

TRAFFIC PROGRAM COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Traffic Program Coordinator is responsible for coordinating and monitoring towing and traffic enforcement programs for the Mesa Police Department. Specific duties performed include: monitoring and coordinating towing contracts, supervising civilian field personnel assigned to operate photo radar equipment; monitoring the contracts with vendors to provide towing services and equipment to ensure compliance; meeting with private vendors/ contractors to obtain quotations for equipment; coordinating the servicing of equipment and conducting regular quality assurance inspections; coordinating tow truck inspections; gathering and preparing data for scheduled reports; verifying tow billing statements and resolving discrepancies; conducting audits to ensure billings are correct; entering information into a database/spreadsheet regarding inquiries, complaints, and totals and filing tow sheets; handling tow phone line inquiries; responding to inquiries, conducting follow-up and maintaining documentation; and making recommendations to Police Department staff, the City Council, contractors, or other City departments regarding the maintenance of traffic enforcement projects. A major responsibility involves quality assurance in reviewing tickets for accuracy and acceptability in court. An employee in this class provides technical testimony in court; monitors other employees' court testimony; and meets with City Court personnel to coordinate processes and recordkeeping. Public contact work is a significant element of the duties performed, which involves responding to the media. This class performs related duties as required.

Distinguishing Features: A Traffic Program Coordinator is required to exercise independent judgement and possess specialized knowledge of traffic programs. An incumbent in this class exercises full supervision over Police Service Officer I incumbents assigned to the photo radar program. A Traffic Program Coordinator makes field visits to subordinates working at assigned areas and tracks specific geographical locations (from a grid map and field assessments) to coordinate daily assignments in conjunction with an operational plan. Supervision is received from the Police Lieutenant assigned to the Traffic Unit who evaluates work through observation, meetings, reports, and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Minimum Qualifications Required. Requires any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Business Administration, Management, or related field and considerable (3 - 5) years of experience involving one or more of the following: managing a program, monitoring contracts, coordinating a public relations campaign, OR working with public/private partnerships. Some experience in a supervisory capacity is preferred. Experience in law enforcement or with traffic enforcement programs is highly desirable.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. None.

ESSENTIAL FUNCTIONS

Communication: Communicates with management, sworn personnel, other City employees, City officials; the general public, vendors, contractors, the media, and others to respond to questions, obtain and provide information, and explain and interpret the rules, regulations, practices, and policies of the Traffic Unit and various traffic enforcement programs. Trains and instructs subordinates or schedules training regarding duties to be performed. Makes presentations to departmental staff, the City Council, the state legislature, and various civic organizations. Testifies in court. Prepares recommendations for management, performance appraisals, correspondence, work orders, purchase orders, manuals, reports, surveys, charts, graphs, diagrams, packets, and agendas.

Manual/Physical: Reviews citations for accuracy. Inspects, monitors, and evaluates information, objects, work conditions, and the behavior or work products of others to determine compliance with department operating and safety standards, regulations, procedures, and contracts. Inspects assigned police vehicles and equipment to determine compliance with prescribed operating and safety standards. Operates a police vehicle, requiring a valid Arizona operator's license, to monitor subordinates in the field. Discerns clear photographic images. Operates standard office equipment such as a personal computer, printer, copier, and calculator. Enters data into a personal computer to prepare reports and other documents. Maintains complex records. Prepares and updates schedules, graphs, diagrams, or similar charts. Sorts, files, and distributes mail, documents, or other materials.

Mental: Supervises and evaluates the work of field personnel. Resolves procedural, operational, and other work-related problems. Monitors contracts to ensure compliance. Coordinates work activities and project functions with outside public and private contractors, other City departments, and other agencies. Monitors on a regular basis the amount of measurable work put out by subordinates, and the number of hours each subordinate works towards a minimum monthly commitment. Obtains written and verbal quotations and compiles information. Researches, analyzes, and compiles data for various reports. Comprehends, makes inferences from, and interprets written materials, including: department policies, procedures, and standards; state statutes; reports and correspondence; and computer software manuals, as well as layouts or other visual aids. Determines if citations are acceptable and submits to court or dismisses. Determines the best evidence for court. Prepares courtroom testimony. Develops policies, procedures, and performance goals related to traffic enforcement programs. Performs mathematical calculations or financial and cost analyses. Compiles bid and quotation information. Conducts audits of citations and billings. Prepares or assists in preparing portions of a budget. Provides training to others. Coordinates with detectives regarding stolen vehicles. Serves as a liaison with insurance companies and attorneys for negatives/pictures for citations. Learns job-related material through on-the-job training and in classroom settings.

Knowledge and Abilities:

Knowledge of:

police traffic procedures and Arizona traffic laws;
the principles and practices of office management and the equipment used;
the research techniques and methods of report presentation;

business English, spelling, and arithmetic; and
the municipal organization and function of the City.

Ability to:

effectively supervise employees working a majority of time in the field;
communicate effectively with irate citizens, either on the telephone or in person;
gather, compile, organize, and interpret data for special and periodic reports;
complete special research projects as assigned;
maintain complex records and prepare accurate reports from such records;
properly interpret and make decisions conforming to regulations and policies;
carry out recurring assignments independently and without specific instruction;
anticipate changes in the priorities of tasks or volume of work to be accomplished;
follow oral and written instructions; and
establish and maintain effective working relationships with management, coworkers, contractors,
subordinates, sworn personnel, and the public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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PAY GRADE: 47

EEO-Para

NDOT SAFETY-No

SECURITY-Yes

NDOT RANDOM-No

DOT SAFETY-No

CDL-No

RESP-No

IND-9410/100.0%

JOB FCTN-PUB

SWORN-No

INCREMENTS 47-200