

TOOELE COUNTY Job Description

TITLE:	<u>Civilian Control Room Operator</u>	JOB CODE:	<u>XXX</u>
DIVISION:	<u>Corrections</u>	EFF. DATE:	<u>3/17 (revised 2/23)</u>
DEPARTMENT:	<u>Sheriff</u>	GRADE:	<u>E</u>
EEO CLASS:	<u>Administrative Support</u>	FLSA:	<u>Non-Exempt</u>
WORKERS COMP.:	<u>Clerical</u>	CDL:	<u>Not Required</u>
ALCOHOL & DRUG:	<u>Yes</u>		

GENERAL PURPOSE

Civilian Control Room Operator position may be required to perform duties in any functional area as assigned. Will be required to work rotating shifts to include weekends and holidays.

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

CONTROL ROOM ESSENTIAL 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 which includes vacuuming, wiping down counters and cleaning the bathroom areas.

Other duties assigned by the supervisor.

MINIMUM QUALIFICATIONS

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.

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.

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 _____, 2023.

Sheriff

Human Resources

County Manager

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 the Tooele County Sheriff's Department.

Employee's Signature

Date

