	N
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	R
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and find it to be an accurate representation of the demands of the position.

Employee ID #	Signature of Employee	Date
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Job Title of Supervisor	Signature of Supervisor	Date
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Job Title of Department Head	Signature of Department Head	Date
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Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.