

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

PROPOSED

COMMAND/ORGANIZATIONAL UNIT Bakersfield Area		DIVISION Central		
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher	BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-420-1663-042		CURRENT DATE 08/05/2026		
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 general supervision of the Public Safety Dispatch Supervisor I (PSDS I), the Public Safety Dispatcher is responsible for performing a variety of 9-1-1 communications dispatch duties and receives and disseminates information from officers in the field for the Bakersfield Communications Center.

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 Area Sergeant, Officer in Charge, and/or Lieutenant.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

Fast paced, high stress, small call center environment; consistently sedentary, with no scheduled or guaranteed breaks.

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

40%	Operates voice radio in accordance with rules and regulations promulgated by the Federal Communications Commission (FCC) and the California Highway Patrol (CHP). 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 and non-emergency services as requested or required by officers in the field. Makes entries and inquiries into the California Law Enforcement Telecommunications System (CLETS) as requested/required and communicates those messages as directed. Enters information regarding incarcerations, storages of vehicles, injuries and fatal traffic accidents on appropriate forms or into the California Highway Patrol (CHP) 144 system. Sends Management Information Systems (MIS) messages, Amber Alerts and utilizes the Emergency Alert System (EAS) as required. Monitor ComTech GEM911 text to 9-1-1 system and disseminate information appropriately.
30%	Uses an automated telephone, and computer-related equipment; receives and transmits reports of accidents, and requests for assistance from disabled motorists; assists public requests for road information; communicates with personnel of other agencies to obtain and disseminate information; screens incoming calls from officers, public, media, and other allied agencies, and takes appropriate action; receives and handles 9-1-1 calls; dealing with calls from citizens who are difficult to communicate with (e.g., upset, abusive, impaired, intoxicated, suicidal, very young/old); types entries into computer terminals for recording and dispatch. Telephone calls are received from: 9-1-1 emergency cellular telephone calls, interdepartmental calls, calls from allied agencies, media calls, calls from the general public.
25%	Attends and participates in mandatory training to include, but not limited to; weekly review of Solid, Realistic, Ongoing, Verifiable, Training (SROVT); quarterly completion of Commission on Peace Office Standards and Training (POST) sessions via web-base learning portal or classroom style courses; initial and bi-annual certifications for CLETS and National Crime Information Center (NCIC); ongoing review and comprehension of the varied reference-resources available in the communication center, as well as policies and procedures governing the position contained in Highway Patrol Manuals

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

(HPM), Management Memorandums (MM), General Orders (GO), Highway Patrol Guides (HPG), and Standard Operating Procedure (SOP). Provides on-the-job training and prepares corresponding written evaluations.

Non-Essential Functions

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