

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

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| CLASSIFICATION TITLE DISPATCHER-CLERK | DISTRICT/DIVISION/OFFICE 04/MAINTENANCE SERVICES | |
| WORKING TITLE DISPATCHER-CLERK | POSITION NUMBER 904-605-3710 | EFFECTIVE DATE 10/26/2015 |

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 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 Communications 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, and the Golden Gate Bridge, which is the only bridge that is not a State owned bridge.

TYPICAL DUTIES:

| Percentage | Essential (E) ¹ Marginal (M) | Job Description |
|------------|--|--|
| 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/logging all incoming information into various databases. In addition, the DCC is responsible for dispatching tow trucks for all Bay Area bridges. |

ADA Notice

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| | | <p>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 the information for all incidents that occurs within District 4.</p> <p>LCS is the Lane Closure System. The LCS tracks all lane closure activities in real time, Statewide. As a dispatcher in the District Communications 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.</p> <p>IMMS (Integrated Maintenance Management System) is another statewide database that dispatchers utilize to create service requests and/or work orders for the field 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.</p> <p>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.</p> |
| 25% | E | Receives telephone calls and requests for action from various agencies, CHP, Traffic Management Center-Operations, AAA, field Maintenance units, Construction units, contractors, etc., and provides assistance as needed by contacting personnel to respond with personnel and equipment, making notifications to management, and documenting 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, handles 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. |
| 10% | E | Receives radio calls and dispatches information accordingly -- such as requests for assistance with traffic accidents/collisions, hazardous spills, and 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. |

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

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MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE 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 a minimum of 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; to speak in a clear and concise manner, to use good English and spell correctly; to 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.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

At all times, the incumbent is aware of the possible occurrence of emergencies arising, and must respond instantly, transmitting information accurately and immediately, notifying 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 and public, or delays and inconvenience to the traveling motorist.

PUBLIC AND INTERNAL CONTACTS

Radio contacts are extensive with all of the District's mobile maintenance and construction units concerning maintenance and construction operations. Contacts with AAA, CHP, city/county law enforcement offices, as well as other allied agencies as needed. Public contacts in this center are minimal.

WORK ENVIRONMENT

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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 monitor.

It is very important that the dispatcher remains calm and organized while performing multiple activities simultaneously. As a dispatcher, it is essential to maintain a professional demeanor and work well with others.

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)

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|----------------------|------|
| EMPLOYEE (Signature) | DATE |
|----------------------|------|

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

SUPERVISOR (Print)

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| SUPERVISOR (Signature) | DATE |
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