

### Class Concept

This is first level supervisory work in directing, training, counseling, evaluating, disciplining, and monitoring inmates performing production or service work. Positions monitor all aspects of the production or service process from receipt of raw material, work in process, quality control, packaging, staging, and shipping. The role plans and directs work assignments under an established schedule and reviews and evaluates the work of inmates. This class is distinguished from the Correction Enterprise Supervisor (CES) II class, which supervises inmates performing semiskilled or skilled work as well as two or more CES I positions. Responsibilities include ensuring that inmates follow all safety policies and procedures; conducting a periodic inventory of raw materials, in-process goods and/or finished goods; assigning and accounting for tools used by inmates; accounting for key and chemical control; and monitoring the quality of the product and/or work performed by inmates. Related decision making, tolerances and scope and variety of work functions are usually moderate. Work is performed under the general supervision of a higher-level manager.

The position is accountable for the custody and supervision of inmates assigned to the plant. Duties include patrolling the plant and supervising production operations while ensuring the care, custody, and control of inmates in accordance with department policies and procedures. Supervises inmates away from the prison facility for specific job assignments. Typically, supervisors on these assignments are not armed.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Thorough knowledge of the manufacturing or service function and of the related safety guidelines
- Thorough knowledge of basic criminal attitudes and behavior patterns of persons in custody and factors underlying criminal behavior
- Thorough knowledge of various policies and procedures associated with the control and management of inmates
- Thorough knowledge of first aid and emergency medical practices and procedures
- Ability to orient, train, supervise, evaluate, counsel and discipline inmates
- Ability to motivate inmates in meeting production and quality standards. Ability to plan and implement work schedules and balance workloads
- Ability to establish and maintain effective supervisor/employee relationships with inmate workers
- Ability to make quick, effective, and reasonable decisions in emergencies and take appropriate action
- Ability to effectively counsel and work with inmates in a variety of assignments and custody settings
- Ability to communicate effectively both verbally and in writing including maintaining necessary records and inventories to express technical information
- Ability to prepare and maintain clear concise and comprehensive records and reports

#### Minimum Education and Experience

High school or General Educational Development (GED) diploma and a minimum of one year of related industry/service experience; or an equivalent combination of training and directly related experience.

#### Necessary Special Requirements

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

#### Plant Specific Special Requirements

Agriculture - NC Pesticide License and NC Wastewater License

Cannery - Low Acid and Acidified Food Production certification must be obtained within one year of hire

Laundry - Certified Professional Laundry Manager or Certified Laundry and Linen Manager certification

Braille - Certified Braille Transcriber certificate must be obtained within 18 months of hire

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