

## CLASS SPECIFICATION



**CLASS:** Detention Services Clerk  
**ALLOCATION:** Sheriff's Department  
**FLSA STATUS:** Non-Exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** November 2014  
**REVISED:**

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### **JOB SUMMARY:**

Under general supervision, ensure Inmate Visitation complies with departmental policies and procedures, maintain appropriate visitation documentation, accept funds for and provide advanced and specialized clerical work, and perform related work as assigned.

This is an advanced journey level in the clerical series.

### **CLASS CHARACTERISTICS:**

This position reports directly to a Correctional Sergeant. This class is distinguished from a Correctional Officer in that the latter ensures the safety, security and care of individuals in custody.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Schedule and control inmate visits; greet and screen Yuba County Jail visitors; ensure visitors provide identification and/or professional service provider credentials; understand and interpret written instructions concerning the scheduling of inmates for attorney visits; control admittance by checking identification against the list of approved visitors; enter visitor information into an inmate's file.
- Initiate and terminate visitation periods by means of intercom; turn knobs or push buttons to operate doors to move visitors; direct visitors into public security corridors; inform housing units of inmate visitors by use of telephone or two-way radios.
- Communicate with inmates or visitors that may be under the influence of drugs or alcohol, may be emotionally upset, disturbed or otherwise uncooperative; provide inmates or visitors with clear instructions to direct movement or to provide information; respond to questions in accordance with departmental policy and procedure.
- Elicit and exchange information with law enforcement representatives, attorneys, inmates and members of the public in accordance with departmental policy and within the limits of established guidelines.
- Perform database inquiries and provide information to professionals such as law enforcement representatives, attorneys, probation and parole officers, and investigators and the general public.
- Effectively communicate with departmental staff and other County employees in a concise manner to explain work practices, instructions, records, policy and procedures and related information.
- Accept funds for inmates from the public, accurately post funds to inmate accounts and place funds in safe.
- Follow departmental policies and procedures, uses sound judgment when accepting and routing inmate mail; sort and place mail for each housing unit; use computer terminal to locate inmates and mark necessary information on the envelope.
- Accept and review bail bonds to forward to the Correctional Sergeant for final approval.
- Release inmate personal property when properly authorized; obtains inmate signature upon release of property.
- Prepare correspondence, reports, forms and other materials as received; proofread documents for accuracy; duplicate, collate and mail reports, lists and other correspondence; distribute memos, policies and other correspondence to Sheriff's Department staff.
- Write incident reports as requested by a supervisor.
- Enter, retrieve, update and delete information via computer.
- Maintain accurate files and other department records.
- Provide courteous, high quality service to members of the public by personally responding to requests for service.
- Observe and assess situations in and around the jail information window on an ongoing basis, paying special attention to any health, safety or emergency situations; take appropriate action to prevent or resolve any potential problems or safety issues; contact supervisor, emergency medical

personnel or correctional officers as needed to respond to situations.

**Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May be required to drive a motor vehicle.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

- Policies and procedures of the Sheriff's Department.
- Applicable regulations, policies and statutes.
- Computer applications involving the design and management of databases or spreadsheet files and the development of special report formats.
- Business arithmetic.
- Specialized office administrative practices and procedures.
- Business letter writing and the standard format for typed materials.
- Record keeping principles and practices.
- Structure and content of the English language, including the meaning and correct spelling of words, rules of composition and grammar.
- Principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

**Skill in:**

- Maintaining confidentiality of restricted information.
- Effectively operate telephone, computer terminal, and other related telephone equipment or systems in the jail information offices.
- Eliciting and explaining information effectively and accurately to a wide variety of individuals representing diverse cultures and backgrounds including local government officials and the general public.
- Eliciting and providing information relevant to defendants' custody status and court appearances.
- Checking and comparing documents for accuracy and completeness.
- Updating and maintaining records, logs, rosters and registers.
- Understanding and following oral and written instructions.
- Maintaining professional demeanor and response in handling sensitive calls/callers.
- Recording personal information accurately, legibly, and completely.
- Working effectively/accurately with codes and coded information.
- Functioning calmly in situations that require a high degree of sensitivity, tact and diplomacy.
- Treating County employees, representatives of outside agencies, and members of the public with courtesy and respect.
- Assessing the customer's immediate needs and ensure customer's receipt of needed services through personal service or making appropriate referral.
- Providing prompt, efficient and responsive service.
- Exercising appropriate judgment in answering questions and releasing information; analyzing and projecting consequences of decisions and/or recommendations.
- Communicating effectively orally and in writing.
- Establishing effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.

**Ability to:**

- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.
- Communicate effectively and efficiently verbally and in writing; follow and issue verbal and written instructions.
- Read and comprehend manuals and instructions related to assignment such as, policies and procedures, training materials, code books, instructions for equipment and safety rules and procedures.

- Organize work, schedule and coordinate projects; set priorities; meet deadlines and maintain composure when working under pressure.
- Work as a member of a team in a unified team environment; work effectively with co-workers, volunteers and other County staff.
- Exercise appropriate judgment in answering questions and releasing information.
- Develop specific goals and plans to prioritize, organize, and reliably accomplish workload under limited supervision.
- Perform complex clerical work rapidly and accurately.
- Accept criticism and deal calmly and effectively with high stress situations.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Work in a secured correctional facility.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- Typing Certificate: Minimum New of 40 wpm. Typing certificate must indicate results from a five (5) minute test with at least the minimum net wpm required.
- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- May require off-hours, weekend and holiday shift work.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Graduation from high school and three years of general office support or secretarial experience at a level equivalent to the County's classification of Office Assistant.

**PREFERRED:** In addition to the minimum, one year (30 semester units) of college course work with an emphasis in business practices or a related field, additional experience as previously defined, and/or experience in the public sector.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Department Approval: Jerry Read  
Date:

EEOC: F  
WC: 8810.1

Human Resources Approval: Cindy Clark  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_