

LAW ENFORCEMENT MANAGER

DESCRIPTION OF WORK: Work in this class involves managing field or support operations in statewide law enforcement program such as the SBI, ALE, Division of Motor Vehicles, or similar operation having statewide and/or special jurisdiction charged with enforcing the relevant laws of the State of North Carolina. Staff supervised has full law enforcement authority in the assigned area with a focus on patrol activities to deter and detect violations or focus on investigation of alleged or suspected criminal violations. Employees serve as section or remote office managers and are responsible for planning and organizing operations, resource allocation within an approved budget, and maintaining appropriate relations with local and other State law enforcement agencies.

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

JOURNEY:

Knowledge-Technical: Substantial knowledge and expertise in law enforcement concepts, practices and theories used in the technical specialty area under his/her direct supervision. Knowledge to effectively plan, direct, manage, and supervise day-to-day programs and/or multiple complex programs. Knowledge to consult with the director of the division and other senior management on a regular basis, to discuss alternative detailed and/or technical solutions.

Human Resource Management: Ability to maintain section or district operational records. Ability to ensure performance management data is tracked. Ability to provide for career development of employees supervised. Ability to ensure corrective action is taken when deficiencies are identified. Ability to counsel and discipline employees to resolve employee problems/grievances through discussions and formal procedures.

Program Management: Ability to make determinations by interpreting and/or incorporating laws, rules, and/or regulations that affect a large segment of the public, work unit, and/or program. Ability to consult with director on decisions having organizational and/or public impact.

Building Partnerships: Ability to coordinate law enforcement activities between division and other law enforcement agencies. Ability to maintain cooperative relationships among division members, other divisions of the department, and court officials in matters relating to the core mission.

ADVANCED

Knowledge-Technical: Significant knowledge, expertise and experience in specialty or work area to ensure successful program delivery including problem identification and resolution. Ability to actively provide information to management and guidance to staff on alternative technical solutions.

Human Resource Management: Ability to recommend personnel actions to the division director and implement necessary corrective measures. Ability to perform formal and informal coaching and counseling of employees. Ability to manage performance of employees in assigned district or section. Ability to seek out activities for employees to develop their competencies and performance. Ability to proactively take corrective action when performance problems begin to develop.

Program Management: Ability to organize and follow complex and detailed technical procedures. Ability to independently develop program plans and provide consultation on issues that require implementation or creation of a solution. Ability to make independent decisions by interpreting and/or incorporating laws, rules, and/or regulations that impact statewide law enforcement activities.

Building Partnerships: Ability to analyze section or district needs to identify key relationships that need to be initiated or improved to further the division mission and goals. Ability to work with partners to identify common goals and negotiate resources with external law enforcement agencies to maximize outcomes.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree and two years of supervisory law enforcement experience in the area of assignment; or equivalent combination of training and experience. 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.