STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

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

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Orange County 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			
388-676-1662-XXX	08/25/2026			

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 II, the Public Safety Dispatch Supervisor I is responsible for Supervising Public Safety Dispatchers and Public Safety Operators for the Orange County 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 II. However, direction and assignments may also come from the Lieutenant 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
25%	Supervising, reviewing and evaluating the work of Public Safety Dispatchers and devising personalized training programs as required. Spend at least four (4) hours of on-floor supervision time per week.
10%	Preparing work schedules for Public Safety Dispatchers to provide 24-hour per day coverage of the dispatch center workload.
10%	Writing performance reports on assigned personnel.
10%	Performing dispatch duties during personnel shortages or during emergency operations and maintain proficiency on the Computer Aided Dispatch System.
10%	Preparing local operating procedures, training material and ready reference guides, both written and automated, including terminal references for call box systems.
10%	Advising the Public Safety Dispatch Supervisor II and/or Area Commander of communications center personnel, operational or maintenance matters that require review or attention.

5%	Reviewing and copying 24-hour dispatch voice tapes and computer aided dispatch (CAD) documentation for Departmental personnel, allied agencies and civil requests.
3%	Coordinating emergency operational needs with allied agencies and Headquarters Telecommunications Section personnel.
3%	Coordinating with local radio technician personnel on matters pertaining to communications system service, maintenance and equipment problems. Periodically following up on these problems to ensure corrections are completed.
3%	Participating in staff and communications meetings.
3%	Organizing, developing and scheduling training for subordinate personnel.
2%	Preparing and routing communications traffic load data, radio trouble reports and other required reports.
1%	Participating in the selection of new operators and making recommendations to the Public Safety Dispatch Supervisor II and Area Commander.
	Non-Essential Functions
5%	Perform other job related duties within 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