

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Golden Gate Communications Center		DIVISION Golden Gate Division		
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time
POSITION NUMBER 388-318-1663-XXX		CURRENT DATE 07/27/2022		
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 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 Golden Gate Communications Center (GGCC).

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) or PSD In Charge.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

Consistently reports to work on time with a minimum of absences; willingness to work nights, weekends, holidays, overtime, and at unusual hours is required; 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; tolerates a confined work space with sitting and/or standing for prolonged periods; 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

50%

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

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 UHF frequencies. 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

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	(BOLO system).
	Enters information regarding stored, stolen, and recovered vehicles into the California Law Enforcement Telecommunications System (CLETS).
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 PSDSI (on duty or on call), the Officer-in-Charge (OIC), Area Commander, or designated operator in charge 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.
5%	Reports mechanical and electronic failure of equipment to a PSDSI or PSDIC. In emergency situations, when there is no supervisor on-duty, makes these notifications by contacting the on-call PSDSII. Prepares documentation for radio problems on a CHP 272, Radio Trouble Report.
	<u>Non-Essential Functions</u>
5%	Other job related duties, within the scope of the classification, as assigned.
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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