

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Merced Area (460)		DIVISION Central Division			
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-460-1663-015		CURRENT DATE 07/14/2026			
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 operation of the communications equipment to provide communication service for mobile units and the public for the Merced 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.

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 voice radio in accordance with rules and regulations promulgated by the Federal Commissions Commission (FCC) and the California Highway Patrol (CHP).

- May be assigned to the radio console and service any Area within the communications responsibilities of the Merced Communications Center.
- Receives and documents in Computer Aided Dispatch (CAD) logs, all requests from field units and takes appropriate action to fulfill the requests.
- Maintains up-to-date status of all mobile units assigned.
- Relays All Points Bulletins (APB) to all mobile units.
- Monitor the CHP blue channel on the frequencies assigned at all times for any assistance calls that may mistakenly be transmitted on that channel.
- Receives overflow requests for emergency service from the general public and other agencies via 911 cellular, 911 transfer and allied agency telephone lines. Dispatches appropriate units or services without unreasonable delay. Documents actions in CAD logs.

30%

Operates service desk telephone position in accordance with the rules, regulations, and agreements of the California Highway Patrol.

- Receives requests for emergency and routine service from the general public and other agencies via 911 cellular, 911 transfer, allied agency, public telephone lines and call boxes. Generates the dispatch of appropriate units or services

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Public Safety Dispatcher

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	without reasonable delay. Document actions in CAD logs.
	• Processes requests from the radio position relayed from the field for services. • Documents pertinent information received from telephone calls incoming and outgoing. • Enters information regarding incarcerations, injury and fatal traffic accidents into the CHP 144, Incarcerated-Injured-Vehicle Report, locator system.
10%	Makes entries and inquiries into California Law Enforcement Telecommunication System (CLETS) as requested/required and communicates responses to the unit or authorized person to make the inquiry. Responsible for sending Highway Emergency/Weather Advisory Bulletins (HEWAB) teletypes and any other type of teletypes as deemed necessary to the communications center.
5%	When assigned as a designated trainer, conducts detailed training of newly hired, temporarily assigned and transfer personnel. Prepares written documentation detailing the training process. Makes required notifications: • Notifies the PSDSI (on call or on duty), the Officer in Charge (OIC), Sergeant, Executive Lieutenant, or Area Commander or designated operator in charge of any problems requiring immediate action. • In the absence of a supervisor, notifies the area sergeant or alternate OIC immediately in case of a complaint against any member of the Department and/or against departmental or Area policy/procedure. • Notifies Emergency Notification and Tactical Alert Center (ENTAC) and/or Transportation Management Centers (TMC) of pertinent information. Reports mechanical and electronic failure of equipment to a PSDSI and/or maintenance agency. In emergency situations, makes these notifications by contacting off duty supervisors and/or managers. Prepares documentation of radio problems on a CHP 272, Radio Trouble Report. <u>Non-Essential Functions</u>
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
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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
Keri Pickett		