

ORAL COMMUNICATION DUTIES

Explains County procedures to detainees and the public at large.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, emails and reports.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts regularly with internal coworkers and other departmental personnel over the telephone, by email, and/or in person. Incidental contact with the public may occur as part of the work location.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Consistently (More than 40% but less than 55% in a year).

MINIMUM EDUCATION REQUIRED

High School Diploma or GED.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Six (6) months relevant experience.

PROFESSIONAL CREDENTIALS REQUIRED

Arizona Juvenile Detention Officer Academy Certification preferred.

KNOWLEDGE REQUIRED

Department policies and procedures; laws, regulations, policies and procedures related to juvenile detainees and correctional facilities; use-of-force rules; processes, standards and protocols for booking and releasing detainees; behavior patterns of incarcerated juveniles; techniques of detainee control and discipline protocols, and grievance procedures; first aid and CPR.

SKILLS REQUIRED

Active learning, active listening, analytical thinking, critical thinking, communicating diplomatically, problem recognition, problem solving, multi-tasking.

Skills in making decisions, maintaining composure, and working effectively under stressful conditions and emergency situations, remaining alert at all times, and reacting quickly and calmly to emergency situations; effective dealing with situations requiring diplomacy, understanding fairness, firmness, and sound judgment; writing and completing accurate reports and observations; operating specialized keys, locks, and restraint equipment; interacting with people of different social, economical, ethnic backgrounds.

ABILITIES REQUIRED

Read and write a minimum of High-School level; maintain mental response and quickness, maintain calm demeanor in stressful situations, deductive reasoning and follow orders.

Ability to communicate with detainees, mediate difficult situations, and use effective custody and control procedure; escort prisoners to and from outside jail facilities; to and from courts and other appointments; operate personal computers and specialized software applications.

PHYSICAL DEMANDS

- Constantly stands to attend to watchmen duties, to attend to customers.
- Constantly lifts under 10 lbs., regularly lifts up to 25 lbs., rarely lifts over 75 lbs.
- Constantly requires dexterity for peacekeeping tools, for keyboard operation.
- Constantly walks to and from work sites, constantly bends to reach and grab, rarely stoops and crawls. Occasionally kneels, occasionally twists.
- Regularly requires physical abilities to subdue hostile individuals

WORK ENVIRONMENT

Work is performed in a juvenile jail environment and correctional facilities; work involves intense concentration on activities going on around one's location on a constant basis throughout the entire work shift. Work occasionally involves personal danger, and potential exposure to hazardous, uncontrollable and life threatening situations; requires physical ability to subdue hostile individuals; and must be able to work in uniform during weekdays, weekends, and holidays on any assigned shift.

SAFETY RISK EXPOSURE

Incumbents in this position are generally exposed to occasional telephone verbal abuse by customers or citizens. Incumbents may become exposed to occasional physical danger, chemical hazards, bloodborne pathogens and communicable diseases.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department. May be required to constantly use safety equipment, and compliance devices.

CONSEQUENCES OF ERROR

Potential errors can have legal ramifications, loss of funding, loss of organization's credibility.

SECURITY REQUIREMENTS

None

PHYSICAL FITNESS REQUIREMENTS

None

SPECIFIC EMPLOYMENT CONDITIONS

Incumbents in this position must have an unrestricted Arizona driver's license upon appointment, must be a US citizen and 21 years of age.

Prior to employment, incumbents must successfully complete a background check as well as written and oral examinations prior to being appointed.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.