



# Pima County Consolidated Justice Court

## Job Description

<b>Job Title:</b>	<b>Control Room Operator</b>
<b>Class Code:</b>	9000
<b>Class Title:</b>	Control Room Operator
<b>FLSA:</b>	Non-Exempt
<b>Court Status:</b>	Court Classified
<b>Hiring Range:</b>	\$11.3495 - \$17.0240 hourly
<b>Minimum Qualifications:</b>	
A High School Diploma or equivalent and three years of administrative clerical experience to include one year of experience with public contact; OR any combination of education and/or experience as approved by Human Resources.	
<b>Licenses and Certificates:</b>	
None required, but preference given to applicants with specialized certification or licensure relative to the area of assignment.	
<b>Summary:</b>	
Maintain the safety of court personnel and visitors by appropriately responding to incoming calls for assistance while monitoring multiple security systems to include Closed Circuit Television, intrusion, fire and duress alarms. This position reports directly to the Security Supervisor.	
<b>Essential Duties:</b>	
<ul style="list-style-type: none"> <li>• Champion the values of the court through example and accountabilities;</li> <li>• Answer and evaluate incoming calls from court personnel determining the appropriate course of action to take while working under stressful conditions and strict time constraints;</li> <li>• Simultaneously monitor security systems including multiple Closed Circuit Televisions (CCTV's) and intrusion, fire and duress alarms;</li> <li>• Communicate security situations and alarm calls to the appropriate court personnel via a two-way radio, telephone and/or email;</li> <li>• Monitor detainees;</li> <li>• Analyze situations and information, using sound judgment to make decisions and determine appropriate courses of action;</li> <li>• Contact law enforcement personnel as appropriate;</li> <li>• Enter data into the computer as it is being received;</li> <li>• Document activities in the daily log to include all radio traffic;</li> <li>• Manage and document incoming and outgoing contraband.</li> </ul>	
<b>Additional Duties:</b>	
<ul style="list-style-type: none"> <li>• Issue and track door access cards, physical keys and identification badges;</li> <li>• Fingerprint applicants or contractors to obtain quality ten-print cards;</li> <li>• Generate daily and monthly security activity reports;</li> <li>• May resolve minor day-to-day maintenance issues as directed;</li> <li>• Inform supervisory personnel of required security supplies, materials and equipment;</li> <li>• Complete duties, special assignments and projects as assigned.</li> </ul>	

**Knowledge of:**

- Principles, methods and techniques of providing facility safety, security and emergency services;
- Rules and regulations governing the use of County buildings;
- Effective customer service techniques.

**Skill in:**

- Communicating effectively when under stress;
- Communicating effectively, both orally and in writing;
- Communicating orally by telephone or two-way radio;
- Reacting quickly and calmly in emergencies;
- Analyzing situations and information, using sound judgment to make decisions and determine appropriate courses of action;
- Documenting incidents and preparing incident reports;
- Diffusing potentially volatile situations;
- Work cooperatively, courteously, yet firmly with all segments of the general public.

**Special Notice Items:**

All positions require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to law enforcement, corrections, detention and courts facilities or associated confidential or sensitive information, documents, communications systems and like materials.

**Physical/Sensory Items:**

Required to sit, stand and walk for long periods of time. May lift material or equipment weighing twenty-five pounds or less.