



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Control Room Operator Supervisor	<b>FLSA:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Sheriff	<b>GRADE:</b>	M1
<b>REPORTS TO:</b>	Detention Facility Lieutenant	<b>DATE:</b>	07/05/2017

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### **SUMMARY OF JOB PURPOSE:**

Responsible for supervising staff and operations of the Detention Facility Control Room; ensures compliance with policies, procedures, and standards; performs Control Room Operator duties as required.

### **ESSENTIAL FUNCTIONS:**

*This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Supervises and directs the activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; participates in the recruitment and selection of staff; undertakes disciplinary action as required; conducts performance evaluations; coordinates scheduling of staff to ensure proper operational coverage.
- Oversees operations to identify needs; ensures compliance with regulations; trains staff as required.
- Assists Lieutenant and/or Commander with the development of goals, objectives, policies and procedures; ensures compliance with and effectively implements policies and procedures; attends and conducts meetings and training sessions as required; performs department accounting duties as assigned.
- Contributes to the efficiency and effectiveness of the Detention Center and to the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Performs duties of Control Room Operator as required; Operates detention facility security doors and devices; monitors prisoner movements and disruptive behaviors; requests appropriate emergency responses to violent disturbances and emergent medical incidents.
- Oversees and personally performs a variety of administrative details such as entering employee time, preparing purchase requisitions, arranging for the repair of equipment, transmitting information, and keeping reference materials up to date.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

### **QUALIFICATIONS:**

*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.*



## CONTROL ROOM OPERATOR SUPERVISOR

### Education and Experience:

High School diploma/GED; AND two (2) years of control room operator experience; OR an equivalent combination of education, training and experience.

### Required Knowledge and Skills

Knowledge of:

- Principles and techniques of public relations and customer service.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Practices of developing teams, motivating employees and maintaining employee morale.
- Agency regulations, policies, statutes, office administrative processes and procedures.
- Business arithmetic.
- Safety, security and first aid policies and procedures.
- Use of specified computer applications involving word processing, data entry and/or standard report generation.
- Use of specified computer applications involving the management of databases or spreadsheet files and the development of special report formats.
- Record keeping principles and practices.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with the public, in person and over the telephone.

Skill in:

- Planning, assigning, reviewing, and evaluating the work of assigned staff.
- Training staff in work procedures and policies.
- Understanding and following oral and written instructions.
- Reading and explaining state laws, regulations, policies, and procedures.
- Accurately observing and recording prisoner behavior, including depression, drug and/or alcohol abuse, and psychological/social dysfunctions.
- Maintaining accurate records of work performed.
- Preparing clear and concise written incident reports.
- Determining and executing proper course of action under emergent conditions.
- Using initiative and independent judgement within established policy guidelines.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.



## CONTROL ROOM OPERATOR SUPERVISOR

### **REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:**

*Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*

- NCIC/NCJIS certification within six (6) months of date of employment
- CPR and First Aid certification within six (6) months of date of employment

### **PHYSICAL DEMANDS & WORKING ENVIRONMENT:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone; ability to ascend/descend flight(s) of stairs.