

DOC SHIPPING/RECEIVING SUPERVISOR I

This is first level supervisory and administrative work in the shipping, storage and receiving of goods in a large-scale warehouse and statewide distribution operation with at least 70,000 square feet of storage space and a fleet of twelve or more tractor-trailer trucks. Employees direct, train, counsel, evaluate, discipline and monitor inmates performing generally unskilled shipping and/or receiving work including the receiving, unloading, inspecting, storing, dating and recording in inventory, pulling, loading and shipping of a wide variety of goods which may include all or a combination of canned goods, janitorial supplies, clothing, food, kitchen supplies, office supplies, oil products, furniture, computers, tires, inmate canteen goods, paints and architectural coatings, signs, license tags, metal products and various other products to supply correctional institutions and support facilities, or state agencies and universities, county and local governments and school districts. Employees are responsible for the entire process in their section and make most or all of the technical decisions and perform the most complex work. Work may include operating a forklift, tractor-trailer or other equipment a considerable amount of time. Employees maintain a standard FIFO (first in, first out) inventory system and conduct cycle counts and a complete semi-annual physical inventory of all goods and materials, make product quality decisions and damage assessments, ensure that all receiving and shipping paperwork is in order and match the quantity, type, size and style, and that trailers are loaded in accordance with delivery stops. Work also includes resolving problems with suppliers and customers and strictly following safety policies and OSHA and DOT guidelines for the storage and shipment of hazardous materials. Employees plan inmate work assignments under an established schedule, set daily priorities and goals, make adjustments to accommodate new priorities, and may establish or have input into changes to the workflow, methods and procedures. Employees evaluate inmate work performance and may recommend salary increases or decreases, ensure that inmates follow all rules and regulations, counsel and/or write-up inmates for infractions, and typically decide whether the inmate should continue on the job or be sent back to the institution. Work may include other duties and responsibilities as assigned. Work is performed under the general supervision of a higher level manager.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees plan daily and/or weekly work schedules, plan and make adjustments to their section shipping/ receiving schedules and establish short-term priorities within established goals and objectives. Employees also plan and recommend equipment and manpower needs.

Organizing and Directing - Employees evaluate receiving and shipping orders, count and check goods, assign work to subordinate inmates, make adjustments to pick or storage operations to accommodate new priorities and make adjustments to work schedules to balance the work load.

Budgeting - Employees normally have no involvement in administering budgets other than recommending manpower, equipment, raw material and other supplies.

Training - Employees evaluate the training needs of assigned inmates and conduct equipment, operational task and safety training as necessary to each individual.

Setting Work Standards - Employees explain and instruct subordinates in established work rules and standards governing quality and quantity. Employees usually participate in establishing or changing these standards and can make quality (damage) determinations on their own authority.

Reviewing Work - Employees monitor work in progress and usually spot check or thoroughly inspect all completed work and can accept, amend or reject this work based on established standards. Some standards may not be established or are vague and require interpretation.

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Counseling and Discipline - Employees are responsible for reviewing and resolving informal complaints, counseling inmates regarding work performance and adherence to rules, completing incident reports and recommending firing, demoting or reassigning inmates to other functions.

Performing Other Personnel Functions - Employees may participate in interviewing inmates for employment, recommend the hiring or retaining of inmates, determine and recommend inmate salary adjustments and conduct periodic evaluations of performance.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Shipping, receiving and warehousing operations are usually very stable with only occasional changes in methods, procedures, equipment and work rules.

Variety of Work Supervised - Employees are primarily responsible for one functional area in the warehouse, but are normally required to learn the entire operation and fill in for other supervisors as necessary.

Number of Employees Responsible For - Depending on the function, employees direct and supervise 2-10 inmates and sometimes more with the absence of other supervisors.

III. EXTENT OF SUPERVISION RECEIVED:

Employees work under relatively close administrative and moderate technical review with much of their work being evaluated by the overall performance of their section. Their supervisor would normally review the more complex or controversial decisions and would approve any significant change in methods or operating procedures.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - N/A

Fluctuating Work Force - Because of the correctional environment, the inmate work force may fluctuate in size along with a constant turnover in individual inmates.

Physical Dispersion - Normally the inmate work crew is located in one contiguous area although sometimes may be dispersed. The employee may be isolated with his/her inmates in some instances.

V. RECRUITMENT STANDARDS:

Knowledge, Skills and Abilities - Full working knowledge of shipping and receiving operations in a large scale distribution center and of the related safety guidelines. Ability to orient, train, supervise, evaluate, counsel and discipline inmates. Ability to motivate inmates in meeting production and quality standards. Ability to plan and implement work schedules and balance work loads. 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.

Minimum Training & Experience Requirements - Graduation from high school and a minimum of one year of supervisory or warehouse and distribution experience; or an equivalent combination of training and directly related experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.