

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Dispatcher Clerk, Caltrans	OFFICE/BRANCH/SECTION District 5 TMC San Luis Obispo District Office	
WORKING TITLE Dispatcher	POSITION NUMBER 905-600-3710-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:

The duties for this position are performing dispatching in the Caltrans/CHP Transportation Management Center (TMC) within the D5 TMC. Work shifts may be outside normal working hours. Overtime and weekend work may be required. Must pass a Department of Justice background check and sign California Highway Patrol form 101A annually. Pre-employment Drug Testing is required.

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
50% E	Dispatch units using telecommunications terminals, CHP-CAD, police/fire department type radio and associated equipment. Take emergency and routine calls, exercise judgment in prioritizing calls and dispatching units, and provide information to supervisors/crew personnel regarding property, response time, and hazard/non-hazardous situations. Receive information from CHP, police/fire, public, field crews and/or agencies; determine availability and location of units and dispatch appropriately.
30% E	Assign a value to multiple calls, determining which rate is highest priority. Identifies and evaluates nature of calls received, extracting critical information, determining which are hazardous and require immediate attention, which may be held safely until the next day. Independently comprehends, interprets and analyzes radio, telephone and computer messages for routine, hazardous or unusual situations and quickly responds while maintaining composure, makes proper recommendations and/or takes appropriate action as indicated by circumstances. Acts frequently as the only on duty liaison between Caltrans the public and media. Incumbent has sole responsibility for emergency problems when working alone, which may be evenings, weekends, and holidays, when manager is not present.
10% E	Will have responsibility for gathering information, compiling and putting out the RIBS (Road Information Bulletins.) LCS for planned and Emergency Traffic Management operations. Reviews, assists with inputs approval/cancel/1097-1098 for times of colures, maintenance construction projects and notification to HQ CHIN for detours/delays.
10% E	Researches and provides critical information to field crews, the public and various agencies.

¹ESSENTIAL 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

TMC will dispatch crews using a multi-frequency channel radio, law enforcement type telecommunications terminals, computer terminals, phone and radio associated equipment. Ability to give accurate and frequent reports to media concerning traffic incidents is essential. A basic knowledge of, or a willingness to learn, the fundamentals of highway operations also desirable. Ability to establish and maintain professional and cooperative relations with those contacted in

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the course of the work, and to communicate effectively. Knowledge of the functional and organizational characteristics of the Division. Knowledge of computers and the Department's standard software. Ability to learn and operate various electronic and computer equipment used in the Traffic Management Center. The ability to work independently, learn quickly, analyze situations, and communicate tactfully and effectively with a variety of people with different backgrounds, experiences and attitudes. Must possess a typing certificate of 40 wpm.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment could directly affect the health and safety of the traveling public, as well as State employees operating in the field. Errors could have results varying from increased travel delay to potentially hazardous traffic conditions, and with potentially sensitive negotiations, public's perception of Caltrans may be affected by performance. State's loss financially, embarrassment to the Department or possible lawsuits against the State.

PUBLIC AND INTERNAL CONTACTS

Must be able to respond to inquiries and provide accurate and factual information and should be able to deal effectively with others. Will be expected to communicate with numerous people, both within and outside of the Caltrans organization. This position requires extensive contact with staff from CHP, Caltrans Maintenance, Construction Branches and Public Affairs in the district. Frequent contact may also be made with the general public. Good communications and interpersonal skills are preferred.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements for this position include standing or sitting for long periods of time using a keyboard and video display terminal and may occasionally require bending, stooping and kneeling and lifting. Mental requirements for this position include the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice; ability to organize and prioritize large volumes of varied documents; and the ability to concentrate in order to review and create documents and meet strict deadlines. Emotional requirements for this position include: interaction with many people and the ability for employees to work together in a cooperative manner; ability to resolve emotionally charged issues reasonably and diplomatically; deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful and treats others with respect; open to change and new information; and adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must be able to function rationally and maintain professional work ethics while communicating and coordinating with others under various conditions.

WORK ENVIRONMENT

While at their base of operation, employee will work in a climate-controlled office under artificial lighting.

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.

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SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE