

Alternative Job Titles

TMC Operator or Dispatcher, TMC Manager or Coordinator, TMC Technician or Engineer, TMC Supervisor or Senior Operator

Job Description

A traffic incident manager will detect, monitor, and respond to various traffic management data sources and incidents to maintain safety and efficiency on local roadway systems. Real-time sources of traffic data may include CCTV cameras, other video detection sources, traffic sensors (weather, speed, and volume), traffic flow systems, alarms, police scanners, public phone calls, etc. A traffic incident manager may be asked to analyze or assess traffic events like construction zones, special events, congestion, traffic incidents, evacuations, or traffic equipment malfunctions. A traffic incident manager may also be asked to develop or implement response scenario plans for such incidents, including traffic control plans that indicate sign placement and traffic management plans at the scene. A traffic incident manager may help clear or manage major traffic incidents by providing information like the approximate duration of the traffic disruption, number of injuries or fatalities, number of lanes blocked, as well as to confirm or coordinate the arrival of emergency first response teams. Through coordination with local response teams and use of dynamic message signs and other ITS devices, the traffic incident manager will help mitigate traffic congestion by providing clear and concise safety information concerning local traffic incidents in roadway systems.

Knowledge Requirements

- TMC Operations
- Operation of Relevant Machinery/ Equipment
- Transportation/ Traffic Engineering/ Operations
- Regional Highway Systems
- Traffic Incident/ Congestion Management
- ITS Technology/ Operations
- Local Agency Procedures/ Standard Design Principles
- Project Management Practices

Technical Skills Requirements

- General Computer Skills
- Knowledge of Microsoft Office Programs
- TMS software
- SunGuide Software
- GIS Software

Required Skills & Abilities

- Communication Skills, Written and Verbal
- Interpersonal Skills
- Technical Communication/Report Development Skills
- Time and Task Management Skills
- Ability to work in fast-paced or stressful environment
- Managerial/ Supervisory Experience and Leadership Skills
- Possess professional judgement
- Analytical, Mathematical, or Problem-solving Skills
- Possess good attitude/ work ethic
- Ability to collect, enter, or analyze data
- Ability to work well independently
- Organizational Skills/Attention to Detail

Typical Salary

- \$23,900 - \$103,400

Education & Work Experience

- Bachelor's degree or some college preferred; high school diploma or GED required.
- CDL sometimes required; OTJ required in some cases.
- For entry-level positions, between 1-3 years of work experience is commonly desired.