

POSITION DUTY STATEMENT

DOT PM-0924 (REV 08/2024)

CLASSIFICATION TITLE Dispatcher-Clerk, Caltrans	OFFICE/BRANCH/SECTION D12 Operations & Maintenance (TMC)	
WORKING TITLE Dispatch Clerk	POSITION NUMBER 912-691-3710-xxx	REVISION DATE 10/22/2024

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 direction of a Caltrans Transportation Management Center (TMC) supervisor, the Caltrans Dispatch Clerk will operate and communicate on radio and telephone equipment in the District 12 Communication Center. The incumbent will also be assigned clerical work and other related work when necessary. The Dispatch Center is on a 24/7 operation and the incumbent will be required to work the night shifts. Incumbent may be required to work temporary and/or intermittent varied work shifts, alternate work schedule, including holidays and weekends and required to respond to emergency situations and calls. The incumbent will be required to pass a Department of Justice background check and will be required to sign a California Highway Patrol (CHP) form 101A, annually.

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, Enhance and Connect the Multimodal Transportation Network, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity, Pride)
- **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, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity, Pride)
- **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. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, 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. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency - Engagement, 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, Enhance and Connect the Multimodal Transportation Network, Advance Equity and Livability in all Communities - Engagement, Equity, Integrity)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Equity, Pride)
- **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, Enhance and Connect the Multimodal Transportation Network - Engagement, Equity, Innovation)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Safety First, Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence, Enhance and Connect the Multimodal Transportation Network, Strengthen Stewardship and Drive Efficiency, Advance Equity and Livability in all Communities - Engagement, Innovation, Integrity)

TYPICAL DUTIES:

Percentage
Essential (E)/Marginal (M)¹ Job Description

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45%	E	Incumbent will operate radio and telephone transmitting and receiving equipment; selects channels and adjusts receiver volume controls; dispatches mobile units and maintenance equipment to specified points as ordered; makes telephone requests for California Highway Patrol (CHP) assistance and tow car services; receives and disseminates information by utilizing radio, internet, fax and telephone equipment, for road information to various governmental agencies, newspapers and a variety of other organizations and the general public.
30%	E	Performs various types of clerical work: logs activities, incoming and outgoing radio, telephone and verbal messages; operates the CHP Computer Aided Dispatch (CAD) station; prepares reports and memos; does filing.
15%	E	Relays, researches and provides critical information to field crews, the public and various agencies, Coordinates communications between field units and Traffic Management Center and CHP during incidents.
5%	E	Maintain and utilize contact list for Department personnel relating to Highway closures, major incidents, construction work and other transportation emergencies.
5%	M	Attend periodic briefings with TMC supervisor and meet to discuss maintenance issues.

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

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of the Geography of California, including the location of main highways, counties, and principal cities; office methods, computer programs including CAD and other computer software.

Type a speed of 40 words per minute. The incumbent should have some basic knowledge of Microsoft Word and Excel Programs. Ability to read maps quickly and accurately; communicate effectively at the level required for successful job performance; speak in a clear and concise manner; learn the logging system; follow directions; think and act quickly in emergencies; analyze situations accurately and take appropriate action.

Work cooperatively with co-workers and other team members, get along with others in a sometimes-stressful environment, and must be able to work under pressure; willing to come to work on short notice and work flexible schedule.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor decisions could result in danger or possible injury to the motoring public or other Caltrans employees.

PUBLIC AND INTERNAL CONTACTS

Contact with Highway Patrol and other law enforcement agencies, internal contact with other dispatchers and supervisors, occasional contact with the traveling public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be able to sit for prolonged periods of time under artificial lighting. Incumbent may be required to sit for long period of time using a keyboard and CHP computer aided dispatch (CAD) station. The incumbent will be required to pass a per-employment drug test and subject to reasonable suspicion testing during appointment. Must have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; cope with and respond to emergency situations such as traffic/weather conditions and other natural disasters. Must deal tactfully and courteously with the public and staff. Must reason logically, draw valid conclusions, make appropriate recommendations, and adopt an effective course of action. This position must adhere to the customer service standards set by their unit and provide high quality service to internal and external customers.

WORK ENVIRONMENT

The employee may be required to sit for prolonged periods using a keyboard under artificial lighting. Due to the circumstances of on-going activities or unforeseen staff shortage, modified shifts or overtime may be required, sometimes without prior notice,

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and requested vacations may be delayed. This position required the incumbent to dress in a professional manner due to tours and public viewing of the Transportation Management Center (TMC).

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.)

I agree that by providing my electronic signature for this form, I agree to conduct business transactions by electronic means and that my electronic signature is the legal binding equivalent to my handwritten signature. I hereby agree that my electronic signature represents my execution or authentication of this form, and my intent to be bound by it.

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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