

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Travel Information Program & Emergency Manager

Position Number: 44030

Location: Helena Department: Transportation

Division and Bureau: Asset Strategy, Operations and Maintenance; TSMO Bureau

Section and Unit: n/a

Job Overview:

The Traveler Information Program and DES Manager is a leadership position with two primary responsibilities:

1. **Traveler Information Program Manager** – Manages the development, implementation, operation, and maintenance of MDT's Travel Information Program and guides operation of the Transportation Management Center (TMC) and its integrated traveler information systems (RWIS, VMS, RRS, 511).
2. **Disaster and Emergency Services (DES) Program Manager** – Manages MDT's disaster preparedness, emergency response, and homeland security program development and coordination

The position guides TMC operations and the development and administration of the Travel Information Program, including related computer and communications systems and databases. It also directs MDT's DES and Department of Homeland Security (DHS) activities to ensure effective statewide coordination of disaster and emergency preparedness and response, including Continuity of Government (COG) and the Continuity of Operations Plan (COOP).

The Traveler Information Program Manager provides strategic direction for integrated traveler information delivery, including training, technical support, policy and procedure development, and grant and fiscal administration for transportation management and traveler information programs. The position requires on-call availability and overtime during severe weather, construction activities, major incidents, emergencies, or natural disasters, and involves in-state and out-of-state travel for meetings, training, and emergency response coordination.

Essential Functions (Major Duties or Responsibilities):

Travel Information Program and Disaster and Emergency Services Manager – 80%

Travel Information Program and Emergency Management Operations

- Provide guidance on the integration and operation of MDT's Travel Information Program. Oversee operations of the Transportation Management Center to ensure effective management of Travel Information Program systems (Road and Weather Information System (RWIS), Variable Message Signs (VMS), Road Reporting System (RRS), and 511 traveler information services) for distribution of travel information
- Serve as the primary point of contact (24/7) for major incidents, emergencies, or disasters affecting MDT operations. Act as primary liaison between the MT DES/State Emergency Coordination Center (SECC) at Department of Military Affairs and MDT during incidents and for standard coordination and preparation for incidents, emergencies or disasters
- Manage and administer the Continuity of Government (COG) and the Continuity of Operations Plan (COOP) to ensure essential functions continue during state or national emergencies
- Represent MDT at local, state, national and regional working groups and subcommittees. Participate in disaster and tabletop exercises coordinated by MT DES/SECC for disaster and emergency planning. Conduct reviews to ensure proper functioning and coordination of activities, processes, and procedures
- Develop work plans and procedures to implement MDT's DES and Homeland Security programs, lead internal strategic planning and coordinate interagency collaboration to fulfill MDT's responsibility for Emergency Support Function (ESF) #1 – Transportation. Establish and document strategies to ensure an effective response to disasters affecting Montana's transportation system
- Develop Travel Information Program goals, plan tasks and identify resources to improve integration and access to MDT's Transportation Information Program
- Research products, technologies and applications through manufacturers, professional literature, consultation with MDT program areas and other state DOTs to determine applicability of new systems and needs for MDT's travel information program
- Establish standards and operational strategies for travel information program systems to ensure compliance and compatibility with state and federal highway standards. Monitor state and national transportation ITS issues, technologies, and systems management strategies to enhance effectiveness of the Transportation Information Program

Policy, Standards, and External Coordination

- Arrange Traffic Incident Management (TIM) training for MDT employees and represent MDT on the FHWA TIM Steering Committee. Report MDT agency staff training to FHWA for required inclusion in the National Incident Management System (NIMS)
- Develop and present MDT positions on national Traveler Information system standards, objectives, funding, and policies. Define and promote Department policy positions through meetings with national panels and committees. Develop presentations and forums for regional education and feedback on travel information systems and best practices

- Serve as MDT's Governor-appointed representative on the State Emergency Response Commission (SERC)/Senior Advisory Committee (SAC) for all-hazard response and recovery. Represent MDT on statewide Homeland Security and Emergency Management Assistance Compact (EMAC) task forces and committees
- Respond to program inquiries and information requests to provide accurate and timely information about MDT's travel information program. Coordinate with the TMC for development and distribution of press releases related to travel conditions, construction, weather and emergencies
- Integrate homeland security and DES information into the travel information program to provide public access to critical information affecting travel

Project, Contract and Financial Management

- Develop and manage budgets for the Travel Information Program and TMC operations, maintenance, and capital projects. Manage program expenditures for system initiatives, ongoing activities, toll charges, 511 system costs, and ITS deployments. Pursue and manage FHWA and other funding sources
- Ensure statutory and policy compliance for MDT's DES and homeland security activities. Coordinate with MDT Fiscal Services to ensure financial and program reports are complete, and meet state and federal information, reporting and compliance needs.
- Determine the need for and oversee the development, negotiation, and administration of contracts with consultants, contractors, and suppliers supporting traveler information system services
- Manage projects related to the Traveler Information Program including acquisition of new hardware and software and coordination of software rollouts. Create project teams, maintain communications, develop business cases and project documentation, and monitor project schedules to ensure timely delivery

Supervision and Personnel Management- 10%

Directly supervises professional and technical staff to achieve program goals and objectives in compliance with federal, state and department personnel rules, regulations, policies and laws. Determines work plans, priorities, procedures, trainings, staffing needs. Conducts performance management meetings and evaluations.

Other Duties - 10%

Perform a variety of other duties as assigned by the Bureau Chief, Operations Manager and Administrator to support ongoing system development, administration, and maintenance goals and objectives.

Supervision

If this incumbent supervises others, please list each employee supervised and the position number:

The number of employees supervised is: 4

The position number for each supervised employee is: 41005, 41023, 44011, 07006

Physical and Environmental Demands:

Physical

- Light lifting (less than 10 lbs.)
- Carry light items (papers, books, small parts)
- Remain seated for extended periods of time, with occasional walking, standing, bending, reaching
- Operating a personal computer
- Travel within the state to project locations, and out of state travel

Knowledge, Skills and Abilities (Behaviors):

The position requires knowledge of the concepts and theories of public administration including emergency management fields, public relations and information dissemination. Knowledge of Federal and State laws, rules, and regulations; research methods; strategic planning; program management; computer system development and maintenance; public travel information, safety and technology; legislative processes; federal-aid eligibility and reporting; contract administration; state and federal disaster and emergency eligibility and reporting; disaster/emergency assessments and mitigation; disaster/emergency incident command and the operational functions of emergency management teams; the operations of other state and federal agencies including Department of Homeland Security, the Joint Terrorism Task Force, and the Montana Department of Justice; organizational theory; employment law and personnel management.

The position requires skills in program planning, development and management; budgeting; the use of standard office equipment and specialized computer applications and systems; written and verbal communication; identifying public information needs; research and analysis; developing and implementing management systems; interpreting statutes and legislative intent; managing disaster/emergency operations; assessing resources and mobilizing manpower and equipment during disasters/emergencies; developing and implementing Incident Command structures; planning and coordinating threat assessments based on secured and unsecured information analysis; and managing exercises.

Minimum Qualifications (Education and Experience):

List the required education and experience required for the first day of work, including alternative methods of acquiring minimum qualifications

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to Bachelor's Degree in Business, Public Administration, Communications, Emergency Management or a related field.

This position requires a minimum of 4 years of experience in emergency services management, transportation or a related field. Experience working in a transportation management center is preferred. This position requires a minimum of 1 year of supervisory experience.

Certifications, licensure, or other credentials include: n/a

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

- | | | | |
|-------------------------------------|-------------------|-------------------------------------|-------------------------|
| <input type="checkbox"/> | Fingerprint check | <input checked="" type="checkbox"/> | Valid driver's license |
| <input checked="" type="checkbox"/> | Background check | <input type="checkbox"/> | Other; Describe |
| | Union Code | | Safety Responsibilities |

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

Job Code Title: Program Mgr. Job Code Number: B1J02M Pay Band: 7

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

- | | |
|---|--|
| <input type="checkbox"/> FLSA Exempt | <input checked="" type="checkbox"/> FLSA Non-Exempt |
| <input type="checkbox"/> Telework Available | <input checked="" type="checkbox"/> Telework Not Available |
| <input checked="" type="checkbox"/> Classification Complete | <input type="checkbox"/> Organizational Chart attached |

Human Resources:

Signature

Title

Date