

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Transportation Engineering Technician	OFFICE/BRANCH/SECTION District 4/Traffic Systems/TMC	
WORKING TITLE TMC Dispatch Operator	POSITION NUMBER 904-370-3175-XXX	EFFECTIVE DATE TBA

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:**

This position is in the Office of Traffic Systems, as a member of the Regional Transportation Management Center (RTMC) & Systems Operations Branch. Under the direct supervision of a Senior Transportation Engineer, the incumbent, together with existing personnel, will help staff the RTMC, 24 hours a day, 7 days a week, and provide support to system operations, as needed. The RTMC is located in the District 4 Office, in Oakland, and is jointly staffed with Caltrans, 511, and CHP personnel.

The duties for this position include the operation of the Caltrans RTMC, and related traffic management activities. Incumbent may be assigned work shifts outside normal working hours.

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
45%	E	Assists in the coordination of traffic management activities related to RTMC operations. This includes: gathering information for the CHP Computer Aided Dispatch (CAD) system, and CHP/ Caltrans radio frequencies. Provides traffic & traveler information to 511. Updates incident logs with information regarding lane/roadway closures on bridges and freeways, maintenance/ construction activities, and incident information status updates.
10%	E	Provides daily operation in the RTMC. This includes operating traffic management systems for the Bay Bridge and Bay Area freeways. Operates Ramp Meters, Changeable Message Signs (CMS), Highway advisory radios, and CCTV's.
10%	E	Provides Regional Transportation Management Plan support for lane closures.
10%	E	Collects and analyzes traffic and operational data for related traffic management studies. This includes data on traffic - speeds, volumes, accidents, vehicle delays, and other items needed for planning and evaluating of freeway service patrols, maintenance lane closures, special events, and incident management.
5%	E	Observe, record, and assist the operation of remote traffic management locations.
5%	E	Assists in developing traffic management strategies to mitigate traffic on State highways systems during major incidents and special events.
5%	E	Assists in providing traffic management at major incidents or events.
5%	E	Maintains Agency equipment, and updates incident, event, and administrative records.
5%	M	Occasionally creates and updates the RTMC activities log.

<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**

This position does not supervise.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The incumbent will perform basic highway capacity analysis to determine effects of changing conditions on the Bay Area

**ADA Notice**

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freeways. This includes assessments of the impacts that heavy vehicles, buses, weather, accidents, stalls, maintenance lane closures, and other factors related to highway capacity. The ability to provide accurate and frequent reports to media concerning traffic incidents, is essential. A basic knowledge of, or a willingness to learn, the fundamentals of highway operations is also desirable. The ability to operate various electronic and computer equipment used in the RTMC is required. Possession of strong computer skills is desirable to operate various systems.

The single most important requirement for this position is the ability to learn a variety of traffic operation techniques and apply those skills in a responsible & professional manner.

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## RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The activities of the RTMC Operations Unit relate directly to the health and safety of the traveling public, as well as State employees performing field work. Errors could result in negative impacts, varying from increased travel delays to potentially hazardous traffic conditions.

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## PUBLIC AND INTERNAL CONTACTS

This position requires extensive contact with CHP, Caltrans Maintenance, Construction Branches, and Public Affairs. Frequent contact may also be made with the media, FSP tow operators, Caltrans dispatch communications, 511 staff, and the general public. Good communication and interpersonal skills are preferred. Occassionally, incumbent will represent Caltrans during contact with the media & general public.

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## PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent must be able to function rationally and maintain professional work ethics while communicating and coordinating with others, under various conditions. These conditions would include: coordination of TMC/TMT/ Maintenance response activities during major incidents; dealing with traffic accidents, weather-related problems, multiple incidents, and conducting RTMC facility tours, or presentations at Field offices.

The position requires working with the CAD system. This system contains confidential information, incumbent will be required to pass a Department of Justice (DOJ) background investigation. This classification is only available to those candidates who successfully pass the background check. A package on the DOJ background check, illustrating requirements, will be provided.

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## WORK ENVIRONMENT

While at the base of operation, employee will work in a climate-controlled office under artificial lighting. Incumbent may also be required to travel and work outdoors, while being exposed to traffic, noise, uneven surfaces, and/or extreme heat or cold.

While we expect and promote internal transfers within the Division, for personal and professional development, we encourage staff to stay in their position long enough to develop expertise before transferring.

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)

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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

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