

Correctional Monitoring Technician



General Summary of Classification:

The incumbent in this non-sworn classification will assist deputies and staff in overseeing inmate security and welfare. Responsible for records maintenance, monitoring staff through security systems, complex computers, and security operations.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Maintains surveillance within assigned secure areas of the jail. Adheres to all safety standards established by Henrico County Sheriff's Office, Department of Criminal Justice Services (DCJS), Department of Corrections (DOC), American Correctional Association (ACA).
- Tracks and observes staff while interacting and conducting watch tours within inmate housing areas.
- Responsible for the constant observation of inmates who are placed on Mental Health watches.
- Operates cameras, telephones, computers, control, and intercom systems simultaneously to monitor inmate movements and activities.
- Effectively interacts with inmates, the public, sworn and non-sworn staff to ensure their safety and security.
- Demonstrates discretion handling confidential information.
- Create and maintain accurate records and logs in compliance with all DCJS regulations and departmental policies.
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Develops and maintains sound working knowledge of DCJS, DOC, ACA, and Prison Rape Elimination Act (PREA) regulations and standards; sound working knowledge of the Sheriff's administrative and facility operations, including occupational hazards, safety precautions, safety regulations and other assignment specific precautions related facility and inmate management as well as relevant best practices and mandated practices.
- **Technical:** Sound computer skills to use computer and typical business software, proprietary software and application, and wireless technologies for communication.
- **Interpersonal, Communication and Customer Service:** Excellent written and oral skills with the ability to communicate clearly and accurately, both verbally and in writing; excellent collaborative skills.
- **Decision-making and Authority:** Ability to understand and follow complex instructions, policies, processes, and data, including federal, state, and local regulations; must be able to quickly assess situations and make sound decisions to respond appropriately in emergency and/or high-risk situations; critical thinking skills with the ability to problem solve.
- **Leadership:** Non-supervisory; ability to work independently with minimal supervision and as part of a team.
- **Environment:** Must be comfortable working in a secure environment; typically works in a secure office setting.
- **Physical:** Visual and hearing acuity sufficient to recognize and report unusual circumstances; good observation and memory skills with strong attention to details; stamina to remain seated for extended periods of time.

Minimum Education and Experience:

Education: High school diploma or equivalent.

Experience: Entry level proficiency of personal computers and/or automated systems proficiency in Microsoft office suite. Excellent judgement, tact, and the ability to maintain confidentiality.

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills, and abilities.

Other Requirements (License, Certifications, Training, etc.) including successful completion of all required NIMS courses:

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Requires a pre-employment physical examination, medical and other tests administered by Henrico County Employee Health Services.
- Must successfully complete the Henrico Sheriff's Office Camera Monitoring Training Program.
- Serves at the will of the Sheriff (Elected Constitutional Officer).
- Valid Virginia Driver's License.
- Must be able to work a flexible schedule.