

Dispatcher-Clerk, Caltrans

California State Personnel Board Specification

- **Schematic Code:** CR49
- **Class Code:** 3710
- **Established:** 11/03/1993
- **Revised:** --
- **Title Changed:** --

Definition

Under direction, to do dispatching by radiotelephone and telephone; to perform assigned clerical work; and to do other related work.

Job Characteristics

Employees in this class do the nontechnical radiotelephone work of dispatching as distinguished from the work of Communications Technicians who maintain, repair, and install radiotelephone transmitting and receiving equipment. In this class no technical knowledge of radio theory is required. The work requires the use of a typewriter, in most instances a teletypewriter and may require the use of other office equipment.

Typical Tasks

Operates radiotelephone transmitting and receiving equipment; selects channels and adjusts receiver volume controls; dispatches mobile units such as maintenance equipment, State Park Ranger trucks and boats or other equipment to specified points as ordered; receives telephone calls requesting ranger or other assistance and equipment and dispatches appropriate mobile unit by radiotelephone; makes telephone requests for ambulance and tow car service; types messages received by radiotelephone and, as required, operates a teletypewriter; receives and disseminates by radio, teletypewriter, and telephone road information to various governmental agencies, newspapers and a variety of other organizations as well as the general public; performs various types of clerical work including general typing and filing, the maintenance of a log of messages sent and received and prepares reports and records; interviews callers and gives out information.

Knowledge and Abilities

Knowledge of: Geography of California, including the location of main highways, counties, and principal cities; office methods and appliances; Federal Communications Commission regulations as applied to Restricted Radiotelephone Operator's Permit.

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 directions; think and act quickly in emergencies; analyze situations accurately and take effective action.

Special Personal Characteristics

Willingness to perform work requiring irregular hours including night shifts, weekends and holidays; voice well modulated for radio transmission; clear enunciation; orderliness; and hear at a level required for successful job performance.

Additional Desirable Qualifications

Education equivalent to completion of the twelfth grade and clerical experience or related military experience.

Drug Testing Requirements

Applicants for positions in this class are required to pass a drug screening test. Testing of current employees who are applicants in an examination or who are transferring is permitted only if the person does not have a current appointment to a class for which drug testing is a requirement.

Updated 6/3/2012