



**Code: 9105**  
Family: Public Safety  
Service: Public Safety  
Group: Police Service  
Series: Police General Duty

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## **CLASS TITLE: SUPERVISING TRAFFIC CONTROL AIDE**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, supervises and coordinates the work activities of a group of Traffic Control Aides in a designated area, and performs related duties as required

### **ESSENTIAL DUTIES**

- Supervises subordinate staff engaged in controlling the flow of pedestrian and vehicular traffic at assigned intersections and traffic areas leading into and out of special events
- Makes work assignments and patrols assigned area, monitoring activities and manned intersections, ensuring Traffic Control Aides are at assigned crossings at designated times and dressed in proper attire
- Monitors daily manpower and reassigns staff to adjust for staffing shortages or unexpected crowds
- Conducts roll call to verify attendance, distribute work assignments and area maps, and perform uniform inspections
- Notifies supervisor of reported traffic violations, traffic signal malfunctions, and construction projects occurring in the area
- Trains staff on proper traffic control and pedestrian crossing procedures
- Monitors performance and conducts performance evaluations of subordinate staff
- Maintains timekeeping records and authorizes time off
- Prepares narrative and statistical work reports of traffic activities, and documents accidents or atypical incidents
- Drives a vehicle to patrol areas, checking to ensure personnel are at assigned locations, properly directing traffic flow, and following established safety practices; transports personnel
- Directs vehicular and pedestrian traffic and control the flow of traffic in the absence of Traffic Control Aides, as required
- Answers inquiries and provides geographic directions to the public, as required

**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**

- Three years of public safety or traffic control experience; 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**

Considerable knowledge of:

- geographical locations in the City
- City traffic operations and street systems
- ground traffic control management

Moderate knowledge of:

- safety and security principles and practices

Some knowledge of:

- applicable federal, state, and 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 Traffic Control Aide 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
- **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

Other skills as required for successful performance in the Traffic Control Aide 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
- 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

Other abilities as required for successful performance in the Traffic Control Aide class

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- 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 Traffic Control Aide class

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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.

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City of Chicago  
Department of Human Resources

July, 2011