



Control Room Technician

Juvenile Department

JD/21
Pay Grade: 11

JOB SUMMARY

This position performs technical duties in the operation of the juvenile detention center control room.

MAJOR DUTIES

- Observes video monitors of all traffic and activity in perimeter, detention area, classrooms, and detained unit day areas to ensure the safety of residents and staff.
- Opens cell and facility doors; answers telephone; monitors and responds to radio communications.
- Maintains activity logs of all traffic.
- Maintains resident folders; files admission forms, release forms, medical forms, and disciplinary reports.
- Responds to emergency situations according to established protocols.
- Participates in fire drills; opens all doors and ensures residents are escorted to safety.
- Reports, documents and follows procedures in the event of resident suicide attempts.
- Maintains logs of disciplinary seclusions, medical confinements, or resident restraints.
- Maintains key inventory.
- Maintains work order files.
- Calls schools or county jail to place food orders as needed.
- Perform any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of juvenile detention center security principles and practices.
- Knowledge of computers and job-related software programs.
- Knowledge of proper telephone etiquette.

- Knowledge of detention center fire and safety protocols.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The Facility Administrator assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include county, department and detention center policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related technical duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to operate the detention center control room. Successful performance contributes to the security and safety of residents.

CONTACTS

- Contacts are typically with coworkers, law enforcement personnel, attorneys, community service providers, medical professionals, juveniles, parents or guardians, and the general public.
- Contacts are typically to exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed sitting at a desk or table. The employee uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in a juvenile detention center.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

