



To: All Parkways Employees

From: Melanie Ball

Date: September 1st, 2026

The West Virginia Parkways Authority is currently accepting resumes for two (2) Courtesy Patrol positions, one (1) at Beckley (Section 2) and one (1) at Standard. A job description listing the criteria required is attached.

All resumes should be submitted to: wvpacareers@wvturnpike.com by September 16th, 2026.

Starting Salary: 17.91- 22.5920 per hour based on experience

If you have any questions, please call.

JOB DESCRIPTION

Title/Position

Courtesy Patrol

Position Summary

The Courtesy Patrol Technician is a multi-faceted operational role responsible for providing frontline emergency roadside assistance, traffic incident response, safety patrols, and facility watchman services along the West Virginia Parkways Authority (WVPA) system. This position splits duties between active turnpike safety patrolling and direct participation in hands-on roadway maintenance, heavy equipment operation, and facility upkeep. This is a progressive-training position where the technician must master specialized heavy maintenance equipment while serving as a courteous, visible ambassador of public safety.

Essential Duties and Responsibilities

Emergency Motorist Assistance and Safety Patrols

- **Proactive Safety Patrols:** Conduct a minimum of two (2) comprehensive roadway inspection sweeps per shift across assigned turnpike sections. Identify and immediately mitigate road hazards by removing tire recaps, debris, litter, and deceased animals from active lanes and shoulders.
- **Emergency Assistance Delivery:** Provide rapid roadside support to stranded motorists, including changing flat tires, jump-starting dead batteries, providing emergency fuel or fluids, and coordinating secondary commercial towing or mechanical services.
- **Incident Scene Management:** Respond immediately to vehicular accidents, medical emergencies, and traffic disruptions. Establish temporary traffic control zones by deploying vehicle-mounted blinking arrows, programming portable message boards, and setting up safety cones to safeguard emergency responders and the public.
- **Radio Communications Integrity:** Maintain constant radio contact with WVPA Control via mobile and hand-held units. Initiate standard 10-code check-ins at shift startup (10-41), operational transfers (10-7/10-8), and shift conclusion (10-42). Monitor and respond instantly to all dispatch traffic.

Winter Operations and Roadway Maintenance

- **Anti-Icing & Winter Response:** Monitor high-risk road zones, microclimates, and elevated bridge decks for localized freezing or "sweating" conditions. Independently deploy single- or tandem-axle trucks equipped with snowplows and salt spreaders to treat slick surfaces during inclement winter events.
- **Emergency Reporting:** Provide real-time field intelligence to the Section Foreman or Supervisor regarding deteriorating weather patterns, black ice formation, or conditions requiring auxiliary maintenance crews.
- **General Maintenance Training:** Actively participate in, accept, and apply ongoing on-the-job training covering advanced highway maintenance functions, asphalt patching, drainage clearing, and specialized trade operations.

Additional Support

- **General Logs:** Maintain accurate visitor registries and log all incidents on official administrative forms.
- **Base Upkeep and Sanitization:** Maintain clean, sanitary conditions within the section crew room, common hallways, and restrooms. Tasks include sweeping, mopping, emptying all waste bins daily, sanitizing plumbing fixtures, restocking cleaning supplies, and washing windows weekly.
- **Other:** Other duties as assigned.

Equipment and Asset Management

- **Vehicle Inspections & Care:** Conduct daily pre-trip inspections on assigned vehicles, ensuring all specialized hand tools, vehicle fluids, and roadside motorist assistance supplies are fully stocked.
 - **Fleet Sanitation:** Maintain vehicle cleanliness. Remove personal items and structural debris from the truck beds daily and perform a thorough interior/exterior wash at least weekly.
 - **Heavy and Specialized Tool Operation:** Demonstrate proficiency or undergo direct training to safely operate the following core machinery assets:
 - Single- and Tandem-Axle Dump Trucks (Automatic configurations)
 - End Loaders / Front-End Wheel Loaders
 - Vehicle-Mounted Snowplows and Material Salt Spreaders
 - Mobile Blinking Arrows and Digital Message Boards
 - Gas-Powered Chainsaws, Portable Generators, and Hydraulic Jacks
 - Two-way tactical mobile and hand-held radios
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Required Skills and Abilities

- **Situational Awareness & Adaptability:** Ability to work safely and remain calm under extreme pressure in close proximity to high-speed traffic, during severe weather incidents, or when managing distressed motorists.
 - **Public Relations Excellence:** Proven ability to consistently deliver courteous, reassuring, and highly professional customer service to travelers under stressful roadside conditions.
 - **Logistical Recordkeeping:** Skilled in preparing accurate, clear, and legible motor assist logs, facility visitor sheets, and emergency incident reports.
 - **Operational Independence:** Ability to execute tasks efficiently with zero direct oversight during independent patrol shifts, while remaining highly responsive to structural chain-of-command directives.
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Physical Requirements

- Continuous physical capability to transition smoothly between prolonged sitting (during patrol runs) and intense standing or walking on uneven roadside grades.
 - Ability to frequently bend, climb, reach, squat, stoop, crawl, and kneel on asphalt surfaces to position jacks, swap tires, clear debris, or inspect vehicle undercarriages.
 - Physical capacity to lift, carry, push, and pull structural components, heavy tools, salt bags, and road debris weighing up to 100 pounds.
 - Resilience to perform high-exertion manual labor outdoors in absolute worst-case weather environments, including sub-zero winter blizzards, heavy torrential rain, low-visibility fog, and extreme summer heat.
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Method of Salary Compensation

- Hourly position is based on a standard 40-hour work week.
 - Eligible for overtime compensation at the discretion of the immediate supervisor.
 - The baseline hourly wage rate is determined by the established agency's wage step and longevity schedule.
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Work Schedule

- The normal work week consists of forty (40) hours.
 - The Foreman will establish specific daily work schedules necessary to meet the goals and objectives of the Authority.
 - Scheduled shifts may vary based on seasonal workloads and the operational demands of the Authority; this may include mandatory nights, weekends, and holiday coverage.
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Place of Duty

- This employee will report directly to their assigned home maintenance facility.
 - Duties and field assignments span the full length of the Turnpike, including all regional Maintenance Areas, Toll Facilities, and Travel/Service Areas.
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Education and Experience

- **Education:** High School Diploma or equivalent (GED) required.
 - **Experience:** Some highway maintenance experience is desired - mechanical troubleshooting, highway construction, or emergency services are desired.
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License & Probationary Requirements

- **Commercial Driver's License (CDL):** A valid **Class B CDL** is required for permanent placement in this position.
- **Conditional Probationary Clause:** Candidates who do not possess a Class B CDL at the time of hire will be placed on a strict, time-bound probationary period. The Authority will provide the technical resources, equipment access, and on-the-job training opportunities necessary to prepare for testing. Failure to pass the state examination and secure the Class B CDL prior to the conclusion of the probationary window will result in termination from this position.