STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

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

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Los Angeles Communications Center	Southern			
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			
388-514-1662-012	11/20/2026			

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 II (PSDS II), the Public Safety Dispatch Supervisor I is responsible for receiving guidance from and is accountable to the PSDS II whom may be assigned as a Shift Manager. The PSDS I provides supervision for Public Safety Dispatchers (PSD) and Public Safety Operators (PSO) and performs the following duties for the Los Angeles Communications Center.

SUPERVISION RECEIVED

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

SUPERVISION EXERCISED

The Public Safety Dispatch Supervisor I provides general supervision and direction to approximately 20-50 PSDs/PSOs assigned to the operations floor during a shift.

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%	Monitors the performance of PSDs and PSOs and provides feedback regarding their job duties and performance. Maintains equipment and resources and revises reference files in the Center as necessary. Coordinates and prepares monthly and daily work schedules for Public Safety Dispatch Supervisor Is, PSDs and PSOs. Ensures the accurate completion of daily CHP 71, Attendance Report, by PSOs and PSDs. Prepares monthly and annual evaluations for PSOs and PSDs. Ensures all required departmental training is completed for all employeese. Investigates and documents civilians' complaints received from the public against PSOs and PSDs. Acts as the lead for LACC on all Code Alpha, Amber Alerts, and EASI incidents.
40%	Notifies the Shift Manager of any situation or condition affecting the Center's operation including any situation which may result in inquiries from either the public, Allied Agencies or other departmental personnel and requiring entry into the LACC Area Daily Logbook. Re-directs the activities of PSOs and PSDs when necessary to ensure adequate handling of the Center's workload. Additionally, assists the Center by assuming PSD/PSO duties at a service desk and/or radio position during personnel shortages or emergency incidents. Reviews incoming WebMS messages, performs PSD duties when necessary. Provides information to employees regarding polices, procedures and job performance techniques. Prepares CHP 121, Employer's report of Occupational Injury or Illness, reports and accompanies injured and/or ill employees to the first initial doctor's visit.
10%	Acts as the Area's Custodian of Records, processes Subpoenas Duces Tecum and public requests for CAD dispatch records and prepares certified copies of dispatch audio discs. Logs requests, prepares certification letters, tracks fees due on requests, and appears in court. Prepares required employee performance documentation and potential civil litigation paperwork resulting from COR research. Represents the Department for depositions and court trials as the Custodian of Records.
5%	Maintains a monthly calendar and CHP 112PSDSI, Job Performance Summary/Public Safety Dispatch Supervisor I, and submitting them to their Shift Manager by the 5th of the following month. Refer to Annex AG.

	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