City of Kansas City, Missouri
Job Class Specification

Job Title:	CORRECTIONAL MANAGER			**Department:**	COMMUNITY SAFETY
Job Code:	4133	**Status:**	EXEMPT	**Grade:**	EX-4

Summary

This is highly responsible administrative and managerial work assisting in the planning, direction, and management of correctional operations for the City of Kansas City, Missouri.

Work involves responsibility for the oversight of secure facility operations, detainee transportation, and related correctional services through subordinate supervisory staff. An employee of this class works with a high degree of independence and exercises considerable initiative and judgment in establishing operational procedures, implementing departmental policies, and directing complex correctional activities to ensure safety, security, and compliance with applicable laws and standards.

Duties and Responsibilities

- Oversees and directs correctional facility and transportation operations through subordinate supervisors, ensuring the safe, secure, and humane custody of detainees.
- Assists in the development, implementation, and enforcement of departmental policies, procedures, and operational controls related to correctional security and operations.
- Confers with and advises departmental leadership on operational issues, staffing strategies, facility readiness, and security planning.
- Reviews operational reports, incident documentation, staffing plans, and budget-related materials; prepares summaries, recommendations, and special reports as required.
- Exercises command authority during critical incidents and emergency situations, coordinating response activities and ensuring appropriate escalation and documentation.
- Oversees staffing deployment, scheduling practices, and resource utilization to ensure operational coverage and compliance with authorized staffing and budgetary constraints.
- Provides managerial oversight of training, performance management, and corrective action processes through subordinate supervisory staff.
- Coordinates with courts, law enforcement agencies, healthcare providers, and other governmental or community partners regarding detainee intake, transport, and operational matters.
- Supports departmental transition, activation, and operational readiness initiatives for new or modified correctional facilities.
- Represents the department in meetings with City officials, partner agencies, and external stakeholders as assigned.
- Performs related duties as required.

Technical Skills

Thorough knowledge of:

Modern correctional management principles, including direct supervision models and Strategic Inmate Management (SIM).

Jail transition and activation processes, including pre-occupancy training, systems testing, and phased operational readiness.

Federal, state, and local laws, regulations, and standards governing jail operations, detainee rights, and correctional compliance.

Principles and practices of supervision, personnel management, performance evaluation, and labor relations in a public-sector environment.

Budget development, fiscal management, and resource allocation related to correctional operations.

Health, mental health, and substance use disorder treatment considerations within correctional settings, including coordination with medical and behavioral health providers.

Facility operations, security systems, and operational readiness planning within secure correctional environments.

Safety, risk management, and emergency response procedures applicable to correctional facilities and transportation operations.

Trauma-informed, rehabilitative, and culturally responsive correctional practices that support safety, accountability, and successful outcomes.

Ability to:

Operate, manage, and evaluate complex correctional operations effectively, safely, and in compliance with applicable laws, regulations, and standards.

Lead multidisciplinary correctional teams through organizational change, facility transitions, and evolving operational demands.

Plan, assign, supervise, and evaluate the work of others through subordinate supervisory staff while promoting accountability, consistency, and professional development.

Establish authority, earn respect, demonstrate fairness, and maintain discipline within secure correctional environment.

Analyze operational needs, assess risk, and translate findings into actionable staffing, training, and resource plans.

Exercise sound judgment, tact, and integrity in emergency situations and routine operational decision-making.

Develop and maintain effective working relationships with justice system partners, health providers, community organizations, and other governmental agencies.

Communicate clearly and effectively, both orally and in writing, with staff, City officials, partner agencies, and the public.

Education and Experience

High school diploma or equivalent and five (5) years of responsible experience in correctional operations, including three (3) years in a supervisory role in a secure confinement setting

Certificates/ Licenses/ Special Requirements

- Must possess a valid State-issued driver's license in accordance with City policy.
- Must pass a background investigation, psychological exam, non-regulated drug screen (including THC), and a physical examination

Supervisory Responsibility

Supervision is exercised over the correctional security staff through subordinate supervisors, including Facility and Transport units.

Supervision Received

Work is performed under the direction of the Administrator of Corrections

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

04/2026

Revised

06/2026