

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Los Angeles Communications Center		DIVISION Southern			
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-514-1663-XXX		CURRENT DATE			
DESIGNATED POSITION FOR CONFLICT OF INTEREST ☐ YES ☒ NO		CONFIDENTIAL DESIGNATION ☐ YES ☒ 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 (PSDS I), the Public Safety Dispatcher is responsible for operation of radio consoles, Computer-Aided Dispatch (CAD) and other automated systems; dispatching appropriate personnel and resources to emergency and non-emergency incidents; answering both emergency and non-emergency telephone calls from officers, public, media and allied agencies; processing reports and records for the Los Angeles Communications Center (LACC).

SUPERVISION RECEIVED

The Public Safety Dispatcher reports directly to and receives the majority of their assignments from the PSDS I. However, direction and assignments may also come from the Public Safety Dispatch Supervisor II (PSDS II).

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.

SPECIAL PERSONAL CHARACTERISTICS

Has emotional stability and even temperament; willingness and initiative to take independent action; performs tasks accurately; positive attitude; adapts to shifting demands of the job; performs effectively under stress and time pressure; shows interest in serving the public; shows respect and consideration for others; maintains confidentiality of information; works productively without supervision; dependable; self-motivated; mature; and a team-player.

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

45%

Operates voice radio and MDC's in accordance with the rules and regulations promulgated by the FCC, the California Highway Patrol (CHP) and Los Angeles County Metro Freeway Service Patrol (FSP). May be assigned to a radio console serving any jurisdictional Area within the communication responsibilities of the LACC. Monitors Channel 2 transmissions (Car to Car), especially during unusual incidents (i.e., pursuits and for Area Base Stations). Maintains an up-to-date status of all mobile units and/or FSP tow trucks. Receives requests for emergency, routine and FSP service from CHP field personnel and/or the public via the Service Desk and dispatching appropriate assistance. Monitors and operates the Ultra High Frequency (UHF) frequencies. Receives and documents requests from the field units and guest users on this frequency, taking appropriate action to fulfill the requests.

Receives and documents into a Computer Aided Dispatch (CAD) system (or radio cards, if necessary), logs all verbal messages/requests/information from field units, including support to filed units assigned to the Metro Express Lane Project, FSP tow truck drivers and/or FSP field supervisor personnel and takes appropriate action to fulfill those requests. Relays All Points Bulletins (APB) to all mobile units and/or FSP tow truck drivers.

Makes entries and inquires into California Law Enforcement Telecommunications System (CLETS) and CLETS Electronic Record Tracking (CERT) as requested/required and communicates responses to the unit or authorized person making the inquiry. Makes inquiries into Justice Data Interface Controller (JDIC) system as requested/required and communicates JDIC inquiry responses to the dispatcher or unit making the inquiry in accordance with Departmental policy as it relates to confidentiality of information. Makes follow up telephone calls to allied agencies on information contained within the JDIC inquiry responses.

Receives overflow requests 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.

When assigned to FSP, track and document status of FSP tow trucks at the beginning of each shift to ensure the appropriate

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	number of trucks are deployed to every FSP beat. Adds replacement trucks when necessary. Documents information in the CAD related to dock and overtime status of identified FSP tow truck drivers, faulty FSP communications equipment, schedule appointments with the Metropolitan Transportation Authority (MTA) Radio Repair Center for reported faulty FSP communications equipment, and provide assistance to FSP tow truck drivers and contractors via telephone.
45%	Operates a service desk telephone position. Receives requests for emergency and routine service from the general public and other agencies via 911 cellular, 911 transfer, allied agency, and public telephone lines. Generates CAD logs for the dispatch of appropriate units or services without unreasonable delay. Documents action in the CAD logs in accordance with rules, regulations and agreements of the CHP. May be assigned to a Service Desk positions to handle requests from radio positions relayed from the field. Documents pertinent information received from incoming and outgoing telephone calls. 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 CLETS and the Departments CERT database.
5%	Makes required notifications. Notifies the PSDSI (on duty or on call), the PSD-in-Charge (PSDIC), of any problems requiring immediate action. In the absence of a PSDSI, notifies the Area Sergeant or PSDIC immediately in the case of a complaint against any member of this Department and/or against Departmental or Area policies/procedures. When assigned as a designated trainer, conducts detailed training of newly hired, temporarily assigned, and transfer personnel and FSP tow truck drivers.
	<u>Non-Essential Functions</u>
5%	Other job related duties within the scope of the classification.
TOTAL	100%

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
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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
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