

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

PROPOSED

COMMAND/ORGANIZATIONAL UNIT Bakersfield Area		DIVISION Central			
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatch Supervisor I		BARGAINING UNIT S07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-420-1662-003		CURRENT DATE 08/24/2026			
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 II, the Public Safety Dispatch Supervisor I is responsible for performing a variety of 9-1-1 communication dispatch duties and receives and disseminates information from officers in the field for the Bakersfield Communications Center (BFCC).

SUPERVISION RECEIVED

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

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

55%	Provides supervision for Public Safety Dispatchers (PSDs) assigned to BFCC. Handles mentoring and coaching techniques to improve their work performance and promotes upward mobility. Acts as an immediate resource for answering PSD questions and provides guidance relative to techniques and procedures. Provides leadership, direction, and guidance during routine and emergency situations and/or relative to techniques and procedures associated with the incidents. Performs periodic audits of Computer Aided Dispatching (CAD) messages, radio voice recording and telephone statistics. Performs quality assurance reviews monthly and quarterly. Prepares probationary and annual performance appraisals for PSDs. Coordinates and prepares quarterly, monthly and daily work schedules for PSDs, including preplanned and unscheduled overtime. Ensures master schedule changes are documented. Reviews all attendance records for the shift and approves/disapproves overtime claims. Reviews and initials all absence requests. Coordinates recruitment events such as seminars with the public, military bases, and job resources centers. Coordinates hiring with the PSDS II by setting up interviews, preparing hiring matrix, questions, and assists during the interview process and selection. Prepares monthly radio and telephone statistics for Telecommunications Section. During personnel shortages or periods of emergencies, performs dispatch duties. Keeps the PSDS II apprised of any situation or condition affecting the Center's operation.
20%	Develops and creates training materials, guides, and programs for organizational orientation and technical training. Ensures quality and uniformity of training needs and provides continued training, assistance, and periodic performance evaluations after conclusion of the formal training period. Responsible for the training of dispatch personnel such as courses including Communications Training Officer, Initial Instructors Course in both Riverside and Sacramento. Coordinates, participates, and completes communication surveys and the employee in-service program. Arranges for and evaluates trainee ride-alongs.
15%	Assists and processes Custodian of Records, handles all incoming Public Records Act, Subpoena and District Attorney requests related to CAD Incident Detail Reports, 9-1-1 calls Text to 9-1-1, Radio and any other telephone call records. Maintains and logs all requests received by the Communications Center. Attends court as Custodian of Records and provides testimony. Provides written departmental correspondence for any outgoing records. Certifies records requests and affidavits as required.

Public Safety Dispatch Supervisor I

388-420-1662-003

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.

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.