

### Class Concept

This is second level supervisory and administrative work responsible for directly supervising lower-level supervisors or a highly technical position that supervises inmate workers only. This would include supervising, planning, directing, reviewing, and evaluating the work of both inmates and/or subordinates, overseeing quality control, establishing short-term production schedules, 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. This level is differentiated from the Correction Enterprise Supervisor II level by supervising two or more Supervisor II positions and supervising inmates doing very complex or more demanding work. The position may direct, train, counsel, evaluate, and monitor inmates performing highly skilled production or service work. The role directs and manages a complex segment of a very diverse plant such as quality control, production, and safety. Positions plan work assignments under a broadly established schedule, set daily or weekly priorities and goals, make adjustments to accommodate new priorities, and usually establish short-term production schedules and changes to the workflow, methods, and procedures. Positions account for inventory of raw materials, work-in-process, and finished goods; participate in the capital planning process; monitor waste; assign and account for tools used by inmates; may lead or participate in safety compliance; monitor the quality of the product and work performed by inmates. Related decision making, tolerances, and scope and variety of work are usually extensive. 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. This 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 and/or employees
- Ability to motivate inmates and/or employees in meeting production, safety, 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 four years 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

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

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