STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
DISPATCHER CLERK, CALTRANS	07/MAINTENANCE/SPECIAL CREWS/REGION OFFICE	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
DISPATCHER CLERK	907-740-3710	

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 Caltrans Regional Administrativve Officer, the Dispatcher Clerk operates 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 related duties for the Division. The incumbent will be required to to pass a Department of Justice background check and will be required to sign a California Highway Patrol (CHP) form 101A, annually. A typing certificate for 40 words per minute net is required.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
50%	E	The incumbent operates various equipment such as the computer aided dispatch (CAD) system, CHP media information bulletin board (MIS), telephone, fax, personal computer and two-way radio system. Answers calls, extracts information, evaluates the nature of the calls and prioritizes them. Relays and provides critical information to field crews. Prepares service requests for field personnel in the Integrated Maintenance Management System (IMMS). Independently interprets radio, telephone and computer messages for routine, hazardous or unusual situations and quickly responds in a professional manner; taking appropriate action as indicated by the circumstances and in accordance with the Division of Traffic Operations Highway Condition Reporting requirements.
30%	E	Maintains logs of all outgoing and incoming messages via radio and telephones systems. Prepares and maintains directory listing of California Highway Patrol, City Police Departments, Water and Power agencies, City Electric Companies, Edison Company and Traffic Signal Maintenance, County Pound and District offices in order to relay traffic control, traffic accidents, power turn on/off correction of unusual or unimaginable conditions that may exist or may impede the smooth mobility of the traveling public. Ensures data is entered exactly as received. Transmits Highway Condition Reports as specified in the Division of Traffic Operations Highway Condition Reporting Requirements, or as instructed by supervisor, and updates all reports as required in Requirements.
20%	M	Maintain records of service requests by computer and issuing to appropriate cost centers and supervisors for further action. Responsible for assisting the Caltrans Regional Administrative Officer and Superintendents in emergency situations.

[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.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have a working knowledge of the geography of California, and specific knowledge of the District's highway system. Must have knowledge of and the ability to operate complex telecommunications equipment including multiprocessor radios and other appliances. Must be able to operate a personal computer and other office machines associated with the assigned duties and have the ability to keep complex records and perform other clerical duties. The incumbent must be able to communicate orally and in writing in a clear and concise manner; hear and understand in the presence of significant background noise; and extract critical information from incoming radio and telephone calls. Must

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have the ability to independently analyze situations, establish priorities and take appropriate action as indicated by circumstances; and comprehend and relay information accurately and quickly. Must be able to recognize and keep information confidential; perform several functions simultaneously; adapt easily to various situations; and maintain composure while working under stress.

Must provide a type certificate showing the ability to type at a speed of 40 or more net words per minute.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent may be responsible of handling contact for emergencies such as traffic accidents, chemical spills, weather-related situations and other natural or man-made disasters. Decisions for contacting and coordinating communication with medical, fire and law enforcement agencies, as well as Caltrans personnel, Public Affairs and other government agencies is critical. Errors in judgement could result in increased congestion and delays for the traveling public, embarrassment and possible liability to the state, and misuse of callout overtime. Consequence of incorrect decisions could result in damage and monetary loss to the State.

PUBLIC AND INTERNAL CONTACTS

This position's sole purpose is communication and information management. The incumbent will have frequent to constant contact with a wide variety of personnel and agencies including law enforcement and Caltrans personnel at all levels; and possibly emergency medical, fire, the public, news media and politicians.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit for long periods and perform fine manipulations using a personal computer with keyboard, mouse and monitor, as well as a teletypewriter, telephone and two-way radio. May also be required to transport files and other associated materials by pushing, pulling, lifting and carrying. Will be required to stand, twist, squat, stoop and reach.

The incumbent will be required to cope with people and emergency situations that are emotionally charged. Must be sensitive to the situation, but be able to concentrate and work through emotional and stressful occurrences. Must be able to hear and see, with or without corrective assistance, at a satisfactory level for successful job performance.

WORK ENVIRONMENT

Normal work shift is 5/40, Monday through Friday 0700 to 1530.The scheduling of the 5/40 days is at the discretion of the Region Management. Employee may be scheduled to work weekends and/or night shift as needed to meet operational needs with proper advance notice.

Maybe requested to work overtime due to emergencies, special work projects, or when the Department deems that it is in the best interest of the State to work overtime with proper advance notice

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