



Code: 6291
Family: Public Safety
Service: Operation and Construction
Group: Engineering, Designing, and Structural
Series: Traffic Engineering

CLASS TITLE: GENERAL SUPERINTENDENT OF SPECIAL TRAFFIC SERVICES

CHARACTERISTICS OF THE CLASS

Under direction of the Deputy Director, manages traffic control activities within the Traffic Management Authority located in the Office of Emergency Management and Communications, and performs related duties as required.

ESSENTIAL DUTIES

- Directs and plans the overall traffic services program (e.g., criteria and methodology for forecasting, staffing and scheduling, ongoing citywide engineering and construction projects, event management and planning, emergency situation response, and dignitary visits)
- Oversees Superintendents of Special Traffic Services engaged in supervising the work of supervisors responsible for controlling and regulating pedestrian and vehicular traffic flow for sporting, special events and emergencies throughout the city
- Coordinates with the Crossing Guard Transition Team to ensure projects are completed on schedule and within departmental protocol and procedures (e.g., staffing, operations, vehicle assignments, technology efforts)
- Evaluates traffic program operations to assess compliance with applicable regulations, policies, procedures and sound management practices
- Develops, evaluates and revises operating procedures and policies to improve productivity and maintain personnel costs
- Works closely with other City departments, law enforcement agencies, sister agencies and other external partners to coordinate and plan Citywide events and projects and/or emergency situations that impact or require traffic services
- Directs and monitors the allocation of resources, personnel manpower and equipment needs for division operations
- Directs the preparation of the division's annual budget
- Oversees the appropriate billing for various internal departments and external agencies that utilize traffic management services
- Oversees the preparation and completion of staff performance evaluations and directs and recommends corrective action and progressive disciplinary
- Directs the training of division staff and completes and reviews performance evaluations for subordinate personnel
- Participates in the development and implementation of performance management measures, objectives and standards
- Works with human resources and labor/legal division to address grievances and bargaining issues that arise
- Ensures traffic projects are working within schedule and according to plans
- Directs the receipt and response of citizen complaints
- Prepares various management reports (e.g., programmatic, cost and productivity)
- Represents the division at scheduled community meetings

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- Drives a vehicle coordinating traffic activities with Superintendents of Special Traffic Services, as required
- Assists in the preparation of grant applications for traffic management projects, as required
- May be required to work nights, weekends and various shifts

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- Six years of work experience in the coordination and implementation of traffic operations of which three years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Exposure to loud noise

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, hand-held computer)
- Personal protective equipment (e.g., vest, baton, flashlight)
- Safety devices or equipment (e.g., cones, barricades)
- Two way radio

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended or continuous periods of time
- Ability to quickly bend, stretch, twist, or reach out with one's body, arms, and/or legs

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *traffic management policies and programs
- geographical locations in the City
- *City traffic operations and street systems
- *ground traffic control methods, practices and management
- *safety and security principles and practices

Considerable knowledge of:

- *budgetary and fiscal management practices

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- *applicable federal, state, local laws, regulations, and guidelines
- *supervisory methods, practices, and procedures
- applicable computer equipment and software
- applicable communications equipment and devices

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Superintendent of Special Traffic Services class

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MANAGEMENT OF FINANCIAL RESOURCES – Determine how money will be spent to get the work done and account for these expenditures
- *MANAGEMENT OF MATERIAL RESOURCES – Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- *MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Superintendent of Special Traffic Services class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

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- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- RECOGNIZE SPATIAL ORIENTATION - Know one's location in relation to the environment or to know where other objects are in relation to one's self
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other abilities as required for successful performance in the Superintendent of Special Traffic Services

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- ACHIEVEMENT/EFFORT – Establish and maintain personally challenging achievement goals and exert effort toward task mastery
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Superintendent of Special Traffic Services class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2017