DETENTION OPERATIONS MANAGER

DEFINITION

Under limited supervision, manages booking and central control operations in the Sheriff’s Department Detention Facility and supervises a large civilian staff. Performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor’s degree from an accredited college or university in Business Management, Public Administration, Criminal Justice Administration, or a related field plus three years of full-time supervisory or program management experience; OR an equivalent combination of education and experience. Experience may be substituted for education on a year for year basis.

LICENSE OR CERTIFICATE

NCIC/NJIS Certification. (Within one year of employment)

SUPERVISION EXERCISED

Exercises direct supervision over other civilian supervisory staff in Booking and Central Control operations.

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

Supervise assigned staff, which includes staff selection, assigning, scheduling, and reviewing work, providing training in proper work methods and procedures, performance evaluation, and implementing discipline and conflict resolution procedures when necessary.

Prepare projected budget needs for operations supervised and monitor expenditures to avoid overspending on accounts.

Review and evaluate work methods and procedures and recommend/implement changes in work processes and workflow to ensure efficient operations and compliance with policies and standards.

Serve as primary resource for information and interpretation of policies, procedures, and functions of booking, central control, and field services operations.

Resolve issues and complaints from clients regarding service received by investigating the facts and circumstances of the complaint and taking appropriate action.

Prepare reports and statistical data on such topics as overtime analysis, authorized strength and staffing, customer satisfaction surveys, incidents and disciplinary actions, and citizens’ complaints.

Serve on various committees such as the Jail Users Committee which is charged with addressing problems that occur within the detention facility and the Jail Management System Development Committee which is charged with designing the new computer program that will operate the detention facility in the future.
Attend detention management meetings, staff meetings, and serve on the quality assurance team.

Participate in policy and procedure development that impacts booking and central control operations in the detention facility.

Ensure that assigned personnel follow proper emergency procedures and perform their duties and responsibilities in a safe and prudent manner to prevent them or others from being exposed to unnecessary harm or risk of on-the-job injury.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

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

**Knowledge of:**
Policies and procedures of the Washoe County detention facility’s booking and central control operations.

Countywide personnel policies.

Automated criminal history information system, management information systems, and software programs used in the detention facility.

Budget development methods and techniques.

**Ability to:**
Supervise personnel, including training, assigning, and reviewing work, administering discipline, and conducting performance evaluations.

Operate the electronic surveillance/security system utilized by the detention facility.

Operate computer software programs, management information systems, and criminal history information system utilized by the detention facility.

Prepare budget recommendations based on the needs of detention facility operations.

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

**Knowledge of:**
Supervisory principles and practices.

Budget preparation and administration.

Principles and practices of program management.

**Ability to:**
Plan, organize and direct the operations of Detention Administration.

Read, interpret and apply pertinent laws, statutes, codes and regulations including administrative and departmental policies and procedures.

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency and implement changes as necessary to improve operations.

Analyze information, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.
Analyze and evaluate statistical data and prepare reports.

Communicate in a clear, concise manner, both orally and in writing.

Resolve personnel conflicts and issues.

Operate a personal computer.

Make effective presentations before committees, boards, commissions and other groups.

Establish and maintain effective working relationships with those contacted in the course of work.

Deal effectively with a diverse group of individuals from different socioeconomic backgrounds under stressful situations such as arrestees, inmates, deputies, civilian staff, and the general public.

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

Ability to work in a detention facility environment. Ability to lift up to 20 pounds. Ability to operate a personal computer, printer, copier, calculator, optical imaging equipment, and fax machine.

Successful candidates for the Sheriff's Office must submit a set of fingerprints and a personal history statement. Candidate must pass background investigation and a Computerized Voice Stress Analysis (CVSA) examination.

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