

MISSING PERSONS SUPERVISOR

This is specialized consultative and supervisory work in managing the North Carolina Center for Missing Persons in the Division of Emergency Management, Department of Crime Control and Public Safety. As a working supervisor, employee oversees the state's clearinghouse for information regarding missing and victimized persons and utilizes available resources at the local, state, or national level in efforts to locate individuals. Work assignments generate from the receipt of missing persons reports through the state's Division of Criminal Information (DIC), the National Crime Information Center (NCIC), and through a toll free "hotline" to the Center for parents, legal guardians, spouses, concerned citizens or law enforcement agencies. As spokesperson for the Center, employee develops and participates in public awareness efforts at the state and national level. Work is performed independently under the supervision of an Emergency Management Assistant Director. Employee performs other work as assigned.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employee consults as needed with immediate supervisor to plan and coordinate the work operations of the Center. Employee develops strategies to ensure that staff initiates search and rescue efforts when necessary. Employee determines individual work assignments based on the overall caseload for the Center.

Organizing and Directing - Based on the specialization of the missing persons case and staff's interests, employee assigns work and special projects. Employee generally handles the more complex investigations and serves as the official spokesperson for the Center. During disaster or emergency situations, employee modifies workload and routine scheduling of staff.

Budgeting - Employee provides input for budget based on the previous year's budget and projected needs for the coming year. Requests are submitted to an Emergency Management Assistant Director for integration into the section and division budget.

Training - Employee recommends training for new and existing employees and discusses with immediate supervisor and the division's training unit or other professional sources. Employee serves as an instructor to educate the public concerning prevention techniques for child abductions, runaways, and elderly missing person cases.

Setting Work Standards - Employee ensures compliance with applicable laws, policies and procedures of the Division of Emergency Management. Employee ensures adherence to federal statutes and nationally accepted standards developed by the National Center for Missing and Exploited Children (NCMEC).

Reviewing Work - Through consultations, general discussions, or feedback from local government officials or the general public, employee evaluates the work of assigned staff.

Counseling and Disciplining - Employee seeks to informally resolve complaints and problems. More serious concerns are referred to an Emergency Management Assistant Director.

Performing Other Personnel Functions - Employee may assist in interviewing prospective applicants, making recommendations on hiring, and conducting performance evaluations. Employee keeps the Emergency Management Assistant Director abreast of leave requests.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Center personnel provides information about missing persons to law enforcement, parents, family, and guardians of missing persons. Investigations concern sightings of missing persons, follow up on leads, and contact with local law enforcement for assistance in recovering a lost person as a result of an investigation. Unexpected situations result in changing priorities and reevaluation of individual cases.

Variety of Work Supervised - Employee oversees staff conducting on-site investigations and participating in search and rescue efforts.

Number of Employees Responsible For - Employee directs two technical employees in supporting the activities of the North Carolina Center for Missing Persons.

III. EXTENT OF SUPERVISION RECEIVED: Employee receives general guidance or specific instructions from immediate supervisor as requested or if cases and projects require it.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Employee supports the State Emergency Response Team (SERT) when disaster or the threat of disaster is present. Emergency operations include 24-hour on-call status.

V. JOB REQUIREMENTS:

Knowledge, Skills, and Abilities - Working knowledge of North Carolina juvenile and custody, laws and investigative techniques related to missing person cases. General knowledge of state and local services available to parents, children and families of missing persons. Working knowledge of search and rescue methods, techniques and procedures. Ability to conduct investigations, write reports clearly and concisely. Ability to train and evaluate the work of others. Ability to perform duties and responsibilities under pressure or in a crisis situation. Ability to communicate effectively in oral or written form. Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements - Graduation from a four-year college or university with a degree in a human services discipline or criminal justice and two years of experience in counseling, crisis intervention, victim services, social work or law enforcement; or an equivalent combination of training and experience.

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