

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE DISPATCHER-CLERK	DISTRICT/DIVISION/OFFICE 04/MAINTENANCE SERVICES
WORKING TITLE DISPATCHER-CLERK	POSITION NUMBER/EFFECTIVE 904-605-3710 8/01/2013

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT:

Under general supervision of a Dispatcher Clerk Supervisor, the incumbent receives functional supervision after a period of training and job assimilation; supervision is not subject to continuous and direct control. Will use 40+ channel radio, answer telephones, operate word processing equipment, maintain records, and enter data onto various spreadsheets and reports. Incumbent should have general geographical knowledge of the area.

The incumbent must possess a valid 40 wpm typing certificate. As a dispatcher-clerk you are required to pass a Department of Justice background check and a drug screening test prior to appointment.

The District Communication Center (DCC) is responsible for dispatching for the entire nine Bay Area counties and parts of three other counties that border our District. The nine Bay Area counties are: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma counties. The DCC also handles some areas in Sacramento, San Joaquin and Lake Counties.

There are eight major bridges located in our District, the bridges are: Antioch, Benicia/Martinez, Carquinez, Dumbarton, Richmond/San Rafael, San Mateo/Hayward, San Francisco/Oakland Bay Bridge. Golden Gate Bridge is the only bridge that is not a state owned bridge.

TYPICAL DUTIES:

40% (E) The DCC dispatches for approximately 2500 mobile units throughout the District. We receive and transmit on 40+ radio channels. The DCC dispatcher is responsible for recording all incoming information into various databases. In addition, the DCC is responsible for dispatching tow trucks for all Bay Area bridges.

The DCC's Incident database is called the BAIRS (Bay Area Incident Response System); it is used in conjunction with the BAIRS GIS (Geographic Information

System). The BAIRS database tracks and archives all incident information that occurs within District 4.

LCS is the Lane Closure System. The LCS tracks all lane closure activity in real time, statewide. As a dispatcher in the District Communication Center it will be your responsibility to take the information from the field units and input the information into the LCS database as soon as you receive it to help maintain the real-time and efficiency of the system.

IMMS (Integrated Maintenance Management System) is another statewide database that dispatchers utilize to create service requests and/or work orders for the maintenance crews to respond to. When the request for service is completed, the work order is closed. This is a statewide system for personnel, equipment and inventory tracking.

CHP CAD (Computer Aided Dispatch) is a computer system that is utilized by the CHP and their dispatchers to communicate with each other. We monitor this system during incidents.

- 25% (E) Receives telephone calls and requests for action from various agencies; CHP Traffic Management, AAA, Maintenance units, Construction units, Contractors, etc. and provide assistance as needed either by contacting personnel to respond with equipment and personnel making notifications, providing assistance as requested and document and/or logging all information into proper databases.
- 20% (E) Monitors and logs information regarding lane closures, highway incidents, hazardous spills, all types of road and weather advisories; heavy fog, high wind, fire danger, etc. Provides assistance to the crews in the field, handle call-outs and makes telephone and electronic notifications to Headquarters, Deputy District Director, Public Information Officer, Safety Officers, Officer of the Day, Regional Managers, Supervisors, Equipment Managers, Hazmat Coordinator, etc. Prepares detailed reports of major incidents and unusual occurrences that occur on State Highways using the on-line, Major Incident Data Base (MIDB). Reports are faxed or emailed to various locations including Sacramento Headquarters.
- 10% (E) Receives radio calls and dispatches information accordingly; request for assistance for trouble calls, traffic accidents, hazardous spills, lane closures. The current system has over 2,500 mobile radios in operation.
- 5% (M) Performs general clerical duties such as filing, photo-copying, operating fax machine and other office equipment.

SUPERVISION EXERCISED OVER OTHERS

This position has no supervisory responsibilities.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

A typing certificate is required indicating the ability to accurately type 40 words per minute.

General knowledge of the geography of California, including the location of main highways, counties and principal cities; office methods and appliances; Federal Communications Commission's rules and regulations.

Ability to read maps quickly and accurately; speak in a clear, concise manner, use good English, and spell correctly; prepare written reports; ability to operate a PC; perform clerical work; follow oral and written directions; think and act quickly in emergencies; analyze situations accurately and take effective action.

Voice well modulated for radio transmission; clear enunciation, orderliness, emotional stability and normal hearing.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

At all times, the incumbent is aware of the possible occurrence of emergencies arising and must respond instantly, transmit accurately and immediately notify the proper individuals or units for the appropriate course of action. Failure in any of these functions could jeopardize the safety of the motoring public, Caltrans employees or the environment.

The incumbent must make routine decisions based on his or her experience and knowledge. By making the right decisions at the correct time in routine operations, the incumbent assures smooth operation, prevents problems from occurring to the workers, public or delays and inconvenience to the traveling motorist.

PUBLIC AND INTERNAL CONTACT

Radio contacts are extensive with all of the District's mobile maintenance and construction units concerning maintenance and construction operations. Contact with AAA, CHP, City/County Law Enforcement offices, as well as other allied agencies as needed. Public contact in this department is minimal.

WORK ENVIRONMENT

Willingness to perform work requiring irregular hours, including night shifts, weekends and holidays. Willingness to work beyond normal hours during emergencies. Willingness to work in

a noisy environment. The noise is from the activities of radio traffic, ringing of telephones, FAX machines and computer printers.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Incumbent may also be required to operate radio console in sitting position for a long period of time during emergencies and using the keyboard and video display terminal.

It is very important that the dispatcher remain calm and organized while performing several duties simultaneously. As a dispatcher, it is important to maintain a professional demeanor and work well with others.

I have read and understand the duties listed above and can perform them with/without reasonable accommodation. If you believe you may require reasonable accommodation, please discuss this with the 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

DATE

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

SUPERVISOR

DATE