

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
POSITION DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Dispatcher-Clerk, Caltrans	<b>DISTRICT/DIVISION/OFFICE/BRANCH</b> HQ – Division of Traffic Operations Office of Traffic Management Headquarters Communication Center	
<b>WORKING TITLE</b> HQ Communication Center Dispatcher	<b>POSITION NUMBER</b> 913-350-3710-xxx	<b>EFFECTIVE DATE</b>

**As a valued member of the Caltrans team, you make it possible for the department to improve the mobility across California by being innovative and flexible, working cooperatively with team members and others, and treating others fairly, honestly and with respect. Your efforts are important to each member of the team as well as those we serve.**

**GENERAL STATEMENT:**

Under the general direction of a Dispatcher-Clerk Supervisor, Caltrans, the incumbent is responsible to receive highway condition information and disseminate that information to internal and external customers, and the public.

**TYPICAL DUTIES:**

Percentage                      Job Description  
Essential (E)/Marginal (M)

- 50% (E)            Answer and document incoming telephone calls from District Traffic Management Centers or Division of Maintenance Communication Centers regarding current highway condition information, including closures and incidents. Promptly format and disseminate accurate information to the public via the Caltrans Highway Information Network (CHIN) using telephone and computer systems. Research reportable incident information using maps, postmile logs, and transportation-related manuals. Document, prepare, and distribute messages for statewide distribution to departmental staff, various governmental agencies, and the public using two-way radio communications with Districts and/or Caltrans mobile units.
  
- 25% (E)            Maintain and utilize statewide after-hours contact lists for District personnel relating to highway closures, major incidents, permit loads, facility security, and other transportation-related emergencies.
  
- 20% (E)            Transmit information and prepare reports during statewide or local major emergencies as requested by management personnel working in the Emergency Operations Center. Communicate with FHWA and CalEMA via daily reports and updates on specific incidents. Conduct monthly testing of the emergency communications systems.
  
- 5% (M)            Maintain office filing systems. Prepare computer database input. Answer telephone inquiries from the public and other governmental agencies regarding highway conditions. Direct telephone inquiries to the appropriate District.

**SUPERVISION EXERCISED OVER OTHERS**

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None. However, there is extensive coordination with all levels of Traffic Operations staff as well as District staff.

### KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Knowledge of geography of California and adjoining states, including the location of major highways, counties and principal cities. Knowledge of the Department's organization and lines of communication and protocol is desirable.

Ability to type at a speed of 40 words per minute; read maps quickly and accurately; communicate effectively at the level required for successful job performance; speak in a clear concise manner; learn to operate a teletypewriter; 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 Lotus Notes), 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.

Initial training will take place for up to 8 weeks being assigned to a permanent shift.

The incumbent must possess the following General Competencies:

Analytical Thinking: Approaching a problem by using a logical, systematic, sequential approach.

Communication: Listening to others and communicating in an effective manner.

Customer Focus: Identifying and responding to current and future client needs, and providing excellent service to internal and external clients.

Ethics and Personal Credibility: Upholding ethics and personal integrity, and demonstrating trustworthiness, reliability and responsibility.

Relationship Building: Maintaining, and strengthening relationships with others inside or outside of the organization who can provide information, assistance, and support.

Teamwork: Working effectively and cooperatively with other team members to achieve common goals, and complete assignments in a group setting.

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## **CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

Information that is disseminated from this branch, both internally and externally, and to the general public that is not verified and accurate undermines the veracity and credibility of the Department. It is the duty and responsibility of every dispatcher and supervisor to 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. Bringing discredit to the Department and or failure to produce accurate information may lead to the disciplinary action. Improper work practices or reporting incorrect highway condition information may endanger the safety of the traveling public.

## **PUBLIC AND INTERNAL CONTACTS**

This position requires that the incumbent be in regular contact with both internal and external customers. Internally, the incumbent will work directly with the District Transportation Management Centers. The Communications Center responds to calls from multiple levels of management, up to and including Deputy Directors. The incumbent will also communicate with CHP, FHWA, and CalEMA on a regular basis, in addition to contact with the direct public.

The Communications Center also operates as the 'after hours' contact for the Building Managers Office, Truck Services (emergency permit request), 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.

## **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 the public, co-workers, and other internal and external customers. Must be able to communicate in English in a clear and concise manner and read printed highway condition information fluently and understandably. Must meet various timelines associated with dissemination of highway information to the public and internal management.

