



Courthouse Control Room Operator

Correctional Institute

SO/21

JOB SUMMARY

This position is responsible for the operation of the control room at the Sumter County Courthouse.

MAJOR DUTIES

- Monitors CCTV cameras to ensure the safety and security of visitors and staff.
- Alerts security personnel of security concerns as appropriate; dispatches personnel to appropriate locations.
- Monitors inmates and operates control panel board to open, close, and lock jail doors during court proceedings.
- Maintains log of control room operations activities, including records of incidents.
- Answers telephone, transfers calls, answers questions, and takes messages.
- Monitors internal two-way radio system.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of records management principles.
- Skill in prioritizing and organizing work.
- Skill in the operation of two-way radios.
- Skill in the maintenance of files and records.

- Skill in oral and written communication.

SUPERVISORY CONTROLS

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

GUIDELINES

Guidelines include county and department 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 control room. Successful performance contributes to the safety of staff and the general public.

CONTACTS

- Contacts are typically with co-workers, other department personnel, inmates, representatives of other safety agencies, attorneys, court personnel, and members of the general public.
- Contacts are typically to give or exchange information and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while intermittently sitting, standing, stooping, bending, or crouching. The employee occasionally lifts light objects and distinguishes between shades of color.
- The work is performed in a control room.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.