

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Dispatcher-Clerk, Caltrans	OFFICE/BRANCH/SECTION D3/ Traffic Operations	
WORKING TITLE RTMC Dispatcher - Permanent Intermittent	POSITION NUMBER 903-350-3710-XXX	REVISION DATE

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:**

Working under the supervision of a Dispatch Supervisor, 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 TMC activity log, and continuously monitors the status and safety surrounding on scene Caltrans personnel. DOJ background check is required. A valid driver's license is required when operating a state owned or leased vehicle.

**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.

- **Learning on the Fly:** Learns quickly, is open to change, experiments, and is flexible. (Strengthen Stewardship and Drive Efficiency - Engagement)
- **Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence - Innovation)
- **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. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network - 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. (Strengthen Stewardship and Drive Efficiency - Innovation)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety First, Cultivate Excellence - Integrity)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence - Engagement)
- **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. (Safety First, Cultivate Excellence - Integrity)
- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Strengthen Stewardship and Drive Efficiency - Innovation)

**TYPICAL DUTIES:**

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

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30%	E	Operate word processing equipment as required producing radio call logs, email messages, general correspondence, statistical documents, spreadsheets, computer databases, etc. Receive and forward related highway and weather information for the preparation of highway condition reports. Review, update and prepare original messages for district and statewide distribution of highway condition information to various governmental agencies, the Nevada Department of Transportation, and various private agencies and businesses. During local or statewide major emergencies works closely with the Deputy District Director, Maintenance and prepares reports and transmits information requested by management personnel in the Emergency Operations Center (EOC). Document all information transmitted and received in the Transportation Management Center Activity Log (TMCAL). Create and update service requests in the Integrated Maintenance Management System for every incident that Caltrans maintenance respond to. Record all lane closure statuses in the Lane Closure System (LCS). Operates based on policy/procedure information and executes out-of-office messages in the Transportation Management Center Integrated Dashboard (TMCID).
25%	E	19-channel base radio station: Transmit and receive messages from field personnel, other local and state agencies, i.e. law enforcement, such as California Highway Patrol (CHP), other government agencies, fire departments and public works. Comply with Federal Communications Commissions guidelines and Caltrans communications procedures for the operation of the microwave radio (transmitting and receiving), paging devices, recordings (logging and voice information). Assist in the coordination and control of District communications and mobile traffic under hazardous or unusual circumstances and maintains status of mobile units. Topics of message may include, but are not limited to: Chain control information, unidentified substance spills, answering requests for assistance, vehicles that are disabled or in a collision, incidents and/or collisions in construction/maintenance work zone, natural disasters, fatalities, or any condition that restricts the normal flow of traffic on a State highway.
25%	E	Using proper telephone etiquette, answer telephone inquires from the general public, other agencies, or various Caltrans units regarding changing highway conditions. Receive and convey information via telephone. Most calls concern highway problems that require emergency call out and/or informing various public agencies of highway conditions. Information may be received by phone and transmitted to appropriate response personnel via radio. Coordinate response by Caltrans with CHP and other allied agencies.
10%	E	Will perform clerical duties as assigned may include, but are not limited to: writing and preparing memos, e-mails, and letters; receive, compile, and maintain records; and filing. Receive, compile, and maintain reports of highway conditions. Provide reports on highway conditions to Headquarters, District Office personnel, and the general public by telephone, email or fax as appropriate for the situation.
5%	E	Monitor the California Integrated Seismic Network (CISN) for earthquakes, the Roseville Douglas Tunnel alarm system, and the Caltrans Emergency Satellite Communications System.
5%	M	Will cover for Operators when need be, will assist in working with new hires and helping them get familiar with the job.

<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**

None

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Incumbent should possess the ability to think and act quickly in emergency situations. Evaluate situations accurately and take effective action. Remain calm under extreme pressure. Have knowledge of the geography of the 11 counties in District 3 and the state of California, including location of main highways, counties and principle cities. Ability to decipher maps quickly and accurately. Incumbent should also possess the ability to write and speak in a clear and concise manner and using proper English. Have the ability to type accurately at a speed of 40 words per minute. Incumbent must have the knowledge to use various computer software programs, including Microsoft Word, Excel and Access, Google Chrome, Mozilla Firefox, IMMS (Integrated Maintenance Management System), TMCAL (Traffic Management Center Activity Logging), Transportation Management Center Integrated Dashboard (TMCID), Microsoft Explorer, File Maker Pro, and Outlook. Willingness to perform work requiring irregular hours including evening and night shifts, weekends and holidays. Voice should be well modulated for radio transmissions with clear enunciation. Incumbent should possess emotional stability, normal hearing and the ability to work and communicate in a team environment.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for independently following established procedures, due to the 24 hour, 7 day per week operation of the Transportation Management Center. Errors could result in increased response time to an incident. Information received or transmitted incorrectly or failure to follow established procedures would have a negative impact on Caltrans credibility with the public and various public agencies. In a worst case situation, errors could result in injuries or delays in obtaining aid for an injured person.

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### PUBLIC AND INTERNAL CONTACTS

Incumbent is 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. Contact may be with hostile public, and employee is expected to maintain a favorable public image for the State. Must be able to respond to inquires and provide accurate and factual information. Incumbent will be expected to communicate with Public Affairs and other departments within CalTrans.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Standing, sitting are required up to 96% of the time. 4% walking for faxing and or making copies of reports. The employee will be required to sit for prolonged periods of time using a keyboard and video display terminal. He/She must remain alert and calm while working as a member of a team monitoring traffic conditions and observing traffic flow and patterns. Employee is expected to rapidly shift focus, be able to intake information while typing, and will be tasked with handling multiple incidents at the same time. Will be expected to remain calm under pressure and react quickly and efficiently to emergency situations. Must follow exact procedures when vehicle collisions are reported.

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### WORK ENVIRONMENT

The Transportation Management Center is staffed 24 hours per day, 7 days per week. 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, swing and graveyard shifts. May work shift schedules involving shifts of work more than 8 hours. 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.

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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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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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