STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052 CURRENT

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Border Communications Center	Border Division			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Public Safety Dispatch Supervisor I	S07	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-618-1662-XXX	06/26/2026			

DESIGNATED POSITION FOR CONFLICT OF INTEREST	CONFIDENTIAL DESIGNATION	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY	DATE
☐ YES ☑ NO	☐ YES ☑ NO		

FUNCTION OF POSITION

Under the direction of the Public Safety Dispatch Supervisor IIs, the Public Safety Dispatch Supervisor I is responsible for supervising the Public Safety Dispatchers and Public Safety Operators for the Border Communications Center.

SUPERVISION RECEIVED

The Public Safety Dispatch Supervisor I reports directly to and receives the majority of their assignments from the Public Safety Dispatch Supervisor IIs. However, direction and assignments may also come from the Lieutenant, Commander.

SUPERVISION EXERCISED

The Public Safety Dispatch Supervisor I provides supervision and direction to multiple Public Safety Operators and Public Safety Dispatchers.

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) and Public Safety Operators (PSOs) assigned to Border Communications Center (BCC). Handles mentoring and coaching techniques to improve their work performance and promotes upward mobility. Immediate resource for answering PSD and PSO questions and provides guidance relative to techniques and procedures. Provides leadership, direction, and guidance during the course 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 stats. Quality Assurance reviews monthly and quarterly. Prepare probationary and annual performance appraisals for PSDs and PSOs. Ensures that accurate CHP 415s, Daily Field Record, are completed by each Public Safety Dispatcher and Public Safety Operators on a daily basis. Coordinates and prepares quarterly, monthly and daily work schedules for PSDs and PSOs, including preplanned or unscheduled overtime. Uses Scheduling Overtime Automated Reporting System to track employee time, overtime, disciplinary actions, sick leave, and vacation status. Ensures master schedule changes are documented. Reviews all attendance records for the shift and approves/ disapproves overtime claims. Reviews and initials all absence requests. Handles Recruitment; sets up and coordinates seminars with the public, military bases, job resource centers. Handles hiring with the Public Safety Dispatch Supervisor IIs (PSDS IIs). Sets up, interviews, prepares hiring matrix, questions and assists during the 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 IIs 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. Communications Training Officer, Initial Instructors Course in both Riverside and Sacramento. Coordinates Regional Communications System, Automated Regional Justice Information System training in San Diego county. Coordinates, participates, and completes communication surveys and the employee in-service program. Arranges for and evaluates trainee ride-alongs.

10%	Custodian of Records, handles all incoming Public Records Act, Subpoena and District Attorney requests for CAD Incident Detail Reports, 9-1-1 calls, Text to 9-1-1, Radio and any other telephone call records. Records, enters and organizes all requests received by the Communications Center. Attends court as Custodian of Records and provides testimony. Completes California Highway Patrol (CHP) correspondence for any outgoing records, completes billing and tracks payment methods. Certifies records requests and affidavits, as required.
5%	Periodically checks to see that the console requests for service are being met in a timely fashion, and ensures that key positions are always staffed. Prepares self-inspections in the Area evaluation process as required by the Area Management guides. Maintains and updates all reference files in the Communications Center. Maintains and updates California Law Enforcement Training System, California Justice Information Systems, National Law Enforcement Telecommunications System, Text to 9-1-1, BCC Standard Operating Procedures, Department of Motor Vehicle and any additional reference files at BCC.
5%	Completes additional administrative duties such as attending Freeway Service Patrol quarterly meeting, act as the Occupational Safety Coordinator for the center and the liaison with Border Division. As Occupational Safety Coordinator is required to repair and ensure all ergonomic equipment functions properly and has to conduct Departmental Ergonomic Evaluations for employees. Serve as the liaison with Guest Users of CHP radio frequencies and conducts training when, as necessary.
	Non-Essential Functions
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

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