

Class Concept

Employees are accountable for the custody and supervision of inmates assigned to close-custody institutions. Employees function under the unit management concept which includes maximum security units. Assigned posts may include: gatehouse, tower, yard, canteen, warehouse, clothes house or housing unit, including restrictive housing. Employee assignments involve contact with inmates with serious mental and/or behavior problems requiring the officer to use extensive experience and communication skills in influencing the attitudes and motivation of offenders. Two armed officers are required to escort all inmates throughout the facility at all times. Officers at this level typically report to a Correctional Sergeant III and differ from the Correctional Officer II based on increased complexity and difficulty associated with supervising the largest percentage of security threat groups/gangs and the most dangerous, violent, and least compliant inmates who pose the most severe public safety threat.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of criminal attitudes, inmate characteristics, psychology, habits, behavior patterns and methods of discipline and the social factors underlying criminal behavior.
- Thorough knowledge of various policies and procedures associated with the control and management of inmates.
- Thorough knowledge of procedures for admitting, processing, discharging and transferring persons assigned to the facility.
- Thorough knowledge of basic record keeping.
- Skill in the use of all equipment, weapons, hand-held or stationary metal detectors and unarmed self-defense tactics.
- Skill in the use of specialized equipment: riot gear, protective vests, restraints, stun shield, etc.
- Skill and insight in observing and interpreting inmate behavior/activities developed through experience gained in a wide variety of assignments.
- Ability to make quick, effective and reasonable decisions in emergencies and to take appropriate action which may include physically restraining violent inmates.
- Ability to effectively counsel and work with inmates in a variety of assignments and settings.
- Ability to communicate effectively both verbally and in writing.
- Ability to prepare and maintain records and reports.

Minimum Education and Experience

High School or General Educational Development (GED) diploma and two years of experience as a Correctional Officer; or an equivalent combination of education and experience.

Minimum Education and Experience for a Trainee Appointment

High School or General Educational Development (GED) diploma or an equivalent combination of education and experience.

Necessary Special Qualifications

Must be eligible for certification by the North Carolina Criminal Justice Education & Training Standards Commission.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.