

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Redding/Redding Communications Center		DIVISION Northern Division		
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time
POSITION NUMBER 388-135-1663-026		CURRENT DATE 3/27/2026		
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 providing dispatch services for the Redding Communications Center.

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 Captain.

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

Emotional stability and even temperament; willingness and initiative to take independent action; perform 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

- | | |
|-----|---|
| 45% | Call taking duties include automated telephone and computer-related equipment to receive, transmit, and record information. Screen incoming calls from officers, public, media, and other allied agencies and take appropriate action; receive and handle 911 calls; receive and handle calls from citizens who are difficult to communicate with (e.g., upset, abusive, intoxicated, suicidal, very young/old, or speech-impaired); query specialized law enforcement databases for information; communicate with personnel of other agencies to obtain and disseminate information. Disseminate information and advice to the public; brief oncoming dispatcher; and process reports and records. |
| 40% | Radio operations include using the current InterTalk radio system, which has several repeaters for the areas of operation. Dispatch personnel and resources, such as officers, emergency equipment, allied agencies. Monitor and respond to field units and allied agencies, and provide information to our field units via radio. |
| 5% | Attend and participate in mandatory training to include, but not limited to; weekly review of Solid, Realistic, Ongoing, Verifiable, Training; quarterly completion of Commission on Peace Officer Standards and Training sessions via the web-based learning portal or classroom-style courses; initial and bi-annual certifications for California Law Enforcement Telecommunications System and National Crime Information Center; ongoing review and comprehension of the varied reference-resources available in the communications center, as well as the policies and procedures governing the position contained in Highway Patrol Manuals, Management Memorandums, General Orders, Highway Patrol Guides, and Standard Operating Procedures. |
| 5% | Facilitate the sending/receiving of Maximum Enforcement Period (MEP) reports for Northern Division during MEP periods. Serve as the after-hours contact for the Emergency Operations Center. Serve as an after-hours contact for Northern Division Chiefs. |

Non-Essential Functions

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

Public Safety Dispatcher

388-135-1663-026

5%	Performs 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

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
-------------------------	------------------------	------