

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Dispatcher-Clerk, Caltrans	OFFICE/BRANCH/SECTION D1/Maintenance/Region Office/Dispatch	
WORKING TITLE DISPATCHER	POSITION NUMBER 901-630-3710-918	REVISION DATE 08/09/2023

As a valued member of the Caltrans leadership team, you make it possible for the Department to provide a safe and reliable transportation network that serves all people and respects the environment.

**GENERAL STATEMENT:**

Under the general supervision of the Staff Service Manager I, the incumbent is required to provide 24/7 coverage of the District Office Traffic Management Center. The incumbent will operate a 19-channel base radio, answer multi-line telephone, operate word processing equipment, receives-compiles-maintain records and reports, documents changes in chain controls, monitors various websites for weather and highway incidents, documents all information received in the TMCAL activity log, and continuously monitors the status and safety surrounding on scene Caltrans personnel. Incumbent must be available for a variety of shifts. Primarily, the incumbent will perform Dispatch-Clerk duties night (graveyard), weekend, and holiday shifts as needed for coverage. A minimum of 40 words per minute typing certificate is required for this position.

Duties include but are not limited to:

**CORE COMPETENCIES:**

As a Dispatcher-Clerk, Caltrans, the incumbent is expected to become proficient in the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, Strategic Imperatives and Goals. Effective development of the identified Core Competencies fosters the advancement of the following Leadership Competencies: Change Commitment, Risk Appetite, Self-Development/Growth, Conflict Management, Relationship Building, Organizational Awareness, Communication, Strategic Perspective, and Results Driven.

- **Flexibility and Managing Uncertainty** : Adjusts thinking and behavior in order to adapt to changes in the job and work environment. (Safety First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - Engagement, Equity, Innovation, Integrity)
- **Reliability**: Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Safety First, Cultivate Excellence - Engagement, Integrity)
- **Problem-solving and Decision-making** : Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety First, Cultivate Excellence - Engagement, Equity, Integrity)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Interpersonal Effectiveness** : Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Safety First, Cultivate Excellence - Engagement, Equity, Integrity, Pride)
- **Forward Thinking**: Anticipates the implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies. Anticipates and prepares for future developments. (Safety First, Cultivate Excellence - Engagement, Equity, Innovation, Integrity, Pride)
- **Commitment/Results Oriented**: Dedicated to public service and strives for excellence and customer satisfaction. Ensures results in their organization. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Innovation, Integrity, Pride)

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	

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45%	E	Variety of duties requiring operation of multi channel/frequency radio, multiple telephone lines and computer equipment. Dispatching module units or other equipment to specified locations as required via radio, telephone or computer from field units, California Highway Patrol (CHP), Sheriff Departments, Police Departments or other allied agencies, tow services, fire fighting units and other emergency services agencies. Answering requests for road and related information by the general public, media and in house departments such as Traffic, Permits, Public Information Office and adjoining districts dispatch centers, and Traffic Management Centers (TMC). Maintaining an incident log via the Traffic Management Computer Aided Logging system (TMCAL) which includes road restriction, information pertaining to freeways, bridges and secondary roadway systems, maintenance/construction information and incident status. Updates and monitors California Highway Information Network (CHIN) reports on the internet and the 1-800 number via TMCAL or direct contract with Headquarters Communications Center.
25%	E	Assist field units and Traffic Management Center/Traffic Management Team (TMC/TMT) personnel to coordinate, monitor and activate or change the Changeable Message Signs (CMS) to display pertinent information to accurately and effectively notify the traveling public through the IRIS system to provide vital information necessary to make accurate assessments of an incident in an effort to determine the best course of traffic management needed. Maintains and updates real time reporting of road and lane closures, active chain controls and any other events that may impede traffic for the traveling public for the Caltrans Quick Map via the Lane Closure System (LCS) for the motoring public and the Public Information Department employees. Monitor CCTV Video for traffic conditions. Activate Highway Advisory Radio Stations (HAR) to keep the traveling public advised of any upcoming traffic related events.
15%	E	Prepares various reports of road closures, unusual occurrences including hazardous materials spills and/or any other incidents that may restrict traffic flow. Collects traffic and operational data for related Traffic Management studies including data on accidents, vehicle delays and other items needed for planning and evaluation of services, maintenance and construction lane closures, special events and incident management. Performs a variety of functions including filing, typing, and dissemination of information from Computer Aided Dispatch (CAD) printouts. Maintains and monitors the NICE Audio logging recorder in the Communication Center. Receives and monitors NOAA Weather reports. Provides vital information to field units, allied agencies, in house departments and public inquires. Updates Emergency Callout List.
5%	E	Required to provide assistance to Maintenance Support Staff including the Hazardous Materials Manager in identifying hazardous materials through placard numbers and the MSDS. Maintain certifications Hazardous Materials First Responder through yearly classes.
5%	E	Assists Region Office staff as VISA CAL-Card holder. Oversees and monitors credit card purchases to ensure transactions are in accordance with the CAL-Card guidelines. Completes, reviews, and processes all credit card purchase requests and related documents. Reconciles and prepares Statement of Account package for approval and submission before the 10th of the month deadline. Oversees all purchases exceeding the limits of the CAL-Card program.
5%	M	Compiles data such as logs and audio recording for Caltrans Legal Department regarding accident, roadway closures and travel delays.

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

There are no supervisory duties for this position.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of: Federal Communications Commission regulations as applied to Restricted Radiotelephone Operator's Permit. Geography of California, including the location of main highways, counties, and principal cities; Alpha/Numeric sequence; District call-out lists, District programs and functional organization. Basic knowledge of Microsoft Word and Excel.

Ability to: Type at a speed of 40 words per minute; read maps quickly and accurately; communicate effectively at the level required for successful job performance; speak in a clear concise manner; learn to operate a teletypewriter; perform clerical work; follow directions and procedures as outline in District 1-Dispatch Standard Operating Procedures; think and act quickly in emergencies; work cooperatively with co-workers and other team members, get along with others in a stressful environment and must be able to work under pressure. analyze situations accurately and take effective action.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The activities of the District Office Communications Center/Dispatch relate directly to the health and safety of the traveling public, as well as state employees in the field. Errors could result, varying from increased travel delays to potentially hazardous traffic conditions or life threatening in obtaining aid for injured persons. Incumbent must exercise a high degree of initiative and independent judgment when responding to incoming calls and determining the appropriate action to be taken. This requires the correct interpretation of the incoming call and accurate understanding of the Department's programs, policies and procedures.

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### PUBLIC AND INTERNAL CONTACTS

This position requires extensive public and internal contacts. The incumbent will be expected to communicate with Public Affairs and other units within the Department, employees of other governmental agencies, especially with the California Highway Patrol and the general public. Incumbent must be able to respond to inquires and provide accurate and factual information; must be able to deal effectively and professionally with others, sometimes under adverse and stressful situations.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent is required to sit for long periods of time using a personal computer, keyboard, video display terminal, radiotelephone and telephone. The incumbent must be able to function rationally and maintain a professional work ethics while communicating and coordinating with others under various conditions. Think quickly in emergency situations, expected to multi-task and will be tasked with handling of multiple incidents. Must follow exact procedures when vehicle accidents are reported.

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### WORK ENVIRONMENT

D1 Dispatch will be required to staff operations 24/7. Shift hours may vary, as well as normal days off. Incumbent must be willing to perform work requiring irregular hours including night shifts, weekends, and holidays. The incumbent must be willing to rotate shift schedules through day, evening, and night shifts if necessary for coverage. May work shift schedules involving shifts or work more than regular scheduled hours due to storms/winter operations. Incumbent must be willing to work overtime on short notice often up to 12-hour shifts and capable of working in a high paced work environment. While at the base of operations, the incumbent will work in a climate-controlled office under artificial lighting. Lights are to remain on during business operations.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE