# OCCUPATION PROFILE

# JOB FAMILY: PROTECTIVE SERVICES

# OCCUPATIONAL GROUP: CORRECTIONAL ENFORCEMENT

# OCCUPATION: FIRST-LINE SUPV OF CORRECTIONAL OFFICERS

# 33-1011

BROADBAND LEVELS: Level 3 – Pay Band 009

 Level 4 – Pay Band 010

 Level 5 – Pay Band 011

 Level 6 – Pay Band 012

The information below is embedded from O\*NET Online. References to requirements do not constitute a requirement for purposes of classification within the SPS and are intended to serve as general guidelines that are typical of this occupation.

Use the black arrows to expand or condense each section for easier reading.

For a full occupation summary, please visit [O\*NET First-Line Supervisors of Correctional Officers.](https://www.onetonline.org/link/summary/33-1011.00)



# [Updated 2023](/link/updates/33-1011.00)

Directly supervise and coordinate activities of correctional officers and jailers.

**Sample of reported job titles:** Correctional Officer Captain, Correctional Supervisor

## Occupation-Specific Information

## Tasks

* + Take, receive, or check periodic inmate counts.
	+ Maintain order, discipline, and security within assigned areas in accordance with relevant rules, regulations, policies, and laws.
	+ Maintain knowledge of, comply with, and enforce all institutional policies, rules, procedures, and regulations.
	+ Respond to emergencies, such as escapes.
	+ Supervise and direct the work of correctional officers to ensure the safe custody, discipline, and welfare of inmates.
	+ Supervise or perform searches of inmates or their quarters to locate contraband items.
	+ Monitor behavior of subordinates to ensure alert, courteous, and professional behavior toward inmates, parolees, fellow employees, visitors, and the public.
	+ Restrain, secure, or control offenders, using chemical agents, firearms, or other weapons of force as necessary.
	+ Carry injured offenders or employees to safety and provide emergency first aid when necessary.
	+ Complete administrative paperwork or supervise the preparation or maintenance of records, forms, or reports.
	+ Supervise activities, such as searches, shakedowns, riot control, or institutional tours.
	+ Conduct roll calls of correctional officers.
	+ Instruct employees or provide on-the-job training.
	+ Resolve problems between inmates.
	+ Set up employee work schedules.
	+ Examine incoming or outgoing mail to ensure conformance with regulations.
	+ Transfer or transport offenders on foot or by driving vehicles, such as trailers, vans, or buses.
	+ Review offender information to identify issues that require special attention.
	+ Develop work or security procedures.
	+ Convey correctional officers' or inmates' complaints to superiors.
	+ Supervise or provide security for offenders performing tasks, such as construction, maintenance, laundry, food service, or other industrial or agricultural operations.
	+ Conduct evaluations of employees' performance.
	+ Rate behavior of inmates, promoting acceptable attitudes and behaviors to those with low ratings.

## Technology Skills

* + Data base user interface and query
	+ Electronic mail software
	+ Office suite software
	+ Presentation software
	+ Spreadsheet software
	+ Word processing software

## Work Activities

* + **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
	+ **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
	+ **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
	+ **Resolving Conflicts and Negotiating with Others** — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
	+ **Evaluating Information to Determine Compliance with Standards** — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
	+ **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
	+ **Training and Teaching Others** — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
	+ **Coaching and Developing Others** — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
	+ **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
	+ **Monitoring Processes, Materials, or Surroundings** — Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
	+ **Coordinating the Work and Activities of Others** — Getting members of a group to work together to accomplish tasks.
	+ **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
	+ **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
	+ **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
	+ **Working with Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
	+ **Assisting and Caring for Others** — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
	+ **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
	+ **Inspecting Equipment, Structures, or Materials** — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
	+ **Judging the Qualities of Objects, Services, or People** — Assessing the value, importance, or quality of things or people.
	+ **Scheduling Work and Activities** — Scheduling events, programs, and activities, as well as the work of others.
	+ **Developing and Building Teams** — Encouraging and building mutual trust, respect, and cooperation among team members.
	+ **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
	+ **Performing Administrative Activities** — Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
	+ **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.
	+ **Performing General Physical Activities** — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling materials.
	+ **Providing Consultation and Advice to Others** — Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.
	+ **Staffing Organizational Units** — Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.
	+ **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
	+ **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
	+ **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
	+ **Developing Objectives and Strategies** — Establishing long-range objectives and specifying the strategies and actions to achieve them.
	+ **Estimating the Quantifiable Characteristics of Products, Events, or Information** — Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.
	+ **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
	+ **Operating Vehicles, Mechanized Devices, or Equipment** — Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or watercraft.
	+ **Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.

## Detailed Work Activities

* + Count prison inmates or personnel.
	+ Use weapons or physical force to maintain security.
	+ Maintain professional knowledge or certifications.
	+ Respond to emergencies to provide assistance.
	+ Direct operations of correctional facilities.
	+ Locate suspicious objects or vehicles.
	+ Search individuals for illegal or dangerous items.
	+ Evaluate employee performance.
	+ Administer first aid.
	+ Rescue people from hazardous situations.
	+ Maintain operational records.
	+ Write operational reports.
	+ Train employees in proper work procedures.
	+ Resolve interpersonal conflicts.
	+ Prepare activity or work schedules.
	+ Review documents or materials for compliance with policies or regulations.
	+ Drive vehicles to transport individuals or equipment.
	+ Escort prisoners to courtrooms, prisons, or other facilities.
	+ Determine operational procedures.
	+ Read materials to determine needed actions.
	+ Supervise inmate activities.
	+ Discuss performance, complaints, or violations with supervisors.

## Experience Requirements

* + Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree.
	+ Previous work-related skill, knowledge, or experience is required for these occupations.
	+ Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

## Worker Requirements

## Knowledge

* + **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
	+ **Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
	+ **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
	+ **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
	+ **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
	+ **Administrative** — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
	+ **Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
	+ **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
	+ **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
	+ **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
	+ **Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures, and their history and origins.
	+ **Therapy and Counseling** — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

## Skills

* + **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
	+ **Coordination** — Adjusting actions in relation to others' actions.
	+ **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
	+ **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
	+ **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
	+ **Speaking** — Talking to others to convey information effectively.
	+ **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.
	+ **Reading Comprehension** — Understanding written sentences and paragraphs in work-related documents.
	+ **Negotiation** — Bringing others together and trying to reconcile differences.
	+ **Persuasion** — Persuading others to change their minds or behavior.
	+ **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.
	+ **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
	+ **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
	+ **Time Management** — Managing one's own time and the time of others.
	+ **Instructing** — Teaching others how to do something.
	+ **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
	+ **Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
	+ **Systems Analysis** — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
	+ **Service Orientation** — Actively looking for ways to help people.
	+ **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

## Abilities

* + **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
	+ **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
	+ **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
	+ **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
	+ **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
	+ **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
	+ **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
	+ **Speech Clarity** — The ability to speak clearly so others can understand you.
	+ **Near Vision** — The ability to see details at close range (within a few feet of the observer).
	+ **Speech Recognition** — The ability to identify and understand the speech of another person.
	+ **Far Vision** — The ability to see details at a distance.
	+ **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
	+ **Auditory Attention** — The ability to focus on a single source of sound in the presence of other distracting sounds.
	+ **Explosive Strength** — The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object.
	+ **Flexibility of Closure** — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
	+ **Perceptual Speed** — The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
	+ **Reaction Time** — The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
	+ **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
	+ **Static Strength** — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
	+ **Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without "giving out" or fatiguing.
	+ **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
	+ **Fluency of Ideas** — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
	+ **Gross Body Equilibrium** — The ability to keep or regain your body balance or stay upright when in an unstable position.
	+ **Response Orientation** — The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
	+ **Stamina** — The ability to exert yourself physically over long periods of time without getting winded or out of breath.
	+ **Time Sharing** — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

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Site updated August 29, 2023

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LICENSURE, CERTIFICATION, OR REGISTRATION REQUIREMENTS FOR SPS

This occupation requires certification in accordance with Chapter 943, Florida Statutes, completion of the relevant basic recruit training course and eligibility for, or possession of a current employment certificate of compliance issued by the Criminal Justice Standards and Training Commission.

EFFECTIVE: 08/01/2023 – Updated to O-Net Profile

HISTORY: 01/02/2015 Title change from First –Line Supv/Mgr of Corr Enforcement

 06/13/2005

 09/17/2003

 03/17/2003

07/01/2002

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