

I. DESCRIPTION OF WORK

Positions in this banded class provide first-line supervisory or managerial law enforcement work at a University campus or other State facility. With full powers of arrest, positions enforce the laws of the State and the United States Government. Positions have law enforcement authority ranging from traffic control to criminal investigations within a limited geographic jurisdiction. 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. Positions 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.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced

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.
Squad/Department Management	Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.
Communication Skills	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.
Organizational Awareness and Commitment	Ability to understand the organization's mission, the function of the specific work unit and how it works with other work units to serve the customer/client. Ability to understand the impact and implications of decisions on the community and other departments.
Problem Solving	Ability to Identify problems, determine possible solutions, and actively work to resolve the issues.

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
<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>	<p>Knowledge of steps in process to follow up case assignments.</p> <p>Ability to determine case priority level.</p> <p>Ability to develop and maintain a plan to confirm accountability, condition and officer proficiency with squad and individual equipment.</p> <p>Ability to identify, investigate, and recommend corrective action for internal affair investigations.</p>	<p>Ability to monitor preliminary and follow-up investigations for compliance with legal procedures and departmental policy.</p> <p>Ability to assess training needs for effective operation of equipment.</p> <p>Knowledge and management of community policing efforts.</p>

Squad/Department Management

Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.

Contributing	Journey	Advanced
<p>Ability to manage and direct employees in general patrol and traffic enforcement and investigative work. Knowledge of staff availability, skills and resources to make assignments.</p> <p>Ability to establish employee work expectations and review and assess squad performance based on standards.</p>	<p>Ability to obtain resources to assist with investigations as needed. 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>	<p>Ability to establish performance standards.</p> <p>Ability to develop inspection/monitoring system to check compliance.</p> <p>Understanding of operational standards and ability to identify operational errors and recommend actions to correct.</p>

Communication Skills

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.

Contributing	Journey	Advanced
<p>Ability to effectively communicate with staff daily through interpersonal interactions and written documentation.</p> <p>Ability to employ formal conflict resolution and mediation skills.</p>	<p>Ability to research and prepare written analysis of comprehensive issues and prepare and conduct presentations.</p> <p>Ability to disseminate, interpret and explain policy and procedures.</p>	<p>Ability to interpret new laws, ordinances, rules, and policies for staff and confirms understanding of same.</p> <p>Ability to respond in a timely and appropriate manner to internal and external communications.</p>

Organizational Awareness and Commitment

Ability to understand the organization's mission, the function of the specific work unit and how it works with other work units to serve the customer/client. Ability to understand the impact and implications of decisions on the community and other departments.

Contributing	Journey	Advanced
<p>Ability to recognize emerging issues and inform chain of command.</p>	<p>Ability to research and write operational policy and procedures.</p>	<p>Ability to formulate and implement policy for division.</p> <p>Ability to identify measures and indicators of performance and identify actions needed to improve or correct performance relative to goals.</p>

Problem Solving

Ability to identify problems, determine possible solutions, and actively work to resolve the issues.

Contributing	Journey	Advanced
<p>Ability to assist officers with difficult or unusual situations.</p> <p>Ability to analyze and resolve problems through informal discussions and formal procedures.</p>	<p>Ability to improve operations and streamline work processes.</p>	<p>Ability to analyze division operations through sampling, on-scene observation, and surveys and recommend changes.</p>

V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency and three years of law enforcement 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.

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.