

POSITION DUTY STATEMENT

PM-0924 (REV 01/2022)

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| CLASSIFICATION TITLE Dispatcher-Clerk Sup, Caltrans | OFFICE/BRANCH/SECTION D12 M&O/Transportation Management Center (TMC) | |
| WORKING TITLE Dispatcher-Clerk Supervisor | POSITION NUMBER 912-691-3711-918 | REVISION DATE 06/05/2025 |

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 Supervising Transportation Engineer, Office Chief of Operations, the Dispatcher-Clerk Supervisor will supervise all District 12 Transportation Management Center (TMC) dispatching functions. The incumbent will supervise the dispatchers, ensuring procedures, laws, and regulations are met. The supervisor will train, approve/manage overtime, schedule works shifts, and hire new dispatchers. The supervisor will also perform the dispatcher's duties as necessary and perform a variety of clerical work consisting of typing, computer data entry, filing, and record keeping. Due to the confidentiality of information handled, all TMC staff are fingerprinted for a background check by the Department of Justice.

CORE COMPETENCIES:

As a Dispatcher-Clerk Sup, 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. (Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Integrity)
- Decision Making**: Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety First - Innovation, Integrity)
- 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 - Engagement, Equity, Integrity)
- Conflict Management**: Recognizes differences in opinions and encourages open discussion. Uses appropriate interpersonal styles. Finds agreement on issues as appropriate. Deals effectively with others in conflict situation. (Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Equity, Integrity)
- Organizational Awareness**: Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Safety First - Integrity, 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 - Integrity)
- Workforce Management**: Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Safety First, Cultivate Excellence - Integrity)
- Thoroughness**: Ensures that work and information is complete and accurate. Ensures that assignment goals, objectives, and completion dates are met. Documents and reports on work progress. (Safety First, Cultivate Excellence, Strengthen Stewardship and Drive Efficiency - Engagement, Innovation, Integrity)

TYPICAL DUTIES:

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

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| 45% | E | Plan, organize, and assign work for all dispatchers. Dispatcher activities include transmitting and receiving on channel radio and receiving all incoming calls from different agencies on multiple phone lines. Monitor California Highway Patrol (CHP) and Caltrans (CT) radio frequencies and Computer Assisted Dispatch (CAD) to aid in the rapid identification of collisions and emergency/non-emergency incidents concerning traffic, crimes, fire, and medical emergencies. Dispatch and direct CT personnel including Traffic Management Teams, Maintenance, Construction, Permits, Facilities, and Right-of-Way to major incidents and maintain communication throughout an incident. Provide incident information and updates on traffic information to District 12 Public Information Office (PIO), District 12 Director, Deputy District Director of Maintenance and Operations, and Operations Program Chiefs, as necessary. Assist with clerical duties and a variety of computer programs. Coordinates with TMC Operators (Transportation Engineering Technicians) on incident management, reports, and other requests. Perform the more difficult and sensitive tasks and other duties appropriate for the class. Attend the necessary statewide TMC Dispatcher-related meetings to represent the district's interests on the subject. Attend the necessary emergency preparedness meetings to represent the TMC's Dispatcher role and responsibilities. Attend meetings to provide feedback for the development of TMC dispatch software and programs and to represent the District's Dispatchers needs. |
| 25% | E | Process preemployment requirements of new Dispatcher Clerks which includes procedures on background checking, fingerprinting (CHP live-scan), and substance testing with ODCAST. Follows the Caltrans on-boarding protocols and checklist as a structured approach to welcome, inform and prepare the employee for their role. Train dispatchers in the operation of all equipment in the TMC. Train the dispatchers on all the proper procedures, including, but not limited to the radio equipment, transmission codes, TMC procedures, rules, and regulations of the Department. To integrate new employees into the organization, from guiding during initial training and orientation to acclimating them to the Caltrans culture and their specific duties. Review and evaluate dispatcher clerks' work performance, conduct performance reviews, and prepare performance reports. Initiate work improvement discussions with staff and provide training or coaching to correct performance deficiencies; coach and mentor staff to assist with individual development efforts. Incumbent will process off-boarding of Dispatcher Clerks to formally separate an employee from Caltrans, whether due to resignation, termination or retirement. Follows Caltrans separation clearance procedures per Division of Human Resources' (DHR) and Division of Accounting's (DOA) process. |
| 10% | E | Prepare work schedules to provide 24-hour, 7-days-per-week coverage. Approve all vacation, sick time, and leave for employees. Review and approve dispatchers' time in the Staff Central system. The supervisor makes assignments to the TMC dispatcher staff, reviewing the staff efforts for sufficiency, quality and accuracy while maintaining daily schedules and meeting deadlines. |
| 10% | E | Maintain a list of contact information, work phone numbers, and other relevant numbers of emergency personnel within the District. Coordinates resources dispatched to calls of service. Maintain and log information for Freeway Service Patrol. Maintain and update the Maintenance Supervisor's list. Keep track of the Major Incident Database to ensure all major incidents are reported, maintain and update the TMC's Standard Operating Procedures, radio logs, and other pertinent information. Work to continually improve communication through all channels and resolve issues to ensure a high quality of service is maintained. |
| 5% | E | Investigate complaints and claims, utilizing databases, logs, and audio recordings to identify actions taken by the TMC and CT personnel. |
| 5% | E | Participate in the hiring process of new dispatchers. Complete annual forms submission, expectation memos, compliance to mandatory training, and other admin requirements. |

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

Directly supervise all dispatchers clerks at District 12 TMC.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of Microsoft Excel, Word, and Windows is expected. Knowledge of proper radio regulations in accordance with the Federal Communication Commission is required. The ability to understand directions in reference to maps (identifying locations, knowing north/south/east/west, and understanding basic traffic behavior) is essential. Knowledge of office methods and applications, and principles of effective supervision are required.

ADA Notice

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Ability to communicate proficiently, both orally and in writing, follow written and oral instruction, read maps quickly and accurately and speak in a clear and concise manner. An employee is recommended to be able to type at a speed of 40 words per minute. Deal tactfully with Caltrans personnel and the general public. Operate radios, seven-line telephone, computer, fax machine, CMS (Changeable Message Signs), HAR (Highway Advisory Radio), and CCTV (Closed Circuit Television). Think and act quickly in emergencies; analyze situations accurately and take effective action. Must have the ability to supervise a group of dispatchers effectively and contribute to the Department's Mission, Vision, Goals, and policies.

Analytical: Must be able to analyze and prioritize all information affecting dispatch operations and take appropriate actions. The employee 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 Traffic Monitoring Stations (TMS) and information provided by the CHP and Caltrans personnel.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgments and/or decisions could result in misinformation being disseminated regarding road conditions to the public, Caltrans employees, and other agencies. Improperly handled information could result in potentially hazardous traffic conditions, negative public image towards Caltrans, and excessive time in correcting the resulting problem.

PUBLIC AND INTERNAL CONTACTS

Internal contact is made on a daily basis with field and office personnel at all levels of the organization up to the District Director. Attend all meetings relating to the systems and operation of the TMC. The supervisor may have contact with the following external agencies: CHP, County agencies, City agencies, and other State agencies. Public contact may be made with private citizens and media.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee will be required to sit and/or stand for a long periods of time using a radio, keyboard, and video display terminal (VDT). This job included continuous VDT monitoring and extensive keyboard data entry. Employee is required to occasionally move throughout the office from their workstation to other work areas. 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 effectively to emergency situations. Employee needs to have sustained mental activity for incident detection, analysis, prioritizing, and appropriate response. Employee must have the ability to develop and maintain cooperative relationships and respond appropriately to difficult situations with the public and media.

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 with the keyboard and video display terminal. Shifts may require working alone at night in the TMC building.

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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)

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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.

SUPERVISOR (Print)

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| SUPERVISOR (Signature) | DATE |
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