

Summary of Duties: Determines the most economical routes and rates for freight and passenger traffic; confers with Department and carrier representatives on traffic matters, makes shipping arrangements; processes claims; and does related work.

Distinguishing Features: The Traffic Agent is responsible for the application of tariff schedules in the Department of Water and Power. The Traffic Agent reports directly to the Purchasing Agent, but has final authority for selecting methods of shipment and routes for Department purchases, for auditing freight bills, and for process claims against carriers. The Traffic Agent supervises a small group of clerical employees and is responsible for arranging transportation for employees traveling on Department business.

Examples of Duties: Answers inquiries of Department personnel regarding estimated freight rates of common carriers and methods of shipments; contacts traffic managers of carriers and consults freight tariffs to determine transportation cost; advises purchasing personnel of the most economical transportation arrangements; contacts successful bidders and indicates route, carrier, insurance coverage and rates, and designation of railroad spurs; interviews representatives of common carriers seeking transportation business; traces and expedites shipments; spots and diverts railroad cars; arranges for inspection of damaged shipments and processes claims for overcharges and damages; arranges for special rates accorded to governmental agencies, special handling of shipments, delivery and pickup of railroad cars, and for the use of spur track facilities; makes comparative analyses of freight rates in the more difficult cases and computes freight rates for commodities for which there is no railroad freight classification;

Establishes procedures for the Traffic Section; supervises and trains a small clerical staff engaged in compiling monthly and annual reports of unit activities, maintaining records of freight movements, shipping manifests, and progress reports, verifying the validity and accuracy of freight bills, compiling freight rate comparison data, preparing itineraries and obtaining airline tickets, hotel reservations, auto rentals, and other reservations for employees traveling on Department business; and reviews disputed invoices and freight rate comparison analyses; may occasionally be assigned other duties for training purposes or to meet technological changes or unexpected emergencies.

Qualifications: A good knowledge of freight tariffs and classifications and of special freight rates accorded to governmental agencies; a good knowledge of reference sources for obtaining detailed information concerning common carriers; a good knowledge of traffic terminology; a good knowledge of airline scheduling and rate procedures; a good knowledge of safe office practices; a working knowledge of the laws, regulations and policies related to equal employment opportunity and affirmative action, including the

Department of Water and Power Affirmative Action Plan; a general knowledge of the common carriers operating in the United States and the points regularly served by them; a general knowledge of the methods of obtaining hotel reservations, auto rentals, group travel, and air/bus charters; a general knowledge of memoranda of understanding as they relate to subordinate personnel; the ability to route the shipping of purchases economically, using a diversity of routes and combination of common carriers to effect deliveries; the ability to apply the proper tariff classifications to wide variety of commodities purchased by the Department; the ability to perform arithmetical computations; the ability to plan the work of, and supervise a small clerical group; and the ability to deal tactfully and effectively with employees and the public. Ability to operate and maintain automated reservation system.

Four years of experience in freight or corporate travel office operations is required for Traffic Agent.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight. Persons with certain handicaps may be able to perform the duties of this class. Such determination must be made by the Medical Examiner on an individual basis.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any positions shall be.