



CLASS SPECIFICATION

Class Code:	60002205
Date Established:	03/1987
Last Reviewed:	06/2023
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FLSA:	non-exempt
Probation:	12 months

SHERIFF SUPPORT SPECIALIST

DEFINITION

Under limited supervision, performs a variety of technical and clerical duties in support of the Sheriff's Office Booking and Central Control operations; provides information and assistance to the public in relation to basic policies and procedures of the department and/or directs them to appropriate staff for additional assistance; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Graduation from high school or possession of a General Education Development (G.E.D.) certificate AND one year of full-time clerical or security experience; OR an equivalent combination of related training and experience.

LICENSE OR CERTIFICATE

Some positions require certification as a qualified user of the National Crime Information Center (NCIC) and Nevada Criminal Justice Information Systems (CJIS) within one year of appointment and certification must be maintained for continued employment.

All felony convictions, gross misdemeanor and certain misdemeanor convictions will prohibit the employee from working with NCIC and CJIS.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Observe activities of individuals within an assigned area of the Sheriff's Office through direct visual or closed-circuit monitors and monitor cell control panels, audible alarms, fire alarm system, radio transmissions, and other control systems within the facility/court complex to identify potential security problems; evaluate situations and take swift and appropriate action, in accordance with established policy and procedures; and regulate access and movement of inmates, civilians, and deputies to assigned areas by remotely opening and closing electronic doors, in order to ensure and maintain the safety of deputies, civilians, inmates, and the general public.

Assist the public, either in person or on the telephone, by providing information regarding the Sheriff's Office operations, policies, and procedures, in accordance with established guidelines and protocols, and/or making referrals to appropriate staff or other agencies.

Complete reports and documents, utilizing a variety of informational sources and data collection techniques, and forward to appropriate staff for processing. Reports and documents include but are not limited to: booking and release records, inmate incident reports, and complaints from the public.

Respond to inmate inquiries as well as requests for information from the public and provide them with information and assistance in accordance with prescribed procedures and protocols or forward to appropriate staff for handling.

Observe inmates within the facility/court complex, verify inmates' destinations, and notify deputies and civilian staff of inmates' arrival in order to assist deputies in the movement and placement of inmates; update inmate information in the corrections management system as it pertains to booking, courts, inmate movement, housing assignments and inmate release; provides information to deputies as needed to facilitate operations; maintain activity logs and compile data pertaining to the assignment area; submit periodic activity summaries to supervisors.

Screen inmates to determine eligibility for inmate programs and assist with the design, organization, scheduling, and implementation of existing and new inmate programs and volunteers; review contract invoices to verify accuracy and maintain statistics for inmate programs; participate in volunteer orientation, create handout for volunteer programs, and coordinate, set-up and organize volunteer recognition; serve as liaison between Chaplain Staff and volunteers.

Monitor inmates in the Special Housing Unit; calculate, observe, and log inmate tier time ensuring the inmate is on lockdown upon completion; manage tier time for maximum security inmates; complete J4 and court rosters.

Screen visitors to the detention facility, maintain visitor records, and monitor inmate visits to ensure regulations have been met. Utilize third-party software to manage and observe on-site and remote video visits.

Interview arrestees to obtain personal and other identifying information, which is used to verify the individual's identity, and ensure appropriate handling/dissemination during incarceration; access and perform data entry in the Sample Tracking and Control Software (STaCS) for felony arrestees to assign DNA sample kits to remain in compliance with state law. Access the criminal history information network (NCIC/NCJIS) to include pertinent information, such as outstanding warrants, failures to appear, and previous convictions in the booking file.

Review paperwork submitted by the arresting/transporting officer and other agencies for accuracy and completeness; receive and process pre-trial Risk Assessment paperwork to ensure timely entry and availability of bails; receive confiscated money and valuables, identifying valuables, depositing funds, and submitting valuables for proper storage; release of money and valuables upon confirmation and verification of inmate release or transfer.

Accept money for payment of bails, bonds, fines, and charges; issue receipts, print and verify appropriate ledgers, and balance cash drawers to ensure the accuracy of accounting records.

Create court transport agendas and arraignment calendars from five different municipal, justice and district courts for court transport deputies to ensure inmates are available for court; run reports and respond to requests from those courts; ensure all court documentation has been received and entered in the corrections management database system; and monitor court commitments and related court documents by tracking when inmates are scheduled for return.

Review inmate's records to verify the validity and appropriateness of release prior to the release or transfer of an inmate; certify that the required documentation is present, and all conditions of release are satisfied; notify all concerned of impending release of the inmate.

Search criminal justice database and encode a variety of reports, documents, and criminal justice records to ensure current information is available to a variety of law enforcement agencies.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Policies, procedures, rules, regulations, and applicable laws of Washoe County, the Washoe County Sheriff's Office, and the specific area of assignment.

Terms and acronyms commonly used in the assigned function.

Complex computer software; specialized criminal justice and jail management computer software.

Confidentiality of reports and criminal information records processed daily.

Radio codes and electronic surveillance and security equipment used by the Central Control section.

Ability to:

Monitor electronic surveillance equipment for long periods of time and identify potential security problems.

Identify alarms and respond to voice transmissions appropriately.

Quickly recall information and make appropriate decisions in response to emergencies.

Compile data for statistical purposes in a spreadsheet using graphics and complete reports.

Conduct basic cash transactions and balance receipts using mathematical computations.

Analyze situations and make sound judgment on the safety and security of personnel.

Entry Level: *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Basic office practices and procedures.

Office equipment to include multi-line telephone protocol, copy machines, and email.

Basic mathematics and accounts maintenance.

Ability to:

Deal effectively with individuals from diverse socioeconomic backgrounds and in stressful situations.

Read, comprehend, and apply a variety of laws, regulations, training materials, operating procedures, and policy and procedure manuals.

Communicate effectively, both orally and in writing.

Remain calm, polite, and tactful in stressful situations.

Follow instructions and perform multiple functions in periods of intense activity.

Perform data entry with sufficient speed and accuracy to perform the job.

Operate a computer and basic software for data entry and report-writing.

Verify accuracy and content of documents.

Establish and maintain cooperative working relationships with those contacted during the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Must be willing to work shift work. Must be willing to submit a set of fingerprints. Must complete and submit a personal history statement and pass background investigation. Must pass a Computerized Voice Stress Analysis (CVSA) examination. Must pass a color vision test and an audio/hearing test. Must be able to sit, stand, walk, push, crouch, stoop, twist upper body, lift approximately 50 pounds, and distinguish between colors. Must be able to work in a confined space. Must be able to work in a noisy environment. Must be able to deal directly with arrestees/and visitors in a detention center environment and tolerate exposure to noise and hostility.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.