

# CITY OF CHATTANOOGA

## Classification Specification Title: Traffic Management Center Coordinator

**Department: Technology Services**

**Pay Grade: GS.09**

**Supervision Received From: Manager Intelligent Cities**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 2/09/26**

**Revision Dates: N/A**

### CLASSIFICATION SUMMARY:

Incumbents in this classification serve as a primary custodian of the city's real-time traffic operations and is an initial point of contact for all city, county, and state agency personnel, as well as external stakeholders.

### SERIES LEVEL:

The Traffic Management Center Coordinator is the first level of a two-level information technology traffic management series.

### ESSENTIAL FUNCTIONS:

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Actively monitor the Advanced Traffic Management System (ATMS), CCTV feeds, DMS boards and sensor data to detect traffic flow disruptions, incidents, hazardous road conditions, and rail-crossing delays.

Serve as the primary point of contact during traffic incidents; coordinate rapid response strategies with the Chattanooga Police Department (CPD), Fire Department (CFD), and TDOT SmartWay operators to clear lanes and restore flow.

Perform daily "health checks" on Intelligent Transportation Systems (ITS) assets (traffic cameras, LiDAR, Dynamic Message Signs, detection loops, and connected vehicle roadside units). Initiate work orders immediately upon detecting a failure.

Under the guidance of traffic engineers, implement pre-approved signal timing modifications or "flush plans" to relieve congestion caused by unexpected incidents or special events (e.g., Ironman, Riverbend, major conventions).

Maintain a live communication loop with 911 dispatch, public works crews, and transit (CARTA) to disseminate critical road status updates.

Manage the distribution of traveler information via Dynamic Message Signs (DMS), social media platforms, and 511 data streams to warn motorists of delays.

Review automated traffic data logs for accuracy; tag and categorize incidents correctly to ensure the Manager, Intelligent Cities has clean data for post-incident analysis.

Coordinate school timing adjustments at the beginning of the school year and actively monitor the functionality of the associated traffic control/timing systems.

Maintain accurate, detailed records and reports of all traffic operations and incident responses in the TMC incident database.

Strictly follow all TMC Standard Operating Guidelines (SOGs) and safety protocols for traffic management, keeping these guidelines up to date on a quarterly basis at minimum.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in Information Technology, Computer Science, Engineering, Transportation Planning, or a related field with a minimum of two (2) years of experience in a dispatch center, command center operations, or a related field involving real-time monitoring and high-stakes decision-making; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Certification in FEMA National Incident Management System (NIMS) basic courses (e.g., ICS-100, IS-700) preferred.

IMSA Traffic Signal Technician Level 2 or higher preferred.

Relevant training and/or certification specific to Tennessee Department of Transportation (TDOT) or regional Intelligent Transportation Systems (ITS) preferred.

CompTIA A+, CompTIA Security+, and/or CompTIA Network+ preferred.

#### KNOWLEDGE AND SKILLS:

Knowledge of monitoring and operating complex technical platforms and associated command-and-control software. Knowledge of Chattanooga's roadway network, including key pinch points (e.g., the Ridge Cut, tunnels, bridges) and diversion routes. Understanding of the Manual on Uniform Traffic Control Devices (MUTCD) regarding temporary traffic control and National Incident Management System (NIMS) protocols.

Skill in identifying technical malfunctions and initiating the work-order process for rapid equipment repair within a mission-critical environment. Skill in managing synchronized activities and organizational resources during periods of heightened activity or critical system interruptions. Attention to detail in maintaining real-time logs and incident databases to ensure information is timely, complete, and audit-ready.

Ability to rapidly assess, prioritize, and manage multiple critical tasks simultaneously during emergency events or high-pressure incidents. Ability to remotely access and manage network-connected field devices and hardware through centralized interfaces. Ability to synthesize complex information into clear, concise alerts and notifications for public-facing communication platforms. Ability to comprehend and strictly follow Standard Operating Guidelines (SOGs), compliance mandates, and emergency response protocols.

#### PHYSICAL DEMANDS:

Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

#### WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

#### SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.