



# BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> <u>Control Room Officer</u>	<b>NEW:</b> <input type="checkbox"/>	<b>REVISED:</b> <input checked="" type="checkbox"/>
	<small>(Please check one)</small>	
<b>REPORTS TO:</b> <u>Detention Sergeant</u>	<b>FLSA:</b> <u>Non-Exempt</u>	<b>DATE:</b> <u>01/24</u>
<b>DEPARTMENT:</b> <u>Detention</u>	<b>JOB CODE:</b> <u>400</u>	

**SUMMARY:**

Work is performed under supervision of the Detention Sergeant. Employee observes and documents all detainee movement; controls housing unit, cell, and hallway doors; communicates with detainees via the intercom and kiosks; responds to detainee questions and issues and observes staff while in the housing and pod areas to ensure their safety and the security of the facility.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Receives pass-along information and assumes control from previous shift; performs required key, equipment, and restraint checks multiple times throughout shift and documents such in computer system; runs necessary daily computer reports to determine detainee movement; reads daily incident reports; writes complete, clear, and concise detainee incident reports pertaining to detainee disturbances, medical emergencies, contraband items, and rule violation incidents.

Assists roving officers in multiple detainee counts and documents counts; writes facility maintenance reports pertaining to equipment failure, security breaches, or any related problems; prepares daily court dockets and required court paperwork; updates arrest charges as filed by the on-call prosecutor and judges.

Supervises detainee activity from the control room; monitors and documents detainee movement during activities and programs; observes Detention Officers, medical staff, and other facility personnel during detainee contact and interaction; monitors facility intercom

system, housing unit, and facility camera system in conjunction with 2-way radio communications.

Processes detainees into and out of the facility system; ensures all bond, charge, and court date computer entries are accurate; ensures detainee is clear through law enforcement warrant system before releasing; processes visitors for visitation; supervises visitation; monitors personal and telephone contact with law enforcement personnel, agencies, judges, attorneys, probation and parole staff, and facility program representatives.

Answers inquiries from public and detainees regarding bonds, charges, court information, visitation and property procedures, medical questions, etc.; receives, releases, and documents all detainee property; documents cash money and property received during booking process; secures money in safe drop box.

Operates computerized security doors; notifies appropriate emergency personnel in situations requiring outside department emergency personnel; notifies officers or requests assistance in situations that requires the presence of Detention Officers; issues detainee discipline in accordance with policy and procedures governing detainee violations of facility rules and regulations.

### **KNOWLEDGE & SKILLS**

1. Good knowledge of the layout of the Boone County Jail (BCJ).
2. Good knowledge of the policies and practices of the BCJ.
3. Ability to communicate with people effectively and efficiently from all cultural, social, economic, and diverse backgrounds in varying situations.
4. Skills in communication with people under temporary or prolonged emotional distress.
5. Ability to communicate effectively and concisely, orally and in writing.
6. Skills in writing reports and correspondence.
7. Strong multitasking skills, along with the ability to prioritize tasks are required.
8. Knowledge of the policies and practices of the Boone County Sheriff's Office and Boone County Jail.
9. Ability to deal professionally and courteously with the public and city and county officials.
10. Ability to function efficiently under temporary and prolonged stress and handle several functions simultaneously.
11. Ability to both visually and auditorily monitor detainees.
12. Ability to receive and relay information accurately.
13. Ability to speak clearly, concisely, and accurately over radio and telephone equipment.

### **PHYSICAL DEMANDS:**

Ability to: react to physical confrontations and emergency situations quickly and effectively; perform tasks requiring dexterity; see and recall visual details; hear and understand speech and radio transmissions; perform multiple physical tasks simultaneously; drive an automobile; wear required uniform articles and safety equipment for extended periods of time; wear and use a respirator; communicate clearly in person and via a police radio and/or phone.

Position requires CONTINUOUS standing and sitting for long periods of time; FREQUENT bending, reaching, kneeling, and crouching; climbing up and down stairs; lifting and carrying 75 pounds; dragging up to 150 pounds.

**WORK ENVIRONMENT:**

This position regularly operates in a professional environment and is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities.

Work may be performed in various settings and weather conditions (e.g., extreme temperatures and precipitation).

Duties are generally performed on an assigned shift, but the officer may be called upon to continue assigned duties or special work assignments on other shifts and/or at such times as directed to best contribute to the efficient and effective operations of the jail.

May be required to wear uniform or plain clothes in performance of assigned duties.

Position requires the ability to work overtime when necessary, as well as the ability to work different shifts, including holidays and weekends.

**MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent.
- 18 years of age or older; clear criminal record excluding minor traffic violations.
- Visual acuity of at least 20/200 correctable to 20/20 in both eyes.
- Must possess a valid driver's license at time of application and a valid Missouri driver's license at the time of appointment.
- Demonstrated proficiency of the English language, to include:
  - grammar, punctuation, and spelling;
  - oral and written communication;
  - reading comprehension.
- Applicants must be able to meet the strenuous physical demands of jail management, operate keyboard equipment, enunciate with radio traffic, and exhibit exceptional verbal and written communication skills.
- No employee, while on duty, shall have visible body, facial or tongue piercing jewelry except for traditional ear piercings.
- Must be of good character, with no felony convictions or convictions for crimes involving moral turpitude.
- Must not have pending indictments or criminal convictions within the last two (2) years.
- Must pass a pre-employment drug screen as well as physical and psychological examinations.
- Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

*Please note this job description is not designed to cover or contain a comprehensive listing of functions, tasks, activities, duties, responsibilities, knowledge, and skills that are required and deemed necessary for all incumbents of this class. Specific functions, tasks, activities, duties, responsibilities, knowledge, and skills may change at any time with or without notice.*