

*Code: 1199*

*Title: INTAKE SUPPORT SUPERVISOR*

**SUMMARY:** This classification supervises and participates in the work of a specialized work-unit within the County Detention Facility, such as: initial intake processing; development and maintenance of inmate records; accounts and related legal documentation; coordination of unit activities with federal, state and other county agencies, to include the courts, plus interpreting and acting upon court orders and directives. This classification differs from Intake Support Specialist II, which does not typically exercise full supervisory authority.

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

Supervises and coordinates assigned staff, determines work schedules and priorities, assigns work to ensure timely workflow, and participates in the activities of the Intake, Records, and Inmate Account Units;  
Trains, assigns and monitors daily staff work activities for multiple units on an assigned shift;  
Reviews work assignments and related communication documents for completeness and accuracy;  
Evaluates employee performance, makes recommendations on hiring, termination, and related personnel activities, and initiates progressive discipline process as necessary;  
Ensures appropriate procedures are followed in a timely manner and assures compliance with federal, state, county and department requirements;  
Ensures the timely processing of legally mandated victim notifications;  
Develops and implements new or revised procedures;  
Develops and conducts training programs for a particular unit or other agencies, intake, records and inmate account processing and prisoner management procedures;  
Establishes filing procedures and supervises the maintenance, disposal, and archival storage of files;  
Coordinates unit activity with other departmental sections or divisions and with other county departments or outside agencies;  
Prepares, reviews, processes, and maintains payroll documents for assigned work unit(s), on an assigned shift;  
Works with court personnel and other law enforcement agencies involving mutual problems;  
Interprets complex court documents and jurisdictional issues regarding inmate status and compliance actions required by the Adult Detention Center;  
Reviews and signs release documents for the physical release of inmates;  
Responds to questions by phone or in person concerning processes occurring in the work unit;  
Responds to questions concerning the status of individual arrestees or inmates;  
Maintains continuing liaison with other law enforcement and legal agencies to expedite allowable exchange of inmate records and data;  
Maintains security and confidentiality of all materials and information encountered in the performance of duties;  
Periodically conducts audits of active computerized records for accuracy and consistency as required by legal mandates and regulatory requirements;  
Compiles and supervises compilation of data and submits periodic and special reports;  
Assists law enforcement investigators and legal representatives in researching past inmate housing;  
Supervises the research and compilation of inmate housing charges for contracted municipalities;  
Supervises deposits, withdrawals and reconciliation of inmate accounts, and bank deposits and cash orders from the banking institution;  
Supervises the security of financial transactions conducted at the booking inmate accounts and bonds

windows;

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

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

Controls access to and review of inmate records;

May review and interpret routine/non-routine documents received to determine their correct and legal disposition or actions required in response to same and authorizes release of information;

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

### KNOWLEDGE & SKILLS:

Knowledge of:

- 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;
- 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;
- principles and techniques of effective employee supervision, training, and evaluation;
- developing and implementing new or revised operating procedures;
- processes, procedures and equipment associated with manual and computer-based filing systems;
- principles and practices of maintaining security of sensitive, confidential and restricted-access materials and information encountered in assigned duties;
- basic principles and techniques of research, analysis and presentation of information;
- documentation requirements and unit procedures for intake processing of arrestees and inmates;
- entry and exit control procedures for a detention facility;
- personal interview techniques and dealing with intoxicated, hostile or violent people;
- 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.

Skill in:

- supervising, training, and evaluating staff;
- planning, assigning, directing and evaluating the work of assigned staff;
- organization and maintenance of manual and computer-based law enforcement and corrections records;
- interpreting and applying pertinent rules, regulations, policies, statutes and other directives in the maintenance, disposition and communication of law enforcement records and materials;
- establishing and maintaining effective liaison with other departmental, county and outside agencies;
- assessing detainees for obvious mental/physical problems requiring intervention;
- database management, calculations, account reconciliation, word processing, and/or billing;
- use of automated information systems;
- compiling data and writing reports;
- maintaining the security and confidentiality of sensitive information;
- maintaining security of the work unit area.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Three (3) years of experience in the processing of detainees, arrestees, and/or prisoners into a Detention/Correction Facility, which included the maintenance of inmate fund accounts and one (1) year lead/supervisory experience. (Lead/supervisory experience may be concurrent with general experience.)

OR

(2) Two (2) years of experience as a Pima County Intake Support Specialist II and one (1) year lead/supervisory experience. (Lead/supervisory experience may be concurrent with general experience.)

OTHER REQUIREMENTS:

Licenses and Certificates: All positions require a valid Arizona Class D Driver's License at the time of 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, Spillman Summit, 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 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.

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.