



Code: 6290
Family: Public Safety
Service: Public Safety
Group: Police Service
Series: Police General Duty

CLASS TITLE: SUPERINTENDENT OF SPECIAL TRAFFIC SERVICES

CHARACTERISTICS OF THE CLASS

Under direction, supervises and directs traffic control activities within the Traffic Management Authority located in the Office of Emergency Management and Communications, and performs related duties as required

ESSENTIAL DUTIES

- Supervises and coordinates the work activities of subordinate supervisory personnel engaged in controlling and regulating pedestrian and vehicular traffic flow for sporting, special events and emergencies throughout the city
- Directs and monitors the allocation of resources, personnel manpower and equipment needs for division 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, other City departments and agencies for events requiring traffic and crowd control
- Receives and responds to citizen complaints
- Directs the training of division staff and completes and reviews performance evaluations for subordinate personnel
- Initiates corrective action and recommends progressive disciplinary actions
- Oversees the conduct of roll calls with subordinate personnel for monitoring purposes (e.g., ensuring compliance with uniform policy, assigning personnel to special events)
- Assists in the preparation of the division's annual budget, monitors expenditures and billing for traffic control services
- Represents the division at scheduled community meetings
- Prepares and maintains narrative and statistical work records on division activities
- Drives a vehicle to patrol areas, coordinating traffic activities with Supervising Traffic Control Aides
- Maintains timekeeping records and authorizes time off
- Directs vehicular and pedestrian traffic and control the flow of traffic as required
- May be required to work nights, weekends and various shifts

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Five (5) years of work experience in the coordination and implementation of traffic operations, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**

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- Graduation from an accredited college with an Associate's degree, PLUS three (3) years of work experience in the coordination and implementation of traffic operations, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree or higher, PLUS one (1) year of work experience in the coordination and implementation of traffic operations, of which two (2) years are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Exposure to loud noise

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, hand-held computer)
- Personal protective equipment (e.g., vest, baton, flashlight)
- Safety devices or equipment (e.g., cones, barricades)
- Two way radio

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended or continuous periods of time
- Ability to quickly bend, stretch, twist, or reach out with one's body, arms, and/or legs

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *geographical locations in the City
- *City traffic operations and street systems
- *ground traffic control methods, practices and management

Comprehensive knowledge of:

- *safety and security principles and practices

Considerable knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- *supervisory methods, practices, and procedures
- applicable computer equipment and software
- applicable communications equipment and devices

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Supervising Traffic Control Aide class

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Supervising Traffic Control Aide class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- RECOGNIZE SPATIAL ORIENTATION - Know one's location in relation to the environment or to know where other objects are in relation to one's self
- MAKE SENSE OF INFORMATION – Quickly make sense of, combine, and organize information into meaningful patterns

Other abilities as required for successful performance in the Supervising Traffic Control Aide class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude

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- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Supervising Traffic Control Aide class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
December, 2016; April, 2025