

Yellowstone County Class Specification

Class Title	Control Operator
Class Code Number	5085
Grade	B
FLSA	Non-Exempt
EEO Function	Corrections (11)
EEO Category	Protective Service Workers (4)
Date	April 2007

Job Summary

Operates the electrical, video and audio communications and security system for the County's Detention Facility; does related work as required.

Distinguishing Class Features

The Control Operator is a uniformed civilian staff position which has little or no contact with the inmate population. Control Operators are assigned to the Detention Facilities control room which is the hub of the facility. They control all movement in the facility by electronic doors and camera systems. Control Operators also keep documentation such as log books daily of all inmate movement to ensure the strictness of inmate head counts. Control Operators follow the established guidelines and procedures in regular daily tasks. The work is performed under the general direction and supervision of the Detention Sergeant. The nature of the work performed requires that an employee in this class establish and maintain close cooperative working relationships with the Detention Captain, Lieutenant, Sergeants, Officers, inmates and facility visitors. Because the work is performed in close proximity with detained persons who have been convicted of misdemeanor and felony offenses, the work involves a degree of potential personal danger.

Essential Job Duties and Responsibilities

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)

- Operates the mechanical operation of all electrical and mechanical controls systems for the Detention facility including video, audio and security equipment;
- Inventories and assigns keys and radios;
- Controls record keeping, maintenance, distribution and return of keys and radios;
- Monitors video surveillance and radios to coordinate, authorize, deny or restrict movement within the facility and secure perimeter of staff, inmates and civilians;
- Maintains log of inmate and material movement including staff and inmate movement in and out of units and courtrooms, food cart distribution, facility lockdowns, inmate releases, head counts, assistance calls, supply delivery, staff and civilian personnel activities and maintenance repairs;
- Monitors the sound alarm system in the housing units;
- Monitors activities in the sally port for incoming officer safety;
- Maintains radio communications with officers in housing units and in transit with inmates;
- Monitors and maintains the facilities fire and emergency controls systems and coordinates and monitors response activities;

- ❑ Coordinates and performs lockdown activities to provide a secure facility and count of inmates;
- ❑ Answers phones and maintains logs and records;
- ❑ Adjusts monitor controls when required to improve reception and notifies repair services of equipment malfunctions;
- ❑ Personally observes/monitors inmate and Detention Officer movement and activity;
- ❑ Possesses ability to make good rational decisions;
- ❑ Performs related work as required.

Required Knowledge and Abilities

Knowledge and understanding of:

- ❑ The operation, maintenance and control of automated detention security equipment including video, audio and radio communication equipment;
- ❑ Detention Facility operations, safety and practices;
- ❑ Detention Facility policies and procedures;
- ❑ English composition and modern office equipment;
- ❑ Crisis prevention and security practices and procedures;
- ❑ Law enforcement terminology;
- ❑ General safety rules, procedures and practices.

Skill to:

- ❑ Operate electrical and mechanical detention equipment and alarm systems;
- ❑ Prepare, report and log accurate data and entries;
- ❑ Operate a variety of office equipment, including a keyboard, two-way radio and telephone;
- ❑ Operate personal computers, including database, word processing, and other related software;
- ❑ Establish and maintaining effective working relationships with Detention Facility staff.

Ability to:

- ❑ Communicate well with the Detention Captain, Lieutenant, Sergeants, Officers, inmates and the general public both orally and in writing, using both technical and non-technical language;
- ❑ Establish and maintain effective working relationships with other County employees, supervisory personnel, law enforcement and emergency response personnel and inmates;
- ❑ Prepare accurate and reliable reports containing findings, log entries and detention terminology;
- ❑ Learn codes and abbreviations used in the computer system;
- ❑ Respond quickly and accurately in emergency situations;
- ❑ Operate a personal computer using word processing, spreadsheet and database applications appropriate to assigned duties;
- ❑ Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- ❑ Perform a wide variety of electronic and mechanical control tasks with accuracy and speed under the pressure of time-sensitive deadlines and in an atmosphere of potential personal danger;
- ❑ Quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.

Reporting Relationships

The work is performed under the general direction and supervision of the Detention Sergeant.

Minimum Qualifications

Education/Experience/Training:

- Graduation from high school or G.E.D.;
- Minimum age of 18 years old;
- Experience - None Required / Training will be provided;
- Must be able to pass a background check.

Desired:

- Experience as a security guard or in supervising others in a controlled environment.

Sheriff's Department Employment Statement:

Any individual with a felony conviction, a domestic violence conviction or outstanding warrants is ineligible for consideration for employment by the Yellowstone County Sheriff's Department.

Essential Physical Abilities

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.

- While performing the duties of the job, the employee is regularly to talk or hear;
- The employee frequently is required to sit for prolonged periods of time and use hands to finger, handle or feel, to operate computer hardware, alarm systems or other office equipment and to reach with hands and arms;
- Occasionally required to twist and turn at waist, stoop, bend, kneel or crouch;
- The employee is occasionally required to stand, walk, climb stairs and carry/balance files/equipment; and occasionally lift and/or move up to 25 pounds;
- Specific vision abilities required by this job include close and far vision, color, peripheral and depth perception, the ability to adjust focus while operating computers and viewing into monitors for extended periods of time and to read paper documents;
- Clarity of speech and hearing that permits the employee to communicate well with others and via radio;
- An employee in the class should be prepared to visually and electronically monitor inmates, the emotionally disturbed and/or violent persons for the duration of the shift.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The Control Room is a small, confined, restricted entry, high security work station which contains the electrical equipment, safety alarms and communication systems for the Detention Facility;
- An employee in the class will spend the majority of each shift working alone;
- Because an employee in this class is located in a work environment associated with prisoners and unstable persons, the work involves an element of potential personal danger;
- May be exposed to potentially hazardous situations, which involve physically violent persons, or mentally or emotionally disturbed persons;
- The noise level in the work environment varies from low to moderately loud.

Accepted - Board of County Commissioners

Date Stamp

April 23, 2007