STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Caltrans Dispatch Clerk	D12 Operations & Maintenance (TMC)	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Caltrans Dispatch Clerk	912-640-3710-xxx	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the direction of a Caltrans TMC supervisor, the Caltrans Dispatch Clerk will operate and communicate on radio and telephone equipment in the District 12 Communication Center. The incumbent will also be assigned clerical work and other related work when necessary. The Dispatch Center is a 24/7 operation and the incumbent will be required to work overtime, work irregular shifts/alternate work schedule, including nights, holidays and weekends; may be required to work temporary and/or intermittent varied work shifts and required to respond to emergency situations and calls. The incumbent will be required to pass a Department of Justice background check and will be required to sign a CHP form 101A, annually. Typing certificate of 40 WPM net is required.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
60%	E	Incumbent will operate radio and telephone transmitting and receiving equipment; selects channels and adjusts receiver volume controls; dispatches mobile units and maintenance equipment to specified points as ordered; makes telephone requests for CHP assistance and tow car services; receives and disseminates information by utilizing radio, internet, fax and telephone equipment, for road information to various governmental agencies, newspapers and a variety of other organizations and the general public.
20%	E	Performs various types of clerical work: logs activities, incoming & outgoing radio, telephone & verbal messages; operates the CHP computer aided dispatch (CAD) station; prepares reports & memos; does filing.
15%	E	Relays, researches and provides critical information to field crews, the public and various agencies, Coordinates communications between field units and Traffic Management Center and CHP during incidents.
5%	E	Maintain and utilize after hour contact list for Department personnel relating to Highway closures, major incidents, construction work and other transportation emergencies.

[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

None

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have knowledge of the Geography of California, including the location of main highways, counties, and principal cities; office methods, computer programs including CAD and other computer software.

Type a speed of 40 words per minute. The incumbent should have some basic knowledge of Microsoft Word and Excel Programs. Ability to read maps quickly and accurately; communicate effectively at the level required for successful job performance; speak in a clear and concise manner; learn the logging system; follow directions; think and act quickly in emergencies; analyze situations accurately and take appropriate action.

Work cooperatively with co-workers and other team members, get along with others in a sometimes-stressful environment, and must be able to work under pressure; willing to come to work on short notice and work flexible schedule.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Poor decisions could result in danger or possible injury to the motoring public or other Caltrans employees.

PUBLIC AND INTERNAL CONTACTS

Contact with Highway Patrol and other law enforcement agencies, internal contact with other dispatchers and supervisors, occasional contact with the traveling public.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be able to sit for prolonged periods of time. He/she may be required to sit for long period of time using a keyboard and CHP computer aided dispatch (CAD) station. The incumbent will be required to pass a preemployment drug test and subject to reasonable suspicion testing during appointment. Must have the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; cope with and respond to emergency situations such as traffic/weather conditions and other natural disasters. Must deal tactfully and courteously with the public and staff. Must reason logically, draw valid conclusions, make appropriate recommendations, and adopt an effective course of action. This position must adhere to the customer service standards set by their unit and provide high quality service to internal and external customers.

WORK ENVIRONMENT

The employee may be required to sit for prolonged periods using keyboard. This position required the incumbent to dress in a professional manner due to tours and public viewing of the Transportation Management Center (TMC).

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