

BLAINE COUNTY

206 S 1st Ave, Suite 300, Hailey, Idaho 83333

Job Description

Job Title: Control Operator

Department: Blaine County Sheriff - Detention

Reports To: Detention Corporals/Sergeants/Lieutenant/Captain

FLSA Status: Full-Time (40 hrs/wk)/Non-Exempt

Pay Grade: 6

Sheriff's Office Mission Statement:

The men and women of the Blaine County Sheriff's Office are committed to being a professional organization dedicated to the concepts of personal excellence, continuous improvement, teamwork, and service to our community. We take pride in our organization, our professional accomplishments, and our abilities to make Blaine County a safe place to live, work and play.

General Statement of Duties:

A Control Operator is an entry-level non-certified detention position whose primary responsibility is to assist the safety, security, and movement of staff and incarcerated public offenders in the Blaine County Detention Center.

Primary Job Responsibilities:

- Provides outstanding customer service to all customers, at all times
- Respond to and serves the public with courteous goodwill
- Provides security for Detention Deputies, inmates, and staff via visual, radio, and camera monitoring of all movements and activities within the Detention Center including access to the Public Safety Facility
- Controls all movements through secure doors and operates all locks entering and exiting the Detention Center and the Public Safety Facility from within the Control Room
- Operates technical systems for the security of the facility including but not limited to cameras, doors, and intercoms from the Control Room within the facility
- Assists Deputies in the computer entry of inmate movements throughout the Detention Center and daily logs of activities

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- Accepts calls from the public via the lobby or telephone and dispatches appropriate Detention Center personnel by radio, telephone, and other communication systems to assist them
- Receives visitors in the lobby via phone or intercom and enters visitor information into the computer system
- Receives vendors, volunteers, and other approved personnel to the Detention Center or Fitness Room via the Master Security Clearance List and Clearance Procedure Binder located in Control; Maintains current knowledge of PSF Security Clearance policies, procedures, and approvals/rejections
- Serves as a secondary response to all requests for service and information on Detention Center incoming telephone lines
- Assists agencies and the public with information requests by computer searches or other approved methods
- Monitors Fire Alarm Panel and dispatches Detention personnel for an appropriate response to audio alarms
- Acting upon notification stands prepared to perform all duties of riots, hostage situations, and fire alarms within the Detention Center and Public Safety Facility. Initiates Emergency Evacuation Plans, and Catastrophic Facility Lock Down and/or Catastrophic Failure Plans when applicable
- Collects and disseminates information to the Blaine County Communication Center for dispatch of proper emergency assistance to the Detention Center
- Receives and coordinates police, fire, ambulance, and other emergency responders in an emergency within the Detention Center
- Ensures compliance with rules and regulations of Detention Center activities
- Provides a safe environment for prisoners and employees of the Sheriff's Office
- Ensures the Detention Center is secure at all times
- Engages in law enforcement detention functions that include such things as working in confined areas, interactions with prisoners, and rotating shifts
- Extinguishes small fires inside Control by using a fire extinguisher and other appropriate means
- Properly utilizes issued personal safety equipment as appropriate to the incident
- Provides crisis intervention functions to include knowledge of suicide prevention, recognizing abnormal behavior, and notifying deputies to take appropriate action
- Performs cursory pat searches and/or urinalysis testing of inmates who are members of the same sex as the Control Operator when deputies are unavailable
- Reads computer and camera screens, court and other legal and non-legal documents, distinguishes colors, and exercises full field of vision while supervising inmates
- Maintains inmate files and organization of records
- Documents inmate rule violations in JMS
- Performs other related duties as assigned

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Job Specifications:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform their primary job responsibilities.

Education and Work Experience:

- High School Diploma or GED equivalent is required
- Must successfully complete Control JTO training
- Must meet all Minimum Standards, Hiring Qualifications, and Training Standards
- Thorough knowledge of department policies, procedures, emergency codes, and Control equipment operations

Language Skills:

- Effectively communicates orally, in writing, and over law enforcement radio channels by giving information and directions
- Reads and comprehends documents, including but not limited to policy and procedure manuals, staff directives, and security clearance notifications
- Communicates effectively and coherently with other officers, inmates, and the public in person, over the telephone, over the radio, or through existing communication systems. Must have good hearing, diction, and a clear voice
- Creates and types a variety of reports including but not limited to specific inmate rule violations, complaints, accidents, fights, emergency service activities, or other incidents occurring in the Detention Center using appropriate grammar, symbols, and mathematical computations

Mathematical Skills:

- Ability to work with basic mathematical concepts and apply concepts to practical situations

Reasoning Ability:

- Ability to perform multiple tasks simultaneously. Ability to solve practical problems and deal with a variety of situational variables
- Exercises independent judgment in assessing and responding to the needs of special populations
- Evaluates the efficiency and effectiveness of the Control operations
- Demonstrated ability to think clearly and take control in stressful emergencies

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Other Knowledge, Skills, and Abilities:

- Knowledge of personal computers, word processing applications, calculators, and general office equipment
- Ability to prioritize workload; establish and maintain effective working relations with co-workers, the public, and representatives from other local, state, and federal agencies
- Basic proficiency level utilizing Microsoft Office applications including Word and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required
- Ability to compile data for reports, compose correspondence, and interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to exercise good customer relations, and written and verbal communication skills.
- Ability to type 20 wpm, data entry experience required
- Ability to perform primary job duties with efficiency and accuracy
- Ability to perform a high level of multiple tasks simultaneously under stress
- Ability to endure verbal and mental abuse when confronted with the hostile views and opinions of inmates and other people encountered in an antagonistic environment
- Ability to successfully pass all phases of the hiring process including written, computer, and/or typing examinations, background investigation, and interviews
- Ability to work in a confined space with stressful/dangerous conditions
- Ability to meet deadlines
- Ability to maintain confidentiality
- Must possess a valid Idaho Driving License

Essential Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions provided the individual can work in stressful/dangerous conditions and can meet POST and department physical standards. The employee is regularly required to:

- stand, walk, sit, and drive
- use hands to finger, handle, or feel
- reach with hands and arms
- speak and hear in person, by telephone and by radio, etc.
- see and memorize documents, monitors, cameras, etc.
- must frequently lift and/or carry up to 25 pounds
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus

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Working Environment

- Working in a detention center can be stressful and dangerous. Because detention security must be provided 24 hours a day, central control operators must work rotating shifts including various hours of the day and night, weekends, and holidays
- May be exposed to an unclothed individual of either sex or deceased persons
- Life-threatening conditions are possible

Equal Opportunity Employer:

Blaine County is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

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. The employee may be asked to perform other duties as required.

I have read and understood the contents of this Job Description, and I have received a copy of this Job Description for my records.

Print Employee Name: _____

Employee Signature: _____

Date: _____