



LARAMIE COUNTY

JOB DESCRIPTION

TITLE:	Visitation Clerk	FLSA:	Non-Exempt
DEPARTMENT:	Sheriff	REVISED:	

Summary: Under general supervision, provides customer service to people visiting the Detention Facility.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Greets and assists visitors; assists customers with rules & regulations, government forms and other documents; provides information and assistance within designated scope of authority.
- Explains nature of Sheriffs Department and Detention Facility programs, procedures and services to visitors.
- Reviews visitor identification, inputs data to computer system, and checks list of prohibited visitors.
- Coordinates schedule for visitations, enters arrival and departure times, and assures compliance with procedures; listens to radio communications to coordinate flow of visitors into the facility.
- Coordinates pickup and delivery of clothes and personal articles.
- Receives and processes money for inmate spending accounts.
- Creates, updates and maintains visitor records files; researches files and computer databases.
- Provides a wide range of clerical support and administrative duties; assists with mail and library activities as available.
- Answers incoming telephone calls and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Performs other duties as assigned or required.

Knowledge and Skills:

- Knowledge of County policies and procedures.
- Knowledge of basic functions, procedures, and policies of the Sheriff's Department.
- Knowledge of basic laws and regulations governing the release of information from law enforcement agency records.
- Knowledge of the principles of record keeping and records management.

- Skill in public relations and customer service.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in establishing and maintaining effective working relationships with County staff and the general public.
- Skill in effectively communicating verbally and in writing.

Minimum Qualifications:

High school diploma or GED equivalent; must pass a thorough background investigation.