CLASS SPECIFICATION

DETENTION SERVICES MANAGER

DEFINITION

Under limited supervision, manages operations for food service, warehouse, supply, inmate property, inmate programs, inmate industries, inmate commissary, and inmate laundry in the Sheriff’s Department Detention Facility and supervises a large civilian staff, and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Graduation from an accredited college or university with a Bachelor’s degree in Business Management, Public Administration, or a related field plus three years of full-time supervisory experience in purchasing or a related field OR an equivalent combination of education and experience. Experience may be substituted for education on a year for year basis.

LICENSE OR CERTIFICATE

A valid driver’s license.

SUPERVISION EXERCISED

Exercises direct supervision over other civilian supervisory staff in Detention Services.

EXAMPLES OF DUTIES  *(The following is used as a partial description and is not restrictive as to duties required.)*

Supervise assigned staff, which includes staff selection, assigning, scheduling, and reviewing work, providing training in proper work methods and procedures, performance evaluation, and implementing discipline and conflict resolution procedures when necessary.

Oversee and monitor contracts for inmate programs to ensure that contracted services for religious, substance abuse, and counseling needs are being provided and constitutional requirements are met.

Prepare projected budget needs for programs supervised based on input from program supervisors, prioritize budget items requested, prepare justification, and submit to Sheriff’s Administration. Monitor expenditures to avoid overspending on accounts.

Review and evaluate work methods and procedures and recommend/implement changes in work processes and workflow to ensure efficient operations and compliance with policies and standards.

Serve as primary resource for information and interpretation of policies, procedures, and functions of programs supervised.

Resolve issues and complaints from customers regarding service received by investigating the facts and circumstances of the complaint and taking appropriate action.

Meet with civilian and commissioned staff to resolve disagreements regarding security matters, scheduling, and meeting the needs of the inmates.
Determine supply/commodity needs of Detention Services, negotiate with vendors, and procure same through initiation of purchase orders.

Attend detention management meetings, staff meetings, and serve on the quality assurance team.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**
Policies and procedures of the Washoe County detention facility’s various inmate programs.
Washoe County’s purchasing policies and procedures.
Countywide personnel policies.
Management information systems and computer software specific to areas supervised.

**Ability to:**
Prepare budget recommendations based on the needs of the various programs and areas supervised.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, and other evaluation methods.)*

**Knowledge of:**
Supervisory principles and practices.
Budget preparation and administration.
Principles and practices of purchasing.
Negotiation techniques used in purchasing goods and services.

**Ability to:**
Analyze costs of goods and services and recommend changes to make operations more cost effective.
Read and interpret departmental/countywide policy and procedure manuals, professional publications, and federal, state, and local laws relating to inmate programs.
Evaluate, recommend, and implement changes to improve operations.
Compile and analyze budget and financial information to reduce costs.
Communicate effectively, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Write specifications for required services, equipment, and materials.

**SPECIAL REQUIREMENTS**
*Essential duties require the following physical skills and work environment.*
Ability to work in a detention facility environment. Ability to lift up to 50 pounds. Ability to operate a computer, calculator, copier, and fax machine.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*

Approved  WERCCS Job Evaluation Committee  Date  March, 2001