

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Transportation Engineer Tech	OFFICE/BRANCH/SECTION District 11/Traffic Safety & Ops/Transportation Mgmt Center	
WORKING TITLE Transportation Management Center Operator (Graveyard Shift)	POSITION NUMBER 911-350-3175-XXX	REVISION DATE 05/05/2025

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the supervision of the Senior Transportation Engineer (Transportation Management Center Branch Chief), the Transportation Engineering Technician (Transportation Management Center Operator) performs complex duties to ensure the safe and efficient operation of California's state highways through real-time incident response, data-driven traffic management, and coordination with multi-agency partners. This role requires rapid decision-making to mitigate disruptions caused by incidents, hazards, or emergencies, while adhering to Caltrans protocols and promoting public safety.

This position is subject to occasional callouts, modified shifts, overtime, night work (6:30 p.m. to 5:00 a.m.), and holiday work and sometimes, with minimal notice to address critical incidents.

Appointment to this position is contingent on passing the Department of Justice (DOJ) background check.

CORE COMPETENCIES:

As a Transportation Engineer Tech, 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 - Collaboration, Integrity)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Equity - Equity)
- **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. (Equity, Climate Action - Equity)
- **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, Equity - Integrity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Pride)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety - Collaboration, People First)
- **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. (Employee Excellence - Innovation)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Safety, Equity - Innovation)
- **Organizational Skills**: Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Innovation)

TYPICAL DUTIES:

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

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40%	E	<p>REAL-TIME TRAFFIC MONITORING AND INCIDENT RESPONSE</p> <p>Monitors highway and traffic conditions using the Advanced Transportation Management System (ATMS) and the California Highway Patrol (CHP) Computer Aided Dispatch (CAD) system to detect incidents, hazards, or emergencies that disrupt traffic flow. Initiates rapid, effective response protocol to reduce traveler delay and to improve mobility and safety. Operates the Activate Changeable Message Signs and Highway Advisory Radios to minimize delays and enhance motorist safety. Coordinates with CHP, field personnel, and the Traffic Management Team via two-way radio and phone to implement detours, clear incidents, and restore traffic flow. Gathers and communicates critical incident information to management, Headquarters Communications Center (HCC), and others via phone, text, e-mail, or social media platforms. Documents incident data and operational activities in the Transportation Management Center (TMC) Activity Logging System and ensures accurate real-time updates and compliance with record keeping standards.</p>
30%	E	<p>CONSTRUCTION AND MAINTENANCE ZONE</p> <p>Processes planned lane closure activities by inputting data into the Lane Closure System and updating the ATMS and CHP CAD to reflect current work zone configurations. Monitors traffic patterns near active construction and maintenance work zones using CCTV feeds and sensor data to identify congestion risks and assists in deploying Caltrans field personnel and CHP as needed. Validates maintenance requests and dispatches field crews using the Integrated Maintenance Management System (IMMS) to address roadway hazards or infrastructure failures. Supports legal investigations by compiling incident reports, data, system logs, and other pertinent information for the Legal Division's claim resolution process.</p>
20%	E	<p>EMERGENCY OPERATIONS AND SYSTEM COORDINATION</p> <p>Evaluates and prioritizes CHP requests for Caltrans support by dispatching maintenance, traffic, or construction staff to address roadway emergencies. Monitors seismic activity alerts and initiates response protocols for infrastructure inspections or public notifications. Activates AMBER Alert Changeable Message Signs (CMS) postings upon verified request from law enforcement and ensures timely public dissemination of critical information. Coordinates with HCC to test emergency communication systems (e.g., Emergency Satellite System (ESAT), Green phones) weekly and during Emergency Operation Center activations.</p>
5%	E	<p>EXPRESS LANE SYSTEM</p> <p>Operates the I-15 Express Lane Control System (ELCS) to adjust lane configurations during incident management or peak traffic periods and coordinates with field personnel and others to ensure safe transitions. Monitors and evaluates the I-15 ELCS for malfunctions and notifies appropriate personnel for immediate action.</p>
5%	M	<p>OTHER RELATED RESPONSIBILITIES</p> <p>Participates in team meetings and TMC operational planning meetings to refine response strategies. Contributes to system enhancement projects by providing insights on traffic management tools and workflows.</p>

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

The incumbent has no direct supervision over others

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

- Knowledge of traffic and transportation engineering principles and departmental traffic management operations, methods, and procedures related to maintenance and construction activities.
- Proficiency in MS Office Suite (e.g., Outlook, Word, Excel, Access) and transportation management systems (e.g., ATMS, CHP CAD, GIS).
- Ability to utilize computer applications for engineering work and learn new technical systems.
- Ability to monitor and analyze real-time traffic conditions and roadway emergencies using multiple data sources to prioritize responses.
- Ability to quickly and accurately evaluate traffic impacts and take effective action.
- Ability to interpret road maps, construction plans, and detour strategies for signing and alternate routing, and the capacity to assess roadway emergencies and coordinate effective responses.
- Ability to use and adjust computer keyboards to view and interpret data from multiple video-display terminals to assist emergency responders and make effective responses.
- Ability to communicate clearly, concisely, and effectively at a level required for successful job performance via Caltrans radio

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system, phones, and written reports and emails.

- Ability to remain calm, prioritize tasks, and remain in control while handling multiple incidents during high-pressure situations.
 - Ability to organize information and data logically and maintain detailed records.
 - Ability to maintain respectful, productive, professional, and cooperative working relations with those contacted during work and in various situations.
 - Ability to follow oral and written directions precisely.
 - Ability to work nonstandard hours (e.g., overnight shifts, weekends, holidays), including emergency response with minimal notice.
-

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for making real-time decisions and seeking assistance, where judgment calls directly impact public safety and regional mobility. This position requires constant evaluation of traffic scenarios with immediate implementation of appropriate response protocols. Errors in judgment and decisions could result in severe consequences, including increased congestion, traffic delay, and compromised roadway safety to the traveling public, and may result in tort liability for the Department. The position requires maintaining exceptional awareness during extended shifts where fatigue or distraction could contribute to critical errors with far-reaching consequences.

PUBLIC AND INTERNAL CONTACTS

The incumbent serves as the point of contact for TMC operations and communicates with field personnel via two-way radio while providing real-time updates to Caltrans management, personnel, Headquarters staff, CHP, consultants, contractors, and local agency representatives by phone. All interactions with internal teams, external partners, and the public must be professional and be able to communicate and convey TMC operations, traffic management activities accurately, and incident details clearly. The incumbent must adhere strictly to departmental protocols while facilitating information exchange between multiple agencies during both routine operations and emergency response scenarios.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

- Prolonged sitting while using multiple computer workstations, phones, radio, and specialized traffic management equipment to accomplish tasks.
 - Visual acuity to monitor and interpret real-time traffic data across multiple video displays.
 - Sustained concentration to maintain situational awareness of traffic conditions.
 - Rapid information processing to analyze traffic conditions to initiate timely and effective responses for time-sensitive decision making.
 - May be exposed to graphic incident details through CHP coordination.
 - Emotional resilience when managing high-stress incidents with public safety implications.
 - Professional composure when communicating during crises.
-

WORK ENVIRONMENT

The incumbent works in a climate-controlled operations center with ergonomic workstations in a secured facility with artificial lighting in multi-floor state buildings equipped with elevators and stairs. This position requires working a 4-day/10-hour night shift schedule (6:30 p.m. to 5:00 a.m.), including weekends and holidays, with potential schedule modifications due to emergencies, staffing shortages, or ongoing activities. The role requires extended periods of focused computer and traffic management equipment use during overnight hours while maintaining constant alertness. Occasional travel may be required as part of the job responsibilities. The incumbent must possess a valid driver's license to operate a State-owned or leased vehicle.

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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.)

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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POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Junior Engineering Technician	OFFICE/BRANCH/SECTION D11/Traffic Safety & Operations/Transportation Mgmt Center	
WORKING TITLE Transportation Mgmt Center Asst Operator (Graveyard Shift)	POSITION NUMBER 911-350-3008-XXX	REVISION DATE 05/05/2025

As a valued member of the Caltrans team, you make it possible to improve lives and communities through transportation.

GENERAL STATEMENT:

Under the close supervision of the Senior Transportation Engineer (Transportation Management Center Branch Chief), the Junior Engineering Technician (Transportation Management Center Assistant Operator) performs routine technical support for traffic management operations. This entry-level position assists in monitoring highway conditions, documenting incidents, and maintaining systems to support the safe and efficient operation of California's state highways.

This position is subject to occasional callouts, modified shifts, overtime, night work (6:30 p.m. to 5:00 a.m.), and holiday work and sometimes, with minimal notice to address critical incidents.

Appointment to this position is contingent on passing the Department of Justice (DOJ) background check.

CORE COMPETENCIES:

As a Junior Engineering Technician, 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 - Integrity)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Equity, Climate Action - Equity)
- **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. (Employee 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. (Equity, Climate Action - Integrity)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Collaboration, Integrity)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety - Collaboration, People First)
- **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 - Integrity)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Safety - Innovation)
- **Organizational Skills**: Keeps work prioritized and organized. Logically approaches situations. (Employee Excellence - Innovation)

TYPICAL DUTIES:

Percentage
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40%	E	<p>TRAFFIC MONITORING SUPPORT</p> <p>Supports in monitoring highway and traffic conditions using the Advanced Transportation Management System (ATMS) and the California Highway Patrol (CHP) Computer Aided Dispatch (CAD) system to help identify incidents, hazards, or emergencies that disrupt traffic flow and promptly reports observations to senior staff. Supports response protocols by assisting with the Activate Changeable Message Signs and Highway Advisory Radios when directed by senior personnel. Aids in communications by relaying basic information between CHP, field personnel, and the Traffic Management Team via two-way radio and phone. Assists with incident information distribution by helping prepare draft communications for review before dissemination to management, Headquarters Communications Center (HCC), and others via phone, text, e-mail, or social media platforms. Records incident data and operational activities in the Transportation Management Center (TMC) Activity Logging System as reported by senior staff.</p>
30%	E	<p>CONSTRUCTION AND MAINTENANCE ZONE SUPPORT</p> <p>Assists with planned lane closure activities by inputting pre-approved data into the Lane Closure System. Observes construction and maintenance work zones using CCTV feeds and reports unusual congestion patterns to senior staff and assists in deploying Caltrans field personnel and CHP as needed. Logs maintenance requests in the Integrated Maintenance Management System (IMMS) as directed. Gathers incident reports, data, system logs, and other supporting documents for legal case files under supervisor guidance.</p>
20%	E	<p>EMERGENCY SUPPORT ASSISTANCE</p> <p>Records CHP requests for Caltrans support in tracking logs and alerts the supervisor to priority incidents. Monitors seismic activity alerts and follows prescribed checklist procedures for reporting. Assists with AMBER Alert Changeable Message Signs (CMS) postings upon verified request from law enforcement and ensures timely public dissemination of critical information. Participates in emergency systems tests by performing basic function checks on emergency communication systems (e.g., Emergency Satellite System (ESAT), Green phones) weekly and during Emergency Operation Center activations.</p>
5%	E	<p>EXPRESS LANE SYSTEM SUPPORT</p> <p>Supports the I-15 Express Lane Control System (ELCS) operations for lane configuration by monitoring system status displays and reports any observed irregularities to field personnel and others. Follows established protocols to input lane configuration changes into the I-15 ELCS when directed by qualified personnel. Documents the I-15 ELCS for malfunctions and notifies appropriate personnel for immediate action.</p>
5%	M	<p>OTHER RELATED RESPONSIBILITIES</p> <p>Participates in team meetings and TMC operational planning meetings to refine response strategies. Contributes to system enhancement projects by providing insights on traffic management tools and workflows.</p>

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

The incumbent has no direct supervision over others.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

- Knowledge of elementary and routine fundamental traffic and transportation concepts and basic departmental traffic management procedures as related to maintenance and construction activities.
- Basic proficiency with MS Office Suite (e.g., Outlook, Word, Excel, Access) and transportation management systems for data entry and simple reporting.
- Willingness to learn computer applications and new systems.
- Ability to recognize and report unusual traffic patterns or system alerts.
- Ability to communicate effectively at a level required for successful job performance via Caltrans Radio system, phones, and written routine reports and correspondence.
- Ability to follow directions.
- Ability to work nonstandard hours (e.g., overnight shifts, weekends, holidays), including emergency response with minimal notice.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for performing routine tasks under close supervision and following established protocols with minimal independent judgment. While errors in decisions could result in delayed or ineffective responses, all work undergoes

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supervisory review to prevent significant impacts. This role must adhere strictly to protocols, promptly escalate unusual situations, and maintain focus during shifts.

PUBLIC AND INTERNAL CONTACTS

The incumbent assists with basic communications with field personnel via two-way radio by relaying operational updates to Caltrans management, personnel, and Headquarters staff, CHP, consultants, contractors, and local agency representatives by phone. All interactions with internal teams, external partners, and the public must be professional. The incumbent must adhere strictly to departmental protocols while facilitating information exchange during both routine operations and emergency response scenarios.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

- Prolonged sitting while using multiple computer workstations, phones, radio, and specialized traffic management equipment to accomplish tasks.
 - Visual acuity to monitor and interpret real-time traffic data across multiple video displays.
 - Attentive to maintaining situational awareness of traffic conditions. May be exposed to graphic incident details through CHP coordination.
-

WORK ENVIRONMENT

The incumbent works in a climate-controlled operations center with ergonomic workstations in a secured facility with artificial lighting in multi-floor state buildings equipped with elevators and stairs. This position requires working a 4-day/10-hour night shift schedule (6:30 p.m. to 5:00 a.m.), including weekends and holidays, with potential schedule modifications due to emergencies, staffing shortages, or ongoing activities. The role requires extended periods of focused computer and traffic management equipment use during overnight hours while maintaining constant alertness. Occasional travel may be required as part of the job responsibilities. The incumbent must possess a valid driver's license to operate a State-owned or leased vehicle.

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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