



Travel Information Council Rest Area Specialist, Weatherby and Ontario Rest Areas

OPENING DATE: 9/29/2022

CLOSING DATE: Apply Now! Initial screening will begin October 13. Open until filled; may close at any time.

SALARY: \$19.74 - \$26.66 per hour

Note: If successful candidate is PERS qualifying, salary range will reflect additional 6.95%.

JOB TYPE: Full-time (40 hours per week including weekends; days off are Monday and Tuesday), Permanent

LOCATION: Weatherby Rest Area (Milepost 335.9) is the primary location for this position. Secondary location: Ontario Rest Area (Milepost 377.4).

The successful candidate must reside within a maximum 60-minute travel distance (of both primary and secondary locations) for response to emergency situations at the rest area when on call. If candidate is relocating to meet the travel distance requirement, relocation must occur within 90 days of first day of work.

About Us: Travel Information Council; a semi-independent state agency. Its mission is to create a great visitor experience by providing direction to destinations, connecting travelers with Oregon's resources, and ensuring safe and convenient travel. www.oregontic.com.

As an employee, benefits you will enjoy:

- Agency provided vehicle, travel to and from worksite.
- Medical, dental, and vision plans for the employee and qualified family members, including \$10,000 in employee basic life insurance.
- Paid sick leave, vacation, personal leave and 11 paid holidays per year.
- Membership in Public Employees Retirement System (PERS)/Oregon Public Service Retirement Plan (OPSRP). Upon eligibility to participate, employees pay 6% through payroll deduction each month.

Duties and responsibilities: Assist in the day-to-day operations and maintenance of a rest area. Assist the Rest Area Supervisor and help oversee the facility, provide janitorial, landscaping and maintenance services, and oversee contractors or licensed personnel performing work. Provide customer service to travelers, and serve as a field representative to other agencies, partners, and the public. **Please note that job duties may vary by location. Training will be provided as needed to enable employee to use specific equipment.

About the role:

- Assist in coordination of maintenance activities of fill-in employees and contractors working on facilities and grounds. Assist in inspection of others' work and reporting on quality, acceptance, or improvements needed. Assist with monitoring, testing and maintaining water, wastewater and other systems as required.
- Maintain accurate and timely daily logs, working files, inventories, contracts and records.
- Inspect property and facilities to identify potential hazards; take appropriate and necessary measures to eliminate or mitigate hazards.
- Obtain cost quotations, order materials, or authorize work according to agency operating procedures and policies.
- Respond to and report Rest Area emergencies.

- Remove snow and ice from sidewalks, walkways and parking areas using snow removal equipment. Operate motor vehicle.
- Perform minor maintenance and repairs to facilities, equipment, and fixtures as necessary, including unplugging toilets, replacing light bulbs, removing graffiti, and painting.
- Maintain grounds by mowing, blowing, edging, power washing, picking up branches and leaves, weeding, watering, and spraying.
- Ensure restrooms are clean, either by assisting supervisor in overseeing work of contractor(s) or by sweeping, washing, disinfecting and mopping floors, walls, ceilings and fixtures with approved chemicals. Areas of cleaning include inside and outside walls, toilets, urinals, fixtures, ceilings, floors, mirrors, hand dryers, windowsills, partitions, and garbage cans; and keeping dispensers filled.
- Collect and dispose of garbage, litter, tree limbs and other debris. Clean tables, benches, walkways, parking areas, signs, drinking fountains and other fixtures.
- Interact with the traveling public. Promote compliance with Rest Area rules and regulations. Discourage unapproved or disruptive activities. Request law enforcement assistance as needed.
- Work with and respond to other TIC staff through phone, email, and in-person contact.
- Report daily any incidents or changes in normal activities and operations.

Minimum Qualifications:

- Four years of maintenance experience (e.g., construction trades, landscaping) **AND/OR** customer service-related experience (e.g. providing people with information and assistance, etc.), **OR**
- A Bachelor's degree **and** one (1) year of maintenance experience (e.g., construction trades, landscaping) **AND/OR** customer service-related experience (e.g. providing people with information and assistance, etc.), **OR**
- An Associate's degree **and** two (2) years of maintenance experience (e.g., construction trades, landscaping) **AND/OR** customer service related experience (e.g. providing people with information and assistance, etc.).

You must have and maintain a valid driver license and an acceptable driving record. You also must obtain and maintain First Aid/CPR certification from an agency-accepted certification authority.

How to apply:

- Please email your resume and supplemental questions to hr.tic@tic.oregon.gov.
 - **Resume:** The resume must include work experience that supports how you meet the qualifications for this position.
 - **Supplemental Questions:** Please submit (on a separate page with your resume) the answers to the following supplement questions.
 1. This position requires that the successful candidate reside within a 60-minute travel distance from the work location.
 - Yes, I currently reside within the 60-minute travel distance from the work location.
 - No, I do not currently reside within the 60-minute travel distance.
 - No, I do not currently reside within the 60-minute travel distance, but I am willing to relocate.
 2. Which of the following best describes your experience in customer service (providing information and assistance to people, etc.) AND/OR maintenance (construction trades, landscaping, etc.)?

NOTE: If you have part-time work experience, please select the answer that is equivalent to full-time.

 Less than 1 year 1 year 2 years 3 years 4 years or more None
 3. For each of the following please describe your experience and how you gained that experience. If you do not have any experience, put "None".
 - a) Building, facility, and/or utility system maintenance
 - b) Basic plumbing, carpentry, painting and landscaping/groundskeeping
 - c) Maintaining composure and taking appropriate action during an emergency or emotionally charged situation.
 - d) Providing customer service and dealing with individuals who may be upset, irrational or difficult to communicate with

4. Which of the following do you have experience with? Word processing Spreadsheet programs
Email and calendaring programs Cell phone/smart phone
5. Please tell us why you are interested in this position, and/or anything else you think would help us better understand your qualifications and interest in the position.

The application process is not complete until you have submitted a resume and answered the supplemental questions. It is important that detailed information regarding education and experience is included in your resume. Until this information is submitted, we are unable to give you consideration for the position.

Questions? If you have questions about the recruitment and selection process, full copy of the position description including an accommodation request under the Americans with Disabilities Act, please email hr.tic@tic.oregon.gov or call 503.373.1042. We do not offer VISA sponsorships. You will be required to complete the US Department of Homeland Security's I-9 form confirming authorization to work in the United States within three days of hire.

Veterans' Preference: Eligible veterans who meet the qualifications will be given veterans' preference. To receive preference, you **MUST** attach appropriate documentation as outlined by the Department of Administrative Services at the following website <https://www.oregon.gov/jobs/Pages/Veterans.aspx> or you may call the Oregon Department of Veterans' Affairs at 1-800-692-9666.

Background Check: If you are offered employment, the offer will be contingent upon the positive outcome of prior employment references, driving records and criminal records check. Any criminal or adverse information will be reviewed and could result in the withdrawal of the offer or termination of employment.

TIC employees are employed "at will," which means that your TIC employment may be terminated by the employee or TIC, at any time for any lawful reason, with or without cause, and with or without advance notice.

The results of this recruitment may be used to fill future vacancies. TIC reserves the right to change, withdraw, close, or re-post job announcements.

**Oregon Travel Information Council is an Equal Opportunity, Affirmative Action Employer
Committed to Workforce Diversity**

Rest Area Specialist Supplemental Questionnaire

The work experience section of your resume must include a clear description of your experience in order to determine whether you meet the minimum qualifications and at what level you meet the knowledge, skills and abilities to successfully perform the position.

TIC's review of your application materials involves a scoring process. Information on your resume and answers to the supplemental questions will be used to appropriately score your experience and skills and determine who will be scheduled for interviews.

1. This position requires that the successful candidate reside within a 60-minute travel distance from the work location.

- Yes, I currently reside within the 60-minute travel distance from the work location.
- No, I do not currently reside within the 60-minute travel distance.
- No, I do not currently reside within the 60-minute travel distance, but I am willing to relocate.

2. Which of the following best describes your experience in **customer service** (providing information and assistance to people, etc.) **AND/OR maintenance** (construction trades, landscaping, etc.)?

NOTE: If you have part-time work experience, please select the answer that is equivalent to full-time.

- Less than 1 year
- 1 year
- 2 years
- 3 years
- 4 years or more
- None

3. For each of the following please describe your experience and how you gained that experience. Use as much space as you need. If you do not have any experience, put "None".

- a) Building, facility, and/or utility system maintenance

b) Basic plumbing, carpentry, painting and landscaping/groundskeeping

c) Maintaining composure and taking appropriate action during an emergency or emotionally charged situation

d) Providing customer service and dealing with individuals who may be upset, irrational or difficult to communicate with

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5. Please tell us why you are interested in this position, and/or anything else you think would help us better understand your qualifications and interest in the position.