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Corrections Inmate Services Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM207	**Correctional**	**Corrections Inmate Services Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**June 26, 2026**

The Corrections Inmate Services Supervisor oversees and coordinates all inmate grievances, disciplinary processes, and the inmate work detail program. Conducts all hearings, oversees the inmate work program, ensures inmates are eligible to work, and ensures they are properly compensated. Reviews all disciplinary actions filed on behalf of inmates and conducts hearings when necessary. Tracks and records all actions for statistical reporting. Supervises lower-level employees, including responsibilities such as hiring, training, performance evaluation, coaching, disciplinary actions, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervises Inmate Services Coordinators and the Inmate Detail Services Coordinator.
- Reviews all disciplinary actions filed on behalf of inmates; conducts hearings when necessary. Tracks and records all actions for statistical reporting.
- Manages the workload of the Inmate Disciplinary Committee (IDC); schedules hearings within policy timeframes; works with inmates to arrange for witness statements; completes the IDC Hearing Disposition Form and ensures all required information is included.
- Investigates, answers, and routes grievances; tracks all grievance-related statistical data; reviews all inmate grievance files.

- Prepares and develops written reports and statistical data to ensure compliance with accreditation agencies and Federal Consent Decrees.
- Maintains and updates the detail list to ensure all working inmates are current.
- Conducts training for each academy class and provides in-service training to staff on disciplinary, grievance, and inmate work programs.
- Recommends and assists in implementing goals and objectives; establishes schedules and methods for delivering program services.
- Evaluates incoming incident reports for completeness and timeliness.
- Interprets policies and procedures to recommend or determine outcomes of inmate grievances.
- Gathers information regarding inmate grievances or incident reports using basic investigative procedures.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Seven (7) years of work experience in Criminology, Psychology, Sociology, Counseling, or a related field.
- One (1) year of experience in a supervisory role involving increasing responsibility.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Most essential duties are performed indoors in a temperature-controlled environment.

- Some duties may be performed outdoors, exposing the worker to natural weather conditions.
- Worker may be exposed to intermittent noise and vibration, various fumes and odors, contagious diseases, and potentially hostile or dangerous situations.
- Indoor work surfaces are typically even and may be carpeted or tiled; surfaces are generally dry and may include the use of stairs.
- Outdoor surfaces may be even or uneven, wet or dry, and may involve inclines, hills, stairs, or ladders. Surfaces may include natural ground, asphalt, or concrete.
- Work hazards may include those common to a correctional facility, such as elevated noise levels and situations that pose risks of serious bodily injury or other health hazards.
- Employee may be required to work a flexible schedule, including evenings, weekends, or holidays.

EQUIPMENT, TOOLS AND MATERIALS

- Equipment commonly used includes telephones, computers, fax machines, typewriters, photocopiers, and pagers.
- Worker may occasionally handle first aid and oxygen equipment.
- Materials typically handled include a wide variety of forms, reports, paperwork, writing utensils, and standard office supplies.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.