

# Dispatcher-Clerk Supervisor, Caltrans

## California State Personnel Board Specification

- **Schematic Code:** CR44
- **Class Code:** 3711
- **Established:** 11/03/1993
- **Revised:** --
- **Title Changed:** --

### Definition

Under direction, to supervise the work of a group of Dispatcher- Clerks; to operate radiotelephone and telephone equipment; and to do other related work.

### Typical Tasks

Plans, organizes, and assigns the work of a group of Dispatcher- Clerks dispatching mobile units such as maintenance equipment, State Park Ranger trucks and other equipment, answering requests for assistance, ambulance and tow car service and other services, disseminating information and performing clerical work; trains new dispatchers in the operation of teleprinters, teletypewriters, radiotelephone receivers and transmitters, and associated equipment; instructs dispatchers in proper radio procedure and assists them in learning radio transmission codes, local geography and departmental rules and regulations; supervises and assists dispatchers in the preparation of various reports; prepares work schedules to provide 24-hour per day coverage; participates in the selection of new dispatchers; reviews and evaluates dispatchers' work performance; performs dispatching duties when necessary.

### Minimum Qualifications

#### EITHER I

Two years of experience performing the duties of a Dispatcher-Clerk in State service.

#### OR II

Three years of experience in dispatching vehicles by radiotelephone.

### Knowledge and Abilities

Knowledge of: Radio and teleprinter transmission procedures and practices; geography of California, including the location of main highways, counties, and principal cities; office methods and appliances; principles of effective supervision; the Department's Affirmative Action/Equal Opportunity Program objectives; a supervisor's role in the Affirmative Action/Equal Opportunity Program and the processes available to meet these objectives.

Ability to: Type at a speed of 40 words per minute; communicate effectively at a level required for successful job performance; read maps quickly and accurately; think and act quickly in emergencies; speak clearly and concisely; prepare reports; analyze situations accurately and take effective action; perform clerical work; supervise a group of Dispatcher-Clerks; effectively contribute to the Department's affirmative action/equal opportunity program objectives.

### Special Personal Characteristics

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

## **Additional Desirable Qualification**

Education equivalent to completion of the twelfth grade.

## **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