STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097 CURRENT

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Chico Communications Center	Valley			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Public Safety Operator	R07	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-241-1664-XXX	09/25/2026			

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 general supervision of the Public Safety Dispatch Supervisor I, the Public Safety Operator is responsible for performing a variety of communication duties for the Chico 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 and/or Captain.

SUPERVISION EXERCISED
N/A

WORKING CONDITIONS
Chico Communications Center is on an alternate work week schedule with seniority sign-ups for shifts and vacation.

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%	Operates service desk telephone position in accordance with the rules, regulations and agreements of the CHP. Answers incoming calls for emergency and routine services from the general public and other agencies via 911 cellular, 911 transfer, allied agency, public telephone lines, and call boxes. Place outgoing telephone calls making requests for services and/or assistance. Documents pertinent information received from incoming and outgoing telephone calls. Perform inquiries, entries, and modifications into specialized law enforcement databases.
30%	Prepares documentation of issues utilizing reporting methods for mechanical and electronic failure of equipment. In emergency situations, makes these notifications by contacting off duty supervisors and/or managers. Complete departmentally mandated trainings. Participate in CHP recruiting efforts such as public sit-alongs, seminars, and off site events.
10%	May be assigned newly hired personnel to provide training and/or mentoring for the Department. May be asked to assist other areas during emergencies.
	Non-Essential Functions
5%	Other job-related duties within the scope of the classification.
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