

Code: 1191

Title: INTAKE SUPPORT SPECIALIST II

SUMMARY: This classification, depending on specific work-unit assignment, performs specialized processing, records maintenance, fund-handling and bookkeeping relative to inmate accounts, coordination with the courts, other law enforcement agencies and corrections staff for adjudication, movement and release of inmates, and leading other Intake Support staff. This classification differs from the Intake Support Specialist I classification, which has the primary duty of processing individuals into the County Detention Facility, and initiating required records.

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

General Duties:

Interprets minute entries and other court documents to compute inmate release dates, and makes appropriate entries in inmate records;

Maintains security and confidentiality of all materials and information encountered in duties;

Queries departmental and related computer databases and communications systems to determine inmate status and related information as required;

Receives, reviews, and distributes and processes incoming paperwork (from intake, fax, judicial security, courts, probation, etc.) to appropriate legal entity;

Compiles statistical and operational data and prepares recurring, periodic, and special reports for supervisory and command staff;

Maintains complex filing systems, and prepares appropriate files for archival storage;

Assists with training of new employees;

Participates in the activities of the Intake work unit as required;

Maintains security of the work unit area and participates in controlling arrestees and inmates as required;

Controls entry to and exit from controlled areas by identifying individuals, verifying their right and need to enter or exit and opening doors, either electronically or manually;

Ensures that law enforcement officers store and secure weapons and ammunition before entering the detention facility;

Answers questions and provide detailed information regarding processes occurring in the work unit.

May be required to testify in court on matters in which involved in an official capacity as a departmental employee.

Intake Support Unit:

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.);

Observes detainees for any signs of distress, mental or physical, and notifies medical staff or uniformed personnel if immediate attention is required.

Court Related Duties:

Prepares absence without leave (AWOL) reports for the courts;
Creates and distributes alphabetical inmate rosters and housing unit rosters;
Coordinates with the Courts for the scheduled appearance of inmates;
Coordinates with court and corrections staff the manner in which video court will be conducted;
Coordinates with correction officers to ensure that a safe environment is maintained while video court is being conducted and maintains appropriate court decorum and procedure;
Coordinates the transport of inmates from detention centers to courts and other facilities and vice versa;
Updates computer by data entry and inmate file as judge determines inmate release status;
Maintains logs and court dockets, prepares court transport lists and summary reports;
Ensures new arrestees are scheduled for arraignment within the legally mandated time frame;
Ensures the timely and accurate release of inmates;
Ensures inmates appear before the court on set date and time;
Assists correction officers with periodic detention center head-count resolution.

Inmate Accounts Work Unit Duties:

Accepts, posts and processes cash (money orders, travelers and cashiers check) deposit bail bonds, property bonds, surety bonds, nominal bonds, and release-on-own recognizance bonds;
Processes incoming cash, money orders, and cashiers checks and deposits to inmate accounts;
Initiates data entry of incoming funds into inmate accounts, posts cash amounts into inmate accounts, and issues receipts;
Orders replenishment funds from the bank and coordinates the transport of the daily deposit of inmate funds with appropriate transporting unit;
Answers questions regarding cash office policies, inmate funds, and commissary information, either in person or by telephone;
Researches and compiles inmate housing charges for contracted municipalities;
Reviews for accuracy, verifies and prepares daily deposits of cash, money orders, cashiers checks, etc., to be deposited to the bank;
Coordinates and authorizes the release of inmate account funds upon the release of inmates;
Verifies individual bookings for appropriate agency billing;
Prepares invoices and related communication documents and mails in a timely manner;
Generates monthly reports and researches for accurate billing;
Balances cash drawer daily and posts, balances, and maintains accounting records unique to departmental operations.

Supervisory/Lead Duties: (NOTE: The following duties may be required to be performed in the absence of the Intake Support Supervisor)

May supervise multiple areas, on an assigned shift, to include training, monitoring employee performance, scheduling and prioritizing the work of subordinates, and making recommendations on hiring, termination, discipline and related personnel activities in the absence of the Intake Support Supervisor;
May supervise service activities of a particular unit, on an assigned shift, provide requested and confidential information according to established department policies and resolve problems and complaints which cannot be resolved by staff in the absence of or at the direction of the Intake Support Supervisor;

May assist in the development of training programs and may assist in conducting training programs for unit employees;

May review and interpret routine/non-routine documents received to determine their correct and legal disposition or actions required in response to same.

KNOWLEDGE & SKILLS:

Knowledge of:

- Federal, State, County and departmental rules, regulations and pertinent laws and statutes relative to the creation, maintenance, disposition and communication of law enforcement and related records and information;
- Federal, State, County and departmental rules, regulations and pertinent laws and statutes relative to the processing of arrested/detained individuals into and out of a detention facility;
- basic principles and techniques of research, analysis and presentation of statistical information;
- capabilities and effective employment of computer-based resources to enhance information and records maintenance, retrieval and communications;
- maintenance of specialized files and other documentation in manual and automated systems;
- processes, procedures and equipment associated with manual and computer-based filing systems;
- court procedures, time constraints and deadlines set by law required for document submission pertaining to the status of inmates;
- reading and interpreting arrest documents, court orders and minute entries;
- principles and practices of maintaining security of sensitive, confidential and restricted-access materials and information encountered in assigned duties;
- database management, calculations, account reconciliation, word processing, and/or billing;
- computer software including spreadsheets, word processing programs, and data bases;
- general office practices and procedures.

Skill in:

- interpreting and applying pertinent rules, regulations, policies, statutes and other directives in the maintenance, disposition and communication of law enforcement records and materials;
- interviewing techniques and knowledge of dealing with intoxicated, hostile or violent people;
- assessing detainees for obvious mental/physical problems requiring intervention;
- initiating, filing and retrieving records in manual and automated records;
- interacting with the public and providing customer service;
- compiling data and writing reports;
- establishing and maintaining manual and automated filing systems;
- maintaining the security and confidentiality of sensitive information;
- maintaining security of the work unit area;
- planning, assigning, and reviewing the work of staff.

MINIMUM QUALIFICATIONS:

EITHER

(1) Two years of public contact experience in a Law Enforcement, Judicial System, Corrections, Probation or Legal Setting.

OR

(2) One year experience with Pima County as an Intake Support Specialist I.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application or appointment and must be maintained as a condition of employment. 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.); maintenance of such certifications is required as a condition of employment; failure to maintain required access certifications shall be grounds for termination.

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.

Special Notice Items: All positions require satisfactory completion of a background investigation due to need for access to law enforcement, corrections and court facilities, property, communications 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.

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

12/19/00(gs)
Updated 1/31/14(tb)