STATE OF CALIFORNIA - DEPARTMENT OF TRANSPORTATION

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSFICATION TITLE	OFFICE/BRANCH/SECTION	
Transportation Engineering Technician (TET)	District 11/ Traffic Operations	
WORKNG TITLE	POSITION NUMBER	EFFECTIVE DATE
TMC Operator (Weekend/Graveyard Shift)	911-350-3175-XXXX	

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:

The incumbent works under the supervision of the Transportation Management Branch Chief, a Senior Transportation Engineer in the Transportation Management Center (TMC). The TMC Operations Engineer, a Lead-person, assigns tasks and provides guidance. The incumbent is responsible for monitoring roadway and traffic conditions on state highways and initiating effective responses to incidents, hazards, events or other unusual conditions in coordination with others in order to reduce traveler delay and improve mobility and safety. This position is subject to occasional call-outs, modified shifts, overtime, night work, and holiday work, sometimes without advanced notice. The position is only available to candidates who successfully pass the Department of Justice background check, and the incumbent is required to sign California Highway Patrol (CHP) Form 101A annually.

TYPICAL DUTIES:

Percentage	Essential (E)/Marginal (M)[1]	Job Description
45%	E	Monitor roadway and traffic conditions in real-time and operate computer systems, such as the Advanced Transportation Management System (ATMS) and the CHP Computer Aided Dispatch (CAD) system for the identification and verification of incidents and other events that disrupt traffic flow or pose a hazard, and initiate effective responses to reduce traveler delay and improve mobility and safety. Activate Changeable Message Signs (CMS) and Highway Advisory Radios as needed, direct, coordinate, and support the Traffic Management Team, and evaluate and coordinate alternate route strategies with others. Gather and communicate incident information to management, Headquarters Communications Center (HCC), and others via phone, text, e-mail, social media or fax; log incident data and operational activities and provide timely updates; assist in the preparation of various reports.
40%	E	Receive and record planned lane closure activities utilizing the Lane Closure System, and update the ATMS and CHP CAD. Monitor traffic in and adjacent to construction and maintenance work zones, and assist Caltrans field personnel and CHP as needed.
5%	E	Validate the need for Maintenance involvement and dispatch appropriate field crews as needed and provide support. Log Maintenance field activities in the TMC Activity Logging System or ATMS and issue service requests via the Integrated Maintenance Management System. As needed, assist the Legal Division with gathering pertinent information and data for the resolution of claims. Coordinate with the HCC in the weekly testing of the Emergency Satellite Phone (ESAT) and Green phones, and during Emergency Operation Center activations.
5%	E	Evaluate CHP request for Caltrans support and dispatch or initiate call-outs to maintenance, traffic or construction staff as needed and support field activities. Monitor seismic system for events and initiate responses as appropriate; evaluate requests for AMBER Alert CMS postings and initiate timely responses. Maintain call-out lists and contact information for TMC systems support. Participate in team meetings for traffic management planning or critiques, and for TMC operational improvement projects.
5%	E	Operate the I-15 Express Lane Control System (ELCS) for lane configuration as needed for incident management or standard operations while coordinating with field personnel and others. Monitor and evaluate the I-15 ELCS for malfunctions and notify appropriate personnel for immediate action.

[1]ESSENTIAL 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.

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

• The incumbent has no direct supervision over others.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

• Knowledge of fundamental traffic and transportation principles; basic departmental traffic management procedures as related to maintenance and construction activities; computer applications such as MS Word, Excel, and Access; and ability to learn new applications;

• Ability to understand factors influencing traffic conditions and roadway emergencies; quickly and accurately evaluate and analyze traffic impacts and the need for field support and infrastructure repair; interpret road maps for signing and alternate routing, apply sound judgment and make effective responses;

· Ability to communicate clearly, concisely and effectively in English verbally over the Caltrans Radio system and phones, and in writing, and to remain calm and in control while handling multiple incidents;

· Ability to employ dexterity to type using multiple computer keyboards to view and interpret data from multiple video-display terminals and road maps to assist emergency responders, and make effective responses:

- Ability to organize information and data in a logical manner; maintain cordial and cooperative relations with those contacted during the course of work; and follow oral and written directions.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in judgment and/or decisions could result in delayed or ineffective responses, increased congestion and delay to the traveling public, and may affect public safety or result in tort liability for the Department. The incumbent is responsible for making real-time decisions or seeking assistance, and completing tasks on time and satisfactorily.

PUBLIC AND INTERNAL CONTACTS

The incumbent communicates by two-way radio to field personnel, by phone to Caltrans management and Headquarters, and has contacts with CHP, other Caltrans personnel, consultants, contractors, and local agency representatives. The incumbent must perform professionally and be able to answer basic questions about traffic management activities coordinated in the TMC.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

· The incumbent may sit for long periods of time using multiple keyboards, video display terminals, and phones to accomplish their tasks. Being attentive to traffic operating systems conveying traffic conditions is essential to initiating timely and effective responses.

- Due to close working conditions with CHP, the incumbent may be exposed to incident details that are graphic in nature; the incumbent must maintain focus on tasks.

WORK ENVIRONMENT

While at his/her base of operation, the incumbent will work in a climate-controlled office under artificial lighting, and may sit for long periods of time. Due to the circumstances of on-going activities or unforeseen staff shortage, modified shifts or overtime may be required, sometimes without prior notice, and requested vacations may be delayed. For this position the shift begins at 6:30pm and ends at 5:00am, Thursdays- Sundays. (Weekend/Graveyard Shift)

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

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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature) | DATE