

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE DISPATCHER-CLERK, CALTRANS	OFFICE/BRANCH/SECTION TRANSPORTATION/M&O/TMC	
WORKING TITLE DISPATCHER/OPERATOR	POSITION NUMBER 910-366-3710-	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 general direction of the Transportation Management Center (TMC) Dispatcher Supervisor, the dispatcher will operate the District 10 TMC with the objective of effectively managing traffic in order to maximize traffic operations on the Districts roadway system. This will be accomplished by monitoring freeway and highway conditions, detecting congestion and incidents, determining and reacting with the appropriate response, and disseminating motorist information. The dispatcher will operate two-way radio and telecommunications equipment; receive complaints and request for assistance or emergency aid from Caltrans employees, law enforcement, fire, and medical personnel. Responsible for dispatching the appropriate safety equipment and manpower in accordance with departmental procedures; performs a variety of clerical work consisting of typing, computer data entry, filing, and record keeping. Due to the confidentiality of information we handle, all dispatchers will have to be fingerprinted and a background check done.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M) ¹	Job Description
50%	E	Transmit and receive on sixteen radio channel and receive all in-coming calls from different agencies on a seven lined telephone. Obtains and transmits information requested by public safety personnel in local agencies. Monitor California Highway Patrol (CHP) Computer Aided Dispatch (Media CAD) and Caltrans (CT) radio frequencies to aid in the rapid identification of accidents and emergency/nonemergency incidents concerning traffic, crimes, fire, and medical emergencies. Dispatch and direct Caltrans personnel including: Traffic Management Teams, Maintenance, Construction, and Permits to major incidents/accidents and maintain communication throughout an incident and log all actions in TMCAD. Create Integrated Maintenance Management System (IMMS) work orders for non-critical incidents. Provide incident information to Headquarters and Caltrans district management including the District Director and Division Chiefs. Provide up-to-date traffic information to the media.
25%	E	Utilize various computer programs to operate, maintain, and monitor the Highway Advisory Radios (HAR), Changeable Message Signs (CMS), Closed Circuit television (CCTV), Road weather information systems (RWIS and Traffic Monitoring stations (TMS). Identify system errors and notify appropriate personnel to fix the problems. Work closely with other Traffic Management staff to develop messages displayed on the above elements. Identifies inappropriate messages, makes modifications and report problems to the dispatch supervisor. Maintain logs of messages put on HAR's & CMS's. Maintain the inventory on all portable CMS's.
10%	M	Record all Construction, Maintenance, and Permits closure numbers in the Lane Closure System (LCS). Create and maintain the Weekly Road Closure Report. Communicate and coordinate with other TMC's regarding closure data for weekly reports.
10%	M	Maintain a list of call numbers, pagers, and personal numbers of emergency personnel within the District. Coordinates resources dispatched to calls of service. Maintain maintenance supervisor's list. Maintain communication procedures, manual, radio logs, and other pertinent information.
5%	M	Investigate complaints and claims utilizing databases and audio recording to identify actions taken by the TMC and CT personnel.

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

Normally this position does not supervise; however, the incumbent may be called upon to act in absence of the

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supervisor for a short duration.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of Microsoft Excel, Word, and Windows 2003. Knowledge of proper radio regulations in accordance with the Federal Communication Commission. Knowledge of directions referring to map reading (north, south, east, west).

Ability to communicate proficiently, both orally and writing, follow written and oral instruction, read maps quickly and accurately, speak in a clear and concise manner. Able to type at a speed of 40 words per minute. Deal tactfully with Caltrans personnel and the general public. Operate radios, seven lined telephone, computer, dual lined fax machine, CMS (Changeable Message Signs), HAR (Highway Advisory Radio), and CCTV (Closed Circuit Television). Think and act quickly in emergencies; analyze situations accurately and take effective action.

Analytical: Must be able to analyze and prioritize all incoming calls in order to notify the proper personnel or department. Must be able to understand verbal and written instruction. Must be able to make judgments on what actions to take in the area of the CMS and HAR activation and what information to disseminate based on data received through the Speed Monitoring Stations (TMS) and information provide by the CHP and Caltrans personnel.

Transportation Management Center staff must be able to organize data and information in a logical manner and are expected to be resourceful and innovative to the extent necessary to complete tasks in a timely manner.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgments and/or decisions could result in misinformation being disseminated regarding road conditions to the public, Caltrans employees, and other agencies. Improperly handled information could create an unsafe condition for workers and/or the traveling public, negative public image towards Caltrans and excessive time in correcting the resulting problem.

PUBLIC AND INTERNAL CONTACTS

Internal contact is made on a daily basis with field and office personnel in all levels of the organization up to the District Director. Agency contact includes CHP, Counties, Cities and other State Agencies. Public contact may be made with private citizens and media.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee will be required to sit and/or stand for a long periods of time using a radio, keyboard, and video display terminal (VDT). This job included continuous VDT monitoring and extensive keyboard data entry. Employee is required to occasionally move throughout the office from their workstation to the CMS workstation. Employee must be able to hear radio calls accurately, record information correctly, and then speak clearly to relay pertinent information. Employee is expected to handle multiple incidents, stay calm under pressure and react quickly and efficiently to emergency situations. Employee needs to have sustained mental activity for incident detection, analysis, prioritizing and appropriate response. Employee must have the ability to develop and maintain cooperative relationships and respond appropriately to difficult situations with the public and media.

WORK ENVIRONMENT

The TMC is a 24/7 operation. Willingness and ability to work rotating shifts (including nights), weekends, holidays, and overtime as required. Vacations may be restricted during peak travel times, during storms or when TMC is short staffed. Work in close quarters at a workstation with keyboard and video display terminal. Shifts may require working alone at night in the TMC and building.

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

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE