

# CONTROL CENTER SPECIALIST

## GENERAL DEFINITION OF WORK:

Performs difficult skilled, technical and responsible work in maintaining safety, security, and the access control of personnel, juvenile, and visitors within the facility; does related work as required. Work is performed under the general supervision of the Shift Supervisor.

## TYPICAL DUTIES:

Controls and monitors access to facility and grounds;

Monitors and maintains all electronic surveillance equipment;

Monitors and controls all alarms, such as fire, "man down", etc.;

Maintains and issues access cards (keys) to staff;

Maintains and issues communications equipment to staff;

Prepares detailed reports;

Maintains security logs;

Initiates, documents, and evaluates fire drills/evacuations for compliance with facility procedures;

Answers telephone after hours, on weekends, and holidays;

Provides staff training in areas of expertise;

Initiates, documents, and evaluates security and safety systems testing;

Inputs data into facility database;

Develops, implements, and evaluates security/access control procedures and update as needed;

Maintains security/access control to administrative files;

Performs weekly and monthly systems backup;

Maintains cleanliness of control center and equipment;

Operates intercom system;

Performs technical and specialized computer operations;

## KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to communicate effectively with detainees, staff, law enforcement personnel, and others, orally and in writing; general knowledge in the use of computers and basic word processing software; ability to efficiently plan and organize work; ability to work independently; ability to work effectively with co-workers, detainees, and other professionals; ability to provide effective crisis management services; ability and willingness work as a part of a professional team; ability to establish and maintain effective working relationships with co-workers, supervisors, detainees, parents and/or legal guardians, and the general public; ability to exercise sound independent judgement; ability to perform advanced mathematical calculations; ability to interpret policy; ability to supervise the work of others; possess exceptional skills in report writing, documentation, and written communications; ability to safely and efficiently operate a motor vehicle. Knowledge of the juvenile justice system, computer systems, individual and group behavior, security practices, suicide prevention, and crisis intervention techniques.

**EDUCATION AND EXPERIENCE:**

Graduation from a two year college or technical school is preferred; thorough knowledge of computer systems, closed circuit TV, and intercom systems; experience in security operations, preferably in an institutional environment.

**PHYSICAL REQUIREMENTS:**

Must have the use of sensory skills in order to effectively communicate and interact with other employees, detainees, and the public through the use of the telephone and personal contact. Physical ability to effectively use and operate office equipment, such as, computers, calculators, copiers, and fax machine. Must have the ability to remain seated for long periods of time or work at a duty post with limited physical movement. Must have the physical capacity to lift a minimum of 1.5 cubic feet of files (approximately 40 lbs.), move furniture.

**SPECIAL REQUIREMENTS:**

Must pass a thorough background investigation.

