☐ Conversion Only
☐ Update Only
☐ Informal Review
☒ Formal Review

STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE AND EVALUATION

SECTION I - Identification

NOTE: NO JE ATTACHED

Working Title:	Road Reporter	Department:	Transportation
Class Code Number:	439612	Division & Bureau:	BILLINGS
Class Code Title:	Administrative Clerk	Section & Unit:	Billings
Pay Band:	2	Work Address:	424 Morey Street Billings MT 101
Position Number :	97980	Phone:	(406) 252-4138

☐ FLSA Exempt ☒ FLSA Non-Exempt

Profile done by: Rebecca Varady, Vicki Beaulieu Work Phone: 406-523-5800

Work Unit Mission Statement or Functional Description:

Work unit provides logistical support to the Maintenance, Construction, and Equipment activities through such functions as accounting, budget preparation, payroll/personnel, requisitions, inventories and property control, communications, permit issues, public assistance, statistical reports, and road reporting.

Describe the Job's Overall Purpose:

SECTION II - Major Duties or Responsibilities

Road Reporting / Radio / Phone 95%

Obtains, recaps, and reports road conditions in the District for public information using knowledge of highway route numbers, road reporting procedures and terminology. Requires an ability to summarize and condense reports into a useable and understandable format for the public. Requires skill in the use of a two-way radio, computer, multi-line telephone.

Answers multi-line telephone and two-way radio for the District/Area Office, using knowledge of office practices and procedures, departmental policies, work assignments throughout the District, and geographic locations, to properly answer questions or refer calls. Requires the ability to effectively communicate. Records and delivers messages when necessary.

Gathers road and weather information daily from maintenance sections (October through April) using two-way radio and standardized polling forms. This entails gathering and reporting road conditions for the entire District/Area encompassing up to 34 Maintenance sections.

Summarizes and condenses road and weather conditions and enters into computerized statewide road condition report, using a Windows PC, Oracle, Outlook, Microsoft Office, and Remote Weather Information System.

Produces one or two area wide reports, both in the morning and afternoon, depending on coverage in area offices to provide timely and accurate reports for the driving safety of the public. Also produces and distributes timely accurate updates, using the various systems listed above.

Updates multi-line telephone recordings and notifies news media and other state offices as major changes in road and weather conditions occur. This entails using voice mail, special recording equipment, faxes, as well as email.

Responsible for creating and entering messages into the Variable Messaging System. This system transmits the information out to the Variable Message Signs placed throughout highways in Montana. These boards notify the traveling public of safety issues, road conditions, restrictive conditions and amber alerts. Must have an understanding of the written procedures for the programming of these signs based on MDT policies and procedures.

Answers telephone or two-way radio, gathers information, and routes calls or refers them to proper employee. Records and delivers messages when necessary.

Receives emergency messages from the general public, other state agencies, or employees, and notifies maintenance sections, Highway Patrol, 911, or other proper authorities for emergency assistance. Logs information on computer and in radio log. These logs may be used in litigation against the Department.

This work involves condensing a great deal of information from up to 34 sections into a short, concise report in a very short time period with strict deadlines. This information are used by Associated Press, the National Weather Service, the general public, nationwide trucking and travel industries, broadcasted on all TV and radio stations and nationally, through the internet. The recordings are used by the general public over phone lines and radio transmission statewide. In addition, the Radio Operator acts as the main customer service representative for the Department when the public phones for road information or any other information.

Reporter works independently in the evenings and on week-ends, with no supervision or other staff present. Reporter must troubleshoot any computer, printer, recorder, or radio problems and either solve the problem or call to get repairs.

Miscellaneous Clerical Duties 5%

Performs basic clerical activities using knowledge of office practices and procedures, business English, and office equipment operation.

1. Copies, collates, and distributes a variety of reports, memos, and letters according to specific written, verbal or standing instructions.

2. Proof reads completed data entry work performed by others by comparing original documents to computer printouts.

3. Sends, receives and delivers facsimile documentation.

Perform other work as assigned. The duties listed above are general in nature and are not to be considered inclusive of all duties the incumbent may be required to perform.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Willing to work week-ends, holidays, nights, and additional hours during storms. Work alone, without backup or supervision. Must be able to deal with crisis situations and remain calm. Adapt quickly to changing circumstances, prioritize work and perform under pressure. Accept the pressure of multiple tasks, such as multi phone lines ringing and several radio calls simultaneously. Work is performed in a controlled office environment. Little or no travel is involved.

2. Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position.

Requires the ability to summarize and condense reports into a useable and understandable format for the public. Updates telephone recordings and notifies news media as major changes in the road and weather conditions occur.

3. The most complicated aspect of this position is?

Handling emergency situations, multi-tasking.

4. Guidelines, manuals or written procedures support this position are?

Road Reporter Manual from Helena and District levels
Vultron Manager

5. Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" which must be performed by this position (with or without accommodations)? (If you need information or training on the identification of essential functions, please contact MDT Human Resources Division.)

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Updates telephone recordings and notifies news media and other state offices as major changes in road and weather conditions occur. This entails using voice mail, special recording equipment, faxes, as well as email.

Answers telephone or two-way radio, gathers information, and routes calls or refers them to proper employee. Records and delivers messages when necessary.

6. Does this position supervise others? ☐ Yes ☒ No

Number directly supervised: .

Complexity level of the positions supervised .

Position Number(s) of those supervised .

7. This position is responsible for:

☐ Hiring ☐ Firing ☐ Supervision ☐ Pay Level

☐ Performance Management ☐ Promotions ☐ Discipline

☐ Other:

8. Attach an Organizational Chart.

SECTION III - Minimum Qualifications - *List minimum requirements for the first day of work.*

Knowledge and skills required for this position:

KNOWLEDGE

Working knowledge of Windows, Word, Oracle, Excel, outlook and Internet; thorough knowledge of road reporting system and various weather programs. Working knowledge of standard office practices and procedures and a thorough knowledge of the District's functions.

Must be bale to condense a great deal of information into a concise, understandable and brief report in a short amount of time. Must be bale to record clear and understandable messages (speaking skills). Must be able to quickly identify priority information and deal with the situations that arise, Must have the ability to identify computer problems and seek solutions or alternatives to immediately deal with the situation.

SKILLS

Skill in the use of a multi-line telephone, two-way radio, personal computer, voice mail, typewriter, calculator, and basic office equipment.

Ability to follow written and verbal instructions; prioritize information while making decisions in emergency situations; perform basic mathematical calculations; establish and maintain effective working relationships with employees, emergency services, and the general public; speak clearly and concisely; and communicate effectively verbally and in writing.

Must be willing to work early mornings, midnight weekends and holidays. Must be able to work additional hours in short notice, Must be bale to adapt quickly to changing circumstances, many of an emergency nature, Must be able to perform under pressure with strict deadlines.

Must be able to deal with the public in a polite and helpful manner.

Use of multi line telephone system, two way radio, personal computer and voice recording systems.

Behaviors required to perform these duties?

CORE VALUES – GENERIC BEHAVIORS 4/3/06

CUSTOMER ORIENTATION/SERVICE (P.11-12)
Creates an atmosphere in which timely and high quality information flows smoothly between self and customer. Encourages open, honest, and constructive expression of ideas and opinions. Demonstrates active listening skills. Uses appropriate body language. Seeks to understand others' viewpoint. Analyzes the customer needs and adjusts to the perspective of the customer, when appropriate.

DECISION MAKING (P. 22)
Independently takes action and responsibility for solving problems. Makes decisions designed to achieve desired outcomes. Challenges the status quo by taking calculated actions in complex, ambiguous, contentious, or hazardous situations to force an issue or set a direction.

PERSONAL ACCOUNTABILITY AND OWNERSHIP (P. 31)
Takes pride in the job. Actively engages in professional self-development opportunities. Accepts individual responsibility for all actions taken.

LEADERSHIP (P. 35)
Shares information, feedback, and knowledge (two-way communication) with key persons inside and outside of the organization to ensure successful project outcomes and/or improvement. Includes training, teaching, and coaching others. Actively steps into a leadership role.

ETHICS (P. 44)
Models high standards of honesty, integrity, trust, and openness. Knows, understands, and follows through with the correct standards of conduct and moral judgment required; is willing to act outside the norm when needed to adhere to ethical principles. Communicates and demonstrates actions in a consistent manner. Respects others, regardless of individual capabilities, agendas, opinions or needs.

FLEXIBILITY AND ADAPTABILITY (P. 49)
Accepts change as a healthy and normal part of growth. Receptive to new information and recognizes the validity of various viewpoints; sees situations objectively. Responds positively to changes in direction and priorities, responsibilities or assignments. Adjusts to multiple demands, priorities, ambiguity, and change positively. Works effectively within a variety of situations, individuals, or groups.

TEAMWORK (P. 50)
Works cooperatively with others as part of a team as opposed to separately or competitively.

CREATIVITY AND PROBLEM-SOLVING (P. 59)
Generates ideas, fresh perspectives and original approaches; open-minded. Uses creativity and originality when problem-solving. Goes beyond traditional ways to address issues and problems.

Education:
Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

☒ High school education required or equivalent ☐ Bachelor's Degree
☐ 1-year college/voc. training ☐ Master's degree
☐ AAS/2-years college/vocational training

Specify the acceptable bachelor's degrees: n/a

Specify the related bachelor's degrees: n/a

Specify other training, coursework or licensure: n/a

Will a master's degree substitute for the required experience? If yes, specify degrees:

☐ One year ☐ Two year

Will experience substitute for the degree requirement? If yes, specify experience:

Experience:
Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☐ None	☐ 6 years
☒ 1 year	☐ 7 years
☐ 2 years	☐ 8 years
☐ 3 years	☐ 9 years
☐ 4 years	☐ 10 years
☐ 5 years	☐ Other _____(be specific)

Other specific experience (optional):

Alternative Qualifications:
This agency will accept alternative methods of obtaining necessary qualifications.

☐ Yes x No

Specify*:*

SECTION IV – Other Important Job Information

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: Title

Signature Date

Immediate Supervisor:

Vicki Beaulieu District Financial Officer

Name: Title

_____ _____

Signature Date

Division/District Administrator:

Dwane Kailey District Administrator

Name: Title

_____ _____

Signature Date

Department Designee:

Jennifer Jensen Administrator, Human Resource Division

Name: Title

_____ _____

Signature Date