

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. Positions monitor all aspects of the production or service process, make technical decisions, and perform complex work. The role plans and directs work under an established schedule, reviews and evaluates work, sets daily or weekly priorities and goals, makes adjustments to accommodate new priorities, and usually establishes or has input into changes to the workflow, methods, and procedures. This class is distinguished from the Correction Enterprise Supervisor 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 supervises inmates performing more skilled, complex work as well as two or more Supervisor II positions. The role 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. Positions 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.

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. The role 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 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
- 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
- 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 two years of related industry/service experience; or an equivalent combination of training and directly related experience.

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

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