

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Indio Dispatch Center		DIVISION Border		
CIVIL SERVICE CLASSIFICATION TITLE Public Safety Dispatcher		BARGAINING UNIT R07	TENURE Permanent	INTERMITTENT HOURS PER MONTH Full-Time
POSITION NUMBER 388-630-1663-		CURRENT DATE 08/05/2022		
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CONFIDENTIAL DESIGNATION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY		
		APPROVED BY		DATE

FUNCTION OF POSITION
Under the general supervision of the Public Safety Dispatch Supervisor I, the Public Safety Dispatcher is responsible for 9-1-1 operations and disseminating information to officers in the field for the Indio Dispatch Center.

SUPERVISION RECEIVED
The Public Safety Dispatcher reports directly to and receives the majority of their assignments from the Public Safety Dispatch Supervisor I.

SUPERVISION EXERCISED
N/A

WORKING CONDITIONS
Radio and telephone operations in a 24/7 dispatch center assigned to a 3/12 work schedule.

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

33%

RADIO

Coordinating activities related to the handling of incidents reported by dispatching appropriate public safety responders and/or notifying allied agencies with appropriate jurisdiction once it has been determined what actions are needed to mitigate the incident.

Operate AVTEC radio system, transmitting and receiving equipment, selecting receivers and transmitters. Dispatch mobile units or other equipment to specific points as required. Take requests for ambulances, paramedics, fire fighting equipment, tow vehicles, sheriff, police, allied agency units and other emergency services as required or requested by field units.

Broadcast All Points Bulletins, dispatch and coordinate pursuits, coordinate major incidents including, but not limited to, road closures, traffic control and scene management

Monitor various police agency frequencies for any radio traffic which needs to be relayed to mobile units.

Monitor the CHP "C" channel for any assistance call that may mistakenly be transmitted on that channel.

Accept requests from field units for checks on vehicles and subjects via the CAD or MIS system.

Monitor and activate Coachella Valley All Agency Radio System {CVARS), upon request from an allied agency or CHP.

Operate Computer Aided Dispatch (CAD) terminal for dispatching all mobile units and other equipment. Maintain documentation in CAD logs of information received from field units. Respond to Mobile Data Computers (MDC) request from field officers.

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33%	<p>COMPUTER OPERATIONS</p> <p>Computer Aided Dispatch (CAD) is used to facilitate incident reporting, prompt response and continuing communication between the dispatch center and the field. Through the CAD, PSDs will query various systems, including but not limited to CLETS, NCIC, DOJ, MIS, for required confidential information as requested by the field units and the public. Enter, update, and modify entries in the various systems as dictated by actions taken by the field units and other agencies. This included, but is not limited to, entries into CERT, the Stolen Vehicle System, Missing/Overdue persons information, Property and Firearms systems.</p>
33%	<p>TELEPHONE</p> <p>Answer incoming 9-1-1 calls from cellular telephones. Determine if the call belongs to CHP and if not, transfer that call to the appropriate law enforcement agency. Prepare CAD log and route to the appropriate radio position or othee CHP Communications Center.</p> <p>Answer incoming 9-1-1 transfer calls from other agencies, which require CHP assistance. Prepare CAD log and route to appropriate radio positon.</p> <p>Answer incoming Allied Agency calls which require CHP assistance. Prepare CAD log and route to appropriate radio position or other CHP Communications Center.</p> <p>Place outgoing telephone calls making requests for services and/or assistance.</p> <p>Answer incoming call from the private company responsible for answering callboxes. Prepare CAD log for other incidents requiring CHP action. Route the CAD log to the appropriate radio position for further assistance. Provide the needed assistance to the private company and the public such as, but not limited to, contacting tow services to respond and assist disabled motorists. Answer incoming non-emergency telephone calls inquiring on road information or requesting assistance.</p> <p><u>Non-Essential Functions</u></p>
1%	<p>Enter incarceration or hospitalization information involving parties arrested, fatally injured, or hospitalized within the California Highway dispatch jurisdictions</p>
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
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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
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