

**STATE of CALIFORNIA – DEPARTMENT of TRANSPORTATION  
POSITION DUTY STATEMENT**

PM-0924 (REV 4/2003)

<b>CLASSIFICATION TITLE</b> Transportation Engineering Technician	<b>DISTRICT/DIVISION/OFFICE</b> District 11/Traffic Operations/TMC	
<b>WORKING TITLE</b> TMC Operator (Weekend – Late Shift)	<b>POSITION NUMBER</b> 911-350-3175-XXX	<b>EFFECTIVE</b>

**As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by being innovative and flexible; reporting to work as scheduled or when an emergency responder requests you, if available; 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 to those we serve.**

**GENERAL STATEMENT:**

The incumbent works under the supervision of the Transportation Management Branch Chief, a Senior Transportation Engineer in the Transportation Management Center. The TMC Operations Engineer assigns tasks and provides guidance. The incumbent is responsible for monitoring communication systems, 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, and to assist emergency responders. This position is subject to occasional call-outs, modified shifts, night work, overtime, and holiday work. The position is only available to candidates who successfully pass the Department of Justice background check, and the incumbent is required to sign CHP Form 101A annually.

(After 2 years in this assignment, the incumbent may be rotated to another position within the same classification within the District.)

**TYPICAL DUTIES:**

Percentage/Job Description

Essential (E)/Marginal (M)

- 50% (E) Monitors communication systems, roadway and traffic conditions in real-time and operates computer systems including the Advanced Transportation Management System and the CHP Computer Aided Dispatch system for the identification and verification of incidents and other events that disrupt traffic flow or pose a hazard, and initiates effective responses to reduce traveler delay and improve mobility and safety. Activates Changeable Message Signs and Highway Advisory Radios as needed, directs, coordinates, and supports the Traffic Management Team, and evaluates and coordinates alternate route strategies with others. Gathers and communicates incident information to management, Headquarters Communications Center, and others via phone, page, e-mail or fax; logs incident data and operational activities and provides timely updates; assists in the preparation of various reports.
- 25% (E) Receives and records planned lane closure activities utilizing the Lane Closure System, and updates the ATMS and CHP CAD. Monitors traffic in and adjacent to construction and maintenance work zones, and assists Caltrans field personnel and CHP as needed.
- 10% (E) Evaluates CHP request for Caltrans support and dispatches or initiates call-outs to maintenance, traffic or construction staff as needed and supports field activities. Log Maintenance field activities in the TMC Activity Logging System and issues 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 ESAT and Green phones, and during EOC activations.
- 10% (M) Monitors seismic system for events and initiates responses as appropriate; evaluates requests for AMBER Alert CMS activations and initiates timely responses. Maintain call-out lists and contact information for Maintenance and TMC systems support. Participate in team meetings for traffic management, maintenance activities or critiques, and for TMC operational improvement projects.

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- 5% (M) Operates the I-15 Express Lane Control System for lane reconfiguration as needed for incident management or standard operations while coordinating with field personnel and others. Monitors and evaluates the I-15 RLCS for malfunctions and notifies appropriate personnel for immediate action.

**SUPERVISION 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 or 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 typewriting, 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.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS**

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 800 MHz 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 and maintenance activities coordinated in the TMC.

**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 6:30 PM and ends at 5:00 AM, Thursdays thru Sundays.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

- The incumbent may sit for long periods of time using multiple keyboards, video display terminals, maps, the 800 MHz radio, and phones to accomplish their tasks. Being attentive to traffic operating systems conveying traffic and roadway conditions is essential to initiating timely and effective responses.
- Due to close working conditions with CHP and incident types, the incumbent may be exposed to incident details that are graphic in nature; the incumbent must maintain focus on tasks.

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 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.)

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Additionally, I have read and understand the TMC Expectations Memo and the Operator Standards Memo, and agree to their requirements.

\_\_\_\_\_  
Employee (Print)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Supervisor (Print)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Date