

## Corrections Technician Job description

FLSA: Union - Non-Exempt  
Salary: \$38,229.38 - \$52,543.05

### POSITION TITLE

Corrections Technician

### REPORTING

TO Shift  
Sergeant

### POSITION SUMMARY

The position works under general supervision to perform a variety of administrative and technical support services in an assigned area within NORCOR. Assigned areas may include the control center, booking and/or the admin office. Responsibilities include, operating controls, visual monitoring of inmates, processing correspondence, entering data and records into computerized database systems, and monitoring the activities of corrections staff. Other duties include maintaining and compiling various records and reports for management staff in NORCOR.

This is an entry-level support position performing technical work that requires the application of basic knowledge of the criminal justice system. While the work is generally routine, it may be performed in stressful situations. The incumbent's specific tasks are governed by established rules and regulations, policies and procedures, statutes, and adequacy of judgment. Errors in judgment may have significant impact on personal and public safety. This is a non-sworn position with NORCOR.

### DUTIES AND RESPONSIBILITIES

Operates and controls security doors inside and outside the jail facility. Monitors safety and security equipment including alarms and camera monitors. Operates radio, telephone, and intercom to communicate with staff, visitors, and inmates. Coordinates, documents, and announces inmate activities.

Monitors the activity of corrections staff to maintain safety and security and calls for back up when appropriate. Uses operational procedures and emergency checklists to contact and dispatch personnel for activated alarms or in emergency situations.

Monitors, inspects, and keeps inventory of staff equipment such as keys, radios and emergency equipment. Ensures that equipment is in good repair and functional.

Creates and maintains electronic and paper records. Reviews and certifies that reports, warrants and orders are valid and complete. Uses computer software to retrieve criminal records and update booking records to reflect changes.

Updates and maintains logs, criminal files, database records, and other records with accuracy and handles information with confidentiality. Prepares written reports, as requested, or as required by policy and procedure.

Communicates to law enforcement officers about inmate custody issues using Law Enforcement Data System (LEDS), radio, or telephone. Responds to inquiries from other agencies and the public. Verifies and admits people to secure areas of the jail. Coordinates the flow of inmates

with other corrections staff through the intake and release process.

Maintains, updates, and files documents in accordance with policies and procedures. Acts as a back up to support staff in performing their duties.

May be required to testify in court proceedings.

Performs related duties as assigned.

### **QUALIFICATIONS**

Working knowledge of administrative procedures; English grammar and composition; record keeping procedures and methods; and modern office procedures, computer equipment, and database systems. Sufficient human relations skills to communicate with inmates and the public to resolve issues. Knowledge and ability to analyze situations quickly and objectively and to determine the proper course of action. Skill to research and effectively utilize specialized databases.

### **MINIMUM QUALIFICATIONS**

Must be able to work a structured schedule consisting of 8, 10 or 12 hour rotating shifts, which includes nights, weekends, and holidays.

Ability to obtain and maintain LEADS Certification.

Criminal Record: Must be free of convictions of crime other than a minor traffic violation. Dishonorable or undesirable discharge from the military is cause for disqualification.

Final candidate will be required to pass a thorough background investigation, psychological evaluation and a drug screen prior to appointment.

First Aid and CPR certifications preferred.

### **EDUCATION and/or EXPERIENCE PREFERRED:**

High School graduate or GED equivalent and two years' experience working with the public.

### **ABILITIES:**

Requires the ability to carry out the full scope of the position; follow instructions; comprehend policies and procedures; coordinate tasks with co-workers and prioritize a full work schedule. Must be able to enter access and interpret data in various computer databases; exercise sound judgment when acting in routine situations; work independently with minimal supervision; communicate effectively both verbally and in writing; complete accurate and concise reports/records; and to use necessary equipment such as cameras, telephones, control and intercom systems, simultaneously while observing inmates' movement and activity. Must have the ability to establish and maintain effective working relationships with individuals, members of the public, and co-workers from diverse groups and backgrounds.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully, perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

Jail and Detention facilities are unique by nature. Communications may be by electronic means, requiring visual and audio queues and codes. The noise level in the work place is usually moderate but is unpredictable; and, can escalate to a loud, level of abusive verbal sounds and terminology.

The level of security is usually secure, but there could be situations where the safety of the employee could be compromised, or the potential of a hostage or threatening situation may be present

There may also be the presence of various potentially contagious bacteria or viruses as well as the possibility of blood borne pathogens.