

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Caltrans Dispatcher-Clerk Supervisor	OFFICE/BRANCH/SECTION District 04 Office of Maintenance Suervices	
WORKING TITLE Dispatch Supervisor	POSITION NUMBER 904-605-3711	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 a Senior Transportation Engineer, and functional direction from a Maintenance or Staff Services Manager, the incumbent supervises, plans, organizes and directs the work of a group of Dispatcher-Clerks, which may include: day, swing or graveyard shifts on weekdays, weekends or holidays. To assist the Department with scheduling, the incumbent may be asked to work alternate work shifts such as but not limited to 9/80, 4/10, work nights or weekends

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
60%	E	Prepares work schedules to provide for 24 hour per day coverage. Prepares attendance documents for dispatch unit including shift allowances. Participates in selection of dispatchers through the hiring process. Reviews and evaluates dispatchers work performance. Prepares documentation pertaining to performance including but not limited to reports of performance and annual evaluation, etc. Attends meetings and provides/assists in various presentations/trainings. Promotes equal employment opportunity, employee development and promotion.
20%	E	Trains new dispatchers in proper radio procedures and assists them in learning radio transmission codes, local geography and department rules and regulations. Assists dispatchers in the preparation of various reports. May represent the District Communication Center at management and budgetary meetings and also advise management of potential impact to the Department recommendations.
10%	E	Represents the District Communication Center at management meetings and advises management on potential impact of policy and/or procedural changes. Coordinates clerical work processed by dispatchers; conducts conflict management; maintains up-to-date District call-outlist.
10%	M	Performs dispatching duties as necessary.

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

Directly supervises a group of Dispatcher-Clerks.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of radio, computer programs; word processing, radio transmission codes; geography of the District including location of main highways, counties and principle cities; District call-out list; clerical procedures; organization of the Division of Maintenance; office methods and equipment such as computers, copiers, fax machine, etc., and principles of effective supervision. The Dispatcher-Clerk Supervisor shall possess strong analytical skills, supervisory abilities, and personal qualifications, to succeed in a broad range of governmental and/or supervisory problems.

Ability to think and act quickly in emergency situations, read maps and charts quickly and accurately and take effective action; remain calm under extreme pressure; verbally express oneself in well-organized, clear and concise manner;

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

operate radio, determine clerical assignment to complete required reports.

Ability to perform work requiring possible callback and/or off-work calls during the 24 hour shifts; ability to monitor and assign workload to employees working the 24 hour shifts; willingness to work all shifts and all schedules requiring 8 to 12 hours.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors could result in increased cost to the Department in terms of poor or inadequate decisions of resources .

PUBLIC AND INTERNAL CONTACTS

Radio contacts are extensive with all of the District's mobile units and offices, local agencies and the California Highway Patrol. The position receives numerous telephone calls from the general public concerning road conditions.

Must be able to respond to inquiries and provide accurate and factual information; should be able to deal effectively with others. Will be expected to communicate with all personnel both within and outside the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long periods of time using the keyboard and video display terminal.

I have read and understand the duties listed above and can perform them with/without reasonable accommodation. If you believe you may require reasonable accommodation, please discuss this with the 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.

WORK ENVIRONMENT

The incumbent may will be exposed to a climate-controlled environment and artificial lighting. May involve dispatching during day, swing or graveyard shifts on weekdays, weekends or holidays.

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)

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

SUPERVISOR (Signature)

DATE