

# STATE OF MONTANA

## JOB DESCRIPTION

*Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

**Job Title: Dispatcher      Position Number: 98982, 98983      Location: Helena**

**Department: Transportation**

**Division and Bureau: Maintenance Division/Systems and Operations Bureau**

**Section and Unit: Transportation Center**

### **Job Overview:**

The Montana Department of Transportation (MDT) Transportation Management Center (TMC) dispatcher provides Maintenance Technicians, Maintenance Chiefs Superintendents, other MDT staff, Federal agencies, National Weather Service, Disaster and Emergency Services, and law enforcement communications services for MDT, the traveling public, and numerous other state agencies. These dispatch positions staff the TMC 24 hours a day, 365 days a year, and provide the emergency communication services required to provide public safety.

### **Essential Functions (Major Duties or Responsibilities):**

#### **Road Reporting and Incident Dispatching 50%**

- Receives road condition information, construction reports, motor vehicle crashes and other incident information by telephone or radio from Maintenance Technicians, other MDT staff, traveling public, and law enforcement agencies using knowledge of report-taking procedures, ability to remain calm, and type quickly.
- Documents, and reports information related to road condition info, construction reports, motor vehicle crashes and other incident information. Mobilizes resources using automated reporting and Computer Aided Dispatching (CAD) systems.
- Dispatches resources related to road conditions, crashes and other incidents via the two-way radio system, telephone, or mobile data terminal to appropriate MDT Staff using knowledge of the radio system, skills in use of radio equipment, and knowledge of the MDT Maintenance

Operations. At times, the resources may include other state and local agencies, tribal resources, and other emergency entities.

- Types and formats information into MDT Road Reporting System (RRS) for MDT, other entities, and the traveling public. Additionally, this position will at times contact and mobilize other entities such as MHP troopers, other law enforcement agencies, state and local agencies, tribal resources, and other emergency entities.
- Develops and publishes messages on Variable Message Signs (VMS), to inform the traveling public. This requires the incumbent to work within space limitations, to creatively create a clear and concise message, that is easily understood by the traveling public.
- Works with other agencies such as the National Weather Service to inform the traveling public of weather events. This requires the incumbent to translate weather information into driving impacts.
- Acts as a liaison for Disaster Emergency Services (DES), and the MDT DES coordinator on roadway incidents.

### **RRS Operations 35%**

- Communicates via telecommunications with MDT staff, other agencies, and the traveling public to receive and provide information relative to conditions and incidents on Montana's roadways.
- Maintains and operates Montana's portable and permanent VMS, to inform the traveling public of incidents, construction projects, road conditions, weather information, and public safety messages.
- Maintains and operates MDT Highway Advisory Radio Systems (HARS), to inform the traveling public of incidents, construction projects, road conditions, weather information, and public safety messages.
- Partners with Montana Department of Justice to quickly disseminate information regarding AMBER alerts. This includes disseminating information through the RRS, HARS and VMS.
- Enters and cancels information in the RRS (construction projects, road conditions, weather information, and roadway incidents) by operating a terminal consisting of an interactive station with multiple keyboards, multiple CRT, wall monitors and printers.
- Must use the proper key functions to gain the correct formatted screen for the activity being performed.
- Requests and provides information, for MDT staff, MHP and other law enforcement agencies, the traveling public, other state and local agencies, tribal agencies and other emergency entities using MDT's RRS via the telecommunications terminal and other systems.

### **Systems and RRS Maintenance 10%**

- Receives and responds to hardware and software problems, responds to information requests from any of the Systems and Operations Bureau systems users. Responds using

knowledge of theories, principles, and practices of applicable systems. This positions also troubleshoots software and hardware issues for all applicable systems.

- Will work to maintain other systems within the Systems and Operations bureau to ensure accuracy of data and proper functioning of these systems. These would include the Maintenance Management System, Maintenance Ordering System, Encroachment System, and to assist with the Equipment Vehicle Maintenance System.

**Other duties as assigned: 5%**

Performs a variety of other duties as assigned in support of the agency mission and objectives.

**Supervision**

The number of employees supervised is: 0

The position number for each supervised employee is: n/a

**Physical and Environmental Demands:**

The position is sedentary in nature with long periods of sitting or standing in a confined work area; however, dispatchers are required to perform some light lifting, stooping, and bending duties in the process of working with files and performing routine office duties.

Dispatchers speak with MDT staff, MHP and other law enforcement agencies, the traveling public, tribal personnel, and other emergency services. At times this includes speaking with highly emotionally charged, mentally impaired or unstable individuals and the incumbent must be able to tolerate a high degree of stress and remain calm under emotional emergency conditions.

Dispatchers work varied shifts, from days to nights and work holidays and weekends.

Creates and maintains a safe/secure working environment by adhering to MDT safety, security, and health requirements. Integrates injury, illness, and loss prevention into job activities by attending any necessary training and implementing best practices.

**Knowledge, Skills and Abilities (Behaviors):**

- Ability to operate a computer terminal and peripheral equipment: multi-line phone system, and two-way radios
- Listening skills
- Able to write/type and speak effectively Multi-tasking and the ability to process information quickly.
- Document information accurately being reported by phone, radio, in person, and by other technology.

- Disseminate information accurately and precisely in person, by radio, by phone, and via RRS.
- Ability to create clear and concise messages

Preferred:

- Knowledge of MDT Maintenance Division operations
- Knowledge in the use of MDT's-two-way radio and dispatching equipment
- Road Reporting Experience

**Minimum Qualifications (Education and Experience):**

The required knowledge and skills are typically acquired through a high school diploma or equivalency. No previous work experience is required but incumbent must pass the training period.

Certifications, licensure, or other credentials include: n/a

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

**Special Requirements:**

*List any other special required information for this position*

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check             | <input type="checkbox"/> Other; Describe        |

MFPE Union Code

Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

**Signatures**

My signature below indicates the statements in the job description are accurate and complete.

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<b>Immediate Supervisor</b>	<b>Title</b>	<b>Date</b>
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<b>Administrative Review</b>	<b>Title</b>	<b>Date</b>
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My signature below indicates that I have read this job description.

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**Employee**

**Title**

**Date**

**Human Resources Review**

**Job Code Title: Dispatcher 1**

**Job Code Number: Q53021**

**Level: 1**

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

FLSA Exempt

FLSA Non-Exempt

Telework Available

Telework Not Available

Classification Complete

Organizational Chart attached

**Human Resources:**

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**Signature**

**Title**

**Date**