



Division of Permits and Operations Traffic Operations

Position: HIGHWAY EMERGENCY RESPONSE OPERATOR (HERO) TRAINEE

Salary Details: The annual starting salary for this position is \$26,500.00.

Duties & Responsibilities: Under immediate supervision, trains to detect, respond to, and manage congestion causing incidents on the metropolitan interstate system. Learns various emergency response procedures used to assist motorists with disabled vehicles, remove congestion causing incidents from the metropolitan interstate system, and observe/notify Transportation Management Center (TMC) of traffic flow/congestion problems. Attend training sessions in order to complete requirements for Highway Emergency Response Operator (H.E.R.O) certification.

Minimum Training & Experience: Completion of a high school diploma or GED AND valid driver's license

AGENCY SPECIFIC QUALIFICATIONS:

Technical Competencies:

*Ability to learn various emergency response procedures used to assist motorists with disabled vehicles, remove congestion causing incidents from the metropolitan interstate system, and observe/notify Transportation Management Center (TMC)

Other Competencies:

- *Committed to providing quality customer service
- *Demonstrated competencies in basic reading and writing; receiving and responding to verbal communications in an appropriate manner
- *Demonstrated competencies in working and communicating with supervisors and co-workers in a professional and cooperative manner maintaining composure in stressful situations
- *Possesses eye-hand coordination, stamina, and physical strength and agility necessary to operate an incident response vehicle and related tools and equipment
- *Displays a high level of commitment toward work and a high standard of ethical conduct
- *Ability to adapt to change
- *Ability to work flexible schedule
- *Ability to meet the physical requirements necessary to complete assigned duties (including lifting heavy objects and working outside in all weather conditions in and around moving traffic)

Preferred Qualifications:Technical Competencies:

- *Possesses familiarity with operation of emergency services
- *Basic knowledge of proper radio protocol (i.e. Phonetic alphabet)
- *Familiarity with basic auto repair procedures and/or basic traffic control methods

Other Competencies:

- *Demonstrated ability to reason and make routine, sound decisions based on narrowly defined criteria or guidelines
- *Ability to work in and around interstate traffic
- *Ability to effectively guide or direct others at an incident scene
- *Ability to manage own time effectively
- *Ability to gather and organize information effectively
- *Ability to provide quality service to the traveling public

Additional Information:

This advertisement is for multiple positions.

This is an unclassified position.

Selected applicants will undergo a criminal background, reference check and a pre-employment drug screening.

Please include all relevant job information on resume/application for consideration.

How to Apply:

Online: <http://team.georgia.gov/careers>