

JOB DESCRIPTION

Job Title: Control Room Operator	Step:
Department: Sheriff's Office	Grade:
Effective Date: July 2022	Safety Sensitive
Revision Date: July 2022	FLSA Status: Non-Exempt

General Purpose

Performs professional duties related to control room operation, including indirect supervision of the inmates in their dayrooms and during movements.

Supervision Received

Works under the general supervision of the Sergeant.

Supervision Exercised

Provides general supervision to the inmates in their dayrooms and during movements.

EXAMPLE OF DUTIES AND RESPONSIBILITIES

Observes video monitors and communicates with others via the intercom system. Monitor inmate activity in the cell blocks, hallways, and every other portion of the jail for violations of the rules and other improper behaviors. Keeps count of and supervises inmates during movements to outside recreation, library, classrooms, booking areas and interview offices.

Maintains a constant watch for escape attempts or assaults on other inmates and/or staff members. Masters all security and electronic functions to ensure total security in the jail. Is responsible for the operation of all electronically operated doors in the facility, limiting access to, and within the secured areas, to those who are allowed into those areas by proper authority. Advises the shift supervisor of any conduct that is suspicious and may warrant further investigation.

Operates the in-house and State computer links to retrieve and record information which the officers need in the performance of their duties in accordance with the dissemination agreements signed with the State of Utah.

If the control room operator is a female, she may be asked to assist the corrections staff with searches or other duties involving female inmates.

Performs other duties as assigned by the Sheriff.

Minimum Qualifications

Education and Experience:

- Be a high school graduate or have a GED.

Required Knowledge, Skills and Abilities:

Knowledge of computers and their operation. Some knowledge of general office practices, including telephone etiquette, filing practices, taking messages, etc. Some knowledge of first aid administration, interpersonal communication skills, English grammar, and technical writing skills.

Some skill in the operation of computer equipment, typewriters, and telephone equipment.

Ability to use computer equipment to record and retrieve information for use by the officers in performance of their duties. Ability to answer the telephone and deal with the public, gathering information to relay to field personnel and to handle complaints. Ability to interpret medical information from a standard card file or computer file and relay that information to callers to assist them until the arrival of emergency medical personnel. Ability to perform and document several different tasks at the same time without losing track of any of them. Ability to prioritize tasks and to demonstrate knowledge of how to react in emergency situations. Ability to demonstrate problem solving capability. Ability to communicate effectively verbally and in writing. Ability to maintain composure and control in stressful situations.

Special Qualifications:

- Must pass a background check and become certified by the Bureau of Criminal Identification in the use of the State and Federal computer systems.
- Must satisfactorily complete 80 hours of on the job training as outlined by the Sheriff's department..

San Juan County is an equal opportunity employer and encourage women, minorities and the disabled to apply.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the employee(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ **have reviewed the above Job Description.**

Date: _____