

I. 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.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
See Agency-specific descriptions.	See Agency-specific descriptions.	See Agency-specific descriptions.

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Possession of a designated level of technical skill or knowledge in a specific technical area(s) and the ability to keep up with current developments and trends in areas of expertise.
Enforcement/Support/Problem Solving	Ability to solve problems using proven solutions and/or by designing new solutions appropriate to the situation.
Program Management	Ability to plan and organize daily activities to meet program objectives. Ability to follow policy and procedures in response to various situations and problems.
Communication	Ability to present information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Possession of a designated level of technical skill or knowledge in a specific technical area(s) and the ability to keep up with current developments and trends in areas of expertise.

Contributing	Journey	Advanced
Basic knowledge of law enforcement concepts, practices, and theories used in the technical specialty area under an agent's direct control.	Thorough knowledge of law enforcement concepts, practices, and theories used in the technical specialty area with limited supervision.	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

Ability to solve problems using proven solutions and/or by designing new solutions appropriate to the situation.

Contributing	Journey	Advanced
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.	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.	Significant expertise and experience in specialty discipline; ability to use or develop innovative solutions and/or designs. Ability to use methodical and logical approach to complete assigned self-initiated investigations in timely manner.

Program Management

Ability to plan and organize daily activities to meet program objectives. Ability to follow policy and procedures in response to various situations and problems.

Contributing	Journey	Advanced
<p>Ability to understand tasks, take initiative to plan and organize daily activities, and perform work under direct supervision.</p> <p>Ability to follow division and department policy and procedures.</p> <p>Ability to communicate and convey technical information and promote understanding of relevant issues.</p>	<p>Ability to organize and follow complex and detailed technical procedures.</p> <p>Ability to develop program plans and provide consultation on issues that require implementation or creation of a solution.</p> <p>Ability to manage work with limited supervision, consulting with supervisor to discuss alternative solutions.</p>	<p>Ability to provide leadership in planning and organizing work of others and adapt to unanticipated changes in plans.</p> <p>Ability to be accountable for tracking programs and anticipate and manage problems.</p> <p>Ability to evaluate and recommend resources needs.</p> <p>Ability to consult with supervisors and provide input in development of long-range strategic alternatives.</p>

Communication

Ability to present information to individuals or groups; ability to deliver presentations suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listens and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to daily assimilate and express thoughts, ideas, and information effectively orally and through written communication for routine subjects and technical issues.</p>	<p>Ability to daily assimilate and express thoughts, ideas, and information effectively orally and through written communication for non-routine subjects and technical issues.</p>	<p>Ability to daily assimilate and express thoughts, ideas, and information effectively orally and through written communication for controversial subjects and technical issues.</p>

V. MINIMUM TRAINING & 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.

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.