

The incumbent, for the position of Control Room Attendant, serves as a receptionist/attendant within the Jail Division of the Henry County Sheriff's Office. The responsibility and focus of the Control Room Attendant is to maintain accurate information and date for inmates at the Henry County Jail.

Most Common Functions and Duties

- Have complete understanding of the processes and functions within the Henry County Jail.
- Provide data entry, in various forms (i.e. electronic, paper, fax, etc.).
- Quality customer service for public and staff.
- Maintain confidentiality.
- Be professional in conduct and appearance.
- Provide security through means of video, doors, and other electronic means of passage.
- Be resourceful when referring telephone calls or information.
- Function only within the confine of the control room.
- Adhere to all county, state and federal policies, as listed in the policies and procedures.
- Attend and participate in all required training modules, and successfully pass.
- Deliver and provide effective and efficient communication, verbal and written.

Requirements

- Minimum age of 18 years.
- Have a high school diploma or GED.
- Pass a criminal background check.
- Pass a drug test.
- Possess customer service skills.
- Ability to work independently and as a team.
- Strong attention to detail.
- Knowledge of keyboarding and computer skills.

Personal Work Relationships

The duties performed, within the facility, maintains contact with staff, supervisors, administration, other law enforcement agencies, and/or visitors.