

Traffic Controller Job Description

A comprehensive job description template
for Australian construction businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and construction industry practices at the time of publication. You should review and tailor this template to suit your business, project type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	6
5. Working Conditions	7
6. Award Information	7
7. Expected Behaviours	8
8. Application Process	8

1. Position Overview

1.1 Position Title

Traffic Controller / Traffic Management Operative / Traffic Marshal

1.2 Position Summary

The Traffic Controller manages the safe movement of vehicles and pedestrians through construction zones, roadworks and civil projects. This critical safety role requires certification in traffic management, excellent situational awareness and the ability to implement Traffic Management Plans (TMPs) to protect workers and the public.

The position involves setting up and implementing traffic management plans, installing and maintaining traffic control devices, directing vehicles and pedestrians safely through worksites, monitoring traffic flow and site conditions, communicating with motorists and site personnel, responding to changing site conditions, and ensuring compliance with traffic management standards. Traffic Controllers must remain alert, exercise sound judgment, follow procedures precisely and prioritize safety at all times.

1.3 Reporting Structure

This position reports to:

- Traffic Supervisor / Traffic Management Coordinator
- Site Supervisor / Site Manager
- Traffic Management Company Operations Manager

1.4 Employment Type

This position is available as:

- Casual (shift-by-shift engagement)
- Full-time (38 hours per week)
- Contract (project-based)

2. Key Responsibilities

2.1 Traffic Management Plan Implementation

- Read, understand and implement Traffic Management Plans (TMPs)
- Set up traffic control in accordance with approved plans
- Follow diagrams and specifications for device placement
- Ensure all setup complies with AS 1742.3 standards
- Verify traffic control is correctly installed before work commences
- Adjust setup based on site conditions and supervisor instructions

- Document any deviations from approved plans

2.2 Traffic Control Device Installation

- Install signs, cones, barriers and delineators as per TMP
- Position temporary traffic signals and variable message signs
- Set up speed advisory signs and distance markers
- Install pedestrian barriers and walkways
- Ensure all devices are clean, visible and correctly positioned
- Anchor and secure devices against wind and weather
- Transport and handle traffic control equipment safely

2.3 Traffic Direction and Control

- Direct vehicles safely through work zones using stop/slow bats
- Control traffic at single lane closures and contraflow operations
- Manage vehicle queues and minimize delays
- Coordinate with other traffic controllers via radio
- Guide oversized and heavy vehicles through restrictions
- Direct pedestrians away from hazardous areas
- Maintain eye contact and clear communication with motorists

2.4 Monitoring and Situational Awareness

- Maintain constant awareness of traffic and site conditions
- Monitor effectiveness of traffic control setup
- Watch for aggressive or non-compliant motorists
- Identify hazards and unsafe conditions
- Check traffic control devices remain correctly positioned
- Assess weather impacts on visibility and road conditions
- Stay alert for emergency vehicles requiring access

2.5 Communication and Coordination

- Use two-way radio to coordinate with other controllers
- Communicate clearly with site supervisors and workers
- Provide information to motorists and answer enquiries
- Report incidents, near misses and concerns immediately
- Attend pre-start meetings and toolbox talks
- Advise site personnel when traffic control is ready
- Call emergency services when required

2.6 Maintenance and Removal

- Inspect and maintain traffic control devices during shifts
- Replace damaged or knocked over devices immediately
- Clean signs and reflective equipment for maximum visibility
- Remove traffic control at end of shift or work stage
- Load equipment onto vehicles safely and securely
- Return equipment to storage in good condition
- Report damaged equipment requiring repair or replacement

2.7 Safety and Compliance

- Wear high-visibility clothing and PPE at all times
- Position yourself in safe locations away from live traffic
- Follow safe work method statements (SWMS)
- Stop work if conditions become unsafe
- Report all incidents, near misses and hazards
- Never work under influence of drugs or alcohol
- Comply with road rules and traffic management legislation

3. Required Skills and Attributes

3.1 Essential Skills

Situational Awareness and Alertness

Exceptional situational awareness and ability to monitor multiple traffic streams simultaneously. Constant vigilance for hazards, aggressive drivers and changing conditions. Quick reaction time and ability to respond to emergencies. Ability to maintain concentration for entire shift duration.

Communication and Signaling

Clear and confident communication with motorists using hand signals and stop/slow bats. Professional interaction with frustrated or angry drivers. Effective radio communication with team members. Ability to give clear, concise instructions in noisy and high-pressure situations.

Decision Making and Judgment

Sound judgment when assessing traffic situations and site hazards. Ability to make quick decisions under pressure. Understanding of when to stop work due to unsafe conditions. Problem-solving skills for managing unexpected situations. Confidence to take control of traffic situations.

Physical Capability and Stamina

Physical fitness for standing for long periods in all weather conditions. Ability to lift and move traffic control equipment. Stamina for working extended shifts including nights. Capacity to remain alert despite heat, cold, rain or wind. Good vision and hearing for monitoring traffic.

3.2 Personal Attributes

- Safety focused with high level of responsibility
- Confident and assertive when controlling traffic
- Calm and composed under pressure
- Reliable and punctual with excellent attendance
- Patient and professional with motorists
- Alert and attentive to detail
- Team player with good communication
- Flexible regarding shifts and locations
- Physically fit and weatherproof
- Follows procedures and instructions precisely

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Traffic Control certification (Implement Traffic Management Plans)
- White Card (General Construction Induction Card)
- High-visibility clothing meeting AS/NZS 4602.1 (day/night)
- Safety footwear suitable for roadwork environments
- Eligibility to work in Australia (visa or citizenship)
- Driver's licence and reliable transport to various sites
- Ability to pass drug and alcohol testing
- Physical fitness for standing and outdoor work

4.2 Desirable Qualifications

- Prepare Traffic Management Plans qualification (advanced level)
- Current First Aid certificate
- Traffic Management Supervisor qualification
- Manual handling and traffic control equipment training
- Working at Heights (for installing signs and VMS)
- Forklift licence for equipment handling
- MR or HR truck licence (for driving traffic trucks)

4.3 Experience

Entry-level positions are available for newly qualified traffic controllers with current certification. Training will be provided in company procedures, radio communication and site-specific requirements. Experienced traffic controllers should demonstrate reliability, professional conduct, ability to work independently, experience with various traffic management scenarios and strong safety awareness.

5. Working Conditions

5.1 Hours of Work

- Variable shift work including days, nights and weekends
- Day shifts typically 7:00am to 5:00pm
- Night shifts often 7:00pm to 6:00am
- Extended shifts of 10-12 hours common
- Weekend and public holiday work required
- Short-notice callouts for emergency works

5.2 Physical Requirements

- Standing for entire shift duration (8-12 hours)
- Working outdoors in all weather conditions
- Lifting and moving traffic control equipment (up to 20kg)
- Exposure to vehicle exhaust, dust and noise
- Working adjacent to live traffic at all times
- Repetitive arm movements for stop/slow bat operations

5.3 Work Environment

- Working alongside busy roads, highways and motorways
- Exposure to sun, heat, cold, rain and wind
- High-risk environment adjacent to moving traffic
- Noise from traffic and construction equipment
- May work on urban streets, highways or remote locations
- Interaction with diverse range of motorists and site workers

5.4 Safety Equipment and PPE

- Day/night high-visibility vest or jacket (mandatory)
- Long-sleeved high-visibility shirt
- Long pants covering to ankle
- Safety footwear (steel cap not always required)
- Hard hat (when working on construction sites)
- Sunscreen, sunglasses and sun protection
- Stop/slow bat and radio provided by employer

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Building and Construction General On-site Award 2020 (MA000020). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in the building and construction industry.

6.2 Classification Level

Traffic controllers are generally classified under the award as:

- CW2: Construction Worker Level 2 - Traffic controller implementing TMPs
- CW3: Construction Worker Level 3 - Experienced traffic controller

The specific classification level will be determined based on experience, qualifications and level of responsibility.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of ordinary rate
- Sunday: 200% of ordinary rate
- Public holidays: 250% of ordinary rate
- Overtime: 150% for first 2 hours, 200% thereafter
- Additional allowances for specific duties or locations

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Building and Construction General On-site Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time in full high-visibility uniform with all equipment
- Notify supervisor immediately if unable to attend shift
- Maintain professional and courteous demeanor with motorists
- Follow all company policies, procedures and TMPs
- Represent company professionally to public and clients
- Work cooperatively with site personnel and other controllers

7.2 Safety Standards

- Prioritize safety of workers, public and self at all times
- Maintain constant alertness and situational awareness
- Follow safe work method statements and risk assessments
- Stop work immediately if unsafe conditions develop

- Never work under influence of drugs, alcohol or fatigue
- Report all incidents, near misses and hazards immediately

7.3 Work Standards

- Implement traffic control accurately according to plans
- Maintain traffic control devices in correct positions
- Respond promptly to radio communications
- Complete shifts as rostered without leaving post
- Manage traffic queues efficiently and safely
- Keep supervisor informed of issues and incidents

7.4 Customer Service and Communication

- Remain calm and professional with frustrated motorists
- Provide clear and confident hand signals
- Answer questions from public politely and helpfully
- De-escalate confrontational situations calmly
- Communicate clearly via radio with team members
- Maintain professional appearance and conduct

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including work history
- Copy of Traffic Control certification (Implement TMPs)
- Copy of White Card (Construction Induction Card)
- Copy of driver's licence
- Copies of other relevant certificates (First Aid, etc.)
- Contact details for at least two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Phone interview to discuss experience and availability
- Face-to-face interview with operations manager or supervisor
- Verification of traffic control and other qualifications
- Reference checks with previous employers
- Drug and alcohol screening

- Company induction and site orientation

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____