

POSITION DUTY STATEMENT

PM-0924 (REV 3/2006)

CLASSIFICATION TITLE DISPATCHER CLERK, CALTRANS	DISTRICT/DIVISION/OFFICE 03/MAINTENANCE/SUPPORT TMC	
WORKING TITLE DISPATCHER	POSITION NUMBER 903-350-3710-xxx	EFFECTIVE 1/12/15

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 Caltrans 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). Ability to type least 40 wpm is highly desirable.

TYPICAL DUTIES: (BRIEF DESCRIPTION OF IMPORTANT DUTIES. RELATED DUTIES MAY BE GROUPED TOGETHER. USE ADDITIONAL SHEET IF NECESSARY.)

Percentage Essential (E)/Marginal (M) ¹	Job Description
35% (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 inquiries from the general public, other agencies, or various Caltrans units regarding changing highway conditions. Receive and

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

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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, 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).
- 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. Will perform clerical duties such as filing, photo-coping, send/receiving facsimiles, and mail distribution.
- 5% (M) Make changes to Electronic Changeable Message Signs (CMS): There are 17 electronic message signs, which are updated by Personal Computers. There are canned messages and self-created messages. The incumbent must be able to determine appropriate message for current highway conditions. Messages are to be reviewed on Personal Computer before displaying. Messages must be entered or updated in the CMS and displayed in a timely manner.
- 5% (M) Make changes to Highway Advisory Radio System (HARS): There are 17 HARS, which are updated by telephone. There are prerecorded and self-recorded messages for radio information for designated for areas. Utilize digital voice recording system. Dispatchers must be able to determine appropriate message for current highway conditions. Must have a voice that is well modulated, and the ability to speak in a clear concise manner. It is important that messages are relayed in a timely manner.

SUPERVISION EXERCISED OVER OTHERS

No direct supervision. Employee may at any time act as Lead over lesser experience staff or cover for Supervisor during temporary absences.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

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. Ability to write and speak in a clear

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and concise manner. Have the ability to type accurately at a speed of 40 words per minute or greater. Must have the knowledge and ability in the use of various computer software programs, including Microsoft Word, Excel and Access, Netscape Communicator, Microsoft Explorer and Lotus Notes.

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.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

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 injured person.

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. 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. Will be expected to communicate with Public Affairs and other units within the department.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Standing, Sitting and Walking is described to 96% sitting for a given period such as a work shift. 4% each for standing and walking for faxing and or making copies of reports.

WORK ENVIRONMENT

The Transportation Management Center is staffed 24 hours per day, 7 days per week. Shift hours may vary, as well as normal days off. 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. Must be willing to work overtime on short notice, often up to 12-hour shifts.

Shift Hours of Work are:

Graveyard Shift:	0000 Hours – 0800 Hours
Day Shift:	0600 Hours – 1430 Hours and 0730 Hours – 1600 Hours
Swing Shift:	1430 Hours – 2230 Hours and 1600 Hours – 2400 Hours

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I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (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)	DATE
EMPLOYEE (Signature)	DATE

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

SUPERVISOR (Print)	DATE
SUPERVISOR (Signature)	DATE