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| <b>Job Code</b> | <b>Title</b>                                   |
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| S05712          | <a href="#">Corrections Canteen Operator</a>   |
| V05713          | <a href="#">Corrections Canteen Supervisor</a> |

## **CORRECTIONS CANTEEN**

### **Job Family**

#### DESCRIPTION OF OCCUPATIONAL WORK

Positions in the Corrections Canteen series are responsible for operating inmate canteens in a state facility.

### **Corrections Canteen Operator**

#### **S05712**

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under general supervision, performs work involving operating a canteen in a state facility for the benefit of inmates. Involves responsibility for the observance of special facility rules governing canteen operation. Performs related work as required.

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.)

Operates a computer terminal to record transactions and verify account balances.

Orders merchandise to maintain adequate stock levels.

Examines shipments of goods to ensure quality.

Makes changes to merchandise prices as necessary.

Verifies the identification of clientele.

Makes certain that all facility rules governing the operation of the canteen are observed.

Takes periodic inventory.

Assures that proper security precautions against theft are observed.

[KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:](#) (These are needed to perform the work assigned.)

Knowledge of: agency or institution regulations pertaining to the operation of the canteen; basic arithmetic.

Ability to: judge the quality of merchandise; operate a cash register or computer terminal; serve a legal offender clientele in a calm and controlled manner; enforce the agency regulations pertaining to the operation of the store.

[MINIMUM QUALIFICATIONS:](#) (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

At least 18 years of age and have either a high school education OR have experience working in a retail setting.

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## Corrections Canteen Supervisor

**V05713**

[DISTINGUISHING CHARACTERISTICS:](#) (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under limited supervision, supervises the operation of inmate canteens to include requisitioning of supplies, maintaining inventory control, selling the items, processing related paperwork, bookkeeping for the operation, processing all inmate special orders, and answering inmate kites; performs related work as required.

[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.)

Plans, organizes, assigns, and directs the work activities of subordinate staff to facilitate the attainment of the units goals and to ensure the consistent application of unit policies, procedures, and guidelines.

Confers with and counsels' subordinate staff to exchange information on and explain work policies, procedures, and guidelines to identify the characteristics and impact of and formulate possible solutions to work related problems.

Reviews and compares work performance of subordinate staff with established standards to determine employee production levels and training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations, and grievance and kite dispositions.

Trains subordinate staff in the principles, practices, policies, and procedures of canteen operations to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Reviews each inmate special order to see it complies with operational memorandum and agency policy, to see all figures including sales tax and shipping charges are correct, to see inmate has adequate funds to pay for order, to procure check from inmate accounting, and to order each approved item.

Records each step taken in processing inmate special orders to provide an audit trail, to resolve problems, and to monitor the status of each order.

Investigates inmate grievances and writes response to answer inmate questions and resolve differences.

Receives, opens, and inspects all special orders and registers and/or engraves each item to comply with agency policy and to establish and maintain a record of each item.

Coordinates with housing staff and members to obtain refunds, pay balances due, and resolve any questions that may arise.

Completes the necessary order forms using the contract bid status to obtain merchandise for resale in the canteen.

Inventories, stores, and prices merchandise received to maintain an adequate stock to sell to inmates.

Stocks shelves, rotates stock, and displays new items to have an attractive display that is ready for sale.

Sells merchandise to inmates to satisfy their needs.

Packages, enters into cash register and computer, and distributes approved orders to inmates that can't come to the canteen.

Inventories all merchandise periodically to maintain an accurate record and to comply with policies and directives.

Compiles required reports, coordinates invoices with purchase orders, and tabulates daily cash register sales to have adequate files and submit required reports.

Operates inmate picture program and vending machines to satisfy inmate needs.

[KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: \(These are needed to perform the work assigned.\)](#)

Knowledge of: practices, procedures, and operations of a corrections canteen; record keeping practices and administrative reporting; bookkeeping/accounting, filing, inventory control, and merchandising; agency policies and procedures and the rules pertaining to personnel practices; techniques of supervision; inmate hiring, training, and pay procedures.

Ability to: communicate orally and in writing with staff, agency management, and inmates; understand and apply written and oral instructions and administrative policies and guidelines; make decisions pertinent to interpretation of applicable operational memorandums and guidelines; interact with staff members; and inmates to establish and maintain proper relationships; operate a computer, calculator, adding machine, and cash register; adapt to prison environment; plan, assign, direct, and evaluate the work of subordinate staff; determine training needs of subordinate staff; train subordinate staff; develop operational memorandums to comply with agency changes; coordinate work schedules and duty assignments; maintain records.

[MINIMUM QUALIFICATIONS: \(Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.\)](#)

Experience in performing or supervising canteen functions.

[LEGAL REQUIREMENTS: \(These qualifications are mandated by federal/state laws, statutes, and/or regulations.\)](#)

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Established: <12/79>

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

| Section          | Change Description                                       | Effective Date |
|------------------|--|----------------|
| Canteen Operator | Updated verbiage on description; examples of work; MQ's. | 12/15/2023     |
|                  |  |                |