



LEMHI COUNTY

Class Title: Detention Deputy/Dispatcher

FLSA Designation:

Pay Grade: 5

Purpose Of Class/Primary Function

The primary function of this position is to monitor and ensure the safety and security of the County detention center. A Detention Deputy also works in the Dispatch Center to receive and dispatch emergency and non-emergency calls for fire, police, sheriff, BLM, forest service, and ambulance. A Detention Deputy may be assigned to work in the Adult or Juvenile facility. If assigned to Juvenile, a Deputy may also work in the adult facility on occasion, but Adult Detention Deputies do not work in the juvenile facility. Work is performed under the direct supervision of a Detention Corporal or the Detention/Dispatch Administrator. Some latitude is granted to the employee but work is subject to stringent state and County legal guidelines. The principal duties of this class are performed in a work environment in which the employee is subject to potential personal danger and health hazards.

Essential Duties and Responsibilities (will vary by assignment)

Detention Duties:

- Monitors the activities of inmates in the County detention facility to ensure the safety and security of the facility and to ensure standards, policies, and procedures are implemented and followed;
- Monitors the activities of the staff and inmates to ensure the rights of inmates are protected;
- Processes new inmates into the facility, including fingerprinting, photography, physical search, processing documents, data entry, housing assignment, clothing issuance, and related booking duties;
- Performs release duties, including checking court orders, records, and related paperwork to ensure proper disposition;
- Maintains facility security by patrolling the secure areas within and around the detention center, following policies, procedures, and established timelines;
- Maintains facility security by monitoring and operating electronic doors, monitoring internal radio traffic, and operating security systems;
- Maintains facility security by seizing weapons, drugs, contraband, and related items;
- Monitors inmate behavior and activities in a variety of situations, including housing; recreation; work assignments; meals; showers; interactions with other inmates and officers; visitation; and telephone calls;
- Performs census count at prescribed intervals to determine population and that inmates are accounted for;
- Distributes and/or assists in the distribution and monitors the use of medications, mail, personal hygiene, and commissary items;
- Performs perimeter security checks;
- Administers inmate work release including checking inmates in and out, maintaining current files and documentation, administering random urinalysis, and related duties;
- Transports and escorts inmates, as assigned;
- Supervises inmate hygiene, including showers, clean clothing, and laundry;
- Responds to inmate requests for medical assistance following policies and procedures;

- Maintains logs, records, reports, and required documentation;
- Investigates incidents occurring within the detention facility, prepares reports, serves arrest warrants and related court documents, and may testify in court.

Dispatch Duties:

- Receives, evaluates, and prioritizes requests for emergency and non-emergency service from the public, police, fire, and emergency medical services agencies, County departments, contract agencies, and other callers;
- Interviews emergency callers to determine the nature of the emergency, location of the incident, other related information and the need for dispatching of emergency assistance according to established rules and procedures;
- Processes the requests received according to procedure; determines as much information as possible from the requestor to enable the most appropriate agency of responsibility and the most appropriate level of response;
- Maintains accurate log of calls, activities, reports, requests, and related information;
- Monitors radio transmissions;
- Retrieves and provides information from the National Crime Information Center (NCIC) computer to requesting field units;
- Retrieves and provides information to requesting agencies on outstanding warrants, protection orders, and related information;
- Maintains strict confidentiality in all cases;
- Provides assistance, information, and answers inquiries from the public.

Other Duties and Responsibilities

- Transports inmates as necessary;
- Assists other law enforcement agencies as necessary;
- May work non-traditional hours and days, including weekends and holidays;
- Responds on-call as necessary;
- May be assigned specialty duties within the division such as payroll review, scheduling, IT, transport coordinator, division trainer or other;
- Performs other related duties as required.

Expectations for All Employees

- Works well under pressure and maintains a calm and professional demeanor under stressful and adversarial conditions;
- Recognizes and analyzes a problem, identifies causes, creates possible solutions and constructs a logical path for resolution and implementation;
- Consistently demonstrates a positive and cooperative attitude when working with fellow employees to accomplish duties required of the department and the County;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Performs time management and scheduling functions, meet deadlines, and set project priorities;
- Performs exceptional customer service, answering correspondence and responding to telephone calls and e-mails in a courteous and timely manner; prepares and generates reports as needed;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;

- Works cooperatively with all County departments and fills in or cross-trains with other positions as necessary;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Competency Requirements

Knowledge of:

- Detention methods, procedures, practices, equipment, and objectives;
- County procedures including booking, detention, handling and release of inmates;
- Federal and state laws, statutes, and codes applicable to detention and the jail environment;
- County and Department policies, procedures, and practices, including inmate restraint procedures;
- Standard office equipment, personal computers, and job-related software;
- Specialized equipment used in booking and detention, including but not limited to, fingerprinting and photography equipment, emergency breathing and rescue equipment (SCBA), two-way radios, restraint equipment, stand-off equipment, firearms, and related equipment;
- First Aid and CPR;
- Telephone call-handling techniques;
- Radio transmission procedures to produce effective communication between two parties;
- Federal (FCC), County, Department, contract agency, and other applicable policies, rules, and regulations;
- County roads and surrounding areas, including geographical layout of contracting cities within the County and other operating districts served by the Department;
- Police, fire, and emergency medical dispatch procedures.

Ability to:

- Monitor inmates to ensure safety and security of the inmates, staff, and facility;
- Operate specialized detention equipment;
- Operate a motor vehicle;
- Maintain, interpret, and produce records, logs, documentation, and reports;
- Escort inmates to and from facilities, to and from court, and other appointments;
- Deal verbally and/or physically with uncooperative, distraught, and hostile inmates;
- Recognize and respond appropriately to unusual medical, physical, or mental conditions of inmates;
- Perform general housekeeping tasks, including laundry and food preparation/serving;
- Understand and apply departmental, state, and local law enforcement procedures, policies, rules and regulations;
- Analyze situations quickly and objectively, to recognize actual and potential dangers, and to determine proper course of action;
- Cope with stressful situations calmly, fairly, tactfully, and with respect for individual rights;
- Operate radio transmitting equipment in a fast and efficient manner, including under stress;
- Perform routine clerical work;
- Follow Department guidelines and procedures relating to response to emergency situations;
- Exercise good judgment in the handling and prioritizing of calls within the Department;
- Effectively communicate and make decisions related to dispatching emergency vehicles under stressful work conditions;
- Listen and retain information communicated in emergency calls;

- Communicate information and ideas in speaking and writing so others will understand.
- Listen to and understand information and ideas presented through spoken words and sentences.
- Understand and follow oral and/or written policies, procedures and instructions.
- Read, interpret and apply laws, resolutions, ordinances, codes, and contracts.
- Develop and maintain working relationships with federal, state and local public and private representatives and organizations and other County employees;
- Exhibit courtesy, tact, and diplomacy with co-workers, elected and appointed officials, and the general public;
- Plan and organize work independently;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations, and established procedures;
- Maintain a professional demeanor during stressful situations; respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines and set priorities;
- Operate standard office equipment and a personal computer using program applications appropriate to assigned duties;
- Demonstrate patience, integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High school diploma or GED equivalency is required; and
- Idaho State Certification as a Corrections Officer (must be obtained within one year of hire); and
- Valid Idaho Driver's License is required; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the duties and responsibilities of the classification.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, communicate effectively in person, on a two-way radio, and a telephone, and discern sounds against normal background noise requiring investigation or indicating an emergency situation;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, review a wide variety of written and electronic text materials, and discern behavior and activities requiring investigation or indicating an emergency situation;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to write reports, utilize required specialized equipment, operate standard office equipment and a personal computer, and operate a motor vehicle;
- Sufficient personal mobility, flexibility, agility, reflexes, and physical strength, with or without reasonable accommodation, which permits the employee to sit, stand, and walk for long periods of time, lift up to 50 pounds, respond physically to restrain inmates, and work in a detention environment.

I/we have read the draft class specification/job description and made revisions as needed (either by “tracking” changes in Word Office or writing clear, legible revisions where noted). I/we agree that the draft with revisions represents a current accurate description of this classification’s primary function, required minimum qualifications and knowledge sets, and essential physical abilities.

Employee Signature

Date

Immediate Supervisor’s Signature

Date