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 Dispatcher	R07	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-618-1663-XXX	10/15/2026			

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 operating communications equipment including telephones and computer terminals for the Border 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
40%	RADIO - Operates radio/telephone computer-aided transmitting and receiving equipment; selects receivers and transmitters and adjusting volume controls; dispatches mobile units or other equipment to specific points as required; makes requests for ambulances, tow vehicles, fire fighting, sheriff, police, allied agency units, and other emergency services as requested or required by officers in the field; enters all data into the computer for documentation, routing and requesting of services. Broadcasts All Points Bulletins, dispatches and coordinates pursuits, coordinates major incidents including road closures, traffic control, and scene management. Accepts requests from the field units for checks on vehicles and subjects. Queries the California Law Enforcement Telecommunications System/National Crime Information Center System for information requested and respond to the units with the necessary information. Dispatches tow trucks through the Freeway Service Patrol console to disabled vehicles and traffic hazards.
40%	TELEPHONES - 9-1-1 cellular - Answers in-coming calls from mobile telephones; determines if the call belongs to California Highway Patrol or transfer the call to the appropriate police agency; enters data in to the computer and routes to the appropriate radio for dispatching. Non-emergency calls - Answers in-coming calls requesting road information and requests for service and assistance. Places outgoing calls making requests for service and/or assistance.
15%	CALLBOXES - Answers calls from the public and the private answering service requesting assistance from a mobile unit or a tow truck for a disabled vehicle. If the call is not for a disabled vehicle, the proper assistance is provided and the call is routed to the appropriate radio for dispatching. MANAGEMENT INFORMATION SYSTEM/COMPUTER- 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.
	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