

I. DESCRIPTION OF WORK

Positions in this banded class manage field or support operations in a 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. Positions 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.

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.
Human Resources Management	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.
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.
Building Partnerships	Ability to develop and use collaborative relationships to facilitate the accomplishment of work goals. Ability to identify opportunities and take action to build strategic relationships between work unit, division or department and other groups (both internal and external) including local governments, stakeholders, the Legislature, or other organizations.

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
NA	<p>Substantial knowledge and expertise in law enforcement concepts, practices and theories used in the technical specialty area under his/her direct supervision.</p> <p>Knowledge to effectively plan, direct, manage, and supervise day-to-day programs and/or multiple complex programs.</p> <p>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.</p>	<p>Significant knowledge, expertise and experience in specialty or work area to ensure successful program delivery including problem identification and resolution.</p> <p>Ability to actively provide information to management and guidance to staff on alternative technical solutions.</p>

Human Resources Management

Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

Contributing	Journey	Advanced
NA	<p>Ability to maintain section or district operational records.</p> <p>Ability to ensure performance management data is tracked.</p> <p>Ability to provide for career development of employees supervised.</p> <p>Ability to ensure corrective action is taken when deficiencies are identified.</p> <p>Ability to counsel and discipline employees to resolve employee problems/grievances through discussions and formal procedures.</p>	<p>Ability to recommend personnel actions to the division director and implement necessary corrective measures.</p> <p>Ability to perform formal and informal coaching and counseling of employees.</p> <p>Ability to manage performance of employees in assigned district or section.</p> <p>Ability to seek out activities for employees to develop their competencies and performance.</p> <p>Ability to proactively take corrective action when performance problems begin to develop.</p>

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
NA	<p>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.</p> <p>Ability to consult with director on decisions having organizational and/or public impact.</p>	<p>Ability to organize and follow complex and detailed technical procedures.</p> <p>Ability to independently develop program plans and provide consultation on issues that require implementation or creation of a solution.</p> <p>Ability to make independent decisions by interpreting and/or incorporating laws, rules, and/or regulations that impact statewide law enforcement activities.</p>

Building Partnerships

Ability to develop and use collaborative relationships to facilitate the accomplishment of work goals. Ability to identify opportunities and take action to build strategic relationships between work unit, division or department and other groups (both internal and external) including local governments, stakeholders, the Legislature, or other organizations.

Contributing	Journey	Advanced
NA	<p>Ability to coordinate law enforcement activities between division and other law enforcement agencies.</p> <p>Ability to maintain cooperative relationships among division members, other divisions of the department, and court officials in matters relating to the core mission.</p>	<p>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.</p> <p>Ability to work with partners to identify common goals and negotiate resources with external law enforcement agencies to maximize outcomes.</p>

V. MINIMUM TRAINING & 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.

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.