



JOB TITLE:	CHIEF OF ROADWAY SERVICES	DIVISION:	BRIDGE
REPORTS TO:	BRIDGE CAPTAIN	EEO CATEGORY:	08 - SERVICE
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	YES
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general supervision of the Bridge Captain (or duty Lieutenant in the Captain’s absence), is responsible for supervising, scheduling and training of the Roadway Services Department. Responsibilities include roadway and visitor safety, suicide prevention, emergency roadway services, traffic management, customer service, collaboration with Bridge Patrol for special events and expressive activities on or about the Bridge. The Chief of Roadway Services must be available to work a variety of shifts, including holidays, and is subject to 24-hour call back in the event of emergencies.

Essential Responsibilities

- Create, collaborate, implement and assist the Bridge Captain in establishing rules, regulations, policies and procedures related to the Roadway Services departments
- Prepares memorandums, reports and other correspondence
- Enforces established rules, regulations, policies, procedures, and safe work practices
- Conducts investigations regarding personnel matters and initiates progressive disciplines required. May be called upon to represent the District during disciplinary and/or grievance hearings
- Coordinates departmental safety programs and initiatives and conducts periodic departmental safety meetings and reviews
- Directs and implements Roadway Services response, to include training, when responding to all critical incidents on the Golden Gate Bridge. This also includes surrounding areas around the Bridge. Types of incidents are: accidents, attempted suicides, body retrievals, or other incidents as required (may involve climbing ladders or other Bridge Structures or hillsides). Coordinates the response of Roadway Service department as required
- Implements the daily Bridge traffic lane configuration based on traffic patterns and daily conditions
- Implements special lane diversions for maintenance work. Advises Sergeants Office regarding contract specifications when special diversions are necessary to complete contract work on the Bridge
- Performs supervisory accident and incident investigations for Roadway Service Department
- Performs a variety of technical managerial duties including payroll and timekeeping, scheduling, data collection and analysis, report preparation and review, permit management, training management, and compliance related activities
- May be required to testify in legal proceedings on behalf of the District



- Supervises and trains subordinates in towing techniques, fire suppression/hazardous material practices, commercial licensing, tower elevator operation and body recovery procedures
- Oversees scheduling of Roadway Services Department
- Maintains all records pertaining to Roadway Services Department
- Orders and maintains needed supplies and equipment
- Maintains Bridge Division certification of all fire extinguishers
- Responsible for oversight of Roadway Service property
- Reviews gas currency and deposits with Sergeant's Office
- Ensures a response to accidents, suicides, fires, bomb threats, roadway debris and hazardous materials cleanup
- Ensures that lane diversions are completed on time and accurately
- Coordinates with Sergeant's Office on any matter vital to the proper function of any and all Bridge and Highway activities
- Coordinates and maintains a collaborative relationship with United States Coast Guard, Station Golden Gate
- Assists in organizing special events
- Maintains professional working relationship with coworkers, the public, all outside agencies including law enforcement and the media.
- Performs other duties as assigned
- Regular and reliable attendance and performance required

Required Knowledge, Skills and Abilities

Knowledge of:

- All safe automotive towing techniques to include; comprehensive knowledge, theories, safe work practices, full knowledge of auto extrication and vehicular firefighting techniques
- Record keeping and supervisory practices
- Principles and practices of crisis intervention and suicide prevention
- District Policies and Labor Agreement (MOU) Provisions
- State and Federal regulations pertaining to roadway and traffic management
- Acquire and maintain a Valid California Class A Driver's License
- Acquire and maintain First Aid Certification (including CPR and AED)
- Occupational health and safety rules and working practices applicable to this position
- Ability to establish, and maintain effective and cooperative working relationships with officials, subordinates, other employees, law enforcement personnel, and District management
- Interacts through a variety of written, oral and in-person interaction with; internal departments, partner agencies and the public in a courteous and professional manner
- Non-administrative duties and responsibilities to include performing all of the physical duties required of the Roadway Service Technician and Lane Worker positions
- Utilization of a computer and District supported software and MS Office applications. Computerized management information systems. Common business office technologies and software



Skills or Ability to:

- Supervise and train subordinates
- Manage performance of staff and maintain motivation and satisfactory employee relations in a unionized labor environment
- Principled and effective negotiation with labor representatives
- Motivate high standards of professional conduct and appearance amongst workforce
- Develop and employ effective problem solving approaches that are sensitive to organizational, community, customer and employee concerns
- Apply modern management techniques to achieve efficient and effective utilization of resources
- Take initiative and use sound independent judgment within established guidelines
- Communicate clearly and effectively both orally and in writing
- Collaborate effectively with various and diverse functional departments within the District and with a variety of outside stakeholders
- Interact with the public in a courteous and professional manner
- Understand and carry out oral and written instructions
- Maintain composure and professionalism during extended periods of stressful operations
- Effective leadership principles and practices
- Safety management theories, principles, and practices
- Basic business office technologies, including spreadsheet development and word-processing
- Quantitative analysis and preparation of detailed reports regarding operational and security activities and facilities and equipment status
- Oversee body recovery operations and psychological counseling practices of Patrol Officers and other employees engaged in suicide prevention activities
- Incorporate District policies and regulations in the course of carrying out routine duties
- Maintain composure and take appropriate action during sustained stressful situations and emergencies
- Make sound and accurate judgments regarding people, behaviors and situations
- Respond to any emergency (i.e. suicides, CHP/Roadway back-up requests, traffic accidents, etc.)
- Maintain confidentiality at all times
- Communicate both effectively both orally and in writing
- Operate the elevators in Bridge towers
- Direct and help direct traffic

Minimum Qualifications

Education and/or Experience:

- Must have a minimum of four (4) years of experience as a Roadway Service Supervisors with the Golden Gate Bridge Highway and Transportation District. Time spent in Acting Roadway Service Supervisor position may be considered
- Minimum of four (4) years of experience in a supervisory position in any area of Bridge Operations or recent full time experience supervising the work of others is required



Required Licenses:

- Must possess and maintain a current, a valid Class A California driver's license and satisfactory driving record. No reckless driving and DUI within the last 7 years. No more than 2 moving violations within the last 3 years. Operates District vehicles on a regular basis.
- Acquire and maintain Red Cross First Aid and CPR Certifications.

Physical Requirement:

Work outside in all weather conditions. Requires maintaining physical condition necessary for standing/walking; sitting; lifting/carrying up to 50 pounds; pushing/pulling; climbing ladders; bending/twisting; and kneeling/crouching. Ability to work at considerable heights. Must be able to meet the mental requirement of maintaining alertness; remaining calm and acting appropriately in stressful and emergency situations such as accidents, suicides, etc.