STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

DOT PM-0924 (REV 01/2025)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Dispatcher-Clerk, Caltrans	08-602 MAINTENANCE SUPPORT (EFIS # 4275)	
WORKING TITLE	POSITION NUMBER	REVISION DATE
DISPATCHER CLERK	908-602-3710-XXX	09/01/2026

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

GENERAL STATEMENT:

Under the direction of a Caltrans Maintenance Dispatcher-Clerk Supervisor, the incumbent operates communication equipment in a dispatch center to receive and disseminate messages, broadcasts, and bulletins which be of a routine or emergency nature. The incumbent will maintain logs in Integrated Management Maintenance System (IMMS) and records, operates the CHP Computer Aided Dispatch (CAD) system and perform other duties related to the dispatch operations of the Maintenance Division in accordance with Department Transportation Communication Guidelines. The Dispatch Center/Traffic Management Center (TMC) is a 24/7 operation and the incumbent may be required to work irregular hours including night shifts, weekends, and holidays with some overtime to be expected. The incumbent is expected to consistently report to work on time as scheduled, demonstrate emotional stability and even temperament, and show willingness and initiative to take independent and appropriate action. The incumbent may be called upon to report to other locations in the District if the need arises. The ability to type 40 net words per minute is desirable. Work assignments in the TMC require the incumbent to successfully complete a background investigation per California Highway Patrol (CHP) and Caltrans Drug Test. Duties include but are not limited to:

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

TYPICAL DUTIES:

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

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40%	E	Uses various computer programs such as IMMS, Lane Closure System (LCS), Computer Aided Dispatch (CAD) system to communicate with CHP, CHP Media Information Bulletin Board (MIS), operates the CHP Computer Aided Dispatch (CAD) system, Microsoft Office 365 programs. Uses telephone, fax, and two-way radio system. Answers calls, extract information, evaluate the nature of the calls and prioritize them. Independently interprets radio, telephone, and computer messages for routine, hazardous, or unusual situations and quickly responds in a professional manner and makes proper recommendations and/or takes appropriate action as needed for the circumstances and in accordance with Maintenance Reportable Incident Schematic and the Department Communications Guidelines. Coordinates communication between field units and IETMC operators, CHP, and EOC during incidents.
30%	E	Maintains logs of calls, messages, road and weather conditions, and road, lane, and ramp closures in IMMS and other programs as instructed. Prepares reports and records. Ensures that data entered is exactly as received. Transmits Highway Conditions Report and other reports to Headquarters Communications Center and other locations as specified in Department Communications Guidelines or as instructed by supervisor. Makes updates to all reports as required in Guidelines, as frequently as hourly in some situations. Performs other computer work as requested using Microsoft Suite programs.
20%	E	Relays, researches, and provides critical information to field crews, the public, and various agencies. Coordinates communications between field units, TMC, and CHP during incidents. Makes business related calls for Maintenance field supervisors and/or superintendents as requested by Maintenance to assist with incident management.
5%	E	Reports to the Emergency Operations Center (EOC) to support the communication needs of the EOC command staff during emergency calls.
5%	M	Updates various lists which are used in emergency response procedures. Maintains familiarity with emergency procedures. Reviews and validates past log entries for completeness and accuracy. Performs other computer work as requested using Microsoft Word, Excel, Access, Outlook, and Power Point. Performs other job-related duties within the scope of the classification as assigned.

[1]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

This position is designated as Rank and File under collective bargaining and does not supervise other employees.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Must have general knowledge of the geography of California and specific knowledge of District 8's highway system. Must have knowledge of and the ability to operate complex telecommunications equipment including multiprocessor radios and other appliances. Must have 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 information in the presence of significant background noise; and extract critical information from incoming radio and telephone calls. Must have ability to independently evaluate situations, establish priorities, and take appropriate action as indicated by circumstances; must comprehend and relay information accurately and quickly. Must be able to recognize and keep information confidential; must perform several functions simultaneously; must adapt easily to varying situations; and must maintain composure while working under stress.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

May be on duty alone and will have the sole responsibility for 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, news media, 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

Frequent and regular contact with Maintenance field employees, supervisors, managers, and staff at the District Office and Headquarters levels. Will have extensive contact with the public and various local government and public interests group. Must conduct activities in a manner that projects a positive image of the Department and its policies and goals.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Required to sit for long periods of time using a keyboard, mouse, and monitor. Must be able to perform fine manipulation. Must be composed and articulate in high stress/emergency situations, meetings, and on the telephone. Must be emotionally stable

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and capable of performing several analytical and/or technical tasks concurrently, and capable of functioning successfully under pressure in order to meet various deadlines. May also be required to transport files and other associated materials by pushing, lifting, and carrying. The incumbent will be required to stand, twist, squat, stoop, and reach.

WORK ENVIRONMENT
Will work primarily in an office environment with climate control and artificial lighting. The incumbent will be required to sit for long periods of time using a video display terminal and a keyboard. The incumbent may be called upon to work in the Emergency Operations Center during natural or man-made disasters.

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

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