

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE Transportation Engineer Tech	OFFICE/BRANCH/SECTION District 12/Traffic Operations/TMC	
WORKING TITLE Transportation Management Center (TMC) Operator	POSITION NUMBER 912-351-3175-010	REVISION DATE 09/14/2026

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 Transportation Management Center (TMC) Branch Chief, a Senior Transportation Engineer, the incumbent is responsible for monitoring roadway and traffic conditions on state highways and initiating effective responses to incidents, hazards, events or other unusual conditions in coordination with others in order to reduce traveler delay and enhance mobility and safety in the District. This position is subject to occasional call-outs, modified shifts, overtime, night work, and holiday work, sometimes without advanced notice.

The position is only available to candidates who successfully pass the Department of Justice background check, and the incumbent is required to sign California Highway Patrol (CHP) Information Access Privileges Agreement.

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 - Integrity)
- Dealing with Ambiguity (Risk)**: Can comfortably handle risk and uncertainty, as well as make decisions to act without having the total picture. (Safety, 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 - Equity, 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. (Safety, Equity - Collaboration, Integrity, Stewardship)
- Teamwork/Partnership**: Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Employee Excellence - Pride)
- Customer Focus**: Considers, prioritizes, and takes action on the needs of both internal and external customers. (Equity, Prosperity - People First, Stewardship)
- 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, Employee Excellence - 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, Stewardship)

TYPICAL DUTIES:

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

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65%	E	Monitors roadway and traffic conditions in real time and operate computer systems, such as the Advanced Transportation Management System (ATMS) and the CHP Computer Aided Dispatch (CAD) system for the identification and verification of incidents and other events that disrupt traffic flow or pose a hazard, and initiate effective responses to reduce traveler delay and improve mobility and safety. Activates Changeable Message Signs and Highway Advisory Radios as needed. Directs, coordinates, and supports the Traffic Management Team, and evaluates and coordinates alternate route strategies with others. Gathers and communicates incident information to management, Headquarters Communications Center (HCC), Public Information Office, and others via phone, text, e-mail, or social media; log incident data and operational activities and provides timely updates; assists in the preparation of various reports.
20%	E	Receives and records planned lane closure activities utilizing the Lane Closure System, and updates the ATMS and CHP CAD. Monitors traffic in and adjacent to construction and maintenance work zones, and assists Caltrans field personnel and CHP as needed.
10%	M	Validates the need for Caltrans involvement and deploys appropriate field crews as needed and provides support. Logs Caltrans field activities in the TMC Activity Logging System (ATMS) and issue service requests via the Integrated Maintenance Management System (IMMS). As needed, assists the Legal Division with gathering pertinent information and data for the resolution of claims. Coordinates with the HCC in the weekly testing of the (Emergency Satellite System) ESAT and Green phones, and during Emergency Operation Center activations. Operates the SR-91 Express Lane Control System (ELCS) for lane configuration as needed for incident management or standard operations while coordinating with field personnel and others. Monitors and evaluates the SR-91 ELCS for malfunctions and notify appropriate personnel for immediate action.
5%	E	Evaluates CHP request for Caltrans support and initiate call-outs to maintenance, traffic or construction staff as needed and support field activities. Monitors seismic system for events and initiate responses as appropriate; evaluates requests for AMBER Alert Changeable Message Signs (CMS) postings, maintains call-out lists and contacts information for TMC systems support, and initiates timely responses. Participates in team meetings for traffic management planning or critiques, and for TMC operational improvement projects.

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, but may act as lead worker over others.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

- Knowledge of fundamental traffic and transportation principles; basic departmental traffic management procedures as related to maintenance and construction activities; computer applications such as PEMS, MS Word, Excel, and Access; and ability to learn new applications;
- Ability to understand factors influencing traffic conditions and roadway emergencies; quickly and accurately evaluate and analyze traffic impacts and the need for field support and infrastructure repair; interpret road maps for signing and alternate routing, apply sound judgment and make effective responses;
- Ability to communicate clearly, concisely and effectively in English verbally over the Caltrans Radio system and phones, and in writing, and to remain calm and in control while handling multiple incidents;
- Ability to employ dexterity to type using multiple computer keyboards to view and interpret data from multiple video- display terminals and road maps to assist emergency responders, and make effective responses;
- Ability to organize information and data in a logical manner; maintain cordial and cooperative relations with those contacted during the course of work; and follow oral and written directions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for making real-time decisions or seeking assistance, and completing tasks on time and satisfactorily. Errors in judgment and/or decisions could result in delayed or ineffective responses, increased congestion and delay to the traveling public, and may affect public safety or result in tort liability for the Department.

PUBLIC AND INTERNAL CONTACTS

The incumbent communicates by two-way radio to field personnel, by phone to Caltrans management and Headquarters, and has contacts with CHP, other Caltrans personnel, consultants, contractors, and local agency representatives. The incumbent

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must perform professionally and be able to answer basic questions about traffic management activities coordinated in the TMC.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

- The incumbent may sit for long periods of time using multiple keyboards, video display terminals, and phones to accomplish their tasks. Being attentive to traffic operating systems conveying traffic conditions is essential to initiating timely and effective responses.
- Due to close working conditions with CHP, the incumbent may be exposed to incident details that are graphic in nature; the incumbent must maintain focus on tasks.

WORK ENVIRONMENT

While at the base of operation, the incumbent works in a climate-controlled office under artificial lighting, and may sit for long periods of time. Due to the circumstances of on-going activities or unforeseen staff shortage, modified shifts or overtime may be required, sometimes without prior notice, and requested vacations may be delayed. This position may require occasional travel. Possession of a valid driver's license is required to operate a State 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
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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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