



JOB DESCRIPTION

JOB TITLE:	Control Room Operator	FLSA:	Non-Exempt
DEPARTMENT:	Sheriff	GRADE:	A2
REPORTS TO:	Control Room Supervisor	DATE:	01/08/2019

SUMMARY OF JOB PURPOSE:

Responsible for performing a variety of duties involved in the intake, processing, movement and release of prisoners within the Sheriff's Office detention facility; monitors audio and visual surveillance equipment and movement of personnel throughout the facility.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Operates detention facility security doors and devices; monitors prisoner movements and disruptive behaviors; requests appropriate emergency responses to violent disturbances and emergent medical incidents.
- When interacting with prisoners, ensure approved safety and security protocols are established; facilitate appropriate medical care and treatment as required; treat each prisoner with dignity and respect as afforded by constitutional mandates.
- Professional and respectful interaction with inmates during the booking process, to include taking booking photo, inventorying of inmate property, and intake questioning, while ensuring approved safety and security protocols are followed.
- Performs detention facility support work, which requires knowledge of detailed or specialized activities related to the department to which assigned.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations.
- May provide billing services to include invoicing, credit memos and payment receipt.
- Conducts specific projects; may obtain and/or provide information from other organizations, summarize such information and prepare recommendations.
- Provides information to the public or to County staff that requires the use of judgment and the interpretation of policies, rules or procedures.
- Organizes, maintains and purges various departmental files.
- Prepares correspondence, reports, forms, contracts and specialized documents from drafts, notes, or brief instructions.
- Proofreads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations.
- Enters and retrieves data and prepares reports using a computer; reviews reports for accuracy and makes corrections as required; operates standard office equipment.
- Oversees and personally performs a variety of administrative details such as entering employee time, preparing purchase requisitions, arranging for the repair of equipment, transmitting information, and keeping reference materials up to date.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



CONTROL ROOM OPERATOR

ESSENTIAL FUNCTIONS: (continued)

- Receives and screens visitors and telephone calls and directs the caller to the proper person or personally handles the call; provides information which requires the use of judgment and interpretation of policies, rules and procedures.
- Enters, maintains, validates and produces reports on records within various databases.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School diploma/GED; AND one (1) years of administrative support experience; OR an equivalent combination of education, training and experience.

Required Knowledge and Skills

Knowledge of:

- Principles and techniques of public relations and customer service.
- Agency regulations, policies, statutes, office administrative processes and procedures.
- Business arithmetic.
- Safety, security and first aid policies and procedures.
- Use of specified computer applications involving word processing, data entry and/or standard report generation.
- Use of specified computer applications involving the management of databases or spreadsheet files and the development of special report formats.
- Record keeping principles and practices.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with the public, in person and over the telephone.

Skill in:

- Performing basic office support work.
- Reading and explaining state laws, regulations, policies, and procedures.



CONTROL ROOM OPERATOR

Skill in: (Continued)

- Accurately observing and recording prisoner behavior, including depression, drug and/or alcohol abuse, and psychological/social dysfunctions.
- Maintaining accurate records of work performed.
- Preparing clear and concise written incident reports.
- Determining and executing proper course of action under emergent conditions.
- Using initiative and independent judgement within established policy guidelines.
- Communicating effectively in oral and written forms.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

- NCIC/NCJIS certification within six (6) months of date of employment
- CPR and First Aid certification within six (6) months of date of employment

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone; ability to ascend/descend flight(s) of stairs.