



Pennington County Control Room Operator (Non-Exempt A13)

Position Objective:

The Control Room Operator at Juvenile Services Center maintains the safety and security of the facility by operating the control room. The control room is the hub of all communications and movement within the facility. The Control Room Operator serves a vital role in maintaining a safe and smooth running facility.

Essential Functions:

- Serving as central point of contact for radio and other internal staff communication systems.
- Ensuring continuous flow of critical communications for supervisor and staff.
- Guiding the staff in emergency situations through the execution of emergency checklists.
- Monitoring secure doors in the facility using display panel.
- Controlling and allowing access throughout the facility by using intercoms, cameras, and electric doors.
- Monitoring areas within and around the facility by using cameras.
- Monitoring fire alarm panel and ensuring appropriate response to alarm indicators.
- Communicating meal counts for JSC and the Arise Center.
- Controlling, monitoring, and documenting staff and detainee movement within the secure portions of the facility.
- Answering telephone and directing calls during non-business hours.
- Answer public entrance intercom and directing individuals during non-business hours.
- Answering to distress signals from pod control stations.
- Answering to detainee intercoms when pod control stations are shut down.
- Assisting with completion of administrative duties as requested.
- Attending Meetings and trainings as required.
- Performing other duties as assigned.

This job specification should not be construed to imply that these requirements are the exclusive duties of the position. Incumbents may be required to follow any other instructions, and to perform any other related duties, as may be required.

Experience and/or Education Required:

- HS Diploma or GED required.
- One year customer service experience, typing and computer experience, and a proven ability to handle multiple tasks simultaneously.
- Possession of or ability to readily obtain a valid South Dakota Driver's License within 90 days of moving to South Dakota.

Working Environment:

Work is performed independently in a secure control room consisting of multiple computer screens, panels and communication means.

Physical Requirements:

While assigned to the control room, must be able to work in a confined environment while seated in front of multiple monitors for the duration of an 8-hour shift. Data entry, operation of a phone and two-way radio is required. The employee must be able to hear, see, speak, and differentiate between colors, sounds and movement well enough to ensure safe application of policies and procedures. This position may not be appropriate for individuals with medical conditions that may prohibit the performance during emergency response or the continuous, alert monitoring of facility movement.