

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

CORRECTIONS COMMAND CENTER SUPERVISOR

POSITION CODE: 09500

Effective: 2-1-15

DISTINGUISHING FEATURES OF WORK:

Under administrative direction, plans, organizes and coordinates the activities of the Department of Corrections Statewide Command Center; implements policies, procedures, rules and regulations for the program; manages the daily operation of staff engaged in the collection, transferrance, and dissemination of data regarding the tracking of adult and juvenile offenders under conventional as well as emergent circumstances, warrant issuance and cancellation, extraditions and critical incident call response; coordinates the distribution of relevant data between the various automated information technology systems utilized by law enforcement and corrections personnel; monitors technological trends and advances to anticipate potential impact or possible equipment changes or upgrades; serves as full-line supervisor; provides research and response to inquiries from law enforcement agents and agencies; reviews operational efficiency and effectiveness to enhance accuracy of methods and procedures and the expediency of responses; serves as liaison and centralized source for coordinating the efforts of departmental staff and other criminal justice, corrections, or law enforcement agencies; travels as necessary to meet the goals and objectives of the agency and program.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plans, organizes and manages the daily operation of the Department of Corrections Command Center; implements policies, procedures, rules and regulations governing the collection, transferrance and dissemination of information regarding the tracking of adult offenders, juvenile offenders, the issuance and cancellation of warrants and extradition orders; monitors the expediency of the response to calls regarding escapes and parolees absent without leave; Distributes warrant information to agency officials; monitors the center's response to inquiries and exchange of information for accuracy and timeliness between various automated information technology systems, including the Law Enforcement Agency Data System (LEADS) and Offender Tracking System (OTS); monitors operations to verify that informational resources are accurate and readily available in accordance with the interstate corrections compact or other agreements regarding inmate transfers, extraditions, placement or transit.

CORRECTIONS COMMAND CENTER SUPERVISOR (continued)

2. Administers and monitors all warrants requested and generated for downstate region; coordinates warrant issuance and withdrawal processes statewide and initiates any necessary actions to put warrants into effect; certifies veracity of warrant logs; confers with staff on issuance and withdrawal of parole violator warrants; approves or denies requests.
3. Serves as full-line supervisor; assigns and reviews work; provides guidance and training to assigned staff; counsels staff regarding work performance; reassigns staff to meet day-to-day operating needs; establishes annual goals and objectives; approves time off; adjusts first level grievances; effectively recommends and imposes discipline, up to and including discharge; prepares and signs performance evaluations; determines and recommends staffing needs.
4. Monitors all technological changes and advances relating to the Offender Tracking System and evaluates needs for new equipment and instruction resources; advises next level of management of all requests for new computer software, hardware, peripherals, etc.
5. Acts as central contact in charge of the collection and exchange of information between agency programs or project areas, agency officials or other authorized state officials to coordinate operations; serves as liaison to external criminal justice agencies or law enforcement entities to coordinate operations; travels to communities to develop community resources for field operation services; verifies the field operation services comply with agency rules and regulations; travels to various sites to communicate with communities to enhance understanding of corrections processes.
6. Conducts feasibility studies and evaluates existing policies; reviews monthly reports on all contracts to evaluate compliance; assists supervisors in the resolution of compliance issues and provides advice to supervisor for budgetary planning.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of college, preferably with coursework in corrections, criminal justice, law enforcement or related field.

Requires prior experience equivalent to three years of progressively responsible supervisory experience in a correctional or law enforcement setting.

CORRECTIONS COMMAND CENTER SUPERVISOR (continued)

Knowledges, Skills and Abilities

Requires thorough knowledge of parole and correctional rules.

Requires thorough knowledge and understanding of individual and group attitudes, and general behavior of parolees and persons committed to a correctional facility or custody program.

Requires thorough knowledge of agency rules, regulations, policies and procedures.

Requires extensive knowledge of agency programs and service objectives, activities and operational systems.

Requires extensive knowledge of staff utilization and employee motivation.

Requires ability to develop and manage a supportive agency program.

Requires ability to analyze administrative problems and adopt an effective course of action.

Requires ability to develop, implement and evaluate new and revised methods, procedures and performance standards.

Requires ability to estimate and budget for future needs and cost of personnel, space, equipment, supplies and services.

Requires ability to prepare reports of unusual happenings, accidents or violations of rules by employees and facility residents.

Requires ability to remain current on all facility rules and regulations.

Requires ability to develop and maintain cooperative working relationships.

Requires possession of an appropriate valid driver's license or the ability to travel.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.