

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Dispatcher-Clerk Supervisor	District 04 Office of Maintenance Services	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Supervisor	904~605-3711-	06-4-14

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; reporting to work as scheduled; 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 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. The incumbent performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning. Conducts and/or reviews data and statistics of to formulate policy, procedure, and program alternatives for the District Communications Center.

TYPICAL DUTIES:

Percentage		Job Description
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. Works with supervisor in making budgetary and staffing recommendations.
10%	E	Makes recommendations and advises management on its potential impact representing the state and transportation management center. Coordinates clerical work processed by dispatchers; conducts conflict management; maintains up-to-date District call-out list.
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 should 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; operate radio, determine clerical assignment to complete required reports.

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

ADA Notice

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of work per shift and weekends and holidays; voice well modulated for radio transmission; clear enunciation, orderliness, emotional stability and normal hearing.

Must be able to critically analyze emergency situations to effectively direct attention to the highest priority activity. Must be able to do inquiries and provide accurate and factual information. Will be expected to communicate with Public Affairs and other units within the Department and employees of other governmental agencies especially California Highway Patrol and the general public.

Ability to type at least 40 wpm desirable.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors could result in increased cost or embarrassment to the District and or the Department. In the worst case situation, errors could result in injuries or delay in obtaining aid for injured person.

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 people both within and outside the Department.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent may be required to sit for long period 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 or will be exposed to a climate-controlled environment and artificial lighting. May involve dispatching of any of the 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)

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SUPERVISOR (Signature)

DATE