



DISPATCHER-CLERK, CALTRANS

Departmental Open

Exam Code: 7TR96

Department: Caltrans

Bulletin Release Date: May 6, 2019

Cut-Off Date: Continuous (Bi-Annual Testing)

Salary: \$3,227.00 to \$4,039.00

INTRODUCTION

Caltrans is pleased to announce the posting of the **Dispatcher-Clerk, Caltrans** examination. Employment from this examination will be offered in all 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?

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

Once you have list eligibility, you may not reapply for twelve (12) months from your eligibility date. Candidates that are unsuccessful in the examination must wait six (6) months from the testing date before reapplying to take the examination.

FILING INSTRUCTIONS

The online Training and Experience Evaluation must be submitted by the final filing date listed on this bulletin. MAILED, FAXED, OR E-MAILED APPLICATIONS WILL NOT BE ACCEPTED.

See Examination Information section below for more information on taking this examination.

POSITION STATEMENT

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

ELIGIBLE LIST INFORMATION

A Departmental Open statewide eligible list will be established for the Department of Transportation in all Districts and Sacramento County. The names of successful competitors will be merged onto the list in order of final scores, regardless of date. Competitor's eligibility will expire twelve (12) months after placement on the eligible list unless the 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 cut-off date listed on this bulletin. You must certify during the online examination process 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.

Please click on the link below to review the official California State Personnel Board class specification:

<http://www.calhr.ca.gov/state-hr-professionals/Pages/3710.aspx>

EXAMINATION INFORMATION

Testing Period: May 6th– 29th, 2019

This examination will consist of an online Training & Experience Evaluation. In order to obtain a position on the eligible list, a minimum score of 70% must be attained.

TO ACCESS THE ONLINE EXAMINATION VISIT:

<https://www.surveymonkey.com/r/Spring2019DCC>

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Geography of California, including the location of main highways, counties and principal cities
2. Office methods and appliances

Ability to:

1. Type at a speed of 40 words per minute
2. Read maps quickly and accurately
3. Communicate effectively at the level required for successful job performance
4. Speak in a clear concise manner
5. Learn to operate a computer
6. Follow directions
7. Think and act quickly in emergencies
8. Analyze situations accurately and take effective action
9. Remain calm under extreme pressure
10. Work independently or with others
11. Develop and maintain cooperative working relationships
12. Sit for extended periods of time

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.

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 be applied to those competitors who are successful in this examination and who qualify for, and have requested, Veterans' Preference through the California Department of Human Resources. Veterans who have achieved permanent civil service status are not eligible to receive 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) 227-6858.

GENERAL INFORMATION

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.

The testing department 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.

Veterans' Preference: Pursuant to Assembly Bill 372, Veterans' Preference will be awarded as follows, starting January 1, 2014:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an open examination, shall be ranked in the top rank of the resulting eligibility list.
2. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.
3. Veterans' Preference is not granted once a person achieves permanent civil service status (Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference).

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (CalHR Form 1093) which is available [here](#) or from the CalHR, 1515 "S" Street, Sacramento, CA 95811 and the Department of Veterans Affairs.

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.