

Control Center Specialist



Position Description

Status

Full-Time, Nonexempt

Reports to

Corrections Sergeant

Compensation

B21

Supervises

none

Bargaining Unit

N/A

Position Category

Specialist

Summary

Performs a variety of routine and specialized duties to maintain custody and control and ensure the safety of inmates, staff, volunteers and the public. Monitors movement of inmates, answers phones, provides information to the public as appropriate, controls doors and monitors the public entering and exiting the correctional facility.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Monitors live video footage of inmates within the correctional facility and reports any suspicious or unusual behavior to correctional staff.
2. Answers phones and provides information to the public as appropriate regarding court dates, inmate release dates and general questions.
3. Controls doors and monitors the public entering and exiting the correctional facility, allowing only authorized personnel to enter and exit.
4. Creates and maintains accurate logs documenting incidents, movement and tasks performed by correctional staff.
5. Updates inmate housing locations and utilizes Jail Management Software to prepare accurate reports used to conduct inmate counts and location verifications.
6. Communicates with corrections officers, the general public and inmates over intercoms to answer questions and ensures critical information is passed on to the appropriate personnel.

Competencies

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have any direct supervisory requirements.

Work Environment

The duties of this position take place primarily in a correctional facility which operates 24 hours per day, 365 days per year. The facility includes confined spaces, a moderate to high noise level and the possibility of dangerous situations. Persons may be exposed to fumes or airborne particles and infectious diseases. Mandatory overtime is occasionally required. Routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the facility, to operate a computer and other office machinery; Required to climb or reach, sit, stand, stoop, kneel, crouch, crawl, talk, hear, and use hands. Exerts up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work, and the worker sits most of the time.

Travel

Travel is not required for this position

Required Education and Experience

1. High School Diploma or equivalent (G.E.D.) required. Prefer additional training or coursework in Criminal Justice or related field.
2. Two (2) years of previous administrative experience required
3. Two (2) years of previous work in a corrections or court clerk setting required
4. Strong computer skills required

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____