

## RSS Specialist

### **Summary:**

The purpose of the Roadside Safety Services program is to assist in the rapid removal of debris, disabled vehicles and those involved in accidents from the freeway. Specialists assist disabled motorists by providing gas or water, changing tires, performing minor vehicle repairs and recoveries, or pushing vehicles off the roadway (relocation). Specialists assist at accident scenes by providing emergency first aid, providing traffic control, assist with removing damaged vehicles, and/ or removing accident-related debris from the roadway. Specialists also assist in setting up, maintaining, and removing emergency detour routes required because of an incident; and report on property damage to the system. Specialists provide directions to lost customers, locate and report abandoned vehicles as well as remove debris from the roadway. Specialists accomplish these tasks by patrolling the NTTA roadways, responding to calls from the Safety Operations Center, monitoring equipment, maintaining records, and completing related tasks. Other duties include responding to weather-related emergencies, completing special projects as assigned, reporting equipment malfunctions, and assisting other employees.

This is a designated Essential Employee position, whose attendance is required to maintain agency operations during an emergency or inclement weather situation.

### **Responsibilities:**

- Removes disabled vehicles and those involved in accidents from the tollway. Assist stranded motorists by providing gas or water, changing tires, performing minor vehicle repairs and recoveries, or pushing vehicles off the roadway (relocation); assist at accident scenes by providing emergency first aid, providing traffic control, assist with removing damaged vehicles, and/ or removing accident related debris from the roadway; assist in setting up, maintaining and removing emergency detour routes required because of an incident; and, report on property damage to and around the tollway system.
- Provides directions to stranded motorists; report and affix removal stickers to abandoned vehicles; remove debris from the roadway. Able to work with major accident victims and scenes, fatal accidents, and high-speed traffic. Provides exceptional positive customer service.
- Maintains records by entering information into databases, submitting reports as required, and recording and filing documents.
- Completes routine general office duties by maintaining a variety of official logs; contacting other departments to obtain or provide pertinent information, typing, filing, and answering general inquiries.
- Ensures vehicles are operational before and during shift. Maintains assigned equipment and supplies. Properly operates heavy duty trucks and safety equipment; properly wears and maintains serviceable issued uniforms and personal safety gear; strictly follows established practices and procedures.
- Ability to cope with job related stress including but not limited to deadlines, customers, supervisory and staff interactions, multi-tasking and high work volumes is required.

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### **Qualifications:**

#### *Minimum:*

- High school diploma or equivalent.
- 0 – 3 years' experience
- Valid Texas Class "C" driver's license.
- Ability to pass pre-employment drug and background checks.
- Ability to work shifts which may include nights, weekends, holidays and inclement weather or emergencies.
- Ability to lift up to 100 pounds assisted or unassisted.
- Ability to work for prolonged periods in a variety of environmental conditions such as extreme heat/cold, precipitation, dust, smoke, noise, unpleasant odors, chemical and physical hazards including exposure to moving traffic.
- Ability to perform duties which require long periods of sitting, standing, walking, crawling, crouching, bending, kneeling, twisting, climbing, balancing, pushing, pulling, lifting heavy objects and the repetitive use of equipment and tools.
- Exposure to roadway disasters, fatal accidents, distraught accident victims, hazardous material spills, vehicle fires, electrical hazards and highspeed traffic.
- Ability to communicate clearly with co-workers and customers in emergency and non-emergency situations.
- Vision and hearing, corrected or uncorrected, are essential for safe and efficient performance of duties, including, but not limited to, driving, assessing incidents and the use of electronic devices.

#### *Preferred:*

- N/A

**About NTTA:** NTTA is a political subdivision of Texas created to acquire, construct, maintain and operate toll roads in North Texas. As a customer-driven organization, NTTA delivers a safe and reliable toll system for millions of customers each year in one of the fastest growing regions in the United States. NTTA is a vibrant organization with a highly qualified, energized and engaged team focused on achieving Excellence and we are looking for talented individuals to join us.

**Our mission:** We are committed to providing a safe and reliable toll road system, increase value and mobility options for our customers, operate the Authority in a businesslike manner, protect our bondholders, and partner to meet our region's growing need for transportation infrastructure.