

JOB DESCRIPTION:
REPORTS TO:

CONTROLLER
DETENTION CORPORALS
(SHIFT SUPERVISORS)

SUMMARY

Performs under the direct supervision of the on-duty shift supervisor or senior shift deputy. Works in the operational “hub” of the facility. Responsible to operate security doors and cameras; to control access and movement of inmates, staff and visitors throughout the facility’s security area. Monitors inmate activities within/outside of the housing pods and the security area, and exterior surroundings of the facility. Performs general reception duties with facility visitors and handles public inquiries. Serves as the facility dispatcher.

DUTIES AND RESPONSIBILITIES

- Operates various forms of communication equipment including telephone, computer, intercom system and two-way radio communication systems to achieve and maintain contact with staff
- Records detention center security incidents on facility video recording system
- Checks and verifies status and identification of visitors to ensure admission of only authorized persons
- Records and documents facility inmate admission and release as well as special incident information including those of a security, medical or emergency nature
- Receives phone calls for service and/or information; routes and transfers calls as necessary
- Notifies proper authorities, agencies and command staff or emergency situations within the detention center
- Maintains all facility security and non-security keys; ensure that key check-out is performed by only authorized personnel specific to that security area of restricted area, maintain a complete and factual key log
- Notes problems with equipment; request maintenance as necessary through Shift Supervisor; maintain awareness of activities on prior shifts and continuing problems or solutions
- Enters data into the computer system via computer terminal with information gained from arresting officers, booking officers or other detention staff
- Maintains constant surveillance and observation of deputies
- Maintains security observation of inmate workers; control the access and movement of inmates within the security area at the direction of deputies
- Maintains constant knowledge of identity and location of all non-inmate or staff within the security area of the detention center
- Ensures compliance with detention center policy and procedure and post orders by all personnel
- Enters into detention center computer system all activities relevant to the detention center
- Counts, computes and understands monetary intake and release of cash, check or money order

- Performs multiple concurrent tasks and manage priorities
- Maintains direct contact with Platte County Main Dispatch
- Keeps Main Dispatch informed on operational emergencies, incidents, transports, bookings and other actions as determined by command staff
- Performs related duties and responsibilities as assigned by command staff

QUALIFICATIONS

Knowledge:

- Modern office practices, methods and computer equipment
- Principles and practices used in dealing with the public
- Principles and procedures of record keeping and reporting
- English usage, spelling, vocabulary, grammar and punctuation
- Basic mathematical principles

Skills:

- Learn to operate all Control and peripheral equipment safely and effectively
- Operate modern office equipment including computers
- Type at an ability to successfully accomplish administrative responsibilities

Ability to:

- Learn the procedures, functions and limitations of assigned position
- Prepare and maintain accurate and complete factual records
- Prepare clear and concise reports
- Respond to requests and inquires from the general public
- Understand and follow oral and written instructions
- Meet and deal tactfully and effectively with the public
- Deal with potential hostility and verbal abuse
- Maintain confidentiality of data and information
- Exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs
- Communicate clearly and concisely, both orally and in writing
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work
- Interpret and apply pertinent Federal, State and local laws, codes and regulations including administrative and departmental policies and procedures.

Experience & Training:

- Practical experience in security or law enforcement desired
- Clerical experience is desired
- High School Diploma or its equivalent

