

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Border Communication Center - 618		DIVISION Border			
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Operator		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-618-1664-XXX		CURRENT DATE 08/26/2026			
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 supervision of the Public Safety Dispatch Supervisor I, the Public Safety Operator is responsible for operating communications equipment included telephones and computer terminals for the Border Communication Center.

SUPERVISION RECEIVED

The Public Safety Operator 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 IIs.

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

- | | |
|-----|---|
| 40% | Telephones - 9-1-1 cellular calls - Answer incoming calls from cellular telephones. Determine if the call belongs to California Highway Patrol (CHP) and if not, transfer the call to the appropriate allied agency. Enter data into the computer aided dispatch system and route information to the proper dispatcher. |
| 20% | Telephones - 9-1-1 transfer calls - Answer incoming 9-1-1 transfer calls from other agencies which require CHP assistance. Enter data into the computer and route information to the proper dispatcher. |
| 15% | Telephones - Non-emergency calls - Answer incoming calls requesting road information and request for service and assistance. Place outgoing calls making request for service and/or assistance. |
| 10% | Management Information System/Computer - Query the various systems for needed information as requested by the public and field units. Enter, update and modify entries as directed by actions taken by the field units and other agencies. |
| 10% | Call boxes - Answer calls from the public and the private answering service requesting assistance from a mobile unit or a tow truck for a disabled vehicle. If the call is not for a disabled vehicle, the proper assistance is provided and the data is routed to the appropriate radio for dispatching. |

Non-Essential Functions

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| 5% | Performs other job related duties within the classification, as assigned. |
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Public Safety Operator

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388-618-1664-XXX

TOTAL	100%	
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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