SHERIFF SUPPORT SPECIALIST
OPTION B: Central Control
OPTION C: Booking
OPTION P: Property Crimes

DEFINITION
Under general supervision, performs a variety of technical and clerical duties in support of the Sheriff’s Office operations; provides information and assistance to the general 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
One year of full-time clerical experience, preferably in a law enforcement environment; or an equivalent combination of related training and experience.

LICENSE OR CERTIFICATE
None

DISTINGUISHING CHARACTERISTICS
This is the journey level in the class series. Incumbents are responsible for the full range of duties within their assigned option in addition to those general duties performed by all options. When a vacancy occurs in one option, incumbents of the other options may submit a request to transfer to the vacancy. Transfer from one option to another is subject to the approval of the appointing authority.

SUPERVISION EXERCISED
NA

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

All Options:
Observe activities of individuals within an assigned area of the Sheriff’s office to identify potential security problems, evaluate situations, and take swift and appropriate action, in accordance with established policy and procedures, to ensure 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 Department operations, policies and procedures, in accordance with established guidelines and protocols, and/or making referrals to appropriate staff or other agencies.

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.

Complete reports, utilizing a variety of informational sources and data collection techniques, and forward to appropriate staff for processing. Reports include but are not limited to: booking and release records, inmate incident reports, complaints from the public, missing/lost persons reports, reports of runaway juveniles, shift activity reports, accident reports, and vandalism reports.
Maintain activity logs and compile data pertaining to the assignment area; submit periodic activity summaries to supervisors.

Draft correspondence in response to complaints and requests for information from inmates, the general public and staff and forwards to appropriate staff for handling.

Input and maintain information in the corrections management computerized database system.

**PLUS**

**Central Control Option:**
Observe activities and individuals within an assigned area of the Washoe County Detention Facility, through direct visual scan or closed circuit television monitors, to identify potential security problems and take prescribed action.

Monitor cell control panels, audible alarms, fire alarm system, radio transmissions, and other control systems within the facility in order to respond to situations as they occur, in an appropriate and timely manner.

Regulate access and movement by inmates, civilians, and deputies to assigned areas, by remotely opening and closing electronic doors, in order to maintain security and safety within the facility.

Monitor inmates within the facility, verify inmates’ destinations, and notify deputies and civilian staff of inmates’ arrival in order to assist deputies in the movement and placement of inmates.

Respond directly to inmate communications in the housing units and common inmate areas, providing them with information and assistance in accordance with prescribed procedures and protocols.

Maintain a computerized database of inmate housing assignments; provide copies of the housing report to deputies at the change of each shift to facilitate operations and assist with maintaining security within the facility.

Screen visitors to the detention facility, maintain visitor records, and monitor inmate visits to ensure regulations have been met. Access the criminal history information network (NCICI/NCJIS) to include pertinent information, such as outstanding warrants, failures to appear on their own recognizance.

**OR**

**Booking Option:**
Interview arrestees to obtain personal and other identifying information, which is used to verify the individual’s identity, ensure appropriate handling during incarceration and screen individuals for potential release on their own recognizance.

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; seal records as appropriate.

Receive confiscated money and valuables, verifying amount of money, 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, post appropriate ledgers, and balance cash drawers to ensure the accuracy of accounting records.

Monitor court commitments and related court documents by tracking when inmates are scheduled for return; accept identification from returning inmates and report all discrepancies to Central Control for appropriate action.
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.

OR

Property Crimes Option:
Review reports of stolen vehicles, enter information into NCIC; remove information when vehicle recovered and notify victims when vehicle is recovered.

Contact victims to verify information and request additional information relevant to investigation.

Obtain reports from agencies when stolen vehicles recovered by other agencies.

Research vehicle ownership through Nevada Department of Motor Vehicles.

Develop Crystal Reports to extract criminal data, analyze data, and identify crime trends, possible suspects, and associates.

Assist detectives by collecting, packing, and processing evidence both in the field and in the office.

Assist detectives by contacting various businesses such as financial institutions, utility companies, etc to obtain records.

Assist investigators by organizing financial information, analyzing information, and entering data into several automated spreadsheets and databases.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:
All Options:
Basic policies and procedures of the overall department.

Operating policies and procedures specific to the option.

Terms and acronyms commonly used in the assigned function.

Laws, rules, and regulations that apply to the assigned function.

Computer software utilized by the facility and within an assigned option.

PLUS

Central Control Option:
Knowledge of:
Radio codes and electronic surveillance and security equipment used by the Central Control section.

OR

Booking Option:
Ability to:
Maintain certification as a qualified user of the National Crime Information Center and Nevada Criminal Justice Information Systems.

OR

Property Crimes Option:
Knowledge of:
Principles of banking, accounting, or bookkeeping.

Ability to:
Organize and analyze financial records.

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

Ability to:
All Options:
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.

Analyze situations and make sound judgments.

Remain calm in stressful situations.

Follow instructions in periods of intense activity.

Compile data and complete reports.

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

Perform multiple functions in periods of intense activity.

Skill to:
Type at a rate of 30 net words per minute with 95% accuracy.

PLUS

Central Control Option:
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 make appropriate decisions in response to emergencies.

OR

Booking Option:
Knowledge of:
Basic office practices and procedures.

Basic mathematical principles.

Ability to:
Compile and maintain records.

Cash transactions and balance receipts.

Verify accuracy and content of documents.
Property Crimes Option:

**Knowledge of:**
Basic mathematics and accounts maintenance.

Computer report-writing software.

**Ability to:**
Make mathematical computations.

Write and generate computerized reports.

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

**All Options:**
Skill to type at a rate of 30 net words per minute with 95% accuracy. 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 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. Some positions require certification as a qualified user of the National Crime Information Center and Nevada Criminal Justice Information Systems within one year of employment.

**PLUS**

Central Control Option:
Must possess sufficient hearing ability to discern voice transmissions and alarms.

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

Approved _____ WERCCS Job Evaluation Committee _____ Date _____September 2003_____