

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 7918900**

**Correctional Industries Services Manager, Grade 23**

Brief Description of Class

The Correctional Industries Services Manager oversees and manages the Corcraft order entry and customer service program in the Division of Correctional Industries within the Department of Corrections and Community Supervision (DOCCS). The incumbent manages Corcraft's Order Services Unit; collaborates with peer managers in other areas to ensure that customer orders are processed accurately and expeditiously; and resolves major customer problems and provides information on customer orders, Corcraft products, and anything related to Corcraft.

Distinguishing Characteristics

*Correctional Industries Services Manager:* single position class; department head/manager; under the direction of the Deputy Director Correctional Industries Marketing and Sales, manages all the staff and activities of Corcraft's Order Services Unit including the provision of technical supervision to clerical staff in facility Industry offices statewide; develops and recommends policies and procedures on order processing and customer service; and is responsible for Corcraft's overall customer service training plan and implementation.

Illustrative Duties

Supervises the order entry and tracking process; develops policies and procedures and organizes staff to process orders from Corcraft customers.

Advises executive team when major customer service problems arise, recommends action, and personally resolves if needed.

Responsible for Corcraft's overall customer service training plan and implementation; assigns and trains staff in customer service functions including incoming inquiries, customer contact, and complaint processing.

Trains and supervises staff in Corcraft policy, procedure, and product information.

Works with the Marketing Unit to develop, maintain, and revise Corcraft's Price and Specification Guide and implement product promotions.

Provides Corcraft executive team with management reports on order and sales activities and makes recommendations on changes in products and policies related to order entry and customer service.

Maintains customer order documentation and production information through administration of the document management system.

Participates as a key member of the product development committee; recommends new products and changes to existing products based on customer feedback.

Manages changes in the Customer Order Management module within Corcraft's Enterprise Resources Planning (ERP) system; works with stakeholders to implement and document new ERP functionality.

Manages customer access to Corcraft's commerce platform and serves as an administrator for the system.

Performs the full range of administrative supervisory responsibilities.

### Minimum Qualifications

#### *Correctional Industries Services Manager*

Open Competitive: seven years of administrative experience within an industrial or centralized retail setting, four years of which must have involved the supervision and management of an order services unit for a major manufactured (defined as \$25 million or more in annual sales) or a multi-store retail chain with a centralized purchasing, warehousing, and distribution center.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 4/2025

EJM