

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Dispatcher Clerk - Caltrans	OFFICE/BRANCH/SECTION 08- Support Region
WORKING TITLE Dispatcher Clerk - Permanent Intermittent	POSITION NUMBER 908-601-3710-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:

Under the direction of the CT Maintenance Manager I, 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 in Integrated Maintenance Management (IMMS) and records, and perform other duties related to the dispatch operation of the Maintenance Division in accordance with Department of Transportation Communication Guidelines. The Dispatch Center/Traffic Management Center 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 may be called upon to report to other locations in the District if the need arises. This is a Permanent Intermittent position. This position is only available to candidates that pass a Department of Justice background check. Ability to type 40 WPM (words per minute) is required. Duties include but are not limited to:

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
45% E	he incumbent uses various computer programs such as Integrated Maintenance Management System (IMMS) as primary documentation, the Computer Aided Dispatch (CAD) system to communicate with CHP and CHP media information bulletin board (MIS). The incumbent uses telephone, fax and two-way radio system. Will answer calls, extract information, evaluate the nature of the calls and prioritize them. Independently interprets radio, telephone and computer messages for routine, hazardous or unusual situations and quickly responds in a professional manner; making proper recommendations and/or taking appropriate action as indicated by the circumstances and in accordance with the Maintenance Reportable Incident Schematic and the Department's Communication Guidelines.
20% E	Maintains logs of all calls, messages, road and weather conditions, and road, lane and ramp closures in IMMS and other programs as instructed. Prepares reports and records. Ensures that data entered is exactly as received. Transmits Highway Condition Report and other reports to Headquarters Communications Center and other locations as specified in Department Communications Guidelines or as instructed by supervisor. Makes updates to all reports as required in Guidelines, as frequently as hourly in some situations.
20% E	Relays, researches and provides critical information to field crews, the public and various agencies. Coordinates communications between field units, Traffic Management Center and CHP during incidents. Makes business related calls for Maintenance field Supervisors and/or Superintendents as requested by Maintenance to assist incident management.
10% M	Emergency Operations Center (EOC) The incumbent may be called upon to report to the EOC to support the communication needs of the EOC command staff during emergency events.
5% M	Updates various lists which are used in emergency response procedures. Maintain familiarity with emergency procedures. Review and validate past log entries for completeness and accuracy. Perform other computer work as requested using Word, Excel, Access and PowerPoint software.

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.

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KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must have a working knowledge of the geography of California, and specific knowledge of the District 8'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. 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 be able 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 varying situations; and maintain composure while working under stress. Must be able to show willingness and initiative to take independent and appropriate action.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent may be on duty alone and will have the sole responsibility for 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, news media and other government agencies is critical. Errors in judgment could result in increased congestion and delays for the traveling public, embarrassment and possible liability to the state, and misuse of call out overtime.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent and regular contact with Maintenance field employees, supervision, management and staff at the District Office and Headquarters levels. Will have extensive contact with the public and various local government and public interest groups in the course of duties. Must conduct activities in a manner that projects a positive image of the Department, and its policies and goals.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit for long periods of time using a keyboard, video terminal display, mouse and monitor. Must be able to perform fine manipulation. Must be composed and articulate in high stress/emergency situations, meetings and on the telephone. Must be emotionally stable and be capable of performing several analytical and/or technical tasks concurrently, and to function successfully under pressure in order to meet various deadlines. Demonstrate emotional stability and even temperament. 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.

WORK ENVIRONMENT

The incumbent will work primarily in an office environment with climate control and artificial lighting. The incumbent may be called upon to work in the Emergency Operations Center during natural or man-made disasters.

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.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE