

## CRIMINAL JUSTICE SPECIALIST/INVESTIGATOR II

This is independent and technical program, field or investigative work coordinating or providing services in a criminal justice program in the North Carolina Department of Justice.

Work may involve coordinating a program/area of specialty with considerable complexity, coordinating and conducting fieldwork to ensure compliance and interpretation of policies and procedures, or conducting investigative work in an assigned area with limited direction. Employees work with local, state and federal law enforcement agencies. Employees in this class are responsible for independently coordinating a program with varied and related functions, organizing and carrying out multiple administrative and technical activities, and gathering, analyzing and reporting related information; coordinating and conducting field work which could include auditing records and/or operations of assigned programs, interpreting applicable policies and procedures, rules and regulations, and determining compliance; or conducting investigative work which may include investigating circumstances surrounding an incident, gathering and analyzing applicable records and reports, gathering information from interviews, and summarizing and presenting information. Work may involve determining compliance with program standards and approving, denying, revoking, or suspending a decision or activity, and providing input into the revision of the standards, processes and procedures. Work may also involve training others in the area of assignment, including strong involvement in the development of training materials. Employees exercise independence and judgement in most assignments. Work at this level involves more discretionary judgement in interpreting policy, procedure, and program objectives, with fewer referrals to the program supervisor. Work is reviewed for completeness and validity of recommendations through written reports and for overall effectiveness and through periodic conferences with the supervisor.

### I. DIFFICULTY OF WORK:

Variety, Scope and Intricacy - Employees perform a variety of assignments within the assigned criminal justice program, with analysis of results, and determination of a course of action. Employees troubleshoot most problems associated with work processes, train/orient others in the program standards, and ensure quality control in administering program rules and regulations. Problems encountered in gathering or processing criminal information data requires the employee to research the rules and regulations to determine a course of action and/or recommendations. The processing of work will involve varying intricacy.

Subject Matter Complexity - Work requires a complete understanding of the rules and regulations governing the work, and considerable understanding of the administration of the assigned program. Employees utilize a full understanding in explaining rules and regulations to the affected criminal justice/law enforcement community.

Guidelines - Program rules and regulations are readily available to employees. Employees are expected to troubleshoot procedures by utilizing available manuals and resource documents. General statutes may also be available. Work may require the investigation of alternate sources of information, such as information technology systems or conducting interviews.

### II. RESPONSIBILITY:

Nature of Instructions - Work assignments are typically self-directed. Work objectives, assignments and deadlines are understood following an orientation to the work area. When new rules, regulations or procedures are implemented, employees may receive on-the-job training from higher level personnel. Administrative direction is generally provided by a program supervisor. Employees may receive advice on new or unprecedented situations.

Nature of Review - Technical review is provided by higher level personnel through the review of work results, or when needed to troubleshoot a non-routine or sensitive matter. Work is usually performed independently with input from the supervisor on unusual results or problem situations.

Scope of Decisions - Employees gather and process criminal justice applications, information, and/or cases. Employees' performance and accurate interpretation of results directly affect these individuals and the safety of the public.

Consequence of Decisions - Inaccurate decisions could result in immediate danger to the public if criminal justice information or cases are not handled accurately and in a timely manner.

### III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Employees have frequent contacts with the general public, and local, state and federal law enforcement personnel. Work may include regular contacts with criminal justice personnel and programs, such as those in the community college system and local law enforcement agencies.

Nature and Purpose - Interactions with the general public are to gather or relay information for criminal justice work. Contacts with law enforcement and criminal justice agencies are to receive, convey, and resolve work assignments and problems, and to exchange information. Contacts with some law enforcement and criminal justice agencies involve resolving sensitive problems, investigation into violations, and assisting those agencies with compliance.

### IV. OTHER WORK DEMANDS:

Work Conditions - Work is performed in an office setting where conditions are generally agreeable. Work may involve considerable travel to accomplish work, or the ability to lift and carry work materials.

Hazards - Employees are generally exposed to an office environment with limited hazards. Fieldwork may involve contact with law enforcement or criminal justice personnel, witnesses and others with some danger to the employee in unusual situations, such as interviewing a witness to a crime. Travel can involve hazardous weather conditions.

### V. RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities - Considerable knowledge of the assigned program, processes and procedures. Considerable knowledge of criminal justice and law enforcement procedure, terminology, and personnel policies and practices. Ability to interpret, apply, and communicate statutory regulations of the assigned area. Ability to analyze, interpret, recommend, and implement policy and procedural guidelines. Ability to instruct and explain standards and procedures. Ability to establish effective working relationships, including seeking compliance with regulations. Ability to express oneself clearly and concisely in oral and written form. Ability to work independently and use sound judgement in making decisions.

Minimum Training and Experience Requirements - Graduation from a four-year college or university, preferably with a degree in criminal justice or closely related area, and two years of administrative and/or technical experience in criminal justice or law enforcement as it relates to the area of assignment; or completion of a two year degree in criminal justice or closely related area, and three years of administrative and/or technical experience in criminal justice or law enforcement as it relates to the area of assignment; or completion of high school or equivalent and six years of progressive administrative and/or technical experience in criminal justice or law enforcement as it relates to the area of assignment; 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.