

## TOOELE COUNTY Job Description

<b>TITLE:</b>	<u>Civilian Support Staff I, II, III</u>	<b>JOB CODE:</b>	<u>778, 779, 780</u>
<b>DIVISION:</b>	<u>Corrections</u>	<b>EFF. DATE:</b>	<u>3/10/2017</u>
<b>DEPARTMENT:</b>	<u>Sheriff</u>	<b>GRADE:</b>	<u>12, 15, 17</u>
<b>EEO CLASS:</b>	<u>Administrative Support</u>	<b>FLSA:</b>	<u>Non-Exempt</u>
<b>WORKERS COMP.:</b>	<u>Clerical</u>	<b>CDL:</b>	<u>Not Required</u>
<b>ALCOHOL &amp; DRUG:</b>	<u>Yes</u>		

### **GENERAL PURPOSE**

Civilian Support Staff positions may be required to perform duties in any functional area as assigned. Will be required to work rotating shifts to include weekends and holidays.

**Booking** staff performs as a data entry booking clerk to facilitate data entry of related information required for completion of the booking. General record keeping and data entry functions as needed to maintain well-functioning booking areas.

**Control Room** staff are responsible for the security of the detention center by constantly observing interior and exterior jail areas, controlling all electrical doors, and monitoring the activities of inmates and jail staff via CCTV, direct observation, video recording equipment, intercom, and radio. Facilitates communication of staff and inmates.

### **SUPERVISION RECEIVED**

Works under the close supervision of the on-duty Sergeant or OIC.

### **SUPERVISION EXERCISED**

None

### **ESSENTIAL FUNCTIONS**

#### **Booking Functions**

Receives, reviews and ensures accurate completion of paperwork associated with incarceration.

Accesses files from National Crime Information Centers (NCIC), National Law Enforcement Telecommunications Systems (NLETS), NCIC computerized Criminal Histories (CCH), Department of Motor Vehicles, Statewide Warrant System, and Bureau of Criminal Investigations (BCI) files.

Gathers information from inmates, legal documents, and other sources to create and maintain inmate files and records. Perform data entry for inmate files, incident reports, accounting balances, court documentation and other documents as required.

Reports disruptions in the booking area to the Control Room operator via the radio.

Receives, screens, and directs booking telephone calls; responds to, or directs questions from the public to the appropriate individual.

Maintains a working knowledge of the detention center policies and procedures.

Photographs incoming prisoners. Compiles criminal histories for all inmates taken to a housing unit.

Maintains physical security of computer terminal when logged on to the system. Maintains proper records, daily logs entries relating to daily activities. Performs data entry and other related duties as required.

Keeps the booking area tidy and professionally presentable. Performs related duties as required.

### **Control Room Functions**

Observes interior and exterior jail areas via CCTV, via video recording equipment and direct observation. Monitors the activities and staff via intercom, radio communications, CCTV, and direct observation.

Reports unusual or emergency situations to the Shift Sergeant or OIC.

Handles all incoming radio communications to the detention center. Handles all after hours incoming phone calls to the detention center.

Facilitates the movement of inmates and staff within the detention center, including admittance, by controlling all electric doors under specified guidelines.

Communicates with inmates via intercom and radio for performance of their duties. Maintains inmate records/reports related to specific performance of their duties.

Operates a computer terminal, CCTV equipment, radios, and electrical equipment for opening and closing various doors in and around the detention center.

Watches inmates enter and exit areas located within view of the control room.

Keeps the control area tidy and professionally presentable. Performs related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **1. Education and Experience:**

**Civilian Support Staff (CSS) I – Code 778; Grade 12:** Graduation from high school or GED equivalent, two-year general work experience and successfully pass a comprehensive background investigation and drug testing. Completion of probationary period before being considered for advancement.

**Civilian Support Staff (CSS) II – Code 779; Grade 15:** Meet the minimum qualification of a CSS Level I; four (4) years of work experience; two (2) of which are for the TCSO or a similar position in a similar agency and demonstrated ability to perform the duties of a CSS I level at an advanced level with little or no instruction.

**Civilian Support Staff (CSS) III – Code 780; Grade 17:** Meet the minimum qualification of a CSS Level I & II; five (5) years of work experience, three (3) of which must be with TCSO as a CSS Level II; and, demonstrated ability to perform the duties at a CSS III level including the ability to perform tasks with little or no supervision, ability to teach and train others and give guided and instructive feedback.

#### **2. Required Knowledge, Skills, and Abilities:**

Knowledge of modern office equipment and procedures; some knowledge of business English and legal terminology, math, spelling punctuation, vocabulary, filing, and typing. Skill in operating calculators, skill in operating personal

computers and software programs (Word, Excel, etc.).

Ability to write legibly; ability to communicate effectively, orally and in writing; ability to follow written and oral instructions; ability to maintain effective working relationships with other employees, other offices, and members of the public; ability to think and act independently; ability to remain calm under pressure.

### 3. Physical Requirements and working conditions:

This position includes clerical duties which requires light physical effort. It may include frequent lifting of up to 10 pounds and occasional lifting up to 50 pounds. This is often combined with bending, twisting, or working on irregular surfaces. This category involves occasional walking, reaching, pushing, pulling, kneeling, crouching, balancing, stepping up. Requires sitting for long periods of time. Some exposure to sudden physical or emotional demands may exist. All typical duties involve an inside institutional working environment, little or no contact with outside during shifts.

### OTHER QUALIFICATIONS

- Achieve a competent or higher rating overall in each performance evaluation which measures the following:
- thoroughness, planning and organization, neatness and accuracy;
- learning and knowing all phases of the job; recognizing and solving routine problems;
- knowing the office policies, systems and services;
- compared to other employees, maintaining a competent volume of work in addition to regular tasks, and a competent speed of work;
- being able to perform new duties, adjust to new situations, and control of self under pressure;
- being resourceful; volunteering suggestions for improvement of work; being self-starting; seeking new tasks; taking responsibility;
- making decisions; studying and considering all facts; using common sense;
- cooperating with supervisors and peers; accepting constructive criticism; seeking self-betterment through education and other means;
- being friendly, helpful and showing self-control;
- being punctual in attendance; and being professional in dress and manner; showing good housekeeping of the general work area.

Approved:

Dated this \_\_\_\_ day of \_\_\_\_\_, 2017.

\_\_\_\_\_  
Sheriff

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Commissioner

### New Employee Certification of Receipt of Position Description

I certify that I have read and have received a copy of this position description and understand this is a description of the expected duties and responsibilities of my job with Tooele County Sheriff's Department.

Employee's Signature

Date

