

CSI SHOP OPERATIONS MANAGER

DESCRIPTION: Manages operations/production in several manufacturing shops at different geographical locations throughout state to meet deadlines and comply with agency regulations and safety laws. Supervises staff assigned to shops (including inmate workers). Some travel required.

DISTINGUISHING CHARACTERISTICS:

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Direct and coordinate activities in multiple production shops throughout the state to meet delivery deadlines.

Plan and establish work schedules, assignments and production sequences to meet goals.

Provide input for development of annual shop operating budgets.

Enforce safety and sanitation regulations.

Supervise staff in multiple production shops (including inmate workers) including, but not limited to, hiring, training, discipline, performance evaluation, time entry and firing.

Coordinate inmate hiring for the shops.

Gather and review data to measure productivity and develop and implement changes to improve productivity and cut costs as needed.

Confer with other supervisors to coordinate operations/activities within or between departments.

Coordinate with custody staff to ensure shop operations follow appropriate security procedures and that the facility can support the movement of people and goods required for daily shop operations.

Ensure quality control.

Interpret specifications, engineering drawings, job orders and agency policies/procedures for staff.

Supervise shops as needed to cover Shop Operator absences.

Prepare routine and special production reports as required.

Manage the movement of goods into and out of production shops.

Perform other work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods and coordination of people and resources, quality control, safety and sanitation regulations, agency regulations, raw materials, machinery and equipment used in production of goods; computer applications used.

Skill in: active listening, management of personnel resources, time management, judgment and decision making, assessing performance, effectively/accurately conveying information to others, persuading others, critical thinking, coordination, problem identification and resolution, coaching and developing skills in others.

Ability to: communicate information and ideas, either verbally or in writing, so others will understand; listen and understand information and ideas presented by others; resolve conflicts; analyze information and evaluate results to choose best solution; guide, direct and motivate others.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance and/or other evaluations.)

Knowledge of: manufacturing processes/methods; equipment/machinery used to produce goods; business principles/processes; quality control; business writing; good grammar and punctuation; safety rules; business math.

Skill in: organizing & coordinating activities; analyzing and evaluating information; reasoning; teaching others how to do something;

Ability to: manage time effectively; communicate effectively, both verbally and in writing; direct and motivate others; recognize problems and develop solutions for them;

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, **BUT ARE NOT LIMITED TO**, the following coursework/training and/or experience.)

Any combination of education, training and/or experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline is: Associate Degree in business, manufacturing or related field plus 2-3 years experience in manufacturing/production shop management & quality control **OR** 5-7 years related experience.