

LAW ENFORCEMENT

Broad Occupational Category - 64

DUTIES AND RESPONSIBILITIES

- *Patrol assigned territories, facilities, or grounds.*
- *Prepare, review, and submit reports, case files, and administrative documentation.*
- *Evaluate staff performance and provide training, guidance, and counseling.*
- *Promote inter-agency coordination and cooperation.*
- *Develop and enforce standard operating procedures and policies.*
- *Investigate complaints of criminal, drug, or wildlife violations.*
- *Apprehend and process offenders, including DWI and drug violators.*
- *Collect, preserve, and dispose of evidence following rules of evidence.*
- *Investigate accidents, incidents, or criminal events.*
- *Supervise officers or security staff, including scheduling and task assignment.*
- *Monitor corrective actions and ensure compliance with policies.*
- *Maintain and approve records for keys, access codes, and equipment.*
- *Update policies and standards to align with legal or organizational changes.*
- *Operate firearms, defensive equipment, and law enforcement tools.*
- *Ensure public safety during events or disruptions.*

COMPETENCIES

- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Conflict Management:** Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- **Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Command Skills:** Relishes leading; takes unpopular stands if necessary; encourages direct and tough debate but isn't afraid to end and move on; is looked to for direction in a crisis; faces adversity head on; energized by tough challenges.
- **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Managing and Measuring Work:** Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Negotiating:** Can negotiate skillfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.
- **Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Written Communications:** Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- **Timely Decision Making:** Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Priority Setting:** Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

SMART Goal Prompting Questions

Patrol assigned territories, facilities, or grounds

- What actions could you take to improve the effectiveness, visibility, consistency, or efficiency of patrol activities?
- How will you measure success, such as improving response times, increasing coverage of high-priority areas, reducing incidents, or improving documentation of patrol activity?
- What scheduling methods, patrol strategies, technology, data, or risk-based approaches could strengthen patrol operations?
- How does effective patrol activity support public safety, security, and prevention of incidents?
- By what date or patrol cycle will you aim to implement and evaluate a specific improvement?

Prepare, review, and submit reports, case files, and administrative documentation

- What steps could you take to improve the accuracy, completeness, timeliness, and quality of reports and case documentation?
- How will you measure success, such as reducing report corrections, meeting submission deadlines, improving case-file completeness, or reducing administrative backlogs?
- What templates, checklists, records-management systems, quality reviews, or writing practices could strengthen documentation?
- How does accurate documentation support investigations, accountability, legal proceedings, and continuity of operations?
- By what date or reporting cycle will you aim to improve a specific documentation process?

Evaluate staff performance and provide training, guidance, and counseling

- What strategies could you use to improve employee performance evaluation, coaching, training, and professional development?
- How will you measure success, such as improving performance outcomes, increasing training completion, reducing recurring deficiencies, or improving employee feedback?
- What coaching methods, performance measures, mentoring practices, training resources, or feedback processes could strengthen staff development?
- How does effective supervision and development contribute to officer readiness, professionalism, and public safety?

- By what date or performance cycle will you aim to implement and evaluate a specific staff-development improvement?

Promote inter-agency coordination and cooperation

- What actions could you take to strengthen communication, coordination, and cooperation with other law enforcement agencies and public safety partners?
- How will you measure success, such as reducing communication delays, improving joint response, increasing participation in coordinated activities, or improving partner feedback?
- What regular meetings, communication protocols, joint exercises, information-sharing practices, or contact networks could strengthen collaboration?
- How does effective inter-agency cooperation improve public safety and the coordinated response to incidents?
- By what date or operational cycle will you aim to strengthen a specific inter-agency partnership or process?

Develop and enforce standard operating procedures and policies

- What steps could you take to improve the clarity, consistency, effectiveness, and practical application of standard operating procedures and policies?
- How will you measure success, such as reducing procedural errors, improving compliance, shortening response times, or increasing staff understanding?
- What policy reviews, employee feedback, training, checklists, or process evaluations could strengthen procedures?
- How do clear and consistently enforced procedures support safety, accountability, and lawful operations?
- By what date or policy-review cycle will you aim to revise, implement, or evaluate a specific procedure?

Investigate complaints of criminal, drug, or wildlife violations

- What strategies could you use to improve the thoroughness, timeliness, consistency, and effectiveness of investigations?
- How will you measure success, such as reducing investigation backlogs, improving case completion times, strengthening evidence documentation, or increasing successful case outcomes?
- What investigative techniques, databases, training, inter-agency resources, or case-management practices could strengthen investigations?
- How do thorough investigations support public safety, accountability, and fair enforcement of laws?
- By what date or investigative cycle will you aim to improve a specific investigative process?

Apprehend and process offenders, including DWI and drug violators

- What actions could you take to improve the safety, efficiency, accuracy, and legal compliance of offender apprehension and processing?
- How will you measure success, such as reducing processing errors, improving timeliness, increasing compliance with required procedures, or reducing avoidable delays?
- What training, procedures, technology, coordination methods, or checklists could strengthen apprehension and processing activities?
- How does proper offender processing support public safety, due process, and successful legal proceedings?
- By what date or operational cycle will you aim to improve a specific apprehension or processing practice?

Collect, preserve, and dispose of evidence following rules of evidence

- What steps could you take to improve the accuracy, security, documentation, and chain of custody of evidence?
- How will you measure success, such as reducing evidence-handling errors, improving documentation completeness, or achieving full compliance with evidence procedures?
- What evidence-management systems, checklists, training, storage practices, or quality-control reviews could strengthen evidence handling?
- How does proper evidence management support investigations and the integrity of administrative or legal proceedings?
- By what date or evidence-review cycle will you aim to improve a specific evidence-management practice?

Investigate accidents, incidents, or criminal events

- What actions could you take to improve the thoroughness, timeliness, accuracy, or organization of accident and incident investigations?
- How will you measure success, such as reducing investigation completion times, improving evidence collection, identifying contributing factors, or reducing repeat incidents?
- What investigative protocols, technology, training, analytical tools, or inter-agency resources could strengthen investigations?
- How do effective investigations support accountability, prevention, public safety, and informed decision-making?
- By what date or investigation cycle will you aim to improve a specific investigative practice?

Supervise officers or security staff, including scheduling and task assignment

- What strategies could you use to improve staffing schedules, workload distribution, task assignments, and day-to-day supervision?
- How will you measure success, such as improving staffing coverage, reducing overtime or scheduling conflicts, completing assignments more consistently, or improving employee performance?
- What scheduling tools, workload data, prioritization methods, or communication practices could strengthen supervision?
- How does effective staff scheduling and assignment support operational readiness and public safety?
- By what date or scheduling cycle will you aim to implement and evaluate a specific improvement?

Monitor corrective actions and ensure compliance with policies

- What actions could you take to improve the tracking, follow-up, and completion of corrective actions?
- How will you measure success, such as increasing on-time corrective actions, reducing repeat deficiencies, or improving compliance rates?
- What tracking systems, follow-up schedules, accountability measures, or reporting tools could strengthen corrective-action monitoring?
- How does effective follow-up support accountability, policy compliance, and continuous improvement?
- By what date or compliance cycle will you aim to improve a specific corrective-action process?

Maintain and approve records for keys, access codes, and equipment

- What steps could you take to improve the accuracy, security, accountability, and timeliness of access and equipment records?
- How will you measure success, such as reducing discrepancies, completing periodic inventories on schedule, or improving documentation of issued and returned items?
- What inventory systems, access-control procedures, audits, or automated tracking tools could strengthen record management?
- How does accurate access and equipment accountability support security and operational readiness?
- By what date or audit cycle will you aim to improve a specific access or equipment-control process?

Update policies and standards to align with legal or organizational changes

- What strategies could you use to identify changes in laws, regulations, organizational priorities, or best practices that require policy updates?

- How will you measure success, such as reducing outdated policies, completing updates before required deadlines, or improving employee awareness of changes?
- What regulatory-monitoring tools, policy-review schedules, stakeholder input, or change-management processes could strengthen policy maintenance?
- How do current policies and standards support lawful, consistent, and effective operations?
- By what date or policy-review cycle will you aim to review and update a specific policy or standard?

Operate firearms, defensive equipment, and law enforcement tools

- What actions cold you take to maintain and improve proficiency, safety, readiness, and compliance in the use of assigned law enforcement equipment?
- How will you measure success, such as completing required training, improving proficiency assessments, reducing equipment-related deficiencies, or maintaining required readiness levels?
- What training exercises, inspections, maintenance schedules, qualification programs, or equipment reviews could strengthen readiness?
- How does maintaining proficiency and equipment readiness support officer and public safety?
- By what date or training/qualification cycle will you aim to achieve a specific readiness improvement?

Ensure public safety during events or disruptions

- What steps could you take to improve planning, coordination, communication, and response during public events, emergencies, or disruptions?
- How will you measure success, such as improving response times, reducing safety incidents, strengthening crowd or traffic management, or improving after-action findings?
- What event plans, risk assessments, communication protocols, inter-agency coordination, or emergency exercises could strengthen preparedness?
- How does effective event and disruption management protect the public while supporting continuity of operations?
- By what date or event cycle will you aim to implement and evaluate a specific public-safety improvement?