

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Monterey / Communications Center		DIVISION Coastal			
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-730-1663-XXX		CURRENT DATE 6/3/2026			
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 Dispatcher Supervisor I, the Public Safety Dispatcher is responsible for performing 9-1-1 dispatcher and receives and disseminates information from officers in the field for the Monterey Communication Center.

SUPERVISION RECEIVED

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

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Monterey Communications Center (MCC) Public Safety Dispatchers are on a 4/10 AWW, with seniority sign-up. MCC is located on the pristine central coast 17 miles from the Monterey Bay, 35 miles from Santa Cruz, and less than 2 hours from San Francisco Bay Area. Nights, weekends, holidays, overtime, and unusual hours are required. Confined work space with sitting and/or standing for prolonged periods.

SPECIAL PERSONAL CHARACTERISTICS

Consistently reports to work on time with a minimum of absences; has emotional stability and even temperament; willingness and initiative to take independent action; performs tasks accurately; positive attitude; adapt to shifting demands of the job; perform effectively under stress and time pressure; show interest in serving the public; show respect and consideration for others; maintain confidentiality of information; work productively without supervision; dependable; self-motivated; mature; and a team-player.

PERCENTAGE OF TIME PERFORMING DUTIES

Essential Functions

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|-----|---|
| 35% | Performs as service desk back-up for the radio dispatcher which includes answering telephone calls and providing the telephone service for the following:
a. 9-1-1 emergence cellular telephone calls
b. calls from allied agencies
c. callbox calls
d. media calls
e. calls from the general public |
| 30% | Operates voice radio in accordance with rules and regulations promulgated by FCC and the California Highway Patrol. Relays All Points Bulletins to all mobile units. Operates radio/telephone and computer-aided transmitting and receiving equipment; selecting receivers and transmitters and adjusting volume controls; dispatching mobile units or other equipment to specific points as required; making requests for ambulances, tow trucks, fire-fighting, sheriff, police, allied agency units, and other emergency services as requested by officers in the field. Receives and documents verbal messages/requests from field units and takes appropriate action to fulfill those requests. Coordinates pursuits and high risk incidents with allied agencies. |
| 20% | Makes entries and inquiries into the California Law Enforcement Telecommunications System (CLETS) as requested/required and communicates those messages as directed. Enter information regarding incarcerations, storages of vehicles, injuries and fatal traffic accidents on appropriate forms or into the CHP 144 system. Send MIS messages, Amber Alerts and utilizes the EAS as required. |
| 10% | Provides on-the-job training and prepares corresponding written evaluations. |

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388-730-1663-010

3%	When assigned, may assume lead responsibility for an entire shift or portion of a shift as Public Safety Dispatcher in Charge (PSDIC) in the absence of a Public Safety Dispatch Supervisor.
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Non-Essential Functions

2%	Performs duties within the scope of the classification, as assigned.
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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

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