

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Orange County Communications Center / 676		DIVISION Border		
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Operator	BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-676-1664-XXX		CURRENT DATE 01/30/2026		
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 Operator is responsible for radio dispatching and answering telephone calls for the Orange County Communications 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 II or 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

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| 55% | Answers incoming calls from cellular/mobile telephones. Determines if the call belongs to the CHP, and if not, transfer the call to the appropriate agency. Prepares computer aided dispatch (CAD) incident logs on CHP calls and routing them to the proper radio dispatcher. |
| 20% | Answers incoming public telephone calls requesting road information and requests for services and assistance. Places outgoing telephone calls making requests for services and/or assistance. |
| 10% | Answers incoming 9-1-1 transfer calls from other agencies which require CHP assistance. Prepares computer aided dispatch logs and route to the proper radio dispatcher. |
| 10% | Queries the various systems for needed information as requested by the public and field units. Enters, updates and modifies entries as dictated by actions taken by the field units and other agencies. Enters missing Person/Overdue party information as well as other administrative type messages into the system. |
| 3% | Answers incoming calls from the public on freeway call boxes. Providing the needed assistance to the citizen: calls to a towing service, family member or friend to respond to assist them with disabled vehicles. Prepares computer aided dispatch (CAD) log for each incident indicating the action taken. If the call is not for a disabled vehicle, the proper assistance is provided and the log is routed to the proper radio dispatcher. |

Non-Essential Functions

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| 2% | Performs other job-related duties within the scope of the classification, assigned. |
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Public Safety Operator

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388-676-1664-XXX

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