

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Dispatcher-Clerk, Caltrans	OFFICE/BRANCH/SECTION 03/709 Sutter Sierra Region	
WORKING TITLE Dispatcher-Clerk, Caltrans	POSITION NUMBER 903-709-3710	REVISION DATE 09/01/2026

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

GENERAL STATEMENT:

Working under the supervision of a Dispatch Clerk Supervisor, the incumbent dispatches in the Kingvale Communication Center. Typing certificate of 40 wpm desired. Must be able to perform efficiently and independently the following duties as stated below.

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.

- Managing Change:** Demonstrating support for organizational changes needed to improve the department's effectiveness; supporting, initiating, sponsoring and implementing change. (Safety - Collaboration)
- Dealing with Ambiguity (Risk):** Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety - Innovation)
- Initiative:** Ability to identify what needs to be done and doing it before being asked or required by the situation. Seeks out others involved in a situation to learn their perspectives. (Safety - Collaboration)
- 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 - Collaboration)
- Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Integrity)
- Customer Focus:** Considers, prioritizes, and takes action on the needs of both internal and external customers. (Employee Excellence - Innovation)
- 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. (Prosperity - Collaboration)
- Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Safety - Collaboration)
- 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 - Pride)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
45% E	Radio communications from field personnel, including proper logging procedures of chain controls, maintains various computer/electronic systems and posting of proper messages on the HAR, CMS, IMMS, LCS, etc. Deal effectively with field personnel on the radio, telephone and in person, as well as CHP, ski resorts, trucking companies, private citizens and other State agencies as well as news media.
45% E	May be required to work in the center alone and must be able to handle all aspects of the operations. Insure that proper records are kept in conjunction with the TMCAL program on chain control logs and daily incidents for the District Claims office and the TMC. Provide reports and/or statistical data as requested concerning operations of the center.
10% M	Perform various clerical duties assigned to the center.

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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

Employee may at any time be placed in charge of center as acting lead worker for other workers. Employee may be required to assist the department with training of new employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of base radio, radio procedures, radio transmission codes, geography of District 03 and the State of California including locations of highways, counties and principle cities. Familiar with office methods and equipment. Must be able to perform difficult clerical work including good grammar and spelling. Must type at least 40 WPM, supplying certificate where applicable. Must be able to work independently and use good judgment and analysis skills.

Must think and act quickly in emergency situation, read maps and charts quickly and accurately, analyze situations and take effective action, remain calm under extreme pressure, verbally express oneself in a well organized, clear and concise manner.

Will be required to work irregular hours, including evening and night shifts, weekends and holidays, voice must be well modulated for radio transmissions, with clear enunciation, orderliness, emotional stability and normal hearing.

May be required to submit to drug screening as condition of employment or at any time deemed appropriate to Management as set forth in the Department Policies.

Ability to work effectively alone or with others.

Must be able to analyze various work situations accurately and make sound decisions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Error may endanger co-workers and/or the public. Error may also cause a waste of time and waste of tax dollars through extra expense, or damage to State equipment and facilities.

PUBLIC AND INTERNAL CONTACTS

Required to maintain good relations with members of the public and employees from the same and other departments within Caltrans, as well as other agencies. May have contact with other public agencies and private individuals almost daily in the course of assignment. Employee is expected to maintain a favorable public image for the State.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Standing, Sitting and Walking are described to 96% sitting for a given period such as a work shift. 2% each for standing and 2% walking for faxing and or making copies of reports

Note: For standing, walking and sitting, along with several other activities, typical duties are used as examples in various situations to give ranges for the activities.

Standing, Sitting and Walking are described to equal 100% of the work time for a given period such as a work shift.

A. Snowy days: sitting during typical 12-hour shift, 80%, walking 10%, standing 10%.

B. Regular non-snow days: Sitting and walking 90% of the day, standing 10%.

Simple Grasping – This activity is necessary about 40% of the shift; using computer based equipment.

Fine Manipulation – This occurs about 60% of a day and usually while writing reports or manipulating the knobs and levers on the equipment and typing.

Importance of hearing – Essential on the job due to radio dispatching and answering radio calls from field personnel, also in answering telephones.

WORK ENVIRONMENT

Required to work in office setting that is high traffic volume, often dealing with many interruptions from this and a high volume of telephone calls. Due to constant interruption, incumbent must have the ability to prioritize and multi-task in order to complete work assignments.

May be required to work overtime due to storms, emergencies, special work projects, covering for sick co-workers or when the Supervisor deems that it is in the best interest of the State to work overtime.

ADA Notice

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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