

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Transportation Engineer Tech	OFFICE/BRANCH/SECTION D6/Traffic Ops/Traffic Management Center (TMC)	
WORKING TITLE TMC Operator	POSITION NUMBER 906-350-3175	REVISION DATE 5/12/2026

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

GENERAL STATEMENT:

Under supervision of a Senior Transportation Engineer, the incumbent will work alone and/or in a group to operate the District 6 Transportation Management Center (TMC) with the objective of efficiently managing traffic within the District 6 highway system. This will be accomplished by monitoring highway conditions, detecting congestion and incidents, determining and enacting appropriate response, and disseminating motorist information. During off-pick hours, the incumbent will also be responsible for traffic engineering work including field surveillance, traffic counts, traffic analyses, lane closure request charts, operational presorts, Traffic Management Plans, and recommendations for improvement projects. Pilot and assist other drone pilots on missions with Unmanned Aerial Systems. This position is only available to candidates that successfully pass the Department of Justice background check. The incumbent will also be required to sign CHP form 101A annually.

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. (Employee Excellence - Stewardship)
- **Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Stewardship)
- **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, Prosperity - 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. (Prosperity - Collaboration, People First)
- **Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety - Collaboration, Stewardship)
- **Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - 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. (Equity - Collaboration)
- **Analytical Skills**: Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (Safety - Innovation)
- **Computer literacy and application**: Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Employee Excellence - Innovation)

TYPICAL DUTIES:

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

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40%	E	SATFF AND OPERATE TMC: Monitor Caltrans and California Highway Patrol (CHP) operations using Quickmap and other traffic surveillance systems; transmit, receive, and monitor communications with the Traffic Management Team (TMT); maintain detailed incident logs and records of Traffic Management Center (TMC) activities; monitor freeway operations utilizing surveillance software and hardware; answer telephones; coordinate Incident Response Team activities; operate fixed and portable traffic control devices, including Changeable Message Signs (CMS) and Highway Advisory Radios (HAR) systems; Monitor Close-Circuit Television (CCTV) system, maintain communications with Caltrans Public Information Officer, Maintenance personnel, and Traffic Management team (TMT) staff; provide real-time motorist information to the appropriate Caltrans personnel and response groups; and attend periodic meetings to discuss traffic operations and incident management. Interpret Traffic Management Plans and apply them effectively to situational challenges during incident response operations.
40%	E	Lane Closure Management: Analyze traffic volume data and estimate delays to motorists resulting from Construction, Maintenance, and Permit-related lane closures. Provide calculated input and recommendations to the Lane Closure Manager (LCM), a Transportation Engineer (Civil), Range D, for review and approval of future lane closure requests. These recommendations consider the impact of active closures, any issues they have caused, and aim to identify and mitigate problematic closure operations that may negatively affect traffic flow and motorist safety. Log into the Lane Closure System (LCS) to accurately record the start and end times of approved closures. Cancel approved lane closure requests when directed by the Construction Resident Engineer, a Transportation Engineer (Civil), Range D, or their designated staff. Create and approve emergency lane closure requests when warranted and notify appropriate internal and external agencies of changes or updates in the system as needed.
15%	E	TRAFFIC PLANNING AND ENGINEERING: Use traffic engineering skills to assist in the preparation of traffic plans and special operations during major events; assist in the planning of alternative routes and methods for direction of traffic and executing the plan during actual emergency highway closures; assist in the evaluation of Traffic Management Plans (TMP) for construction and maintenance projects. Review project traffic handling plans as well as district-wide Detour Plans. Use traffic volumes to calculate and update/design lane closure request charts for TMPs and field maintenance closures. Immediately investigates claims requests for information, and prepares various reports including but not limited to Proposition 65 reports, Major Incident Database (MIDS) reports, and Amber Alert Reports.
5%	M	TRAFFIC MANAGEMENT: Plan and manage traffic control for special events. Assist in the preparation for planned and/or emergency highway closures. Work closely with the Maintenance and Construction personnel. Assist branch in succession planning and participates in cross training. Pilot and assist other drone pilots on missions with Unmanned Aerial Systems.

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

No direct supervision will be exercised.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent is expected to have some knowledge of departmental operations, computer principles, exceptional oral and written communication skills, Microsoft Office Word and Excel programs, data organizing, and time management. Ability to analyze data accurately, evaluate solutions, make effective recommendations, and translate them into written reports. A working knowledge of traffic controls used by maintenance and construction are desirable. Must be able to communicate clearly and concisely and have a clear voice to be understood over the radio and telephone. Must be able to carry out verbal and written instructions, give verbal directions and work well with others. Must be familiar with State and local road system within District 6 and its borders.

This position is only available to candidates that successfully pass the Department of Justice background check.

The incumbent will also be required to sign CHP form 101A annually.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

An error in judgment could delay the response to clearing incidents, interrupt the flow of information between Caltrans and CHP, and result in poorly operated management system. Delayed or inaccurate information to motorists and other agencies could result in a breakdown of traffic flow, lost time to motorists, and loss of credibility. The most extreme errors could result in a tort liability judgment against the State.

PUBLIC AND INTERNAL CONTACTS

Incumbent will have frequent and continual contacts with other Caltrans personnel, CHP, cities, counties, and other public agencies, the general public, and news media.

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PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Work in the TMC will involve extended periods of sitting. Incumbent must be able to multi task; to communicate clearly with a variety of agencies and individuals using two-way radios, telephones, and computers during emergency situations; assist in directing field personnel in a highly stressful environment.

WORK ENVIRONMENT

Because the TMC operates on a 24 hour per day, 7 days per week schedule, the incumbent is required to work weekends, holidays, and a variety of shifts including night and swing shifts. Work schedules may be rotated among TMC operators based on operational needs. Overtime may be required and incumbent is expected to work as needed to support continuous operations. The incumbent will perform duties in a controlled, low light environment featuring multi wall mounted video monitors as well as a multi-display computer terminal. Additional tasks may be performed under artificial lighting as required.

Reviewed and Approved for advertising:

SUPERVISOR (signature)

(print)

DATE

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