

SNOHOMISH COUNTY JOB DESCRIPTION

CORRECTIONS ASSISTANT

Spec No. 4014

BASIC FUNCTION

To perform a variety of complex duties related to prisoner property, money, records and services for the Snohomish County Sheriff's Office Corrections Bureau jail and special detention facilities.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Gathers, enters and updates information into computerized and manual information systems.
2. Screens paperwork from criminal justice and other agencies and initiates appropriate processing.
3. Creates, maintains and updates records and preserves their confidentiality according to requirements of law and departmental policy; verifies and reconciles inconsistent information.
4. Assists the general public, professionals, staff and prisoners by answering questions, taking complaints, determining needs and explaining services, policies, procedures and schedules.
5. Receives incoming telephone calls; researches and provides information; routes to appropriate person.

STATEMENT OF OTHER JOB DUTIES

6. Gathers, compiles, and checks data for reports, billings and payments; maintains continuous logs of activities in assigned area or function; prepares, processes and distributes documents as assigned.
7. Performs related clerical and secretarial duties and assists in other areas as required.
8. Performs related duties as required.

WHEN ASSIGNED TO CASHIERING:

STATEMENT OF ESSENTIAL JOB DUTIES

1. Responsible for safekeeping of prisoner funds; issues receipts; processes account transactions including money received and released, purchases and refunds; arranges for prisoner endorsements of money orders and checks; reviews transactions for accuracy and completeness; reconciles till and related records.

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STATEMENT OF ESSENTIAL JOB DUTIES, WHEN ASSIGNED TO CASHIERING (Continued)

2. Reviews prisoner records to determine bail amounts and restrictions; checks state and national computer systems for outstanding warrants and other prisoner information; calculates pay or serve commitments; accepts bail and issues receipts; initiates prisoner releases; processes victim notification orders; maintains safekeeping of bail money and bonds.
3. Assembles and restructures prisoner files and paperwork; contacts criminal justice and other agencies to verify and obtain further information regarding authority to book, hold, release and transport prisoners; sends teletypes regarding bail taken, holds placed and other messages; processes prisoner releases; completes court commitment returns.
4. Authorizes low risk releases within defined perimeters; calls courts, attorneys and others and uses all available information to insure accuracy; notifies appropriate staff of scheduled actions; assembles release paperwork.
5. Greets customers at front counter with emphasis on customer service; receives and reviews legal orders and other documents; answers primary outside telephone line when reception area is closed.

STATEMENT OF OTHER JOB DUTIES

6. Orders office supplies and forms for division; processes prisoner mail containing cash documents.
7. Answers questions regarding prisoner records; screens court paperwork and updates charge information; delivers and picks up court documents, mail and other items; completes population accounting reports; distributes paychecks; processes departmental mail; enters incident reports on database; troubleshoots equipment; files prisoner related paperwork; answers prisoner kites.
8. Performs duties in reception and commissary areas as assigned.
9. Performs other job duties as assigned.

WHEN ASSIGNED TO COMMISSARY:

STATEMENT OF ESSENTIAL JOB DUTIES

1. Delivers commissary 1,100 – 1,200 orders weekly and other requests to prisoner housing areas; maintains order and security during delivery; researches shortages; resolves minor complaints; processes electronic refunds and refers grievances to supervisor.

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STATEMENT OF ESSENTIAL JOB DUTIES, WHEN ASSIGNED TO COMMISSARY (Continued)

2. Verifies stock purchased from vendor and delivered to inmates; processes refunds electronically; notifies supervisor when to restock games.

STATEMENT OF OTHER JOB DUTIES

3. Performs duties in cashiering and reception areas as assigned.
4. Performs other job duties as assigned.

WHEN ASSIGNED TO RECEPTION:

STATEMENT OF ESSENTIAL JOB DUTIES

1. Answers primary outside telephone line for facility and greets visitors at front desk with emphasis on customer service; receives and reviews forms, legal orders and other documents; maintains visitor logs; distributes badges for facility access.
2. Retrieves booking and release information; researches and answers questions regarding prisoner records and bail information; notifies prisoners being released of messages; informs visitors and prisoners of paperwork requirements.
3. Contacts booking staff regarding property release authorizations; processes property deliveries for prisoners.
4. Contacts records regarding paperwork for walk-in prisoner commitments; notifies booking staff of prisoners waiting for processing.
5. Signs for deliveries to front desk.

STATEMENT OF OTHER JOB DUTIES

6. Provides notary service to prisoners and their visitors; enters booking and identification information for commitments; schedules commitment entry dates.

MINIMUM QUALIFICATIONS

One (1) year of clerical experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests. Must be a United States citizen or a lawful permanent resident.

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PREFERRED QUALIFICATIONS

Familiarity with the criminal justice system is preferred.

SPECIAL REQUIREMENTS

Candidates for employment must successfully pass a criminal history background investigation, a polygraph examination, pre-employment drug screening, and a psychological evaluation.

A valid Washington State Driver License may be required.

Typing of thirty (30) wpm required, and 10-key by touch required.

Candidates must be at least 21 years old at the time of application. No maximum age.

KNOWLEDGE AND ABILITIES

Knowledge of:

- personal computer applications
- standard office practices and procedures, including computerized data entry
- the rules of grammar, spelling, punctuation and word usage
- customer service skills
- basic arithmetic

Ability to:

- follow oral and written supervisory instructions, policies and procedures
- communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds
- obtain information from prisoners and the public in the face of hostility and dispute
- establish and maintain effective working relationships with criminal justice system officials and staff, superiors, co-workers, other county employees, prisoners and the general public
- meet deadlines and cope with interruptions
- learn and retain complex procedures, laws and regulations
- work under stressful circumstances
- clearly explain applicable federal and state laws, county ordinances and departmental policies, procedures and practices
- ability to stand and/or walk 30 minutes to 1-1/2 hours at a time
- operate standard office equipment
- maintain accurate records and prepare required reports
- make arithmetic calculations

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KNOWLEDGE AND ABILITIES (Continued)

- read, interpret and categorize data rapidly and accurately
- maintain confidentiality of information
- concentrate on accuracy of information
- exercise good judgment with regard to acting independently or referring situation to higher authority
- communicate effectively orally and in writing

PHYSICAL REQUIREMENT

WHEN ASSIGNED TO CASHIERING AND RECEPTION

May be required to lift fifty (50) pounds, reach eight (8) feet with step stool and push, haul or pull 400 pounds with equipment assistance.

WHEN ASSIGNED TO COMMISSARY

Required to lift fifty (50) pounds, reach eight (8) feet with step stool and push, haul or pull 400 pounds with equipment assistance.

SUPERVISION

Employees receive general supervision from a supervisor or an administrative superior as assigned. Assignments are made indicating generally what is to be done, the quantity of work expected and any deadlines which are to be met. Employees carry out recurring assignments on their own initiative and receive additional, specific instructions for new or unusual assignments. Work may be checked to ensure timely completion and accuracy.

WORKING CONDITIONS

The work is performed in a maximum security detention facility. Employees are required to work shift assignments (day, swing, graveyard) including weekends and holidays as required. Mandatory overtime may be required on short notice. Employees are required to work with walk-in prisoner commitments, prisoners in their housing areas and with inmate workers. Employees have heavy public contact and telephone traffic. Irate customers and attempted manipulation are frequent.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: July 1987

Previous Spec No. 520556

Revised: December 1994, January 1996, August 2009, June 2018

EEO Category: 6 - Administrative support

Pay Grade: 306 - Corrections Support Pay Plan

Workers Comp: 6905 Law Enforcement

Approved by the Snohomish County Civil Service Commission September 2, 2009.

Approved by the Snohomish County Civil Service Commission June 6, 2018.