

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

CURRENT

COMMAND/ORGANIZATIONAL UNIT Indio Area / Indio 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 388-630-1663-XXX		CURRENT DATE 09/15/2026			
DESIGNATED POSITION FOR CONFLICT OF INTEREST	CONFIDENTIAL DESIGNATION	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY			
☐ YES ☒ NO	☐ YES ☒ NO	APPROVED BY		DATE	

FUNCTION OF POSITION

Under the direction of the Public Safety Dispatch Supervisor I, the Public Safety Dispatcher is responsible for the 9-1-1 operations and disseminating information to officers in the field for the Indio Area / Indio 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.

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

35%

RADIO

Coordinating activities related to the handling of incidents reported by dispatching appropriate public safety responders and/or notifying allied agencies with appropriate jurisdiction once it has been determined what actions are needed to mitigate the incident.

Operates Intertalk radio system, transmitting and receiving equipment, selecting receivers and transmitters. Dispatches mobile units or other equipment to specific points as required. Takes requests for ambulances, paramedics, fire fighting equipment, tow vehicles, sheriff, police, allied agency units and other emergency services as required or requested by field units.

Broadcasts All Points Bulletins, dispatch and coordinate pursuits, coordinates major incidents including, but not limited to, road closures, traffic control and scene management

Monitors various police agency frequencies for any radio traffic which needs to be relayed to mobile units.

Monitors the California Highway Patrol (CHP) "C" channel for any assistance call that may mistakenly be transmitted on that channel.

Accepts requests from field units for checks on vehicles and subjects via the Computer Aided Dispatch (CAD) or the Management Information System (MIS).

Monitors and activates Public Safety Enterprise Communication upon request from an allied agency or CHP.

Operates CAD terminal for dispatching all mobile units and other equipment. Maintains documentation in CAD logs of

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	information received from field units. Responds to Mobile Data Computers request from field officers.
30%	COMPUTER OPERATIONS Queries various systems, including but not limited to California Law Enforcement Telecommunications System (CLETS), National Crime Information Center, Department of Justice, MIS, for required confidential information as requested by the field units and the public. Enter, update, and modify entries in the various systems as dictated by actions taken by the field units and other agencies. This includes, but is not limited to, entries into CLETS Electronic Record Tracing (CERT), the Stolen Vehicle System, Missing/Overdue persons information, Property and Firearms systems.
30%	TELEPHONE Answers incoming 9-1-1 calls from cellular telephones. Determines if the call belongs to CHP and if not, transfer that call to the appropriate law enforcement agency. Prepares CAD log and route to the appropriate radio position or other CHP Communications Center. Answers incoming 9-1-1 transfer calls from other agencies that require CHP assistance. Prepares CAD log and route to appropriate radio position. Answers incoming Allied Agency calls that require CHP assistance. Prepares CAD log and route to appropriate radio position or other CHP Communications Center. Places outgoing telephone calls making requests for services and/or assistance. Answers incoming calls from the private company responsible for answering callboxes. Prepares CAD log for other incidents requiring CHP action. Routes the CAD log to the appropriate radio position for further assistance. Provides assistance to the private company and the public such as, but not limited to, contacting tow services to respond and assist disabled motorists. Answers incoming non-emergency telephone calls inquiring about road information or requesting assistance. <u>Non-Essential Functions</u>
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
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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
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