

State of Michigan  
Civil Service Commission  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

Position Code  
1. INDTSPV3

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency DOC-MICHIGAN STATE INDUSTRIES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Budget and Operations Administration (BOA)
4. Civil Service Position Code Description Industries Supervisor-3	10. Division Michigan State Industries (MSI)
5. Working Title (What the agency calls the position) Operations Manager	11. Section Operations
6. Name and Position Code Description of Direct Supervisor DANCER, GREGORY M; STATE OFFICE ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor HAMP, JULIE; SENIOR DEPUTY DIRECTOR	13. Work Location (City and Address)/Hours of Work TBD / Varies

14. General Summary of Function/Purpose of Position

This position functions as the second-line supervisor, providing oversight over the following MSI Manufacturing Operations, which are in correctional facilities: SMT Janitorial, SMT Janitorial Service, ARF License Plate, LRF Laundry, IBC Shoe, IBC Sign, WHV Dental. This position oversees development and implementation of goals and objectives as outlined by MSI Administration, by using modern management methods, Lean principles, strategic planning, financial information and computer technology (Enterprise Resource Planning (ERP) /Global Shop Solutions). This position ensures the application of offender success principles and is empowered to make changes and decisions related to staffing, equipment, building use, raw materials, product lines and production schedules while focusing on Building Bridges to Success through MSI's division values of PARTNERSHIP. This position's primary work location is within a correctional facility. In addition, frequent travel to various operations is required. Direct prisoner contact and/or supervision are expected much of the workday.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

**Duty 1**

**General Summary:**

**Percentage:** 65

Plan, organize, and guide the work activities of multiple MSI operations. Perform comprehensive administrative management and evaluation of staff, personnel issues and training.

**Individual tasks related to the duty:**

- Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.
- Champions and manages the use of ERP (Global Shop Solutions) throughout MSI.
- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Evaluates and verifies employee performance through the review of completed work assignments and work techniques.
- Identifies staff development and training needs and ensures that training is obtained.
- Ensure proper labor relations and conditions of employment are maintained.
- Maintains records, prepares reports, and composes correspondence relative to the work.
- Directs a production/service operation.
- Develops and maintains production schedules.
- Schedules production and shipping of orders.
- Requisitions supplies, materials, and equipment.
- Prepares reports and supervises office work incidental to the keeping of time, inventory, production, and material cost records.
- Develops capital outlay budget recommendations for equipment and materials.
- Prevents waste and controls costs.
- Maintains and controls inventory levels.
- Responsible for quality assurance for goods and services.
- Determines the availability and suitability of material for orders and estimates.
- Selects the kind, grade, and quality of materials to be used.
- Recommend changes in techniques for more efficient LEAN operations.
- Orders, receives, and disburses supplies and materials according to prescribed procedures.
- Directs the use, maintenance, and adjustment of machinery.
- Check new materials for conformance to specifications.
- Assists in the design and development of new products and procedures.
- Develops and maintains a certified training program for prisoners and subordinate Industries Production Leaders.
- Directs the development of new products and procedures, tests new materials.
- Provides input for short and long-range goals and objectives.
- Conduct staff meetings and conferences to discuss operating problems, organization and budgetary matters, personnel matters, technical problems, the status of programs and projects and maintenance of equipment and facilities.

**Duty 2**

**General Summary:**

**Percentage:** 10

Ensure that Plant Managers are maintaining safe facilities and enforcing DOC, MSI, Civil Service, MIOSHA rules and policies and applicable federal, state and local laws for both civilian and prisoner workers.

**Individual tasks related to the duty:**

- Ensures policy and procedure updates are communicated and implemented.
- Review relevant MDOC procedures annually and make recommendations for modifications/updates. Create relevant operating procedures as needed to ensure safe and smooth operation of assigned work units.
- Works with the custody staff in providing proper security and supervision.
- Has responsibility for health and safety conditions.
- Directs and trains prisoners as appropriate.
- Confer with Department officials, host facility administration and relevant federal, state and local agencies, as needed, to ensure compliance with all relevant rules.
- Available to professional organizations and special interest groups on matters relating to the program.
- Analyze the impact of federal, state and local legislation on operations.
- Monitor Federal, State and local regulations (MIOSHA, fire safety, hazardous materials compliance, etc.).
- Report to the Administrator on how changes to the regulatory/legal environment may impact operations.
- Assist in the revision of rules, policies or procedures to meet changes in relevant law and/or regulations.
- Work to ensure coordination of MSI goals with those of the various host facilities.

**Duty 3**

**General Summary:**

**Percentage:** 10

Monitor assigned operations' fiscal and operational status. Formulate short and long-term strategic planning to achieve desired program goals and profitability.

**Individual tasks related to the duty:**

- Review monthly financial, sales and operating statements for assigned operations.
- Monitor and adjust where necessary to ensure that MSI meets the needs of our customers.
- Develop budget recommendations for capital investments and improvements to equipment and materials.
- Develop and review requests for capital assets.
- Obtain monthly reports from all assigned operations, review and summarize for MSI Administrator.
- Prepare other reports as requested.
- Conduct relevant correspondence with host institutions, vendors and other stakeholders as necessary.
- Assist as assigned.

**Duty 4**

**General Summary:**

**Percentage:** 10

Communicate and coordinate with MSI sales staff as required regarding customer orders, problems, deliveries or fulfilling special customer needs. Plan and develop new product designs and/or manufacturing processes.

**Individual tasks related to the duty:**

- Review customer complaints and act as appropriate.
- Act as a liaison between Industries Supervisors and the sales staff, assisting in problem resolution.
- Assist sales and marketing in product descriptions and promotions.
- Provide input on customer inquiries.
- Make referrals and recommendations for product modifications and or, new product development.
- Provide resources to sales department, in terms of product samples, plant tours, expert opinion and product information.
- Assist sales staff, participate in on-site meetings with current and potential clients to discuss potential sales relationships.
- Work with clients to develop the new products requested and design updates of current products to meet customer needs.

**Duty 5**

**General Summary:**

**Percentage:** 5

Assist with miscellaneous administrative tasks

**Individual tasks related to the duty:**

- Represent MSI, DOC and State of Michigan as a delegate to private companies and other government officials and professional organizations.
- Advise MSI Administrator of all critical incidents, security problem situations, and severe injuries or sicknesses involving any staff or prisoner workers.
- Investigate and respond to grievances as appropriate.
- Investigate employee rule violations from Department Handbook.
- Assist in the preparation, scheduling and conducting disciplinary conferences.
- Review written operational procedures or directives annually, recommend updates or new procedures as necessary.
- Attend staff meetings.

**16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

Subordinate leave approval, manufacturing changes, prisoner staffing levels and discipline, inventory control, process improvement decisions and physical plant changes. Any decisions that are not in violation of published and known policies, directives, rules, regulations, explicit orders/institutions, administrative rules/statutes and operating procedures.

**17. Describe the types of decisions that require the supervisor's review.**

Hiring/termination decisions. Capital expenditures. Product pricing. Changes to written policy, procedure or pay plans. Decisions that require Executive Policy Team review.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Regular on-site visits to the operations under this position's direction. These factories are within the security perimeters of correctional facilities.

This position is in direct contact with and supervises prisoners within a secured prison. Risks associated with prisoner supervision in an industries' production or service operation are inherent to this position. Must meet requirements established by MDOC to be employed in a secure institutional environment.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

NAME	CLASS TITLE	NAME	CLASS TITLE
DOWNARD, JOSEPH L	INDUSTRIES SUPERVISOR-1 12	WHITE, CURTIS	INDUSTRIES SUPERVISOR-2 13
REED, BUDDY J	INDUSTRIES SUPERVISOR-2 13	FEGAN, THOMAS A	INDUSTRIES SUPERVISOR-1 12
NEILL, MARY-JANE J	DENTAL LABORATORY TECHNICN-SS 12	VACANT	DENTAL LABORATORY TECHNICIAN-E

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

<input checked="" type="checkbox"/> Complete and sign service ratings.	<input checked="" type="checkbox"/> Assign work.
<input checked="" type="checkbox"/> Provide formal written counseling.	<input checked="" type="checkbox"/> Approve work.
<input checked="" type="checkbox"/> Approve leave requests.	<input checked="" type="checkbox"/> Review work.
<input checked="" type="checkbox"/> Approve time and attendance.	<input checked="" type="checkbox"/> Provide guidance on work methods.
<input checked="" type="checkbox"/> Orally reprimand.	<input checked="" type="checkbox"/> Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

The essential duties of this position is to serve as subject matter expert for the assigned operations and to provide second-line supervision of these factories.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New establishment

25. What is the function of the work area and how does this position fit into that function?

The work area is within the framework of Civil Service, Department of Corrections, and Michigan State Industries' policies and guidelines and is responsible to administer and control the assigned prison industry production and service operations. Means of managing will include modern management methods, strategic planning, use of financial information and computer technology. This position reports to the MSI Administrator.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

**EDUCATION:**

Education typically acquired through completion of high school.

**EXPERIENCE:**

**Industries Supervisor 14**

Three years of experience equivalent to an Industries Supervisor 12 or one year equivalent to an Industries Supervisor 13.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of manufacturing methods and practices and technical processes for the goods being made.
- Knowledge of training and supervisory techniques, and employee policies and procedures.
- Knowledge of material specifications.
- Knowledge of manufacturing methods and practices and technical processes for the goods being made.
- Ability to make material, time, and cost estimates on new products.
- Ability to maintain records, prepare reports, and compose correspondence related to the work.
- Ability to monitor and evaluate program and organizational performance to assess efficiency and effectiveness.
- Ability to maintain production and quality control.
- Ability to communicate effectively, both verbally and in writing.
- Knowledge of occupational hazards and safety precautions.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

A valid motor vehicle operator's license for assigned vehicles used to travel to various work sites must be maintained.

***NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.***

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

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Supervisor

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Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

***I certify that the entries on these pages are accurate and complete.***

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KATLYN SAYLOR

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1/20/2026

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Appointing Authority

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Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

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Employee

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Date