

GREATER NEW ORLEANS EXPRESSWAY COMMISSION

JOB DESCRIPTION

MOTORIST ASSISTANCE PATROL OPERATOR - M.A.P.

SUMMARY:

The Motorist Assistance Patrol Worker operates a specially equipped vehicle on the Causeway and Huey P. Long bridges to provide emergency roadside assistance, enhance highway safety, reduce the impact of traffic incidents and minimize the risk of secondary incidents due to stalled or inoperable vehicles, weather events, and others. The operator is also responsible for providing general information to the public, keeping bridge and roadway surfaces clean and free of debris, and performing related duties as assigned by a supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Operates a specially equipped vehicle on Causeway and/or Huey P. Long bridge(s) and provides roadside assistance with routine maintenance and service on vehicles and information to motorists
- Utilizes a boom/lift to assist in water rescue procedures
- Patrols assigned areas of Causeway and/or Huey P. Long bridge(s) to locate and assist stranded motorists and eliminate road hazards
- Assists officers and/or other agencies, as necessary
- Diagnoses minor automotive problems and provides limited assistance with emergency repairs, such as changing tires, providing water for cooling system, etc., in order to assist motorists with disabled vehicles
- Responds to calls of questionable situations on the bridge(s) in order to determine the specific nature of the situation and react appropriately by providing assistance, requesting additional help, etc.
- Directs traffic at accident scenes and on special details in order to assist officers with field operations, using various emergency signals or equipment
- Maintains assigned vehicle to ensure safety and reliability by following scheduled maintenance routine and utilizing services of vehicle maintenance department
- Requests tow truck service for motorists with disabled vehicles
- Assists maintenance with removal of debris from highway by pushing, pulling, lifting or moving objects
- Transports mail, supplies, records, reports, and other articles to various locations in order to ensure safe and prompt delivery of required items
- Records information related to incidents or events on bridges
- Communicates with motorists in order to provide directions and answer questions
- Administers emergency first aid to motorists, using basic first aid training and equipment (e.g., bandages, splints, etc.), in accordance with standard first aid procedures
- Testifies in court regarding situations encountered on the highway, using appropriate written records and files, in accordance with court procedures

EDUCATION AND EXPERIENCE

High School Diploma or G.E.D. with at least one year of automotive service, repair and/or maintenance experience and with no major driving violations in driving history

KNOWLEDGE, SKILLS AND ABILITIES:

Language Skills

Ability to communicate tactfully with general public and to exchange information with agency and non-agency personnel. Ability to write routine reports and correspondence that conform to the GNOEC's prescribed style and format.

Mathematical Skills

Ability to work with mathematical concepts normal and usual to general business applications. Ability to calculate rates, fractions, ratios, percentages, and proportions and to draw and interpret bar graphs

Computer Skills

Ability to operate personal computers with an average level of proficiency.

Reasoning Skills

Ability to read, analyze and interpret a variety of reports furnished in written, oral, or diagram form such as policy and procedure manuals, safety rules, and operation and maintenance instructions. Ability to define and resolve problems as they arise, collect data, establish facts, draw valid conclusions and make rapid decisions. Ability to interpret a variety of instructions and deal with multiple concrete variables where standardization is limited.

Physical Skills

To successfully perform the essential functions of this job, the following physical demands are representative of those that must be met. The employee is regularly required to sit; stand; walk; use hands to finger, handle, push and/or pull objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; use tools and equipment requiring a high level of dexterity; and lift, carry and/or move objects weighing 50 to 100 pounds. The employee is regularly required to operate a vehicle and communicate via radios. The employee must be able to speak or hear and taste or smell; to observe objects peripherally and at close and far distances; to detect color and depth; to adjust focus; to be alert at all times; and to perform operations using units of weight measurement, volume and distance.

Other Skills and Abilities

Ability to work independently with minimal supervision. Ability to respond to common and/or unusual inquiries from commuters, the general public, or others. Ability to work under stressful and hazardous conditions while responding to roadway emergencies. Ability to operate a two-way radio to communicate with dispatchers during routine and emergency situations. Ability to deal with the public and co-workers in a courteous and tactful manner and to establish and maintain effective working relationships with others.

SPECIAL REQUIREMENTS:

The employee is a Causeway First Responder. The employee is required to monitor the Causeway radio and be available for 24-hour call, 7 days a week to handle any problems that may arise due to bridge closings, accidents, equipment failures, fog, hurricanes and other weather-related issues. The employee is issued a company cell phone for work use only and must respond to calls and emergency messages. The employee must have the ability to complete a training regimen in the operation of specially outfitted GNOEC vehicles equipped with lights, radios, fire extinguishers, life rings, rope ladders, first aid kits, specialized tools, rescue and special equipment to assist motorists, provide safe travel across the Causeway and Huey P. Long bridges and reduce response time in reaching a motorist in distress.

The employee must be willing and able to work weekends, holidays, and hours other than on regular shifts and in all types of weather. The employee must be willing to assist Maintenance and Police

during fog conditions. The employee must have the ability to attain certification and annual re-certification in CPR, AED, first aid, and water rescue training. The employee must have the ability to complete an initial on-the-job training program and six-month probationary period; and to pass a pre-employment physical, drug screen and background check. The employee must possess, or be able to obtain, a valid Louisiana State chauffeur or commercial driver's license and be able to operate a variety of vehicles, such as an automobile, tow truck, car hauler, etc., to transport vehicles or respond to emergencies.

WORKING CONDITIONS:

The noise level in the work environment is usually loud. While performing the duties of this job, work is performed for sustained periods outdoors in weather conditions that may include extreme temperatures, heavy rain or humidity, fog or other catastrophic weather. Work exposes employee to conditions such as fumes, noxious odors, dusts, mists and gases, and occasionally to bodily fluids. Work exposes employee to hazardous chemicals and frequently to possible bodily injury from moving vehicles, mechanical parts, equipment, tools or machinery. Work occasionally exposes employee to risk of electrical shock and vibrations. Work may require use of protective devices, such as gloves or goggles.

This description lists the essential functions and responsibilities of the job and is not all-inclusive. Employee may be expected to perform job-related duties other than those contained in this document.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.