

Title: <b>Motorist Assistance Provider</b>	Effective Date: December 7, 2009	Grade: VII	Job Category: Technician
Prior Title: Motorist Assistance Provider	Prior Effective Date: August 24, 2007	Grade: VII	Page: 1 of 2

### CHARACTERISTICS OF WORK

Under general supervision, this position performs highway emergency response work of routine difficulty; patrols interstate within and near construction projects to keep traffic congestion and delay time to a minimum; and performs related work as required.

### EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Conducts patrol of an assigned intrastate and/or interstate highway in a specially equipped vehicle to eliminate and/or minimize unnecessary traffic congestion; provides assistance to motorists stranded on the highway with minor vehicle problems such as flat tires, low fluids, and dead batteries; provides short distance transportation, telephone and tool use; clears traffic lanes of roadway, accident, and vehicle debris; as necessary pushes disabled vehicles from congested travel lanes; communicates with the public in a positive and helpful manner, providing both assistance and public safety; observes traffic flow and motorist actions to identify possible transportation and public safety issues.
- Responds to emergency situations on roadways; secures incident scene using traffic cones, flares, arrow boards, and other traffic control devices according to state and federal standards; describes the severity of an accident scene, condition of motorists involved in an accident, the presence of hazardous materials, and roadway conditions and terrain to facilitate emergency vehicle response and access through radio communication; receives messages from and transmits messages to AHTD dispatcher, law enforcement, fire, emergency medical, and hazardous materials handling agencies using both vehicle and remote radio communications equipment to request appropriate assistance; administers first aid to victims at the scene as necessary.
- Performs routine maintenance on assigned vehicle; stocks vehicle with necessary supplies; reports the need for major vehicle repairs and malfunctions of safety equipment to supervisor; keeps all tools and equipment in operating condition; reports any damaged, broken, or lost tools and equipment to supervisor.
- Prepares records and reports on incident responses, daily activities, and equipment usage; records the mileage and length of time needed to respond to accidents, hazardous spills, or other incidents which occurred on patrol; describes the incident scene, what actions were taken to minimize traffic congestion, and whether first aid was provided to injured individuals; provides reports of accidents, hazardous spills, and other emergencies to law enforcement officials.

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## MINIMUM REQUIREMENTS

Experience equivalent to three years of full-time experience in one or a combination of the following: (1) any emergency response work, which may include fire suppression, emergency management or communications dispatch; (2) medical services; (3) any protective services work in law enforcement, fire safety inspection, arson investigation, correctional institutions, or security; (4) highway or bridge maintenance and/or construction; (5) driving motor vehicles for a business establishment or government agency; or (6) automotive or diesel maintenance and/or repair. Ability to read and speak the English language sufficiently to converse with the general public, to understand highway traffic signs and signals in the English language, and to respond to official inquiries, and to make entries on reports and records. Ability to effectively communicate and work with the public, and project a positive image of the Department.

## ADDITIONAL MINIMUM REQUIREMENTS

Applicants must possess a valid motor vehicle operator license. The applicant's driver's license must not have been suspended or revoked at any time during the preceding five years. Applicants must not have any convictions for driving under the influence of alcohol or drugs during the preceding five years.

Pre-employment drug test required and subject to additional drug/alcohol testing according to the provisions of the AHTD Drug and Alcohol Testing Program.

Applicants must not have been convicted of a felony and cannot be discharged from any branch of the United States armed forces under other than honorable conditions.

Successful applicants must complete a course of instruction provided by the Department. Successful completion of this course is required.

## SPECIAL WORKING HOURS

Working hours may vary due to special events or emergencies, but the normal working hours shall be as follows:

Shift 1	Monday - Friday	5 a.m. - 1 p.m.
Shift 2	Monday - Friday	1 p.m. - 9 p.m.
Shift 3	Saturday - Wednesday	1 p.m. - 9 p.m.
Shift 4	Thursday & Friday Saturday & Sunday	1 p.m. - 9 p.m. 8 a.m. - 8 p.m.