



CORR-VISITORS WELCOME CENTER MANAGER

CHARACTERISTICS OF WORK:

The incumbent in this class is responsible for the implementation of activities and programs at the welcome center of a correctional institution. Duties include direct contact with groups and individuals wishing to tour the institution, scheduling and conducting approved tours, and the implementation of the inmate family visitation program. Supervision is received under the general direction of an administrative superior and supervision may be exercised over subordinates of a lower classification.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Two (2) years experience in work related to the described duties.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Customer Service: Works with customers to provide information or assistance and satisfy their expectations.

Greets guests to determine the purpose of their visit in order to direct them to the proper person or location. Speaks to civic organizations, schools, and other groups in order to provide insight on the correctional institution's functions. Possesses the ability to communicate effectively via in person, in writing, and by telephone, in a prompt, courteous and service-oriented manner.

Planning and Organizing: Plans, organizes, and schedules work operations in the welcome center of a correctional institution; coordinates with others to accomplish goals.

Plans and organizes all activities of the visitor's center. Schedules requests from individuals or groups to tour the institution. Schedules family visitation requests to allow inmates to maintain contact with their families.

Technical Competence: Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job.

Conducts tours of the institution which will include providing provisions for food, transportation, and security. Implements the inmate family visitation program.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Implements the activities and programs at the welcome center of the Mississippi State Penitentiary
2. Greets and speaks with guests/visitors to determine the purpose of their visit or to provide them with information.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Plans, organizes, and implements all activities of the welcome center.

Greets guests to determine the purpose of their visit in order to direct them to the proper person or location.

Schedules requests from individuals or groups to tour the institution in order to provide the public with an inside view and understanding of prison life.

Conducts tours of the institution which will include providing provisions for food, transportation, and security.

Speaks to civic organizations, schools, and other groups in order to provide insight on the correctional institution's functions.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.