CURRENT EMPLOYMENT OPPORTUNITIES
QUALIFICATION SHEET

This position is currently vacant within the Tollway.
The Human Resources Section will accept applications, with resumes from:

January 30, 2014 through February 13, 2014

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<th>DEPARTMENT</th>
<th>POSITION</th>
<th>SALARY</th>
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<tr>
<td>Engineering</td>
<td>Civilian Call Taker</td>
<td>$20.46/Hour</td>
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**JOB QUALIFICATIONS:**

To be selected for a position, an applicant must (1) meet the minimum requirements of the job posting, (2) pass a written exam (if applicable), (3) satisfy a background check (which may be extensive), (4) pass an oral interview, during which the interviewer(s) will further evaluate the applicant’s qualifications and (5) provide certified transcripts, certifications, and/or license upon candidate processing and/or transfer, if the position requires a degree, certification, and/or license.

**Internal Applicants** who are current employees must have worked in their current position long enough to pass probation to be eligible to apply for the position. In addition, applicants are also subjected to an internal investigation which includes an evaluation of their work record, safety and discipline records, their performance assessments and time and attendance records (including late starts and early quits) for the preceding 12 months. (Authorized absences will not be included for purposes of assessing whether attendance is satisfactory.)

**EDUCATION:**

- High school graduate or equivalent is required.

**THE FOLLOWING SKILLS AND ABILITIES ARE REQUIRED/DESIRED:**

- The ability to type 40 words per minute. Successfully pass the following tests: reading comprehension, map reading, typing from a spoken narrative and memory test.
- Obtain IWIN and Law Enforcement Agency Data System (LEADS) certifications within the probationary period (six months) with LEADS re-certification every two years.
- Required to work rotating shifts, weekends and holidays.
- Be available to be on call 24 hours a day.

**Ways to apply**

- **Online:** Complete the Illinois Tollway application, save it to the computer and email it to Jobs@getipass.com
- **In person:** Submit the completed application or pick up and complete the application at Illinois Tollway Headquarters located at 2700 Ogden Avenue in Downers Grove between 8:00 a.m. and 4:30 p.m., Monday through Friday.
- **By mail:** Send the completed application to:
  Illinois Tollway – Human Resources
  2700 Ogden Avenue
  Downers Grove, IL 60515

This position may be subject to Random Selection. [Random Selection Interview Policy Link](#)

All applications must be received by the application deadline indicated on the qualification sheet or Internet site [Application Link](#)

In compliance with the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et seq., and the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., the Illinois Tollway actively takes steps to ensure that our employment application process is accessible to persons with disabilities. Any person with a disability who needs an accommodation for any portion of the application process is encouraged to contact the Tollway’s ADA Coordinator, Lisa G. Williams, at (630) 241-6800 extension 1010, TTY (630) 241-6898, or at: lwilliams@getipass.com
POSITION PURPOSE:

Monitors and coordinates traffic from multiple telephone lines, including the TDD plus State Police radio and fax. Handles inquiries for directions and/or information from general public, other law enforcement bodies, and Authority personnel. Will enter incident information via the CAD computer for action by the Dispatch Center staff. Documents oversize vehicle information from toll plazas and updates other daily traffic information from the District 15 troopers in the field. Issues Citation, Warning and Motor Carrier inspection Books to District 15 Troopers.

NATURE AND SCOPE:

The incumbent reports to the Communications Manager(s).

Answer multiple inside/outside telephone calls      300/shift
Enter Data in Dispatch CAD Computer             560/week
Maintain various information logs               35 entries/day
Monitor State Police radio channel              3 channels
Monitor State police fax                       1 fax machine

The position calls for working any shift (twenty-four (24) hours/day, seven (7) days per week) including weekends and holidays. The incumbent will handle telephone traffic from inside and outside the Tollway over several telephone lines, processing information given to them by different sources that will require entry into the CAD system for action by telecommunicators. The position requires knowledge of the geographical layout of the Tollway system, as the incumbent will be providing directions to patrons traveling the Tollway and assisting persons searching for abandoned vehicles. The incumbent will record and update varied State Police activity, including accident and field report information into the CAD system. The incumbent will log and update information relating to oversize vehicles, various State Police and Tollway manuals and court information. The incumbent will log persons entering and leaving the Administration building after normal business hours and handle all after-hour package deliveries.

The incumbent must be an individual who portrays a courteous and professional image of the Tollway and the Illinois State Police. The incumbent will be in contact with a multitude of people of different personalities not only via a telephone line but also in person, and therefore, must possess patience and understanding.
Civilian Call Taker
Position Description
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REQUIREMENTS:

High school graduate or equivalent is required. The ability to type 40 words per minute. Successfully pass the following tests: reading comprehension, map reading, typing from a spoken narrative and memory test. Obtain IWIN and Law Enforcement Agency Data System (LEADS) certifications within the probationary period (six months) with LEADS re-certification every two years. Required to work rotating shifts, weekends and holidays. Be available to be on call 24 hours a day.

PRINCIPLE ACCOUNTABILITIES:

1. Answer telephone lines and give/receive information to/from the public, media, other law enforcement agencies and Authority personnel regarding road conditions, directions, and general information. Will be required at times, to enter such information into the Dispatch CAD computer.

2. Will perform the following: enter troopers’ sick calls into Duty Log upon direction by the State Police Shift Commander, update troopers’ accident and field report via the CAD computer and also in a specific log, log all arrest information called into the desk by troopers, transcribe towed/abandoned vehicle information and pass on release of such vehicles to the Vehicle Information Bureau.

3. Will handle all after-hour package deliveries, issue after-hour Tollway vehicle permits, update various manuals and court information when required, coordinate after-hour off-duty police business, i.e. Assistant State’s Attorney, accidents, investigations, etc. Will be responsible for after-hour security access to the Administration building.

4. Must be able to obtain LEADS certification.

5. Other duties as assigned.