

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

CLASSIFICATION TITLE Dispatcher-Clerk, Caltrans	OFFICE/BRANCH/SECTION D10 Traffic Operations/Traffic Management Branch	
WORKING TITLE Dispatcher-Clerk	POSITION NUMBER 910-366-3710	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:

Under the general direction of the Transportation Management Center (TMC) Dispatcher Supervisor, the dispatcher will operate District 10 TMC with the objective to effectively manage traffic in order to maximize traffic operations on the District's roadway system. This will be accomplished by monitoring freeway and highway conditions, detecting congestion and incidents, determining and reacting with the appropriate response, and disseminating motorist information. The dispatcher will operate two-way radio and telecommunications equipment, receive complaints and request for assistance or emergency aid from Caltrans employees, law enforcement, fire, and medical personnel. Responsible for dispatching the appropriate safety equipment and manpower in accordance with departmental procedures, performs a variety of clerical work consisting of typing, computer data entry, filing, and record keeping. Due to the confidentiality of information we handle, all dispatchers will have to be fingerprinted for a background check by the Department of Justice.

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 - Innovation)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Cultivate Excellence - 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. (Cultivate Excellence - 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 - Engagement, Integrity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Enhance and Connect the Multimodal Transportation Network - Engagement)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Enhance and Connect the Multimodal Transportation Network, Advance Equity and Livability in all Communities - 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. (Enhance and Connect the Multimodal Transportation Network - Engagement)
- **Planning and Results Oriented**: Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Cultivate Excellence - Engagement, Integrity)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Cultivate Excellence - Integrity)

TYPICAL DUTIES:

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

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

45%	E	Employee is responsible for transmitting and receiving on a sixteen radio channel all in-coming calls from different agencies on a seven lined telephone. Obtains and transmits information requested by public safety personnel in local agencies. Monitor California Highway patrol (CHP) Computer Aided Dispatch (CAD) and Caltrans (CT) radio frequencies to aid in the rapid identification of accidents and emergency/nonemergency incidents concerning traffic, crimes, fire, and medical emergencies. Dispatch and direct Caltrans personnel including: Traffic Management Teams, Maintenance, Construction and Permits to major incidents/accidents and maintain communication throughout an incident and log all actions in TMCAD. Create Integrated Maintenance Management System (IMMS) work orders for non-critical incidents. Provide incident information to Headquarters and Caltrans district management including the District Director and Division Chiefs. Provide up-to-date traffic information to the media.
30%	E	Utilize various computer programs to operate, maintain, and monitor the Highway Advisory Radios (HAR), Changeable Message Signs (CMS), Closed Circuit Television (CCTV), Road Weather Information Systems (RWIS) and Traffic Monitoring Stations (TMS). Identify system errors and notify appropriate personnel to fix the problems. Work closely with other Traffic Management staff to develop messages displayed on the above elements. Identifies inappropriate messages, makes modifications and report problems to the dispatch supervisor. Maintain logs of messages put on HARs & CMSs. Maintain the inventory on all portable CMSs
10%	E	Record all Construction, Maintenance, and Permit closure numbers in the Lane Closure System (LCS). Create and maintain the Weekly Road Closure Report (WRCR). Communicate and coordinate with other TMCs regarding closure data for weekly reports.
10%	M	Maintain a list of call numbers, and personal numbers of emergency personnel within the maintenance supervisors. Maintain communication procedures, manual, radio logs, and other pertinent information.
5%	M	Investigate complaints and claims utilizing databases and audio recording to identify actions taken by the TMC and CT personnel.

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

Normally this position does not supervise, however, the incumbent may be called upon to act in absence of the supervisor for a short duration.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The employee must have knowledge of Microsoft Excel, Word, and Windows 2013. Knowledge of proper radio regulations in accordance with the Federal Communication Commission. Knowledge of directions referring to map reading (north, south, east, west).

Ability to communicate proficiently, both orally and in writing, follow written and oral instructions, read maps quickly and accurately, speak in a clear and concise manner. Deal tactfully with Caltrans personnel and the general public. Operate radios, seven lined telephone, computer, dual lined fax machine, CMS, HAR and CCTVs. Think and act quickly in emergencies; analyze situations accurately and take effective action. The incumbent must be able to apply and effectively communicate aforementioned knowledge verbally and in writing on a consistent basis.

Analytical: Must be able to analyze and prioritize all incoming calls in order to notify the proper personnel or department. Must be able to understand verbal and written instructions. Must be able to make judgments on what actions to take in the area of the CMS and HAR activation and what information to disseminate based on data received through the Speed Monitoring Stations (SMS) and information provide by the CHP and Caltrans personnel.

Transportation Management Center staff must be able to organize data and information in a logical manner and are expected to be resourceful and innovative to the extent necessary to complete tasks in a timely manner.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee is responsible for exercising a wide degree of initiative in carrying out assigned duties. Consideration of all input and pertinent factors are crucial to reaching conclusions and taking appropriate actions when communicating with a wide audience. Ability to work independently, negotiate issues with others and take initiative is essential. Errors, poor judgment or failure to recognize and communicate decisions could result in misinformation being disseminated regarding road conditions for workers and/or the traveling public, negative public image towards Caltrans, and excessive time in correcting the problem. The

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POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

employee is responsible for his/her actions, decisions, quality of completed work, and proper use of state time, equipment, and materials.

PUBLIC AND INTERNAL CONTACTS

The employee must maintain an effective, cooperative and professional working relationship on a daily basis with field and office personnel in all levels of the organization up to the District Director. Agency contact includes CHP, Counties, Cities and other State agencies. Public contact may be made with private citizens and media.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees will be required to sit for long periods of time using a radio, keyboard and video display terminal (VDT). The employee must keep up with the fast paced demands of the dispatch center, extensive problem solving and rapid compiling of information for reports. This job includes continuous VDT monitoring and extensive keyboard data entry. Employee is required to occasionally move throughout the office from their workstation to the CMS workstation. Employee must be able to hear radio calls accurately, record information correctly, and then speak clearly to relay pertinent information. Employee is expected to handle multiple incidents, stay calm under pressure and react quickly and efficiently to emergency situations. Employee must have the ability to develop and maintain cooperative relationships and respond appropriately to difficult situations with the public and media. Must have the ability to multi-task, adapt to changes in priorities and complete tasks with short notice. Most of the tasks assigned to the employee require interaction with many people; therefore it is important that the employee work with other in a cooperative manner. The employee shall value cultural diversity and other individual differences that may appear in the workforce. May be subject to and have the ability to handle irate or intense public or other project team members in a calm manner. Must be able to maintain emotional control during conflicts. Must be able to develop and maintain cooperative working relationships with those contacted in the course of work, communicate effectively and respond appropriately to difficult situations; recognize emotionally charged issues or problems and react appropriate for the situation. Must be able to deal effectively under pressure, maintain focus and intensity yet remain positive and persistent, even under adversity. Must behave in a fair and ethical manner towards others and demonstrate a sense of responsibility and commitment to public service. Must be able to sustain mental activity to produce reports, problem solve, analyze and reason solutions and take the initiative to effectuate appropriate actions.

WORK ENVIRONMENT

The TMC is a 24/7 operation. Willingness and ability to work rotating shifts (including nights), weekends, holidays, and overtime as required. Vacations may be restricted during peak travel times, during storms or when TMC is short staffed. Work in close quarters at a workstation with keyboard and video display terminal. Shifts may require working alone at night in the TMC building.

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

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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