CLASS TITLE: Superintendent of Special Traffic Services

CHARACTERISTICS OF THE CLASS: Under direction, supervises and directs the seven days a week, 24-hour operations of the Special Traffic Services Division within the Department of Streets and Sanitation; and performs related duties as required.

ESSENTIAL DUTIES: Supervises and coordinates the work activities of subordinate personnel engaged in towing illegally parked vehicles and in regulating traffic flow for special events and emergencies; coordinates and monitors abandoned vehicle towing operations with private companies; directs and monitors allocation of resources and personnel for towing operations; determines appropriate methods and techniques for vehicle and crowd control during special events and emergencies; coordinates the placement and operation of traffic control devices in response to requests for special traffic services to ensure the free flow of traffic; acts as liaison between the division and other City departments for events requiring traffic and crowd control; responds to citizen complaints regarding towing operations; directs the training of division staff; completes and reviews performance management evaluation system for subordinate personnel; initiates corrective action and recommends progressive disciplinary actions as required; determines manpower and equipment needs for division operations.

RELATED DUTIES: Assists in the preparation of the division's annual budget and monitors expenditures; represents the division at scheduled community meetings.

MINIMUM QUALIFICATIONS:

Training and Experience. Five years of progressively responsible experience in the coordination and implementation of traffic operations including two years of supervisory experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of City traffic operations and street systems. Considerable knowledge of traffic services and traffic control methods, practices, and techniques. Considerable knowledge of municipal laws and regulations pertaining to the towing of abandoned vehicles.

Ability to plan, coordinate and supervise the work activities of subordinate employees. Ability to exercise good judgment in evaluating situations and making decisions. Ability to deal courteously with the general public. Ability to direct and manage concurrent projects effectively.
and written communication skills.

**Physical Requirements.** Ability to lift and carry up to 10 lbs. occasionally. Ability to occasionally climb stairs. Requires occasional physical movement and physical ability in the use of fingers, limbs, feet and body.

**Working Conditions.** May be exposed to noise, dust and unfavorable atmospheric conditions or extreme temperatures.

**Equipment.** Standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.