

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Communications Infrastructure & Support Section		DIVISION Information Management Division		
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time
POSITION NUMBER 388-048-1663-008		CURRENT DATE 07/09/2026		
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 Dispatch Supervisor I, the Public Safety Dispatcher is responsible for the design, development, implementation, analysis, tracking, and updating of the Commission on Peace Officer Standards and Training (POST) approved training for the Public Safety Dispatcher/Operator (PSD/PSO) classifications. Participates in research and analytical studies to determine training needs of communications personnel, and assists with the evaluation of the overall effectiveness of the Communications Training Program (CTP). Travel and a professional business appearance is required.

SUPERVISION RECEIVED

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

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Tolerates a confined workspace with prolonged periods of sitting and/or standing, and performs effectively under stress and time constraints.

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

55%

Participates in the research, development, review, update, standardization and implementation of CTP curriculum. Conducts research and analysis on the impact and effectiveness of statewide training programs. Assists with departmental policy review and recommends and/or develops new training materials to enhance operations statewide. Tracks and analyzes both the Public Safety Dispatcher Basic Course (PSDBC) and Continued Professional Training (CPT) requirement for PSD/PSO personnel through the successful navigation of the POST Electronic Data Interchange (EDI), statewide retention tracking, quarterly POST compliance audits, consistent updates within the Electronic Tracking Records System (ETRS), objective research and analysis of new training methods, active participation in the decision-making process, and effective communication with peers and supervisors throughout the state. Provides end user training to ensure policies, procedures, guidelines, and standards are maintained in order to remain in compliance with State Government Codes, California Office of Emergency Services (CalEOS), and departmental policies for various information technology governance processes. Researches critical issues and law enforcement trends to formulate, coordinate, and disseminate instructional aides such as Solid Realistic Ongoing Verifiable Training and training bulletins. Monitors, researches, and provides direction in response to questions or concerns posed to the Communications Infrastructure & Support Section (CISS) via the CTP Email, CISS telephone lines, the Dispatcher Training Resources web-page, and the Dispatcher Resource Page. Serves as a communications liaison and corresponds with Communications Centers (CCs), California Highway Patrol (CHP), Headquarters, and allied agencies on a daily basis.

30%

Assists in reviewing, formulating, and recommending policies, procedures, and guidelines for emerging technology utilized in CCs throughout the State of California. Coordinates with multiple CHP sections including the Computer Aided Dispatch (CAD) Unit, California Law Enforcement Telecommunications (CLETS) staff, CISS Technical Service Unit, Office of the Inspector General, and the CHP Academy to problem solve and ensure end users are supported. Assists with instructing policy, techniques, and practical application to new end users on the CAD system and VisiNet Browser for the PSDBC. Assists the CAD Unit by testing new version releases of system software, confirming the upgrades meet the defined

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	functional and non-functional requirements. Aids in ensuring that existing inaccuracies are corrected, and detailed analysis of errors and deficiencies are submitted through proper channels.
10%	Statewide travel representing CISS while facilitating special project training and evaluation (e.g., InterTalk Radio System, CAD console, and furniture roll-outs). Responsible for the logistics and facilitation of departmental training for various personnel including, but not limited to: PSD/PSO, cadets, guest users, allied agencies and sworn personnel. Maintains perishable skills by supplementing staffing at CCs as operational needs arise, or emergency support requires.
	<u>Non-Essential Functions</u>
5%	Performs other 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
Jeanne Espinoza		