

POSITION: Support Services Officer – Courthouse Security

DEPARTMENT: Macon County Sheriff's Department

Grade: 25

Starting Salary: \$ 37,410.62

Position Number: 432123

Posted: October 15, 2024

Closing: Until Filled



General Statement of Duties

Serves as Macon County Sheriff's Office CHS Support Services Officer being primary contact for citizens upon entering the Macon County Courthouse. Performs general security duties for overall daily operation of the Macon County Courthouse. Performs general duties in security work in protecting the lives, property, and rights of citizens in the county in accordance with federal, state, and local laws and policies.

Distinguishing Features of the Class

An employee in this class performs a variety of law enforcement/security related duties either in the area of public relations, building security or civil process including operating security equipment, checking individuals for weapons/contraband, patrolling courthouse property and entering/serving civil documents. This employee will be responsible for providing a safe and secure environment for the public and other employees at the Macon County Courthouse. This employee will also be responsible for assisting the civil process administrative support assistant in entering civil paperwork and serving subpoenas. The employee must exercise judgement, initiative, and calm control when performing duties, but more difficult problems are normally carried out in conjunction with the Civil Process/CHS Lieutenant, Administration and Support Services Captain or the Sheriff. Work involves frequent public contact, which requires tact, firmness, and decisiveness. Work is performed in accordance with departmental policy and State and federal law. Work is often performed under stressful emergency conditions and frequently involves personal hazards. The employee is subject to hazards associated with law enforcement including working in both inside and outside environments, extreme temperatures, and exposure to various hazards such as exposure to atmospheric conditions, noise, vibration, physical conditions, x-ray machines and exposure to human body fluids and thus is subject to OSHA requirements on bloodborne pathogens. Work is performed under the supervision of the Civil Process/CHS Lieutenant and is evaluated through observation, review of reports, and discussion concerning how particular incidents or activities were handled and overall acceptance by community.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Duties and Tasks

- Greets the public, upon entering the courthouse, in a professional and courteous manner.
- Directs the public to various offices and courtrooms in the courthouse and adjoining properties.
- Patrols courthouse grounds and identifies issues that may affect the safety and security of employees and the general public.
- Operates security equipment, including x-ray machines, body scanners and hand held scanning devices.
- Serves civil papers such as subpoenas and others as needed; explains briefly the meaning of the papers being served.
- Enters civil papers into RMS as needed.
- Advises the public on laws and local ordinances concerning courthouse security; provides information to general public upon entering the courthouse property.
- Operates a radio to receive instructions and information from or to report information.
- Assists bailiffs as necessary and requested through the proper chain of command.

- Assists detention officers, deputies and other law enforcement with the movement of persons in custody, while on courthouse property.
- All other assignments deemed necessary and at the discretion of the Sheriff.

Knowledge, Skills and Abilities

- Considerable knowledge of state and departmental laws and policies.
- Working knowledge of the operations, functions, procedures, and legal processes of the Sheriff's Office.
- Working knowledge of the State and federal laws, local ordinances and policies relating to courthouse security, search and seizure, and civil process.
- Working knowledge of law enforcement/security principles, practices, methods and equipment.
- Working knowledge of the criminal and civil papers issued by the courts and the practices involved in serving them.
- Some knowledge of scientific crime detection and criminal identification methods and procedures.
- Working knowledge of the geographic layout of the County Courthouse property as to locations of roads, important buildings, and other landmarks.
- Working knowledge of the state's requirements for the operation of courthouse.
- Skill in the use of law enforcement equipment and in the application of self-defense tactics.
- Ability to act with sound judgment in routine and emergency situations.
- Ability to present effective court testimony.
- Ability to prepare clear and concise activity reports.
- Ability to build and maintain cooperative and effective public relations with the community.

Education and Experience

Completion of high school and some law enforcement training or experience preferred; or an equivalent combination of education and experience.

PHYSICAL REQUIREMENTS

Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, and perform repetitive motions. Must be able to perform very heavy work exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly. Must possess the visual acuity to perform extensive reading and computer work.

SPECIAL REQUIREMENTS

- Valid driver's license
- Able to pass a thorough background investigation.

HOW TO APPLY

Applicants must register online or in person with NC Works. A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center 23 Macon Avenue Franklin, N.C.

Mail to:

5 West Main Street
Franklin, NC 28734

and must be submitted on or before the closing date. Online applications are not available. Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER
All prospective employees are subject to a criminal background check