

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Dispatcher Clerk, Caltrans	OFFICE/BRANCH/SECTION Division of Maintenance and Traffic Ops Communication	
WORKING TITLE RTMC -Dispatcher	POSITION NUMBER 903-350-3710-XXX	EFFECTIVE DATE

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:**

Working under the supervision of a Dispatch Supervisor the incumbent will operate a 19-channel base radio, answer telephones, operate word processing equipment, maintain records, and make necessary changes to electronic changeable message signs (CMS) and Highway Advisory Radio System (HARS). 40 wpm typing certificate is required.

**TYPICAL DUTIES:**

Percentage		Job Description
35%	Essential (E)/Marginal (M) <sup>1</sup> E	19-channel base radio station: Transmit and receive messages from field personnel, other local and state agencies, i.e. law enforcement, such as California Highway Patrol (CHP), other government agencies, fire departments and public works. Comply with Federal Communications Commissions guidelines and Caltrans communications procedures for the operation of the microwave radio (transmitting and receiving), paging devices, recordings (logging and voice information). Assist in the coordination and control of District communications and mobile traffic under hazardous or unusual circumstances and maintains status of mobile units.  Topics of message may include, but are not limited to: Chain control information, unidentified substance spills, answering requests for assistance, ambulance, disabled vehicles needing tows, traffic accident in construction or maintenance work zone, natural disasters, fatalities, or any condition that restricts the normal flow of traffic on a State highway.
25%	E	Using proper telephone etiquette, answer telephone inquires from the general public, other agencies, or various Caltrans units regarding changing highway conditions. Receive and convey information via telephone. Most calls concern highway problems that require emergency call out and/or informing various public agencies of highway conditions. Information may be received by phone and transmitted to appropriate response personnel via radio.
20%	E	Operate word processing equipment as required producing radio call logs, email messages, general correspondence, various reports, statistical documents, spreadsheets, computer databases, etc. Receive and forward related highway and weather information for the preparation of highway condition reports. Review, update and prepare original messages for district and statewide distribution of highway condition information to various governmental agencies, the Nevada Department of Transportation, and various private agencies and businesses. During local or statewide major emergencies works closely with the Deputy District Director, Maintenance and prepares reports and transmits information requested by management personnel in the Emergency Operations Center (EOC). Will perform clerical duties as assigned, such as writing and preparing memos, e-mails and reports, filing and answering multi-line telephones, etc.
10%	M	Maintain records of highway conditions. Provide reports on highway conditions to Headquarters, District Office personnel, and the general public by telephone, email or fax as appropriate for the situation, review rough drafts of reports, letters and memos.

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5%	M	Electronic Changeable Message Signs (CMS): Enter or update approved crafted messages via Personal Computer for up to 68 electronic message signs, when instructed by a supervisor or lead coworker.
5%	M	Highway Advisory Radio System (HARS): There are 25 HARS, which are updated by personal computer. Using a digital recording system and either prerecorded or self-recorded messages the incumbent will, in a timely manner, activate or update approved crafted messages for current highway conditions and provide radio information for designated areas, when instructed by a supervisor or lead coworker.

<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.

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### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None

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### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Incumbent should possess the ability to think and act quickly in emergency situations. Evaluate situations accurately and take effective action. Remain calm under extreme pressure. Have knowledge of the geography of the 11 counties in District 3 and the state of California, including location of main highways, counties and principle cities. Ability to read maps quickly and accurately. Incumbent should also possess the ability to write and speak in a clear and concise manner and using proper English. Have the ability to type accurately at a speed of 40 words per minute. Incumbent must have the knowledge and ability in the use of various computer software programs, including Microsoft Word, Excel and Access, Google Chrome, Mozilla Firefox, IMMS (Integrated Maintenance Management System), TMCAL (Traffic Management Center Activity Logging), Microsoft Explorer and Outlook. Willingness to perform work requiring irregular hours including evening and night shifts, weekends and holidays; voice will be modulated for radio transmissions; clear enunciation; orderliness; emotional stability and normal hearing

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Responsible for independently following established procedures, due to the 24 hour, 7 day per week operation of the Transportation Management Center. Errors could result in increased response time to an incident. Information received or transmitted incorrectly or failure to follow established procedures would have a negative impact on Caltrans credibility with the public and various public agencies. In a worst case situation, errors could result in injuries or delays in obtaining aid for an injured person.

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### PUBLIC AND INTERNAL CONTACTS

Incumbent is 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. Contact may be with hostile public, and employee is expected to maintain a favorable public image for the State. Must be able to respond to inquires and provide accurate and factual information. Incumbent will be expected to communicate with Public Affairs and other units within the department.

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### 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 walking for faxing and or making copies of reports. The employee will be required to sit for prolonged periods of time using a keyboard and video display terminal. He/She must remain alert and calm while working as a member of a team monitoring traffic conditions and observing traffic flow and patterns. Employee is expected to multi-task and will be tasked with handling multiple incidents. Will be expected to remain calm under pressure and react quickly and efficiently to emergency situations. Must follow exact procedures when vehicle accidents are reported.

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### WORK ENVIRONMENT

The Transportation Management Center is staffed 24 hours per day, 7 days per week. Shift hours may vary, as well as

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normal days off. Incumbent must be willing to perform work requiring irregular hours including night shifts, weekends and holidays. The incumbent must be willing to rotate shift schedules through day, swing and graveyard shifts. May work shifts schedules involving shifts or work more than 8 hours. Incumbent must be willing to work overtime on short notice, often up to 12-hour shifts and capable of working in a high paced work environment.

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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.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

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DATE

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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

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DATE