

## DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

|                                                                                                                     |                                                                                                 |                                                           |                            |                               |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------|----------------------------|-------------------------------|
| COMMAND/ORGANIZATIONAL UNIT<br><b>Fresno Area/Communications Center (FCC)</b>                                       |                                                                                                 | DIVISION<br><b>Central Division</b>                       |                            |                               |
| CIVIL SERVICE CLASSIFICATION TITLE<br><b>Public Safety Dispatcher</b>                                               |                                                                                                 | BARGAINING UNIT<br><b>R07</b>                             | TENURE<br><b>Permanent</b> | TIME BASE<br><b>Full-Time</b> |
| POSITION NUMBER<br><b>388-435-1663-905</b>                                                                          |                                                                                                 | CURRENT DATE<br><b>12/17/2019</b>                         |                            |                               |
| DESIGNATED POSITION FOR CONFLICT OF INTEREST<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | CONFIDENTIAL DESIGNATION<br><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY |                            |                               |
|                                                                                                                     |                                                                                                 | APPROVED BY                                               | DATE                       |                               |

### FUNCTION OF POSITION

Under the direction of the Public Safety Dispatch Supervisor I, the Public Safety Dispatcher is responsible for the operation of radio console, automated systems and CAD; dispatching appropriate personnel and resources to emergency and non-emergency incidents; answering both emergency and non-emergency calls from officers, public, media and allied agencies; processing reports and records for the FCC.

### SUPERVISION RECEIVED

The Public Safety Dispatcher reports directly to and receives the majority of their assignments from the Public Safety Dispatch Supervisor I.

### SUPERVISION EXERCISED

N/A

### WORKING CONDITIONS

Tolerates a confined work space; Sitting and standing for prolonged periods of time; consistently reports to work on time with a minimum of absences; willingness to work nights, weekends, holidays, overtime, and at unusual hours is required; adapts to shifting demands of the job; works productively without supervision.

### SPECIAL PERSONAL CHARACTERISTICS

Has emotional stability and even temperament; willingness and initiative to take independent action; performs tasks accurately; positive attitude; performs effectively under stress and time pressure; shows interest in serving the public; shows respect and consideration for others; maintains confidentiality of information; dependable; self-motivated; and a team-player.

### PERCENTAGE OF TIME PERFORMING DUTIES

#### Essential Functions

50%

Operates a voice radio in accordance with and regulations promulgated by the FCC and the California Highway Patrol (CHP). May be assigned to a radio console serving any Area within the communication responsibilities of the FCC.

Receives and documents into a Computer Aided Dispatch (CAD) system, logs all requests from field units and takes appropriate action to fulfill the requests. Maintains an up-to-date status of all mobile units. Relays All Points Bulletins (APB) to all mobile units. Monitors the CHP blue channel on the frequency (frequencies) assigned at all times for any assistance calls transmittal on that channel.

Receives overflow requests for emergency service from the general public and other agencies via 911 cellular, 911 transfers, and allied agency telephone lines. Dispatches appropriate units or services without unreasonable delay. Documents actions on CAD logs. Monitors and operates the California State Police radio. Receives and documents requests from the field units and guest users on this frequency, taking appropriate action to fulfill the requests.

When assigned as a designated trainer, conducts detailed training of newly hired, temporarily assigned, and transfer personnel.

30%

Operates service desk telephone position in accordance with the rules, regulations and agreements of the CHP. Receives requests for emergency and routine service from the general public and other agencies via 911 cellular, 911 transfer, allied agencies, and public telephone lines. Generates the dispatch of appropriate units or services without unreasonable delay. Documents action in the CAD logs.

May be assigned to a Service Desk position. Handles requests from the radio position relayed from the field. Documents pertinent information received from incoming and outgoing telephone. Enters information regarding incarcerations, injury, and fatal traffic accidents into the CHP 144, Incarcerated-Injury-Vehicle Report, Locator System, Be On the Look Out (BOLO system).

Enters information regarding stored, stolen, and recovered vehicles into the California Law Enforcement

**DUTY STATEMENT**

**Public Safety Dispatcher**

CHP 129 (Rev. 5-19) OPI 097

388-435-1663-905

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | Telecommunications System (CLETS).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|              | When assigned as a designated trainer, conducts detailed training of newly hired, temporarily assigned, and transfer personnel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10%          | Makes entries and inquires into CLETS as requested/required and communicates responses to the unit or authorized person making the inquiry. Prepares and sends Management Information System (MIS) messages. Compiles, prepares and sends combined Holiday Reporting Messages as assigned. Makes required notifications. Notifies the Communications Supervisor (on duty or on call), the Office-in-Charge (OIC), Area Commander, or designated operator in charge of any problems requiring immediate action. In the absence of a Supervisor, notifies the Area Sergeant or alternate OIC immediately in the case of a complaint against any member of this Department and/or against Departmental or Area policies/procedures. |
| 5%           | Reports mechanical and electronic failure of equipment to a Communications Supervisor and/or maintenance agency. In emergency situations, when there is no supervisor on-duty, makes these notifications by contacting the on-call supervisor and/or Administrative Lieutenant or Administrative Officer. Prepares documentation for radio and master tape recorder problems on a CHP 272, Radio Trouble Report.                                                                                                                                                                                                                                                                                                                 |
|              | <b><u>Non-Essential Functions</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5%           | Other job-related duties within the scope of the classification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>TOTAL</b> | <b>100%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

|                       |                      |      |
|-----------------------|----------------------|------|
| PRINT EMPLOYEE'S NAME | EMPLOYEE'S SIGNATURE | DATE |
|-----------------------|----------------------|------|

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

|                         |                        |      |
|-------------------------|------------------------|------|
| PRINT SUPERVISOR'S NAME | SUPERVISOR'S SIGNATURE | DATE |
|-------------------------|------------------------|------|