

Class Concept

This is first or second level supervisory work in directing, training, counseling, evaluating, disciplining and monitoring inmates performing generally skilled production or service work. Employees monitor all aspects of the production or service process, make technical decisions and perform complex work. Employees plan and direct work under an established schedule, review and evaluate work, set daily or weekly priorities and goals, make adjustments to accommodate new priorities, and usually establish or have input into changes to the workflow, methods and procedures. The Supervisor II is distinguished from the I level in that it typically supervises inmates performing skilled work and supervises two or more Supervisor I positions. It is distinguished from the III level that supervise inmates performing more skilled, complex work as well as two or more Supervisor II positions. Employees may conduct a periodic inventory of raw materials, in-process goods and/or finished goods, assign and account for tools used by inmates; participate in safety program training and compliance; and monitor the quality of product and work performed by inmates. Related decision making, tolerances and scope and variety of work are usually moderate to extensive. Employees may be second level supervisors directly supervising lower-level supervisors or other similar positions. This may include supervising, planning, directing, reviewing and evaluating the work of subordinates, overseeing quality control, providing and evaluating on-the-job and possibly outside training, counseling and administering limited discipline to subordinates, and may include interviewing and recommending applicants for vacant positions. Work is performed under the general supervision of a higher-level manager.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of the manufacturing or service function and of the related safety guidelines. Ability to orient, train, supervise, evaluate, counsel and discipline inmates or employees.
- Ability to motivate inmates and employees in meeting production and quality standards.
- Ability to plan and implement work schedules and balance workloads.
- Ability to maintain necessary records and inventories and to review and express related technical information clearly both orally and in writing.
- Ability to establish and maintain effective supervisor/employee relationships with inmate workers and effective working relationships with all employees.

Minimum Education and Experience

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