



JOB DESCRIPTION: COMMUNITY SERVICE OFFICER – DETENTIONS DIVISION

Primary Responsibility: The Community Service Officer performs all the duties related to the Detentions Control Room.

Supervised by: Sergeant.
In absence of Sergeant, use chain of command established by Gilpin County Sheriff's Office.

Supervises: N/A

Main Job Duties:

- Maintains visual control of inmates distribution of meals, commissary, exchange, medications and other items that require movement of inmates throughout the facility.
- Verifies identity and ensures authorized access to the Gilpin County Detentions Facility.
- Communicates with inmates, giving information and directions via intercoms.
- Operates a central control center which includes panel and monitors, security cameras and television monitors to view areas of detentions facility. Performs visual and audio surveillance of doors and activities of inmates and staff. Receives inquiries and provides information as requested. Responds to fire and panic alarms, determining the location of the incident and getting the assistance to that area.
- Utilizes computerized data entry equipment, various word processing and database programs to enter, store and/or retrieve information on inmates.
- Prepares various logs, forms and reports, documenting movement and activities of inmates and staff.
- Maintains cleanliness of assigned workstation.

Additional Job Duties:

- Performs other appropriate duties as assigned by Detentions Sergeants, Captain or Undersheriff and any duties needed to stabilize an emergency situation.

Hours:

- Must be available for shift work, to include weekends, holidays, and on-call coverage.

Qualifications:

- Education: High school graduate or equivalent; or any equivalent combination of education and training that would provide the required knowledge and skills to perform the job.
- Must be a minimum of 18 years of age.
- Ability to:
 - (a) Work well with others and maintain a professional relationship with supervisors, subordinates, outside law enforcement personnel and the public.
 - (b) To think and act promptly and efficiently in emergency and stressful situations.
 - (c) To follow complex instructions.
 - (d) To exercise independent judgment and critical thought.
 - (e) To accurately and effectively transmit and receive information that is necessary to the accomplishment of goals and objectives, including effective written and oral communications in English; and the ability to listen.
 - (f) To multi-task.
- Must pass background check. Must not have any felony convictions or misdemeanors designated by POST or any significant prior criminal activity.

Certifications:

- Must possess FEMA ICS 100 and 700 certifications within 6 months of employment.

Mental/Physical Requirements:

- A CSO must be able to perform the essential job functions listed, unassisted, and at a pace or a level of performance consistent with the actual job performance requirements. This necessitates a high level of perceptual senses that include vision, hearing, speaking and flexibility.

Experience:

- No previous experience required.

I, _____ have read the above job description for the **Gilpin County Community Service Officer in the Detentions Division in the Sheriff's Office**. To the best of my knowledge I am able to perform all duties of the job as described.

Employee

Date

Supervisor

Date