

CONTROL ROOM TECHNICIAN

Juvenile Justice Complex



JOB RESPONSIBILITIES

Part-Time. Terrebonne Parish Consolidated Government's PT Control Room Technician is responsible maintaining the safety, security, and operational efficiency of the Juvenile Justice Complex.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Varies

SHIFT

Varies

LOCATION

Juvenile Justice Complex

REPORTS TO

Assistant Watch Commander

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)
Sitting for long periods of time

WORK ENVIRONMENT

Directly work with juveniles housed in the facility.

EMERGENCY EVENTS

May be required to work during emergency events.

REQUIREMENTS

Pass a Louisiana State Police Criminal Background Check and Abuse/Neglect Background Check

In this role, the incumbent is required to operate control room boards, monitor surveillance systems, support staff in detention areas, and assist with administrative and custodial tasks.

The ideal candidate must demonstrate professionalism, compassion, and a strong desire to work with at-risk youth in a secure facility.

JOB DUTIES

- Operate main and pod control room boards to ensure secure facility operations.
- Monitor video surveillance systems and provide visual support for staff in detention areas.
- Respond to and monitor radio traffic to maintain effective communication across units.
- Answer incoming phone calls and direct inquiries appropriately.
- Maintain accurate and timely entries in the control room logbook.
- Greet and assist individuals entering the lobby, ensuring a professional and welcoming environment.
- Maintain cleanliness and organization of the control room and surrounding areas.
- Assist with laundry detail and other custodial tasks as needed.
- Document resident charts when residents are in their rooms, ensuring proper recordkeeping.
- Support administrative staff, including the secretary and admissions technician, with basic clerical duties.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Demonstrates accountability and initiative in supporting team operations and ensuring facility protocols are followed.
- **Time Management:** Effectively prioritizes tasks and manages time to maintain continuous surveillance and respond promptly to operational needs.
- **Analytical Skills:** Observes and interprets surveillance data and radio communications to identify potential issues and support decision-making.
- **Communication Skills:** Maintains clear, professional communication with staff, visitors, and supervisors through verbal, written, and electronic channels.
- **Organizational Skills:** Maintains accurate records, a clean work environment, and ensures orderly documentation of resident and facility information.
- **Technical Skills:** Operates control room boards, surveillance systems, and basic computer programs such as Microsoft Word with proficiency.
- **Qualifications:**
 - High school diploma or GED certification required.

Questions? No problem!
Email us at employment@tpcg.org.