

# 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: Road Reporter Position Number: 97332, 97333, 97980, 97341, 97335, 97336**  
**Location: Statewide**

**Department: Transportation Division and Bureau: Districts/Divisions**

**Section and Unit: N/A**

### **Job Overview:**

This position provides logistical support to the Maintenance, Construction, and Equipment activities through such functions as accounting, budget preparation, payroll/personnel, requisitions, inventories and property control, communications, permit issues, public assistance, statistical reports, and road reporting.

### **Essential Functions (Major Duties or Responsibilities):**

#### **Road Reporting / Radio / Phone - 95%**

- Obtains, recaps, and reports road conditions in the District for public information using knowledge of highway route numbers, road reporting procedures and terminology.
- Answers multi-line telephone and two-way radio for the District/Area Office, using knowledge of office practices and procedures, departmental policies, work assignments throughout the District, and geographic locations, to properly answer questions or refer calls. Records and delivers messages when necessary.
- Gathers road and weather information daily from maintenance sections (October through April) using two-way radio and standardized polling forms. This entails gathering and reporting road conditions for the entire District/Area encompassing up to 34 Maintenance sections.
- Summarizes and condenses road and weather conditions and enters into computerized statewide road condition report, using a Windows PC, Oracle, Outlook, Microsoft Office, and Remote Weather Information System.

- Produces one or two area wide reports, both in the morning and afternoon, depending on coverage in area offices to provide timely and accurate reports for the driving safety of the public. Also produces and distributes timely accurate updates, using the various systems listed above.
- Notifies news media and other state offices as major changes in road and weather conditions occur.
- Responsible for creating and entering messages into the Variable Messaging System. This system transmits the information out to the Variable Message Signs placed throughout highways in Montana.
- Answers telephone or two-way radio, gathers information, and routes calls or refers them to proper employee. Records and delivers messages when necessary.
- Receives emergency messages from the general public, other state agencies, or employees, and notifies maintenance sections, Highway Patrol, 911, or other proper authorities for emergency assistance. Logs information on computer and in radio log.
- Reporter works independently in the evenings and on week-ends, with no supervision or other staff present. Reporter must troubleshoot any computer, printer, recorder, or radio problems and either solve the problem or call to get repairs.

#### **Miscellaneous Clerical Duties - 5%**

- Performs basic clerical activities using knowledge of office practices and procedures, business English, and office equipment operation.
- Copies, collates, and distributes a variety of reports, memos, and letters according to specific written, verbal or standing instructions.
- Proof reads completed data entry work performed by others by comparing original documents to computer printouts.
- Sends, receives and delivers facsimile documentation.
- Perform other work as assigned.

#### **Supervision**

The number of employees supervised is: 0

The position number for each supervised employee is: n/a

#### **Physical and Environmental Demands:**

Willing to work week-ends, holidays, nights, and additional hours during storms. Work alone, without backup or supervision. Must be able to deal with crisis situations and remain calm. Adapt

quickly to changing circumstances, prioritize work and perform under pressure. Accept the pressure of multiple tasks, such as multi phone lines ringing and several radio calls simultaneously. Work is performed in a controlled office environment. Little or no travel is involved.

### **Knowledge, Skills and Abilities (Behaviors):**

#### **KNOWLEDGE**

Working knowledge of Windows, Word, Oracle, Excel, outlook and Internet; thorough knowledge of road reporting system and various weather programs. Working knowledge of standard office practices and procedures and a thorough knowledge of the District's functions.

Must be able to quickly identify priority information and deal with the situations that arise, Must have the ability to identify computer problems and seek solutions or alternatives to immediately deal with the situation.

#### **SKILLS**

Skill in the use of a multi-line telephone, two-way radio, personal computer, voice mail, typewriter, calculator, and basic office equipment.

Ability to follow written and verbal instructions; prioritize information while making decisions in emergency situations; perform basic mathematical calculations; establish and maintain effective working relationships with employees, emergency services, and the general public; speak clearly and concisely; and communicate effectively verbally and in writing.

### **Minimum Qualifications (Education and Experience):**

The required knowledge and skills are typically acquired through a combination of education equivalent to a high school diploma.

This position requires a minimum of 1 years of experience in office work or public communications.

Certifications, licensure, or other credentials include:

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*

Revision Date: 08/2019

Fingerprint check

Valid driver's license

Background check

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.

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

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<b>Employee</b>	<b>Title</b>	<b>Date</b>
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**Human Resources Review**

**Job Code Title: Administrative Assistant 1    Job Code Number: Q61021    Level: 1**

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:**

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<b>Signature</b>	<b>Title</b>	<b>Date</b>
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