

## **Caroline Detention Facility**

### **Detention Specialist/Control Center Operator**

This is a non-sworn position at the Caroline Detention Facility responsible for the operation of the facility's Control Center. The Control Center serves as the communications hub of security operations, including emergency communications. Detention Specialists monitor all access and departures of staff and visitors in the facility. The sensitive nature of work in this position requires the incumbent to exercise discretion and retain confidentiality of all information obtained by discussions, recorded data, etc.

#### **Duties and Responsibilities**

This position may be assigned to duties in both the Control Center and as Receptionist, to include visitation.

##### **Control Center**

1. Communicates over the facility's telephone, intercom and radio systems with staff, the public, visitors and other agencies;
2. Controls all persons entering and leaving the facility's secure perimeter by ensuring positive identification and verifying permission to enter or to leave;
3. Controls all internal movement of staff and detainees by remote operation of gates and doors;
4. Monitors the facility's emergency system's alarm panels and responds appropriately;
5. Maintains required records and logs;
6. Issues and receives equipment, keys and other items according to CDF policy;
7. Maintains sanitation standards in the Control Center;
8. Ensures all shift paperwork is sorted and forwarded to the appropriate staff; and,
9. Other duties as assigned.

##### **Reception Desk**

1. Functions as the facility's Receptionist and primary contact person during regular business hours;
2. Responds to and screens all incoming facility calls and directs them to the appropriate extension;
3. Greets public and official visitors to the facility and, when applicable, contacts appropriate staff to respond to visitor's concerns;
4. Respond to questions from callers/visitors relating to detainees;
5. Assists with Detainee Visitation, performing tasks outlined in Reception Officer Post Order;
6. Assists the Mail Clerk when needed; and,
7. Other duties as assigned.

##### **Education/Experience**

1. High school diploma or equivalent;
2. Strong ability to maintain confidentiality of information;
3. Proficient computer skills, including the use of Microsoft Office software;
4. Excellent written and oral communication skills;
5. Highly organized with strong attention to detail.

##### **Licenses and Certificates**

Valid Virginia Driver's License

##### **Other**

Good vision; able to hear conversations within noisy groups; mobility to walk, stoop, bend; capable of working under stressful conditions, in high and low temperatures, and around dust, odors, and noise; olfactory senses sufficient to detect smoke from fire and/or specific prohibited substances (e.g., marijuana); be able to use computer, telephone, and all office equipment. Must be able to work independently. Must be able to maintain confidentiality of all CDF information and have a working knowledge of the principles and techniques of operation of office equipment.