

CLASS SPECIFICATION



CLASS:	Control Room Operator	ESTABLISHED:	Prior 1990
ALLOCATION:	Probation Department – Juvenile Hall Division	REVISED:	June 2017
FLSA STATUS:	Non-exempt		
UNION AFFILIATION:	YCEA		

JOB SUMMARY:

Under general supervision, monitors video and audio equipment to ensure the safety and security of juveniles and staff in a secured juvenile detention facility; maintains records and performs a variety of complex, technical or specialized office support related to the operation of the Yuba-Sutter Juvenile Hall detention facility; and performs other duties as assigned.

This is a single Administrative Support level classification assigned to the Juvenile Hall division in the Probation Department.

CLASS CHARACTERISTICS:

Incumbents operate central control mechanisms to control and monitor Juvenile Hall activities, perform booking and release paperwork of minors and are expected to learn technical and specialized rules, regulations, policies and procedures related to the technical and legal aspects of the assignment. Judgment and initiative in making decisions in accordance with established guidelines is required. Lead direction of others is not a regular part of the job, although project or relief leadership may be required.

This position receives administrative oversight from the Administrative Services Officer, and daily direction from Supervising Juvenile Corrections Officers. This classification is distinguished from other office support classes by the necessity of working shift work in a secured juvenile detention facility and is further distinguished from the Juvenile Corrections Officer classification in that the latter supervises and directs juveniles, performs counseling sessions, develops treatment plans and provides crisis intervention.

EXAMPLES OF DUTIES:

Essential:

- Monitors the Juvenile Hall video and audio equipment and field radio equipment in a centralized setting to ensure safety and security of incarcerated juveniles and staff; observes, documents, and notifies appropriate staff of any incidents, problems or suspicious behavior.
- Coordinates bookings and releases of minors for multiple law enforcement agencies; processes documents, updates caseloads and population counts; including projected and actual meal counts.
- Receives, screens and forwards telephone calls and provides factual information; logs parental, attorney, teacher, medical personnel or other authorized visits.
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; makes arithmetic or statistical calculations.
- Organizes, obtains, maintains and purges various facility and individual minor files.
- Prepares and types correspondence, reports, forms and specialized documents from drafts, notes, or brief instructions, using a computer; enters, modifies, reviews, and maintains computer databases and automated reports.
- Proofreads typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations.
- Oversees and personally performs a variety of control room and office administrative details such as arranging for the repair of equipment, transmitting information, and keeping reference materials up to date.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Uses standard office equipment, including a computer, in the course of the work.
- May train others in work procedures or direct the work of others on a project or relief basis.
- May drive a personal or county vehicle.

EMPLOYMENT STANDARDS:

Knowledge of:

- Business and personal computer hardware and software applications, including computer applications involving word processing, the maintenance of databases or spreadsheet files and the development of special report formats.
- Standard office practices and procedures.
- Business letter writing and the standard format for typed materials.
- The structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Business arithmetic.
- Record keeping and filing principles and practices.
- Techniques for dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Skill in:

- Organizing own work, setting priorities and meeting critical deadlines.
- Maintaining attention to the monitoring devices and taking appropriate actions.
- Following oral and written directions and specified policies, procedures and computer applications related to Juvenile Hall operations.
- Reading and explaining rules, policies and procedures.
- Analyzing and resolving varied operational problems.
- Organizing, maintaining and researching office files.
- Performing technical, specialized and/or detailed office support work.
- Composing correspondence independently or from brief instructions.
- Compiling and summarizing information and preparing periodic or special reports.
- Typing with sufficient speed and accuracy to prepare forms and reports and enter information into a computer terminal.
- Dealing successfully with the public, in person and over the telephone, occasionally where relations may be confrontational or strained.

Ability to:

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Operate security monitoring system and other specialized security equipment.
- Learn and follow applicable regulations, statutes, departmental policies, procedures, and activities relating to juvenile hall operations.
- Use initiative and independent judgment within established procedural guidelines.
- Perform calmly, purposefully and appropriately in emergency and/or stressful situations.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group **IV**) which will measure the ability to:

- See well enough to read fine print and view a computer screen and facility monitor for a prolonged period of time; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone or on a radio; independent body mobility sufficient to stand, sit, walk, stoop, twist, reach and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- May require the mobility to drive a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally an office or control room setting in a secured juvenile detention facility.
- Work with exposure to difficult situations and individuals.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment.
- Typing Certificate: Min: 40 wpm. Typing Certificate must indicate result from a five (5) minute test of at least the minimum wpm required

Special Requirements:

- Pass a detailed background investigation including a fingerprint check and having no felony convictions.
- Work off-hours (shift work) and weekend and holiday shifts.

Education and Experience:

MINIMUM: Equivalent to graduation from high school and two years of general office support or secretarial experience involving typing and/or data entry, public contact, general filing and basic record keeping.

PREFERRED: In addition to the minimum, thirty units from an accredited college/university with course work in business, criminal justice, or a related field and/or experience in a corrections or public safety environment providing a basic knowledge of law enforcement principles and practices.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

EEOC: F
WC: 8810.1

Human Resources Approval:
Date:

Signature: _____

Signature: _____