



LANE COUNTY
F035
Established 12/11/01
Updated 04/25/03
Updated 03/03/05
Updated 07/01/17
Updated 03/18/21

FACILITY SUPPORT OFFICER

CLASS SUMMARY: To monitor and control interior access to the jail; to transmit messages via telephone, intercom, computer and radio; to handle internal and external communications; to perform a variety of tasks associated with monitoring movements within the jail; and to perform related duties as assigned.

CLASS CHARACTERISTICS: The Facility Support Officer performs duties in either of the following areas: Central Control or Facility Reception. Employees in this classification may receive instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Facility Security Specialist in that the latter exercise technical and functional supervision over assigned personnel.

SUPERVISION RECEIVED

Receives supervision from the Communications/Records Supervisor or in his /her absence a facility's security Sergeant, and technical and functional supervision from more experienced personnel. May provide technical and function supervision.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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| 1. | Coordinates inmate visitation; schedules appointments for visitation; adjusts visiting schedule as needed for safety and security needs; informs security staff of visiting schedule; maintains visiting log. |
| 2. | Determines eligibility of all persons visiting the facility, following safety and security procedures for inmate visits; determines type of visit (contact, non-contact); explains visiting procedures. |
| 3. | Performs searches as directed of persons, briefcases, etc. for weapons and/or contraband. |
| 4. | Accepts or denies all incoming monies for inmates, issues receipts, and logs transactions. |
| 5. | Conducts inmate clothing exchanges; releases inmate property; approves and issues receipt of incoming inmate property; and delivers property to appropriate security personnel. |
| 6. | Locks and unlocks public entrance; conducts interior security searches. |

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7.	Answers public inquiries and releases approved inmate related information. Operates computer terminal, accesses various systems, enters and retrieves data.
8.	Receives and sorts all incoming mail and distributes to appropriate locations.
9.	Observes activities and individuals within an assigned area of the Corrections Facility through direct visual scan or closed circuit television monitors, to identify potentially serious situations and take prescribed action.
10.	Monitors cell control panels, audible alarms, fire alarm system, radio transmissions, intercoms and other visual/auditory surveillance systems in order to respond appropriately and in a timely manner to situations as they occur.
11.	Determines authorization, including areas of access and requirements for staff escort, for all persons requesting admittance to secure areas of the facility.
12.	Regulates access by inmates, civilians and facility staff to assigned areas by remotely operating electronic doors to assist in maintaining security and safety within the facility.
13.	Tracks unsupervised groups of inmates within the detention facility, verifies the inmate's destination and notifies that destination to expect the inmate's arrival in order to assist facility staff in the movement and placement of inmates.
14.	Notifies and routes internal and external emergency personnel.
15.	Maintains key control for the correctional facility.
16.	May be assigned additional projects or duties by the Sergeant or Facility Security Specialist.

Knowledge of (position requirements at entry):

- Principles of work coordination and scheduling.
- Emergency medical services operations and communications activities.
- Operating characteristics of communications equipment used in the Department of Public Safety system.
- Basic rules and regulations of the Federal Communications Commission pertaining to radio/telephone operations.
- Modern office procedures, methods and computer equipment, especially those pertaining to police and corrections work.
- Business English, spelling, grammar and punctuation, arithmetic, filing and record-keeping procedures, and telephone techniques.
- Departmental policies and procedures.

Skills in (position requirements at entry):

- Learn all assigned tasks readily, adhere to prescribed routines and develop skill in operation of office and communications equipment.
- Perform highly responsible communications and/or records functions while distinguishing between public records and confidential records.

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- Act calmly and effectively in emergency and high stress situations.
- Make decisions independently and use initiative and judgment.
- Communicate clearly and concisely, both orally and in writing.
- Comprehend, interpret and adhere to laws, regulations, policies and procedures.
- Operate sophisticated office and public safety equipment, including computers.
- Understand and follow written or verbal instructions.
- Establish and maintain records, reports and statistical data and accurately prepare reports.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly with the public and deal effectively with hostile or stressful situations.
- Multi-task, meet deadlines, and prioritize workload.
- Work a variety of shifts, including but not limited to days, swing and graveyard; work any day of the week, including but not limited to weekends and holidays.
- Keyboard at a speed of not less than 35 words per minute.

Training and Experience (positions in this class typically require):

Equivalent to the completion of the twelfth grade. One year responsible clerical experience in a position involving heavy public contact which requires multi-task handling, teamwork, responding to irate or upset customers, filing and cash handling, preferably within the law enforcement or corrections field. An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Licensing Requirements (positions in this class may require):

Possession of a valid Oregon Driver's License at the time of appointment.
Possession of LEDS certification or ability to obtain within six months of initial appointment.

NOTE:

This position is represented by Lane Co Peace Officers' Assoc.

Classification History:

De minimus changes approved by CAO & HR Manager 3/3/05 as outlined in memo of that date. Combined Facility Security Officer 1 and 2 classifications into Facility Security Officer per the LCPOA 2016-2019 Collective Bargaining Agreement 7/1/2017. Changed title to Facility Support Officer 3/18/2021.

FLSA Status: Non-Exempt