

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE DISPATCHER CLERK SUPERVISOR	OFFICE/BRANCH/SECTION DISTRICT 07/TRAFFIC - OPERATIONS	
WORKING TITLE Supervisor	POSITION NUMBER 907-369-3711-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:

Under the direction of a Senior Transportation Engineer , Caltrans, Transportation Management Center (TMC) Communications Supervisor, the Supervisor Dispatcher Clerk, CT oversees communication equipment in a dispatch center to receive and disseminate messages, broadcasts, and bulletins of both routine and emergency nature. The incumbent will maintain logs and records in accordance with the Highway Condition Reporting Requirements and perform other dispatch Supervisory related duties for the Operations Division. The TMC is a 24/7 operation and the incumbent will be required to work irregular hours including night shifts, weekends and holidays, with some overtime to be expected. The incumbent will be required to pass a Department of Justice background check and will be required to sign a CHP form 101A, annually. A typing certificate for 40 WPM net is required.

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
80% E	Incumbent is responsible for the dispatching of the graveyard shift on weekdays, all 3 shifts on weekends and holidays. He/She supervises, plans, organizes, and directs the work of a group of Dispatcher-Clerks. Trains new dispatchers in proper radio procedures and assists them in learning radio transmission codes, local geography and department rules and regulations. Assists dispatchers in the preparation of various reports. Prepares work schedules to provide for 24 hour per day coverage. Prepares attendance documents for dispatch unit including shift allowances. Participates in selection of dispatchers through the hiring process. Reviews and evaluates dispatchers work performance. Prepares documentation pertaining to performance including but not limited to reports of performance and annual evaluation, etc.
10% E	Coordinates clerical work processed by dispatchers.
3% E	Maintains up to date District call-out list.
7% E	Performs dispatching duties as necessary.

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

Supervises a group of nine (9) Dispatcher-Clerks.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of radio, computer programs; word processing, radio transmission codes; geography of the District including location of main highways, counties and principle cities; District call-out list; clerical procedures; organization of the Division of Maintenance; office methods and equipment such as computers, copiers, fax machine, etc., and principles of effective supervision.

Ability to think and act quickly in emergency situations, read maps and charts quickly and accurately and take effective action; remain calm under extreme pressure; verbally express oneself in well-organized, clear and concise manner; operate radio, determine clerical assignment to complete required reports.

To perform work requiring possible callback and/or off-work calls during the 24 hour shifts; ability to monitor and assign

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workload to employees working the 24 hour shifts; willingness to work evening and night shifts, weekends, holidays and or on weekdays at regular shifts to provide adequate supervision of 24 hour shift employee's; voice well modulated for radio transmission; clear enunciation, orderliness, emotional stability and normal hearing.

Must be able to critically analyze emergency situations to effectively direct attention to the highest priority activity. Must be able to do inquiries and provide accurate and factual information. Will be expected to communicate with Public Affairs and other units within the Department and employees of other governmental agencies especially California Highway Patrol and the general public.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors could result in increased cost or embarrassment to the District and or the Department. In the worst case situation, errors could result in injuries or delay in obtaining aid for injured person.

PUBLIC AND INTERNAL CONTACTS

Radio contacts are extensive with all of the District's mobile units and offices, local agencies and the California Highway Patrol. The position receives numerous telephone calls from the general public concerning road conditions.

Must be able to respond to inquiries and provide accurate and factual information; should be able to deal effectively with others. Will be expected to communicate with people both within and outside the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long period of time using the keyboard and video display terminal.

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.

WORK ENVIRONMENT

The incumbent may or will be exposed to a climate-controlled environment and 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