



DISPATCHER-CLERK SUPERVISOR, CALTRANS

Departmental Promotional

Exam Code: 6TR72

Department:	Caltrans
Bulletin Release Date:	July 26, 2016
Final Filing Date:	August 26, 2016
Salary:	\$3,133.00 to \$3,922.00

INTRODUCTION

Caltrans is pleased to announce the posting of the **Dispatcher-Clerk Supervisor, Caltrans** examination. Employment from this examination may be offered in all Caltrans Districts and Sacramento County.

EQUAL EMPLOYMENT OPPORTUNITY

Caltrans is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free work place. All applicants will be expected to behave in accordance with this objective, as the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

This is a Departmental Promotional examination for Caltrans. Applicants must be:

- 1) A permanent civil service appointment with Caltrans as of the final filing date in order to participate in the examination; or
- 2) Have been employed with Caltrans within the last three years, without a break in State civil service; or
- 3) A current or former employee of the Legislature for two or more years as defined in Government Code §18990; or
- 4) A current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code §18992; or
- 5) A person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code §18991. Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).

Candidates who meet the minimum qualifications as stated on this announcement may apply for this examination.

FILING INSTRUCTIONS

Candidates are required to submit: 1) [Standard State Application](#) (STD.678) and 2) [Conditions of Employment Form](#).

Applications (STD 678) must be received or postmarked no later than the final filing date. FAXED OR E-MAILED APPLICATIONS WILL NOT BE ACCEPTED. Applications postmarked after the final filing date, personally delivered, or received via interoffice mail after 5:00 p.m. on the final filing date will not be accepted. THE EXAMINATION TITLE MUST BE INDICATED ON THE APPLICATION.

***FILE BY MAIL:**

**Caltrans
Examination Services (MS 86)
P.O. Box 168036
Sacramento, CA 95816-8036**

***FILE IN PERSON:**

**Caltrans
Examination Services (MS 86)
1727 30th Street, 1st Floor
Sacramento, CA 95816**

***Candidates are responsible for obtaining proof of mailing or submission of their application to Examination Services.**

POSITION STATEMENT

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

ELIGIBLE LIST INFORMATION

A Departmental Promotional statewide eligible list will be established for Caltrans in all Districts and Sacramento County. The names of successful competitors will be merged onto the list in order of finals scores, regardless of date. Competitor's eligibility will expire 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by the final filing date. Your signature on the application indicates that you read, understand, and possess the minimum qualifications required, and that the information provided is true and complete to the best of your knowledge.

All applications must include: "to" and "from" dates (month/day/year), time base, civil service or private sector titles, the duties performed, and an original signature. Applications received without this information will be rejected.

NOTE: Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I," "or II," "or III," etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

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.

Click on the link below to review the California State Personnel Board class specification which contain the requirements for admittance to the exam:

<http://calhr.ca.gov/state-hr-professionals/pages/3711.aspx>

EXAMINATION INFORMATION

This examination will utilize an evaluation of each candidate's experience and education/training compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the "Minimum Qualifications" shown on this announcement.

Supplementary information will be accepted, but read the “Minimum Qualifications” carefully to see what kind of information will be useful to the staff doing the evaluation.

This examination will be weighted 100%. In order to obtain a position on the eligible list, a minimum score of 70% must be attained.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Radio, computer, and telephone transmission procedures and practices
2. Geography of California, including the location of the main highways, counties, and principal cities
3. Office methods and equipment
4. Principles of effective supervision
5. Caltrans’ Equal Employment Opportunity Program objectives
6. A supervisor’s role in the Equal Employment Opportunity Program and the processes available to meet program objectives

Ability to:

1. Type at a speed of 40 words per minute
2. Communicate effectively at a level required for successful job performance
3. Read maps quickly and accurately
4. Think and act quickly in emergencies
5. Speak clearly and concisely
6. Prepare reports
7. Analyze situations accurately and take effective action
8. Perform administrative work
9. Supervise a group of Dispatcher-Clerks
10. Effectively contribute to Caltrans’ Equal Employment Opportunity Program objectives

SPECIAL PERSONAL CHARACTERISTICS

1. Willingness to work irregular hours including night shifts, weekends, and holidays
2. Clear enunciation
3. Voice well modulated for radio transmission
4. Organized
5. Hear at a level required for successful job performance

ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

SPECIAL 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.

VETERANS' PREFERENCE

Veterans' Preference will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference.

CAREER CREDITS

Career Credits will not be added to the final score of this examination.

CONTACT INFORMATION

For more information regarding this examination, please contact the examination analyst at (916) 227-6854.

GENERAL INFORMATION

For an examination without a written feature, it is the candidate's responsibility to contact **the testing department** three weeks after the final filing date if he/she has not received his/her notice.

Applications are available at <https://jobs.ca.gov/pdf/std678.pdf>, California Department of Human Resources (CalHR), and local offices of the Employment Development Department.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Caltrans reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open

examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations.

If High School Equivalence is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to Caltrans, Office of Examinations and Recruitment Services, P.O. Box 168036, MS 86, Sacramento, CA 95816. Voice (916) 227-7858 California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.