

CLASSIFICATION TITLE Dispatcher-Clerk Sup, Caltrans	OFFICE/BRANCH/SECTION D3/Traffic Operations/RTMC, Unit 0398	
WORKING TITLE Dispatch Supervisor - Graveyard Shift	POSITION NUMBER 903-350-3711-xxx	REVISION DATE 03/19/2026

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

GENERAL STATEMENT:

Working under the direction of the Regional Transportation Management Center (RTMC) Office Chief (a Senior Transportation Engineer), incumbent will supervise the nightly operation of the District 3 Traffic Operations located at the RTMC in Rancho Cordova. The incumbent will directly supervise a group of Caltrans Dispatcher Clerks; ensure all of the rules, laws, regulations, policies and procedures pertaining to the dispatch operation are adhered to; schedule work shifts; coordinate training for dispatchers; ensure the information in all logs, data bases, and information binders are accurate and kept current and properly entered; incumbent will ensure that proper notification policies are followed during incidents and will perform dispatching and limited traffic management functions when necessary or required. Have the ability to type 40 wpm. Background check is required.

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.

- **Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Safety - Collaboration, Equity, Innovation, Integrity, Pride)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (Safety - Collaboration)
- **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. (Safety - Collaboration, Integrity, Pride)
- **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. (Safety - Collaboration, Integrity)
- **Relationship Building:** The ability to develop and maintain internal and external trust and professional relationships, which includes listening and understanding to build rapport. (Safety - Collaboration, Integrity, Pride)
- **Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Safety - Collaboration, Equity, Innovation, 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 - Collaboration, Equity, Innovation)
- **Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Safety - Collaboration, Integrity, Pride)
- **Computer literacy and application:** Appropriate knowledge of computer applications and other tools necessary to successfully perform tasks. (Safety - Collaboration, Innovation)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
20% E	The incumbent will perform routine supervisory duties such as effectively managing minor issues and problems; overseeing the hiring of replacement and seasonal Caltrans Dispatcher/Clerks; resolving employee pay and time issues; preparing Annual Performance Reviews (APRs); encouraging and assisting employees with future upward mobility plans; ensuring that the department's directives, policies and procedures are complied with and utilize the department's progressive discipline program when applicable and necessary.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

20%	E	The incumbent will effectively plan, organize, and assign the dispatching duties of the Traffic Dispatch staff in the RTMC. Some basic and routine dispatching duties include but are not limited to; radio and telephone dispatching of mobile units, answering requests for information and assistance from the public, other government agencies, and Caltrans personnel; insuring all necessary logs, computer data bases and information binders are kept up to date and the information properly entered into them; ensure all department communication/notification policies and procedures are properly followed and adhered to.
10%	E	The incumbent will be expected to perform traffic dispatching duties on a limited basis to assist with heavy radio traffic periods or to substitute for planned or unplanned absences of dispatch personnel. Incumbent will operate TMC systems when required and log activities; systems include but not limited to, Traffic Management Center Activity Logging (TMCAL), Integrated Maintenance Management System (IMMS), Lane Closure System (LCS), Highway Advisory Radios (HAR). Incumbent will ensure the Public Information Office and District Management are notified of major issues in a timely manner and that the proper phone paging/notifications are performed.
10%	E	The incumbent is expected to develop and maintain a 24 hours a day, 7 days a week monthly work schedule for the Traffic Dispatch Operation. This schedule will be developed to utilize both traffic and maintenance dispatch personnel as effectively and efficiently as possible taking into account the heavy and light radio traffic periods, and prior requested time off by dispatchers.
10%	E	Incumbent will establish strategies, objectives and action items to achieve the Program's/Division's/District's/Department's/Agency's goals, seek to improve current processes, use work plans for assigned tasks and project management, and meet established due dates.
10%	E	The incumbent, when necessary, will coordinate with or assist the Quality Assurance operator in updating, maintaining and creating office policy and procedures that may affect Maintenance and Traffic Dispatch operations as well as the Traffic operator operations.
5%	E	The incumbent will be responsible for ordering and purchasing the necessary supplies for the Traffic Dispatch Operation. Incumbent will be required to obtain and properly utilize and maintain a Caltrans Credit Card (CALCARD). Incumbent will also be required to become familiar with the non credit cards purchasing processes for non credit card items.
5%	E	The incumbent will attend meetings when necessary to represent the Caltrans Traffic Dispatch Operation. The incumbent will hold regular staff meetings, clearly communicate goals and objectives to manage workload, and keep their staff apprised of information they need to perform their duties.
5%	M	The incumbent will assist with testing and assuring equipment in the Emergency Operations Center (EOC) at the RTMC is functioning properly.
5%	M	The incumbent will train or coordinate the training of the traffic dispatch staff in the care and operation of the dispatching equipment and the necessary computer software programs. Incumbent will ensure that employees will also receive adequate training on proper radio procedures, transmission codes, local and surrounding geography, and departmental rules, regulations, policies and procedures.

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

This position is a full supervisory position, supervising all Traffic Dispatchers in the RTMC.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent must have knowledge of policies and procedures pertaining to the supervision of employees. Employee must have a general knowledge of computers, their operation and computer software including Microsoft Windows, Microsoft Office; i.e. Excel, Word, Publisher and Outlook, Integrated Maintenance Management System (IMMS), Traffic Management Activity Logging System (TMCAL), Adobe Acrobat, and FileMaker Pro, Internet Explorer, Mozilla Firefox, and Google Chrome; a general knowledge of proper radio laws, rules, regulations, policies and procedures pertaining to radio communications in accordance with the Federal Communication Commission (FCC) and the department. Incumbent must possess knowledge of directions and legends referring to map reading (North, South, East, and West).

Employee must have the ability to think and act quickly in emergencies; analyze situations accurately and take effective action. Incumbent must have the ability to communicate well both orally and in writing; follow written and oral instructions; read maps quickly and accurately; and speak in a clear and concise manner. Incumbent have the ability to type at a minimum speed of 40 words per minute; deal tactfully with Caltrans personnel and the general public. Incumbent must have the ability to operate a multi-channel radio system, seven lined telephone, computer, dual lined fax machine, Enhanced Courier system, CMS

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

(Changeable Message Signs), HAR (Highway Advisory Radio).

Employee must have the ability to develop and maintain cooperative relationships and respond appropriately to difficult situations with the public, media and fellow government employees. Must possess the ability to function rationally, maintain professional work ethics and keep composure while communicating and coordinating with others under various conditions including high levels of stress such as coordinating maintenance response to activities during major incidents, dealing with traffic collisions, weather-related problems, Amber Alerts and multiple incidents.

Analytical: Must be able to analyze and prioritize all incoming calls in order to notify the proper personnel or department. Must be able to make decisions and disseminate information received from a variety of sources and initiate a proper maintenance response.

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

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment 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 negative public image towards Caltrans and excessive time in correcting the resulting problem.

PUBLIC AND INTERNAL CONTACTS

Internal and external contacts are made on a daily basis with Caltrans field and office personnel; other government agencies including Federal, State, County and City agencies; and frequent public contact with private citizens and possibly the media.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee will be required to sit for long periods of time using a radio, telephone, computer keyboard, and video display terminal. Employee needs to have sustained mental activity for report writing, analysis, and reasoning. Employee must have a voice quality well modulated for radio transmission; clear enunciation; orderliness; emotional stability and normal hearing.

WORK ENVIRONMENT

Incumbent will work in a climate-controlled office under artificial lighting.

The District 3 Regional Transportation Management Center is a 24-Hour a Day, 7-Day a Week operation. Dispatcher/Clerk and Dispatcher/Clerk Supervisor shift hours may vary, as well as normal days off. The Dispatcher Clerk Supervisor must be willing to perform the work required of a Dispatcher Clerk (as backup) with irregular hours including night shifts, weekends and holidays.

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

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