

**POSITION DUTY STATEMENT**

PM-0924 (REV 01/2022)

|                                                    |                                                             |               |
|----------------------------------------------------|-------------------------------------------------------------|---------------|
| CLASSIFICATION TITLE<br>Dispatcher-Clerk, Caltrans | OFFICE/BRANCH/SECTION<br>D7/Maintenance/Maintenance Support |               |
| WORKING TITLE<br>Dispatcher Clerk                  | POSITION NUMBER<br>907-601-3710-918                         | REVISION DATE |

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 direction of a Dispatcher Clerk Supervisor, Caltrans, Transportation Management Center (TMC) Communications Supervisor, the Dispatcher Clerk, Caltrans operates communication equipment in a dispatch center to receive and disseminate messages, broadcasts, and bulletins of both routine and emergency nature. The incumbent will maintain logs and records in accordance with the Highway Condition Reporting Requirements and perform other dispatch related duties for the Maintenance Division. The Transportation Management Center is a 24/7 operation and the incumbent will be required to work irregular hours including night shifts, weekends and with some overtime to be expected. The incumbent will be required to pass a Department of Justice background check and will be required to sign a California Highway Patrol form 101A, annually.

**CORE COMPETENCIES:**

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

**TYPICAL DUTIES:**

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

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|     |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 45% | E | The incumbent operates various equipment, such as the computer aided dispatch (CAD) system, Traffic Management Center Activity Log, (TMCAL), California Highway Patrol Media Information Bulletins board (MIS), telephone, fax, personal computer, and two-way radio system. Will answer calls, extract information, evaluate the nature of the calls and prioritize them. Relays and provides critical information to field crews. Prepares service requests for field personnel in the Integrated Maintenance Management System(IMMS). Prepares and assists with processing/ committing Customer Service Requests (CSR). Independently interprets radio, telephone and computer messages for routine, hazardous or unusual situations and quickly responds in a professional manner; taking appropriate action as indicated by the circumstances and in accordance with the Division of Traffic Operations Highway Condition Reporting Requirements. Constantly update Traffic Management Center Activity Log with incidents information, field units log calls, as well as, dispatchers' daily logs, including 10-8 (shift start), 10-10 (shift end), 10-97 (closure start) and 10-98 (closure end) times. |
| 35% | E | Maintains logs of all messages, road and weather conditions, and unplanned road, land and ramp closures. Prepares reports and records. Ensures data is entered exactly as received. Transmits Highway Condition Reports as specified in the Division of Traffic Operations Highway Condition Reporting Requirements, or as instructed by Supervisor, and updates all reports as required in Requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 15% | E | Researches and provides critical information to Public Affairs, other Traffic Management Center personnel and various agencies. Coordinate communications between field units and California Highway Patrol during incidents. Research documents to provide information to other departments (Legal, Public Affairs, Records, etc.) Send emails or other correspondence to advise Dispatch Staff and Supervisor of changes to field personnel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5%  | M | May perform other general clerical duties to assist maintenance support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

<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**

None

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The incumbent must have a working knowledge of the geography of California, and specific knowledge of the District 7's highway system. Must have knowledge of and the ability to operate complex telecommunications equipment including multiprocessor radios and other appliances. Must be able to operate a personal computer and other office machines associated with the assigned duties and have the ability to keep complex records and perform other clerical duties. The incumbent must be able to communicate orally and in writing in a clear and concise manner, hear and understand in the presence of significantly background noise; and extract critical information from radio and telephone calls. Must have the ability to independently analyze situations, establish priorities and take appropriate action as indicated by circumstances; and comprehend and relay information accurately and quickly. Must be able to recognize and keep information confidential; perform several functions simultaneously; adapt easily to varying situations; and maintain composure while working under stress.

**RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR**

The incumbent may be on duty alone and will have the sole responsibility of handling contact for emergencies such as traffic accidents, chemical spills, weather-related situations and other natural or man-made disasters. Decisions for contacting and coordinating communication with medical, fire and law enforcement agencies, as well as Caltrans personnel, Public Affairs and other government agencies is critical. Errors in judgment could result in increased congestion and delays for the traveling public, embarrassment and possible liability to the state, and misuse of call-out overtime.

**PUBLIC AND INTERNAL CONTACTS**

This position's sole purpose is communication and information management. The incumbent will have frequent contact with a wide variety of personnel and agencies including law enforcement and Caltrans personnel at all levels; and possible emergency medical, fire, the public, news media and politicians.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

The incumbent will be required to sit for long periods and perform fine manipulations using a personal computer with keyboards, mouse and monitor, as well as a teletypewriter, telephone and two-way radio. May also be required to transport files and other associated materials by pushing, pulling, lifting and carrying. Will be required to stand, twist, squat, stoop and reach.

**ADA Notice**

For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (279) 234-2284, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

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The incumbent will be required to cope with people and emergency situations that are emotionally charged. Must be sensitive to the situation, but be able to concentrate and work through emotional and stressful occurrences. Must be able to hear and see, with or without corrective assistance, at a satisfactory level for successful job performance.

WORK ENVIRONMENT

This position is located in an environmentally controlled office with artificial lighting. The office is secured from visitors and the incumbent will work in close proximity with others.

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)

|                      |      |
|----------------------|------|
| 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 |
|------------------------|------|