

COUNTY OF SOLANO

SHERIFF'S SERVICES TECHNICIAN

DEFINITION

Performs a variety of functions in support of the Deputy Sheriff, Bailiff and Correctional Officers in maintaining the safety and security of the courts and detention facilities; operates computer and manual detention facility access systems; maintains security and order of assigned areas within the detention or reception areas; performs a variety of complex clerical tasks in support of a functional work unit or program.

CLASS CHARACTERISTICS

This class is characterized by the responsibility for a variety of duties in support of Correctional Officers in maintaining the safe operation of courts or detention facilities and in performing a variety of clerical support duties. Incumbents may be assigned to court or to detention facility security. This class is distinguished from Correctional Officer in that the latter is responsible for a number of activities related to the direct supervision of inmates in a detention facility. It is further distinguished from a Correctional Officer in that it is not a public safety classification.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Sheriff's Lieutenant.

May oversees the work of inmate workers.

EXAMPLES OF DUTIES –*Duties may include but are not limited to the following:*

Maintains security within assigned County facility; monitors, listens to and responds to cameras and radios; coordinates visits to the facility; keeps inmates and officers moving through the detention facility; controlling the safe access and egress of Correctional Officers and prisoners anticipates and looks for potential security problems; assists in maintaining security using video cameras; operates detention facility elevators; contacts dispatch in emergency situations.

Maintains the safety and security of the courts and court personnel when assigned to court security; watches monitors and cameras; responds to radio traffic and communicates with Solano Dispatch, Correctional Officers, Civil and Records divisions; coordinates appropriate Bailiff for all courts that are in session; reviews court calendars to determine the need for added security; distributes documents to and from courts and other divisions.

Answers phones and two-way radios during the normal course of business and in emergency situations; operates Inmate Management System computer to track inmates assigned to a specific facility and gives information to staff and other authorized people; monitors fire, security and other control systems within the detention facility tower.

Makes announcements to inmates and officers; monitors noise level in facility and looks for aggressive behavior between inmates and notifies Correctional Officers on duty.

Assists the public with inmate and facility information; answers telephones; types and files a variety of forms and documents.

Receives, inventories and stores inmate personal property; packages and labels inmate property; determines need for cleaning/laundering incoming prisoner's clothing; inventories, bags, labels and maintains a location file for all clothing.

Establishes and maintains accurate record keeping system for personal property, in accordance with established guidelines, facilitates movement of inmate personal property between County detention facilities and outside agencies in accordance with established guidelines; assigns alpha and/or numeric identification codes; sorts and files information based on content or other classification method; purges files; posts information to records and files to update information and documents activity transactions; conducts file search to locate misplaced documents or property.

Compiles data and/or information; operates a computer to assist in tracking records; initiates, receives and processes documents and information; determines routing of information, requests and documents based on content and knowledge of unit operations; reviews documents for sufficiency and conformance with legal procedures; determines, receives, records and processes fees according to established procedures.

Determines appropriate bail from schedule and court documents; checks records for computation errors and completeness; may testify in court on matters relating to prisoners; prepares reports, and related written materials.

Interviews prisoners to obtain information needed to complete booking into jail and detention facility; receives and screens callers; arranges inmates schedule and transportation to court appearances and hearings; provides the public and employees with general procedural information.

Prepares, reviews, compiles and posts a variety of reports, statistics and documents.

May oversee minimum security inmate workers in the property room.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Inappropriate or violent human behavior patterns.

Purposes and methods of discipline as applied to persons under criminal confinement.

Rules, regulations and operating procedures governing clerical and technical activities of the assigned work unit.

Availability and interrelationship of similar and related services provided to other work units.

Logs, record keeping and filing systems.

Methods of recording and compiling information.

General resource materials and information sources.

Document preparation.

Record keeping practices.

Basic alpha and numeric filing systems.

Automated systems used in information storage and document preparation.

Skill to:

Operate office equipment including a personal computer, copy and fax machines and printers.

Use telephone or two-way radio systems.

Ability to:

Recognize violent or inappropriate behavior among prisoners.

Make quick, effective, responsible and reasonable decisions in emergencies and take appropriate action.

Operate security panels.

Use emergency codes.

Give clear directions.

Understand, interpret and explain regulations and policies governing program operations.

Understand program objectives in relation to departmental goals and procedures.

Determine the appropriate course of action in emergency or stressful situations.

Maintain accurate records and document actions taken.

Research regulations, procedures and/or technical reference materials.

Establish, maintain and purge record keeping systems.

Type reports and documents.

Sort alphabetically, chronologically and numerically; use and maintain office equipment; plan, organize and prioritize work.

Work under pressure and meet deadlines.

Interpret and apply written and verbal instructions.

Interview people to obtain information required in the booking process.

Establish and maintain cooperative working relationships; deal firmly and fairly with clients of various socio-economic backgrounds and temperaments.

Communicate effectively both orally and in writing.

EXPERIENCE AND EDUCATION/TRAINING

Experience:

Two years of public contact experience working with difficult customers or clients in stressful situations which require immediate action and additional experience using a computer, typing, filing, record keeping, researching and compiling information.

Education:

High school diploma or equivalent.

SPECIAL REQUIREMENTS

Recruiting requirements may be set to test typing speed, however, these skills are not the primary areas to be measured in the selection process.

SUPPLEMENTAL INFORMATION

Applicants must be willing to work nights, weekends and holidays in confined spaces subject to

odors, noise and communicable disease.

Incumbents may be assigned to any detention or court facility.

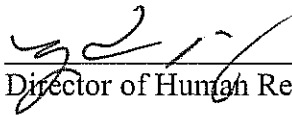
Candidates for positions in this class will be required to pass a background investigation in accordance with applicable law, regulations and/or policy.

ADA COMPLIANCE

Physical Ability: Requires moderate but not constant physical effort, typically involving some combination of climbing and balancing, prolonged standing, stooping, kneeling, crouching, crawling, and lifting, carrying, pushing or pulling objects and materials. Incumbents may be required to lift heavy objects (25-50 pounds) depending upon unit assignment.

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

Environmental Factors: Requires the ability to work under conditions where exposure to environmental factors poses a risk of minor injury or illness.



Director of Human Resources

Established Date: December 1994

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