

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 7323500

Thruway Communications Assistant Supervisor, NS	7323400
Thruway Communications Supervisor, NS	7323500

Brief Description of Class Series

Positions in this title series develop and implement procedures for the maintenance and operation of the Thruway Authority's communication system and direct the operation of the statewide Operations Center. Incumbents are subject to 24-hour call out availability in case of emergency.

These positions are classified only at the Thruway Authority.

Distinguishing Characteristics

Thruway Communications Assistant Supervisor: second supervisory level; maintains control and accountability of radio equipment; monitors incidents occurring on Governor Mario M. Cuomo Shared Use Path; and directly supervises staff of eight to ten Senior Radio Dispatchers.

Thruway Communications Supervisor: administrative supervisor; directs and oversees the maintenance and operation of Thruway's communications system and the operation of the Statewide Operations Center; develops and implements procedures for use of radio communications facilities; monitors the performance of the radio maintenance contractor; and performs the full range of supervisory duties.

Illustrative Duties

Thruway Communications Assistant Supervisor

Prepares equipment repair orders, prepares entries in log regarding installation and removal of radio equipment in Thruway Authority-owned vehicles, and maintains and updates the radio inventory database.

Serves as liaison for vendor responsible for monitoring All Electronic Tolling systems.

Reviews FOIL requests, collects required data, and drafts response. Collects and preserves documentation as directed by Legal Office in matters related to litigation; ensures proper disposal of documents per retention guidelines.

Manages Traffic Safety and State Police photograph database for incidents occurring on Thruway property, ensuring photographs are properly entered in database and cataloged.

Ensures incidents occurring on Governor Mario M. Cuomo Shared Use Path are managed pursuant to established matrix, which may include reviewing incident logs; tracking incident response; creating investigation files; and performing additional research as requested.

Participates in State Office of Emergency Management and Authority Emergency Operations Center teams.

Acts as liaison and point of contact for all projects related to Thruway Statewide Operations Center (TSOC) or dispatch staff.

Directly supervises staff of eight to ten Senior Radio Dispatchers.

Thruway Communications Supervisor

Reviews existing procedures to determine their effectiveness and recommends revisions to obtain the most efficient use of the communication system.

Monitors the radio system to ascertain and ensure compliance with operating procedures.

Plans, coordinates, and directs the activities of a staff composed of Thruway Communications Assistant Supervisor, Senior Radio Dispatchers, and Radio Dispatchers.

- Oversees the maintenance of a variety of records and information for use by Thruway Communications Assistant Supervisor, Senior Radio Dispatchers, Radio Dispatchers, State Police personnel, and division personnel such as, duty officer rosters, computer aided dispatch documents, and property damage reports.
- Approves work schedules prepared by Senior Radio Dispatchers and leave requests submitted by staff to ensure adequate coverage of the Statewide Operations Center.
- Develops and conducts training programs for Thruway Authority staff involved with traffic management.

Manages FOIL requests and document preservation on all escalated matters, such as fatalities or other matters mandated by Legal.

Reviews and approves daily reports of significant incidents occurring on the Thruway during the preceding 24-hour period provided by Thruway Communications Assistant Supervisor.

Coordinates information from transportation agencies in New York State and all the surrounding states including the New York City/New Jersey/Connecticut metropolitan area.

Directs and ensures the dissemination of traffic information to Thruway customers utilizing a variety of traffic management systems operated by the TSOC.

Oversees submission of reports to the Bureau of Finance concerning the installation and removal of Thruway-owned radio equipment in emergency service vehicles.

Minimum Qualifications

Thruway Communications Assistant Supervisor

Promotion: one year of service as a Senior Radio Dispatcher.

Thruway Communications Supervisor

Promotion: one year of service as a Thruway Communications Assistant Supervisor; or two years of service as a Senior Radio Dispatcher.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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