

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Dispatcher-Clerk, Caltrans	OFFICE/BRANCH/SECTION Traffic Operations/Office of Traffic Management/HCC	
WORKING TITLE HQ Communication Center Dispatcher	POSITION NUMBER 913-350-3710-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 Dispatcher-Clerk Supervisor, Division of Traffic Operations, Office of System Management Operations office, the Dispatcher-Clerks staffs the Headquarters Communications Center (HCC). The HCC is a 24 hour a day, seven day a week operation and the incumbent will be required to work irregular hours including the night shifts, weekends and holidays, with some overtime expected. In addition, the HCC is also responsible for notifying departmental management, the California State Transportation Agency (CalSTA), and the Federal Highway Administration (FHWA) of major incidents that affect the State Highway System or involve extensive departmental resources. HCC provides information regarding statewide highway situations, including traffic conditions, serious field employee injuries, weather and fire events.

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
70%	E	Receives and addresses incoming calls, email and faxed notifications from District Traffic Management Centers (TMC) or Division of Maintenance Communication Centers regarding current highway condition information, including closures and various incidents. The HCC provides timely and accurate highway information to the motoring public via the Caltrans Highway Information Network (CHIN) and the CHIN Internet web site. Research reportable incident information using maps and postmile logs to determine accurate locations of each incident. Document, prepare, and distribute messages for statewide distribution to departmental staff, various governmental agencies and the public.
20%	E	The HCC has direct communication links with all 12 districts within the California Department of Transportation (Department) and has access to the Department's Lane Closure System (LCS). The incumbent will print out all planned work projects to be added to CHIN. Communicate with FHWA and The California Office of Emergency Management Agency (CalEMA) via daily reports and updates on specific incidents.
5%	E	Ensure various after-hours contact lists are current and accurate. Contact lists include, Statewide Duty Officers, emergency Permit Load request, after-hour facility and the Caltrans Maintenance Equipment Training Academy. Conduct monthly testing of the emergency communications systems and relay the results to the Maintenance Telecommunications Office.
5%	M	Maintain office filing systems. Answer telephone inquiries from the public and other governmental agencies regarding highway conditions. Direct telephone inquiries to the appropriate District.

<sup>1</sup>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**

Knowledge of geography of California and adjoining states, including the location of major highways, counties and

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principal cities. Knowledge of the Department's organization and lines of communication and protocol is desirable.

Ability to read maps quickly and accurately; communicate effectively at the level required for successful job performance; speak in a clear concise manner; perform clerical work; follow oral and written directions; think and act quickly in emergencies; analyze situations accurately and take effective action.

Ability to use commonly used software programs (i.e., Microsoft Word/Excel and Outlook), and how to operate office equipment (i.e., telephone, computer, calculator, copy machine, fax machine, scanner).

Ability to establish and maintain cooperative working relationships; apply mature judgment and professional courtesy in all situations; and use tact, poise, and discretion in all interactions with internal and external customers.

Applicants for positions in this class are required to pass a drug screening test.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Highway condition information that is disseminated from this branch, both internally and externally, that is not verified and accurate undermines the credibility of the Department. The incumbent must ensure that all inbound and outbound data is verified for accuracy and produced for distribution in accordance with all procedures and guidelines. Improper work practices or reporting incorrect highway condition information may endanger the safety of the traveling public and create major traffic delays.

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### PUBLIC AND INTERNAL CONTACTS

This position requires that the incumbent be in regular contact with both internal and external customers. Internally, the incumbent works directly with the statewide TMC and multiple levels of management, including Deputy Directors. The incumbent will also communicate with CHP, FHWA, and CalEMA on a regular basis, in addition to contact with the public.

The Communications Center also operates as the 'after hours' contact for the Building Manager's Office, Permits (emergency permit requests), and the Maintenance Equipment Training Academy.

The incumbent is expected to treat everyone professionally and with courtesy, dignity and respect; develop and maintain positive working relationships, present a positive, helpful attitude and be responsive to assignments, deadlines, inquiries, phone calls, e-mails, etc.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Must be able to work in an office setting, in close proximity to a least one co-worker, in a seated position, operating a computer terminal inputting information into a UNIX system. Incumbent must have the ability to remain composed, unemotional, and focused on the task of receiving and disseminating highway condition information under demanding conditions. Incumbent must possess strong interpersonal skills to interact with co-workers, other internal and external customers and the public. Must be able to communicate in English in a clear and concise manner and read printed highway condition information fluently. Must meet various timelines associated with dissemination of highway information to the public and internal management.

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### WORK ENVIRONMENT

While at their work location, employees will work in a climate-controlled office under artificial lighting. Will operate a personal computer approximately 50% of the time and make and answer phone calls on conventional desk phones. Since this office is a 24 hour, seven day per week operation, employees may be required to work rotating graveyard, swing, and day shifts, work irregular hours (including mandated overtime) and irregular work weeks, including weekends and holidays. In addition, may be on-call, and can be ordered to respond to emergencies during storm periods, activation of the Emergency Operations Center or when workload demands.

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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.)

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EMPLOYEE (Print)

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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.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE