

POSITION DUTY STATEMENT

PM-0924 (REV 06/2019)

CLASSIFICATION TITLE Dispatcher-Clerk, Caltrans	OFFICE/BRANCH/SECTION 903/709 Sutter Sierra Region Comm Center	
WORKING TITLE Dispatcher-Clerk, Caltrans - PI	POSITION NUMBER 903-709-3710-918	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Working under the supervision of a Dispatch Clerk Supervisor, the incumbent dispatches in the Kingvale Communication Center during the winter season. Typing certificate of 40 wpm required. Must be able to perform efficiently and independently the following duties as stated below.

CORE COMPETENCIES:

As a Dispatcher-Clerk, Caltrans, the incumbent is expected to develop 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, and Goals.

- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Organizational Excellence - Integrity, Commitment, Teamwork)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (System Performance - Integrity, Commitment)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Stewardship and Efficiency - Integrity, Commitment, Teamwork)
- **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. (Stewardship and Efficiency - Integrity, Teamwork)
- **Organizational Skills:** Keeps work prioritized and organized. Logically approaches situations. (System Performance - Commitment)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Stewardship and Efficiency - Integrity, Commitment, Teamwork)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Stewardship and Efficiency - Integrity, Commitment, Teamwork)

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
45%	E	Radio communications from field personnel, including proper logging procedures of chain controls, maintains various computer/electronic systems and posting of proper messages on the HAR, CMS, IMMS, LCS, etc. Deal effectively with field personnel on the radio, telephone and in person, as well as CHP, ski resorts, trucking companies, private citizens and other State agencies as well as news media.
45%	E	May be required to work in the center alone and must be able to handle all aspects of the operations. Insure that proper records are kept in conjunction with the TMCAL program on chain control logs and daily incidents for the District Claims office and the TMC. Provide reports and/or statistical data as requested concerning operations of the center.
10%	M	Perform various clerical duties assigned to the center.

¹ESSENTIAL 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

Employee may at any time be placed in charge of center as acting lead worker for other workers. Employee may be required to assist the

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department with training of new employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of base radio, radio procedures, radio transmission codes, geography of District 03 and the State of California including locations of highways, counties and principle cities. Familiar with office methods and equipment. Must be able to perform difficult clerical work including good grammar and spelling. Must type at least 40 WPM, supplying certificate where applicable. Must be able to work independently and use good judgment and analysis skills.

Must think and act quickly in emergency situation, read maps and charts quickly and accurately, analyze situations and take effective action, remain calm under extreme pressure, verbally express oneself in a well organized, clear and concise manner.

Will be required to work irregular hours, including evening and night shifts, weekends and holidays, voice must be well modulated for radio transmissions, with clear enunciation, orderliness, emotional stability and normal hearing.

May be required to submit to drug screening as condition of employment or at any time deemed appropriate to Management as set forth in the Department Policies.

Ability to work effectively alone or with others.

Must be able to analyze various work situations accurately and make sound decisions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Error may endanger co-workers and/or the public. Error may also cause a waste of time and waste of tax dollars through extra expense, or damage to State equipment and facilities.

PUBLIC AND INTERNAL CONTACTS

Required to maintain good relations with members of the public and employees from the same and other departments within Caltrans, as well as other agencies. May have contact with other public agencies and private individuals almost daily in the course of assignment. Employee is expected to maintain a favorable public image for the State.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Standing, Sitting and Walking are described to 96% sitting for a given period such as a work shift. 2% each for standing and 2% walking for faxing and or making copies of reports

Note: For standing, walking and sitting, along with several other activities, typical duties are used as examples in various situations to give ranges for the activities.

Standing, Sitting and Walking are described to equal 100% of the work time for a given period such as a work shift.

A. Snowy days: sitting during typical 12-hour shift, 80%, walking 10%, standing 10%.

B. Regular non-snow days: Sitting and walking 90% of the day, standing 10%.

Simple Grasping – This activity is necessary about 40% of the shift; using computer based equipment.

Fine Manipulation – This occurs about 60% of a day and usually while writing reports or manipulating the knobs and levers on the equipment and typing.

Importance of hearing – Essential on the job due to radio dispatching and answering radio calls from field personnel, also in answering telephones

WORK ENVIRONMENT

Required to work in office setting that is high traffic volume, often dealing with many interruptions from this and a high volume of telephone calls. Due to constant interruption, incumbent must have the ability to prioritize and multi-task in order to complete work assignments.

May be required to work overtime due to storms, emergencies, special work projects, covering for sick co-workers or when the Supervisor deems that it is in the best interest of the State to work overtime.

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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.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE

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