

Code: 1186

Title: INTAKE SUPPORT SPECIALIST

SUMMARY: This classification processes individuals (detainees, arrestees and prisoners) into the County detention facility by initiating required records, based upon law enforcement officer documentation, court and other agency manual and computer-based records, warrants and related interviews and preliminary mental/medical screening of individuals. This classification differs from other process-oriented classifications by its direct contact and interaction with detainees, arrestees and prisoners and the strict legal requirements for timely and accurate record-keeping and related functions.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Controls entry to and exit from controlled areas by identifying individuals, verifying their right and need to enter or exit and opening doors (electronically or manually);
Ensures that law enforcement officers store and secure weapons and ammunition before entering the detention facility;
Interviews detainee, initiates or completes intake documents such as medical screening questionnaires, ID cards, intake forms, arrest information sheets and fingerprint cards, manually or using typewriter or computer;
Verifies the accuracy of intake documentation presented by law enforcement officers and audits the information as needed;
Inventories and issues receipts for the detainee's personal property and cash, to include a search of personal effects for weapons and contraband;
Originates inmate files and makes appropriate data entry into automated information systems;
Searches state and local automated and manual record systems for information retrieval and verification (e.g., previous arrests and other criminal information concerning detainee, active warrants, etc.) with appropriate agency;
Queries departmental and related computer databases and communications systems to determine inmate status and related information as required;
Observes new detainee for signs of distress, mental or physical, and notifies medical staff or uniformed personnel if immediate attention is required;
Maintains security and confidentiality of all materials and information encountered in duties;
Maintains security of the work unit area and participates in controlling arrestees and inmates as required;
Inventories, orders, and stores supplies, forms, and other materials;
Responds to questions by phone or in person concerning the status of individual arrestees or inmates;
Receives telephone calls from the public, court personnel, and other law enforcement and corrections agencies, determines nature of inquiries, problems, or situations, and resolves or refers calls to appropriate staff if unable to resolve or provide assistance;
Operates various office equipment such as typewriters, computer terminals, facsimile machines, time clocks, photocopiers, and pneumatic tube system;
Assists with training of new employees;
May participate in maintaining complex manual and automated filing systems and related duties;
May be required to testify in court on matters in which involved in an official capacity as a departmental employee.

KNOWLEDGE & SKILLS:

Knowledge of:

- personal interview techniques;
- federal, state, county and/or departmental laws, rules, and/or regulations applicable to individuals being processed into and out of a detention facility;
- principles and practices of maintaining security and confidentiality of sensitive, confidential and restricted-access materials and information encountered in assigned duties;
- basic principles and techniques of research, analysis and presentation of statistical information;
- documentation requirements for intake and exit processing of arrested individuals;
- computer software including spreadsheets, word processing programs, and data bases;
- general office practices and procedures.

Skill in:

- dealing with intoxicated, hostile or violent people;
- initiating, filing and retrieving records in manual and automated records;
- reading and interpreting arrest documents, court orders, minute entries, inmate records and computer databases;
- assessing detainees for obvious mental/physical problems requiring intervention;
- interacting with the public and providing customer service;
- entering data and information into an automated information system and maintaining specialized files and other documentation in manual and automated systems;
- maintaining the security and confidentiality of sensitive information;
- maintaining security of the work unit area;
- operating a variety of office equipment, including typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators.

MINIMUM QUALIFICATIONS:

A High School Diploma or General Education Development (GED) Certification. Proof must be submitted at the time of application.

OTHER REQUIREMENTS:

Licenses and Certificates: Within thirty days of appointment, employees must attain access certification for all criminal history databases/communications systems required of assigned position (e.g., NCIC, ACIC, FORCE, etc.). Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain the required access certifications or licensures shall be grounds for termination.

Special Notice Items: All positions require satisfactory completion of a background investigation due to need for access to law enforcement facilities, property, communication systems and associated confidential and sensitive information, documents, databases and evidentiary materials. Pre-/post-appointment drug screening and polygraph examinations are required of all positions in this classification due to need for access as described above.

Physical/Sensory Requirements: Some positions within this classification may require the ability to react to physical confrontations and emergency situations quickly and effectively; work in confined spaces for prolonged periods of time; hear and understand speech and radio transmissions. Other

physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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