

EDITED KSAPC LISTING

CLASSIFICATION: Prison Canteen Manager II

NOTE: Each position within this classification may perform some or all of these KSAPCs.

KSAPC Statements	
Knowledge of:	
K1.	Comprehensive knowledge of methods and practices of purchasing to ensure accuracy and timely receipt of product.
K2.	Comprehensive knowledge of methods and practices of merchandising to ensure a high volume of sales to maintain the operation of the canteen.
K3.	Comprehensive knowledge of methods and practices of sales to ensure a high volume of sales that fulfills the demands of the inmates and maintains the profitable operation of the canteen.
K4.	Comprehensive knowledge of methods and practices in receiving merchandise to maintain accountability of commodities.
K5.	Comprehensive knowledge of methods and practices in storing merchandise to protect against losses (e.g., theft, spoilage, damage, etc.).
K6.	Comprehensive knowledge of inventory methods and practices necessary to maintain a high degree of accountability.
K7.	Comprehensive knowledge of principles and practices of supervision to ensure that proper policies and procedures are followed.
K8.	Comprehensive knowledge of a manager's role in the Equal Employment Opportunity (EEO) Program and the processes available to meet equal employment objectives.
K9.	Comprehensive knowledge of mathematics to accurately perform calculations to establish and/or maintain merchandise records.
K10.	Comprehensive knowledge of canteen operations to provide an uninterrupted flow of commodities and supplies to the offender population within budgetary limitations.
K11.	Comprehensive knowledge of the principles of effective communication (verbal and written) to effectively communicate and provide conflict resolution.
K12.	Comprehensive knowledge of operating office equipment (e.g., personal computers, typewriters, copiers, calculators, etc.) in order to effectively maintain an automated record keeping system, produce reports and inventory control.
K13.	Comprehensive knowledge of record keeping practices to maintain inventory accountability.
K14.	Comprehensive knowledge of health and safety practices to maintain a clean and safe work environment.
K15.	Comprehensive knowledge of methods and techniques to train an effective workforce.
K16.	Comprehensive knowledge of materials handling equipment (e.g., forklifts, pallet jacks, hand-trucks, etc.) to restock shelves and distribute goods.
K17.	Comprehensive knowledge of methods and practices in managing budget allotments to ensure adequate funding for Inmate Welfare Fund (IWF) functions.

KSAPCs highlighted in bold text are not currently on the SPB classification specification

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KSAPC Statements	
Knowledge of:	
K18.	Comprehensive knowledge of the Departmental policies and procedures to ensure that departmental guidelines are followed.

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KSAPC Statements	
Ability to:	
A1.	Ability to plan staffing needs to effectively run the canteen operations.
A2.	Ability to organize staffing needs to effectively run the canteen operations.
A3.	Ability to direct staffing needs to effectively run the canteen operations.
A4.	Ability to anticipate and estimate commodities, supplies and equipment in order to effectively run the canteen operations.
A5.	Ability to establish and maintain effective working relationships.
A6.	Ability to keep accurate records of canteen related activities (e.g., sales, receipts, etc.) for budget and audit purposes.
A7.	Ability to prepare reports to maintain accurate and concise records and to determine canteen needs.
A8.	Ability to promote socially acceptable behavior among staff and inmates to maintain safety and security of the institution.
A9.	Ability to analyze situations accurately and take effective action.
A10.	Ability to effectively contribute to the Department's Equal Employment Opportunity Program.
A11.	Ability to follow verbal and written instructions in order to accomplish the daily tasks and the overall operations of the canteen.

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KSAPC Statements	
<i>Personal and Physical Characteristics:</i>	
PC1.	Demonstrate a sympathetic and objective understanding of persons under restraint.
PC2.	Demonstrate tact when providing information to staff, inmates and/or the public.
PC3.	Demonstrate poise to constructively handle the demands of the daily activities of the canteen and maintain cooperative relationships with others (e.g., staff, inmates, and/or the public, etc.).
PC4.	Demonstrate emotional maturity and stability to provide a positive example for staff and inmates and/or public.
PCH1.	Demonstrate sufficient strength, agility and endurance during stressful (physical, mental and emotional) situations encountered on the job without compromising the health, safety and well-being of self, staff, and inmates.