

## Control Room Operator

The next phase of the hiring process for the Control Room Operator job is to attend a Realistic Job Preview (RJP) session that will be held on Monday, January 28, 2019 at the Personnel Board of Jefferson County. The realistic job preview session is **MANDATORY** in order to be considered further for the job of Control Room Operator. The RJP will provide you with an overview of the job, the work environment, and the critical skills necessary to be effective. You will also be allowed to ask questions about the job. Again, you **must** attend a RJP session in order to be considered for employment as a Control Room Operator.

### Job Summary:

Work involves the responsibility to maintain a safe jail environment by providing surveillance of corrections personnel and jail inmates.

### Duties:

- Maintains and updates electronic control room logs notating visitations, activities, transfers, and interactions to maintain an accurate count of inmates at all times.
- Monitors inmates via video cameras, video monitors, and physical observation and maintains jail security by using touch screen monitor to open and close floor, block, and cell doors.
- Tracks inmate court dates, release dates, inmate worker schedules, and visitation times to ensure individuals are appropriately released from the floor and accounted for.
- Directs and assists the public, visitors, and attorneys at the jail reception desk.

### Knowledge, Skills and Abilities:

- Knowledge of standard safety precautions and hazards of jail operation.
- Knowledge of basic office equipment (e.g. telephone, smartphone, fax machine, copier, computer, calculator)
- Skill in conducting oneself in a calm and professional manner in stressful situations.
- Skill in maintaining a positive working relationship through comfortable and appropriate interpersonal interaction.
- Skill in maintaining records.
- Skill in organizing information, materials, and/or documentation in a systematic and logical manner.
- Skill in selecting the most appropriate course of action in situations where information is unclear or unavailable and making high quality and effective decisions.
- Skill in typing text and entering data and/or information quickly and accurately using appropriate equipment (e.g., computer, calculator).
- Skill in using a law enforcement records management system (e.g., New World).
- Skill in using basic mathematics (e.g., addition, subtraction, multiplication, division) to solve problems.
- Ability to adjust to changing work demands, procedures, technology, and/or priorities.
- Ability to analyze a problem from different perspectives and generate potential solutions that are practical and effective.
- Ability to attend to information presented verbally and actively ask questions to fill identified areas of missing or unclear information.
- Ability to balance interests of clients and the department/organization and respond to pressing and changing client demands.
- Ability to communicate information and ideas in writing to a variety of audiences in a clear, concise, and organized manner, free from spelling, grammar, and punctuation errors.

- Ability to conduct research using various sources of information (e.g., databases, internet, books) in order to identify and compile needed information.
- Ability to confidently defend or gain support for one's opinions, needs, and/or ideas.
- Ability to demonstrate honest behavior in all work tasks and responsibilities.
- Ability to follow safety procedures and practices in a variety of novel and everyday work tasks/situations.
- Ability to learn unfamiliar material/information quickly and accurately.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to maintain confidentiality of information (e.g., applicant, client, customer, patient).
- Ability to maintain mental stamina and focus over long period of work and/or during times of high stress.
- Ability to manage and allocate one's time in order to handle multiple tasks and/or meet pressing deadlines.
- Ability to orally communicate information and ideas so others will understand.
- Ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- Ability to perform work in a manner that is careful, attentive and vigilant.
- Ability to read and understand information and ideas presented in writing.
- Ability to schedule activities, meetings, resources, or other work-related matters.
- Ability to shift attention back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Ability to speak clearly so others can understand you.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to work collaboratively with a group or team in an effort to achieve a common goal.
- Ability to work productively and effectively under conditions of high stress, such as tight deadlines, heavy workloads, or emergency situations.
- Ability to work without close supervision or significant amounts of direction/guidance.
- Ability to work in an environment that requires strict adherence to instructions, standards, and/or procedures.
- Ability to sit for long periods of time.

**Work Condition Statements:**

- Job may require working on a computer, exposed to glare and/or PC light.
- Job may require working on holidays.
- Job may require sitting.
- Job may require working rotating shifts to include nights and weekends.
- Job may require exposure to potential and real physical violence.
- Job may require working in a secured environment (e.g., jail, locked-down psychiatric ward).
- Job may require working in close physical proximity to other people.
- Job may require dealing with physically aggressive or violent individuals.

Please refer to your email notification to register for the Control Room Operator Realistic Job Preview. The deadline to register is 4PM on Friday, January 25, 2019.