STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

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

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Golden Gate Communications Center	Golden Gate Division			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Public Safety Operator	R07	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-318-1664-XXX	09/09/2024			

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 supervision of the Public Safety Dispatch Supervisor I (PSDS I), the Public Safety Operator is responsible for the operation of automated systems and CAD; answering both emergency and non-emergency calls from officers, public, media and allied agencies; processing reports and records for the Golden Gate Communications Center (GGCC).

SUPERVISION RECEIVED

The Public Safety Operator reports directly to and receives the majority of their assignments from the PSDS I. However, direction and assignments may also come from the Public Safety Dispatch Supervisor II (PSDS II) and/or the Captain.

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%	Utilizing multiple computer screens, keyboards, and mice, operates a service desk position and answers incoming telephone calls from the following: 911 emergency mobile telephone calls, allied agency calls, call box calls, media calls, calls from the general public, and calls from California Highway Patrol (CHP) personnel. Determine if the call is within CHP jurisdiction, if so generate Computer Aided Dispatch (CAD) log and route to the proper radio position for dispatch, and if not, transferring the call to the appropriate allied agency. Transfers motorist calls to appropriate automobile club, CHP rotation tow or makes outgoing calls for assistance for the motorist. Handles requests from the radio position relayed from the field. Documents pertinent information received from incoming and outgoing telephone. Enters information regarding incarcerations, injury, and fatal traffic accidents into the CHP 144, Incarcerated-Injury-Vehicle Report, Locator System, Be On the Look Out (BOLO system). Enters information regarding stored, stolen, and recovered vehicles into the California Law Enforcement Telecommunications System (CLETS).
30%	Answering incoming non-emergency calls from the public. Provide any needed assistance to the motoring public such as: directions, information, calls for tow trucks, weather/road conditions, etc. Prepare CAD logs as needed for each incident, indicating the action taken. Provides on-the-job training and prepares corresponding written daily observation reports.
20%	Makes entries and inquires into CLETS as requested/required and communicates responses to the unit or authorized person making the inquiry. Prepares and sends Management Information System (MIS) messages. Compiles, prepares and sends combined Holiday Reporting Messages as assigned. Makes required notifications. Notifies the PSDSI (on duty or on call), the Officer-in-Charge (OIC), Area Commander, or designated PSDIC of any problems requiring immediate action. In the absence of a PSDSI, notifies the Area Sergeant or PSDIC immediately in the case of a complaint against any member of this Department and/or against Departmental or Area policies/procedures.
5%	Performs other communications center related duties as assigned including updating communications center maps, guides and reference materials.

5%	Reports mechanical and electronic failure of equipment to a PSDSI or PSDIC. In emergency situations, when there is no supervisor on-duty, makes these notifications by contacting the on-call PSDSII.
	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