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 Dispatch Supervisor I	S07	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-318-1662-XXX	01/02/2024			

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 direction of the Public Safety Dispatch Supervisor II, the Public Safety Dispatch Supervisor I is responsible for the supervision of Public Safety Dispatchers and Public Safety Operators; coordinates and prepares monthly work schedules, prepares probationary and annual performance appraisals, monthly CHP 100PSD forms, civilians' complaints, injury and illness reports, and has the ability to perform dispatch duties using InformCAD and other duties as assigned for the Golden Gate Communications Center (GGCC).

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 Captain.

SUPERVISION EXERCISED

N/A

WORKING CONDITIONS

GGCC supervisors are on the 4/10 alternate workweek with quarterly seniority shift and Regular Day Off (RDO) sign-ups.

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**
45%	Required to spend minimum designated hours, as set forth by management, per month providing on floor supervision performing supervisory duties. Utilizes various personal computer software programs including the Computer Aided Dispatch, (CAD), Symposium, VESTA, VESTA VIEW, and MagIC, to monitor employee productivity and provide supervision for all employees within the Public Safety Dispatcher (PSD) and Public Safety Operator (PSO) classifications, including trainees and trainers during their respective shift. Prepares probationary reports and annual evaluations for operations personnel. Participates in employee sit-along program. All sit-alongs shall be documented. Conducts sit-alongs each month to ensure at least one is conducted with each employee each quarter. Completes Quality Assurance Review for each employee. Reviews of telephone calls are completed monthly and reviews of radio transmissions are completed bi-annually. Prepares adverse actions, rejection during probation, and requests censurable and commendable incident reports for PSDs and PSOs. Reviews all attendance records and initials all absence requests for the shift. Maintains employee monthly performance records and biannual sick leave reporting review. Determines training needs and provides for continued training, assistance and periodic performance evaluations after conclusion of the formal training period. Coordinates replacement of personnel unable to work their assigned shift, as well as emergency and routine requests for time off based on operational needs. Ensures master schedule changes are documented.
30%	Required to work a telephone and radio position on the operations floor for designated hours per month, as needed to maintain staffing coverage. Attends Public Safety Dispatch Supervisor, Area Staff meetings, and Training Days. Maintains and updates all reference files in the Center. Monitors and manages critical incidents, including, but not limited to pursuits, shootings, natural disasters, bomb threats, etc. Provides direction and assistance during critical incidents. Makes appropriate notifications to supervisor, involved Areas, and allied agencies as needed.
15%	Initiates repair requests for equipment; including but not limited to, headsets, chairs, telephones and coordinates management notification. Maintains communication with Public Safety Communications Office (PSCO) personnel, AT&T and Verizon, and initiates repair of radio, Voice Print and telephone lines or any other equipment on an emergency basis for

	the continued operation of the Communications Center and facility
5%	Investigates and prepares citizens' complaints. Prepares occupational injury reports. May assist in developing training material and programs for organizational orientation and technical training.
	Non-Essential Functions
5%	Performs 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