

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 progressively responsible experience in correctional operations, including two (2) years in a supervisory role

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
Revised

04/2026