

### **Job Family Description**

Jobs whose primary duties generally involve law enforcement, criminal investigation, emergency services, forensics, and/or corrections/rehabilitation. Individuals in the family also may provide supervision of those performing these duties.

SC1501	<b>Protective Svcs I</b>	Grade 103
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#### **Level Definition:**

Work activities are associated with performing security, care and rehabilitation of inmates, emergency communications, and/or examination of evidence. Positions perform work under close supervision and may be considered training level.

#### **Knowledge Skills & Abilities**

Ability to communicate effectively in writing and verbally. Ability to accurately follow both written and verbal directions. Ability to interact effectively with others in a professional manner. Skill in collecting and organizing data. Ability to apply general rules to specific problems. Ability to complete work assignments accurately and timely. Ability to use tools necessary for assigned work. Basic knowledge of industry practices and procedures. Ability to organize, evaluate, inventory, and examine in compliance with agency standards. Basic knowledge of rehabilitation policies, practices, and techniques.

#### **Minimum Education & Experience**

High School diploma or equivalent, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or additional qualifications depending on the position to be filled.

SC1502	<b>Protective Svcs II</b>	Grade 104
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#### **Level Definition:**

Work activities at this level are associated with performing security, care, instruction, and rehabilitation of detained residents, emergency communications, and/or examination of evidence. Positions differ from lower level in that they perform work performed independently with minimal supervision and may assume a lead or training role. Inspect services standards to ensure compliance with state and national standards.

#### **Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Proficient in skills needed to organize, evaluate, inventory, and examine in compliance with agency standards. General knowledge of rehabilitation policies, practices, and techniques. Ability to set priorities and determine workflow.

#### **Minimum Education & Experience**

High School diploma or equivalent, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. Many positions require additional state or

federal certifications. At time of recruitment the hiring agency may specify education, certification, experience and/or additional qualifications depending on the position to be filled.

SC1503	<b>Protective Svcs III</b>	Grade 105
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**Level Definition:**

Work activities at this level are associated with performing security, care, instruction, assessment, and rehabilitation of detained residents, emergency communications, and/or examination of evidence. Positions differ from lower level in that they perform work performed independently with minimal supervision and may assume a lead or training role. Work differs from lower levels in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made. May provide task-specific training and supervision to lower-level staff.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Ability to handle difficult situations with composure. Ability to work effectively within a complex work environment. Ability to devise solutions to administrative, people, or operational problems. Ability to make sense of, combine, and organize information into meaningful patterns. Skill in monitoring and assessing the performance of others and to plan, assign, or supervise the work of others.

**Minimum Education & Experience**

Bachelor’s degree or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, certification, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC1504	<b>Protective Svcs IV</b>	Grade 106
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**Level Definition:**

Work activities at this level are associated with performing security, care, management, instruction, assessment, and rehabilitation of detained residents, emergency communications, and/or investigation of crimes. Positions differ from lower level in that they perform work performed independently with minimal supervision and may assume a lead or training role. Work differs from lower levels in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made. Often provide supervision to lower-level staff.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Senior level ability to set priorities and determine workflow. Highly skilled in evaluating alternative solutions, conclusions, or approaches to

problems. Highly developed ability to handle difficult and stressful situations with composure. Skilled at conducting and analyzing basic research and communicating results. Senior level ability to analyze and solve work related problems. Knowledge of project or program planning and implementation. Extensive ability to plan, assign, and/or supervise the work of others. Knowledge of crisis intervention techniques.

**Minimum Education & Experience**

Bachelor’s degree or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, certification, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC1505	<b>Protective Svcs V</b>	Grade 107
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**Level Definition:**

Individuals at this level must have gained a higher level of knowledge of the structure and mission of the agency associated with performing security, care, management, instruction, treatment, assessment, and rehabilitation of detained residents, emergency communications, and/or investigation of crimes. Must also have experience to perform highly complex investigations and research and handle increased administrative responsibility that may include oversight of a major administrative function budgeting and assisting in the development and maintenance of policies and procedures. Often manages the work of others. Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs being provided within an agency.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels –skilled in assessing the performance of the organization and to take corrective actions or direction changes as necessary. Ability to run a program or step into the lead role during the absence of the program manager. Ability to take a lead role during multi-jurisdictional law enforcement situations. Ability to participate at the strategic planning level. Ability to anticipate challenges that may arise. In-depth knowledge of problem solving and analysis techniques. Ability to interpret and apply regulations, policies, and procedures.

**Minimum Education & Experience**

Bachelor’s degree or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify education, certification, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC1506	<b>Protective Svcs VI</b>	Grade 108
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**Level Definition:**

Work at this level involves independently performing managerial and professional assignments related to protective service type programs, facilities, or systems. Work is multi-disciplinary, and assignments address complex issues, problems, and/or systems. Work may involve the review and evaluation of existing data and research. Planning and directing staff and activities.

**Knowledge Skills & Abilities**

The following are in addition to KSAs for lower levels – Knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Ability to develop, interpret, and evaluate policies and procedures. Ability to implement new systems and evaluate their effectiveness. Ability to solve program or service-related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards. Skilled at developing and administering a budget.

**Minimum Education & Experience**

Bachelor's degree in a related field, professional licensure and agency specified experience. At time of recruitment the hiring agency may specify additional education, certification, experience and/or qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualifications that are either traditionally or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

*Job family descriptions are not to be used as the sole determinant for classification assignment. Classification analysis includes a review of the job family description, comparisons to other state-wide positions, review of the job description and classification request, organizational structure, and agency information.*