

GENERAL DESCRIPTION OF WORK

This is first-line supervisory or managerial law enforcement or managerial law enforcement work at a University campus or other State facility. With full powers of arrest, employees enforce the laws of the State and the United States Government. Employees have law enforcement authority ranging from traffic control to criminal investigations within a specific geographic jurisdiction associated with State property. Work involves supervision and/or management of a unit of officers or other departmental personnel in their responses to routine calls, emergencies, and other law enforcement services provided. Employees evaluate appropriateness of officer responses; designate assignments; direct needed resources; and interpret laws, ordinances, and department policies and procedures. Duties may include orientation and training of officers, inspections of officers and/or other departmental personnel on a shift, conducting pre-shift briefings, review of all reports and investigations accomplished during a shift, activity coordination, discipline, conducting performance reviews, and providing input concerning operational planning.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Squad/Unit/Section Management	<ul style="list-style-type: none"> • Conducts daily squad line-up and reviews weekly officer logs • Reviews In-Car Video tapes and checks department's mileage log • Manages and directs employees in general patrol and traffic enforcement and investigative work. • Thoroughly investigates any complaints, uses of force and vehicle pursuits • Establishes employee work expectations and reviews and assesses squad performance based on standards 	<p>Knowledge of staff availability, skills and resources to make assignments.</p> <p>Ability to measure and evaluate those skills that are required for the basic patrol functions</p>
Technical Knowledge	<ul style="list-style-type: none"> • Provides on-scene management for major crimes • Investigates and resolves inquiries and performance based complaints • Monitors preliminary and follow-up investigations • Completes monthly inspections • Ensures evidence/property is properly identified 	<p>Advanced knowledge of criminal and traffic laws to ensure consistent enforcement of criminal and traffic laws by staff.</p> <p>Knowledge of investigative techniques and case preparation requirements for complex and sensitive traffic and criminal cases.</p> <p>Knowledge of the standard law enforcement equipment, its care, and safe use according to Department General Orders in order to conduct inspections.</p>
Communication Skills	<ul style="list-style-type: none"> • Facilitates teamwork and provides opportunities for team building • Ensures daily activity reports are accurately completed • Reviews officers' paperwork and forms • Holds monthly squad meetings • Reviews emails daily • Completes daily reports 	<p>Ability to communicate effectively with staff daily through interpersonal interactions and written documentation.</p> <p>Ability to resolve conflicts.</p> <p>Skill in mediation..</p>
Organizational Awareness and Commitment	<ul style="list-style-type: none"> • Interacts closely with squad personnel to evaluate performance • Analyzes situations and allows exceptions to policy, make recommendations for developing and updating policies • Keeps command staff abreast of any current problems 	<p>Knowledge of the department, campus and organizations.</p> <p>Ability to lead and guide staff through the interpretation of policies.</p> <p>Ability to provide guidance on organizational goals and objectives.</p>

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	<ul style="list-style-type: none"> • Establishes and reviews work expectations with subordinate employees. • Recognize emerging issues and inform chain of command. 	
Problem Solving	<ul style="list-style-type: none"> • Assists officers out in the field when needed • Provides services to the general public • Enforces Traffic • Assist officers with difficult or unusual situations. 	Ability to analyze and resolve problems through informal discussions and formal procedures.
JOURNEY		
Functional Competency	Examples of Work	Competencies
Squad/Unit/Section Management	<ul style="list-style-type: none"> • Supervises the day-to-day operations of the Patrol Squads • Evaluates Field Operations Squads. (Monthly, Interim and Yearly) • Reviews monthly timesheets for Field Operations. Manages and curves overtime for officers • Coordinates, manages, and schedules staff for coverage • Reviews daily reports and officers' logs 	<p>Understanding of standards to schedule staff to respond to crime trends.</p> <p>Ability to identify educational needs of staff; ability to teach or instruct others.</p>
Technical Knowledge	<ul style="list-style-type: none"> • Manages division community policing efforts • Monitors community issues • Investigates internal affairs and internal and external complaints • Identifies, investigates, and recommends disciplinary corrective action for serious internal affairs investigations • Enters complaints into the AIM Data System instruction. • Develops and maintains a plan to confirm accountability, condition and officer proficiency with squad and individual equipment. 	<p>Knowledge of steps in process to follow up case assignments.</p> <p>Ability to conduct extensive investigations and provide guidance on investigative techniques.</p> <p>Ability to analyze and determine case priority level.</p>
Communication Skills	<ul style="list-style-type: none"> • Serves as Duty Commander • Holds monthly supervisor meetings • Responds promptly and appropriately to internal and external communications • Communicates with the patrol sergeants • Assists with Competency Testing for Field Operations (yearly) • Reviews E-mails and passes on to appropriate staff for handling • Assists with policy revisions and legal updates for the entire department • Research and prepare written analysis of comprehensive issues and prepare and conduct presentations. 	Ability to disseminate, interpret and explain policy and procedures.
Organizational Awareness and Commitment	<ul style="list-style-type: none"> • Formulates and implements policy for the patrol section • Tests operational policy once a year • Monitors performance of the division through police-pak stats • Performs squad inspections once a year • Monitors work efforts and outputs to determine if goals are met or adjustments are needed 	Ability to research and write operational policy and procedures.

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Problem Solving	<ul style="list-style-type: none"> • Assists the FTO Program with the Administration Lieutenant • Exhibit the ability to reason through stressful and/or high risk situations • Make good decisions when dealing with problems 	<p>Knowledge of departmental operations and the ability to streamline work processes. Ability to reason through a problem and come up with a reasonable, acceptable conclusion Ability to analyze division operations without assistance</p>
ADVANCED		
Functional Competency	Examples of Work	Competencies
Planning and Organizing Operations	<ul style="list-style-type: none"> • Investigates major crimes • Manages cases and makes assignments • Assesses threats and determines appropriate intervention • Performs background investigations • Serves as Emergency Response Team Commander • Develops inspection/monitoring system to check compliance. • Establishes performance standards. 	<p>Understanding of operational standards and ability to identify operational errors and recommend actions to correct.</p>
Department Management	<ul style="list-style-type: none"> • Recommend purchases and understand and forecast inventory turnover. • Performs equipment inventory • Plans and oversees departmental projects through completion. 	<p>Ability to manage projects.</p>
Organizational Awareness and Commitment	<ul style="list-style-type: none"> • Submits IBR/UCR data • Maintains DOE crime statistics • Compiles annual Cleary Report • Performs emergency notification • Monitors the Fire Safety Act • Manages evidence according to protocol • Formulate and implement policy for division. 	<p>Ability to research and write operational policy and procedures.</p>
Human Resource Management	<ul style="list-style-type: none"> • Writes and maintains Job Descriptions • Performs Competency Assessments • Manages the Performance Management process • Manages and oversees the Time and Leave of staff • Performs Internal Affairs functions • Identify measures and indicators of performance and identify actions needed to improve or correct performance relative to goals. 	<p>Knowledge of human resources policies relative to performance management and payroll systems governing time and leave</p> <p>Ability to effectively communicate in writing and in oral communication when assessing employees' performance.</p>
Communication Skills	<ul style="list-style-type: none"> • Serves as Duty Commander • Conducts meetings and Training of staff • Serves on various committees 	<p>Ability to interpret new laws, ordinances, rules, and policies for staff and confirms understanding of same.</p>

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	<ul style="list-style-type: none"> Reviews and writes e-mails, memorandums and other correspondence in response to various inquiries 	Ability to respond in a timely and appropriate manner to internal and external communications.
Strategic Planning	<ul style="list-style-type: none"> Performs Operation Planning (ICS) Oversees the Emergency Preparedness Action Response Team Plans and implements agency and university goals and objectives Performs Annual Inspection 	<p>Ability to forecast resources and needs based on needs of the action planning</p> <p>Knowledge of the goals of the agency or university. Ability to plan supporting programs and objectives for the university/agency.</p>
Technical Knowledge	<ul style="list-style-type: none"> Maintains Databases Office automation Provides input into system design Provides input into website development Oversees the computer forensics of the department Monitor preliminary and follow-up investigations for compliance with legal procedures and departmental policy. 	<p>Ability to assess training needs for effective operation of equipment.</p> <p>Knowledge of community policing efforts.</p>

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Graduation from high school or possession of a high school equivalency certificate and two years of law enforcement experience. Additional Education and Experience will be necessary for progressive steps (Journey and Advanced).

NECESSARY SPECIAL QUALIFICATIONS

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.

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.