

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Orange County Communications Center		DIVISION Border			
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-676-1663-XXX		CURRENT DATE 06/05/2026			
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 direction of the Public Safety Dispatch Supervisor I, the Public Safety Dispatcher is responsible for radio dispatching and answering telephone calls for the Orange County 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. However, direction and assignments may also come from the Public Safety Dispatch Supervisor II and/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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| 40% | Operates radio/telephone transmitting and receiving equipment; selecting receivers and transmitters and adjusting volume control; dispatching mobile units or other equipment to specified points as required. Taking requests for ambulances, tow cars, fire fighting equipment, sheriff, police and allied agency units and other emergency services as requested or required by the field units. Broadcasts All Points Bulletins, dispatch and coordinate pursuits, coordinate major incidents including road closure, traffic control and scene management. Accepts requests from the field units for checks on vehicles and subjects. Queries the Management Information System database for information requested and respond to the units with the necessary information. |
| 35% | Answers incoming calls from mobile telephones. Determines if the call belongs to the California Highway Patrol (CHP), if not, prepare detailed Computer Aided Dispatch (CAD) logs and transfer the call to the appropriate allied agency. If the call belongs to CHP, prepare detailed CAD logs for each incident then routing them to the appropriate radio and/or dispatching the information over the air to the responding units. |
| 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. |
| 5% | Answers incoming 9-1-1 transfer calls from other agencies which require CHP assistance. Prepares CAD logs and route to the proper dispatcher. Answering incoming calls from the public on call boxes. Providing the needed assistance to the citizen: call to towing service, family member or friend to respond to assist them with disabled vehicles. Prepares CAD logs 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 dispatcher. |

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5%	Operates Freeway Service Patrol Console and disseminate service information. Answers incoming telephone calls requesting road information and other non emergent inquires.
	<u>Non-Essential Functions</u>
5%	Performs other 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