



Code: 9021
Family: Public Safety
Service: Public Safety
Group: Police Service
Series: Police Administrative

CLASS TITLE: CROSSING GUARD COORDINATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, coordinates City-wide operations of the crossing guard program, and performs related duties as required

ESSENTIAL DUTIES

- Monitors the daily operations of the crossing guard program to ensure proper staffing of designated crossing guard locations or street intersections
- Conducts field inspections to assess the performance of Crossing Guards and to monitor adherence to procedures and uniform requirements
- Relays new or revised departmental directives to Crossing Guard Supervisors regarding staffing, personnel rules and procedures, and general operating procedures
- Conducts surveys of intersections for possible school crossing designation using established criteria to assess traffic conditions
- Evaluates requests and makes recommendations regarding the appropriate level of service needed to ensure the safe passage of school children
- Monitors manpower levels in the districts and maintains records to track Crossing Guard vacancies
- Organizes and participates in conducting orientation and training programs for new Crossing Guard staff
- Investigates and responds to personnel issues forwarded from the districts including employee grievances, disciplinary actions, and re-assignment requests
- Maintains up-to-date lists of intersections requiring crossing guard assistance
- Prepares correspondence in response to public inquiries on crossing guard issues

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

- Four years of work experience in public safety or traffic control of which one year is in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training, and experience

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

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Two way radio

PHYSICAL REQUIREMENTS

- None

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- City traffic operations and street systems
- *safety principles and practices, including those dictated by the National Safety Council
- geographical locations in the City
- *supervisory methods, practices, and procedures
- methods used to evaluate intersections for crossing guard services
- *ground traffic control management

Moderate knowledge of:

- *applicable computer equipment and software (i.e., Microsoft Excel)

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

Other knowledge as required for successful performance in the Crossing Guard 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
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something
- *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 Crossing Guard 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
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- COME UP WITH IDEAS - Come up with a number of ideas about a topic

Other skills as required for successful performance in the Crossing Guard class

Other Work Requirements

- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Crossing Guard 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.
