

LAW ENFORCEMENT AGENT

DESCRIPTION OF WORK: Positions in this banded class serve as field investigators in a statewide law enforcement operation such as the SBI, ALE, Division of Motor Vehicles, or similar operation with statewide and/or special jurisdiction charged with enforcing the relevant laws of the State of North Carolina. Positions have full law enforcement authority in the assigned area with a focus on investigation of alleged or suspected criminal violations. Work involves collection and preservation of evidence, testimony in court proceedings as necessary, and performing related work such as apprehending observed violators committing offenses. Positions are responsible for assuring that all steps in the investigation and arrest are followed correctly. Positions may serve as a staff officer responsible for coordinating training functions or similar supportive functions.

EXAMPLES OF COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors) or Description of tasks that show an application of the competencies.

CONTRIBUTING:

Knowledge-Technical: Basic knowledge of law enforcement concepts, practices, and theories used in the technical specialty area under an agent's direct control.

Enforcement/Support/Problem Solving: Basic knowledge of specialty discipline; ability to use proven solutions and/or designs in specialty discipline when solving problems. Basic understanding and knowledge of technologies and problem resolution techniques.

Program Management: Ability to understand tasks, take initiative to plan and organize daily activities, and perform work under direct supervision. Ability to follow division and department policy and procedures. Ability to communicate and convey technical information and promote understanding of relevant issues.

Communication: Ability to daily assimilate and express thoughts, ideas, and information effectively orally and through written communication for routine subjects and technical issues.

JOURNEY

Knowledge-Technical: Thorough knowledge of law enforcement concepts, practices, and theories used in the technical specialty area with limited supervision.

Enforcement/Support/Problem Solving: Thorough knowledge of specialty discipline; ability to use proven solutions and/or designs in specialty discipline when solving problems. Thorough understanding and sufficient experience with technologies and problem resolution techniques.

Program Management: Ability to organize and follow complex and detailed technical procedures. Ability to develop program plans and provide consultation on issues that require implementation or creation of a solution. Ability to manage work with limited supervision, consulting with supervisor to discuss alternative solutions.

Communication: Ability to daily assimilate and express thoughts, ideas, and information effectively orally and through written communication for non-routine subjects and technical issues.

ADVANCED

Knowledge-Technical: Significant expertise and knowledge of law enforcement concepts, practices, and theories used in the technical specialty area. In-depth understanding of detailed and complex information and ability to apply while independently completing assigned tasks.

Enforcement/Support/Problem Solving: Significant expertise and experience in specialty discipline; ability to use or develop innovative

Program Management: Ability to provide leadership in planning and organizing work of others and adapt to unanticipated changes in plans. Ability to be accountable for tracking programs and anticipate and manage problems. Ability to evaluate and recommend resources needs. Ability to consult with supervisors and provide input in development of long-range strategic alternatives.

Communication: Ability to daily assimilate and

solutions and/or designs. Ability to use methodical and logical approach to complete assigned self-initiated investigations in timely manner.

express thoughts, ideas, and information effectively orally and through written communication from controversial subjects and technical issues.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree; or equivalent combination of training and experience. Qualified for certification as a Law Enforcement Officer in accordance with the provisions of the North Carolina Criminal Justice Training and Standards Commission or the ability to achieve certification within one year of employment. All degrees must be received from appropriately accredited institutions.

Special Note:

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.